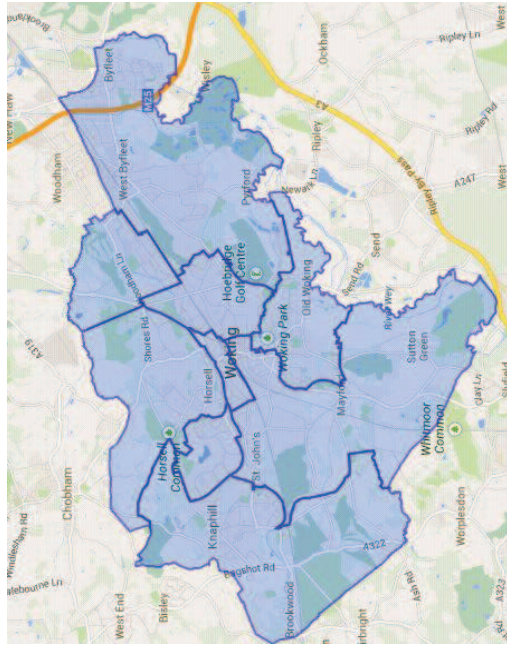




Our Mission:
To provide a professional and well supported Fire and Rescue Service which reduces community risk in order to save lives, relieve suffering, protect property and the environment. Russell Pearson – Chief Fire Officer

Woking



Our Priorities for 2014/15

- To communicate clearly with our staff and the public to ensure our plans, aims and objectives are clearly understood and we deliver the highest possible quality of service
- To ensure that our personnel are able to provide the best service possible to the public in an emergency situation by ensuring that sufficient focus is placed upon maintaining and improving operational competence / skills
- To make our communities safer through a range of community safety initiatives, working in partnership wherever possible
- To optimise the use of our resources by targeting them appropriately based on analysis of all the information available to us
- To ensure our personnel project the professional image that SFRS requires and the public expects

How We Will Make This Happen

Woking station personnel will support the Surrey Fire and Rescue mission through the delivery of their local station plan. These will include:

- Ensuring all personnel are well briefed and informed
- Following a risk based approach we will target demographic groups or geographic areas to reduce fires in the home
- Making the most vulnerable people in Woking safer
- Reducing the risk of arson in business premises
- Reducing the number of water related deaths and injuries
- Educating young people to make them safer from fire
- Engaging with partners and the community to deliver improved community cohesion and sharing of facilities; focussing on consolidating core fire-fighter skills, command competence and gathering effective risk information in order to make our firefighters safer when responding to operational incidents

What difference will this make by 2015?

- Through joint prevention initiatives we will have provided early intervention and contributed towards reducing the number of incidents we attend
- We will have delivered community fire prevention advice to "at risk" groups (people over 65, and people with mental health, alcohol, drug, mobility difficulties or people who smoke) and vulnerable adults to support them to live in their community more independently for longer. Our staff will be better informed about dementia and domestic abuse.
- We will have increased the ownership of smoke detectors. People will be more aware of the need to have the correct type of detector in the right location. Our communities will be more informed of the risks from fire, specifically around cooking and electrical safety.
- Our full time and part time fire-fighters will be supported by Surrey Fire Volunteers to deliver community fire safety initiatives.
- Operational surveys will have provided information to support decision making by incident commanders to resolve incidents more effectively. Operational surveys will also support safe systems of work on the incident ground to reduce the risk of injury to emergency responders and the public.
- By working flexibly our teams will have contributed to deliver a balanced budget.
- We will have completed skills checks to provide assurance that the core skills of our teams provide them with the competence and confidence to deliver high quality services. Our teams will have participated in training events, exercises and table top scenarios to test their operational readiness and command competence.
- Our workplaces will be safer and our workforce healthier. By promoting safe behaviours and safe habits our people will be healthier and our workplaces safer. This will result in
 - A reduction in the overall number of workplace safety events and associated days lost,
 - A reduction in the number of vehicle collisions,
 - 80% of all safety event investigations completed within the agreed timescales
- We will have provided support to managers and staff to return to work and reduce the amount of time lost to sickness.

2013/14 Performance Information

- Service performance against the response standard*:
 - critical incidents **80.76%** non-critical incidents **97.21%**
- Total number of calls (West Area)*:
 - AFD – **2359** dwelling fires - **331** other property fires - **13**
 - non property fires - **131** road traffic collisions - **488**
 - special services – **665**
- Number of fire deaths and injuries (Countywide)*: **170**
- Number killed or seriously injured in RTCs (Countywide): **213**
- Number of community safety visits (Countywide)*: **3357**
 - Progress against % at risk groups*: **69%**
- Number of operational surveys undertaken(West Area): **339**
- Number of days lost to absence(West Area):
 - Short term – **747**
 - Long term - **2051**
- Number of workplace safety events (Service): **138**
- The number of Service vehicle collisions: **34**
- Safety event investigations completed within the agreed timescales(Service): Target – **80%**, Q1,Q2,Q3 – **46%**

*2012/13

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