

# Godalming Fire Station

Station Plan 2018 - 19



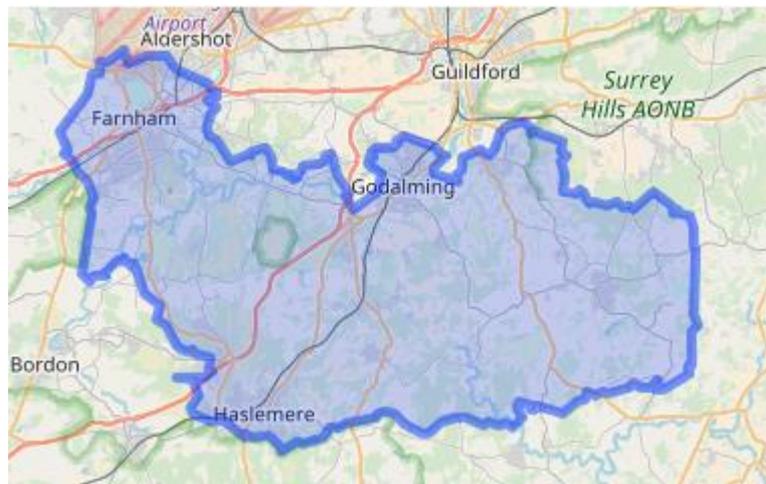
# Introduction – Godalming Station Plan

Welcome to Surrey Fire and Rescue Services' Station Plan for Godalming, which is situated in the borough of Waverley, other notable settlements are the towns of Farnham and Haslemere and the large village of Cranleigh.

As part of our commitment to delivering protection and prevention services to Surrey, Surrey Fire and Rescue Service produces tailored station plans to show what our local priorities are and how we are working with other agencies in the area to improve the local quality of life. In order to do this we set specific goals/benchmarks in each area to address the issues particularly relevant to that area.

The Station Plan is a public document and is available to everybody - for our staff, it gives clear direction in setting annual

priorities and projects. For the public, it gives a clear indication of what we will be focusing on in the local area and what we aim to achieve as a result. It allows us to address risks at a local level, putting the right resources into the right areas to ensure we reduce the risks faced by everybody in that borough. It also enables us to work with other agencies such as the police and health services to ensure that, where a local trend cannot be resolved by one service alone, we work together to achieve improved outcomes for the community.



Surrey Fire and Rescue Service also recognises that, in order to achieve our strategic aims and objectives, we must have a risk managed and diverse approach, tailored to local needs, that is affordable and provides value for money.

The Station Plan supports both the principal aim of the Service (as detailed in our Public Safety Plan) to deliver high performing services necessary to keep our communities safe in the modern world whilst improving the value for money we offer as the financial climate public services find themselves in continues to tighten.

# The County of Surrey

## **Geography**

Surrey is approximately 648 sq miles (1,679 sq km) in size. It is landlocked and has no coastline. Surrey is bordered by the counties of Greater London, Kent, East Sussex, West Sussex, Hampshire, and Berkshire.

## **Population**

According to the last census (2011) the population of Surrey was 1.13 million; recent estimates state that this has grown to 1.17m. The county rates highly in environmental terms. Surrey is England's most wooded county and over 70% of its land lies within the greenbelt. However, per square mile, it is the most densely populated shire county in England. The most densely populated area is Epsom & Ewell, with an average population of over 20 people per hectare of land.

## **Transport**

Surrey is served by two of the world's largest international airports on its borders, Gatwick and Heathrow. Most major towns in Surrey have connections by rail to central London with a frequency of under one hour.

The county has more cars per mile of road than any other UK shire, containing some of the country's busiest arterial routes such as the M3, A3, M25 and M23. There are more than 3,000 miles of highway in the county, including almost 70 miles of motorway.

## **Employment**

The main employment is concentrated in the central towns of Guildford and Woking, to the west in Camberley and Staines and to the East in Leatherhead, Dorking and Reigate. Employment levels are very high, although the county's commercial premises have varying levels of occupancy. The unemployment figure remains under 1%.

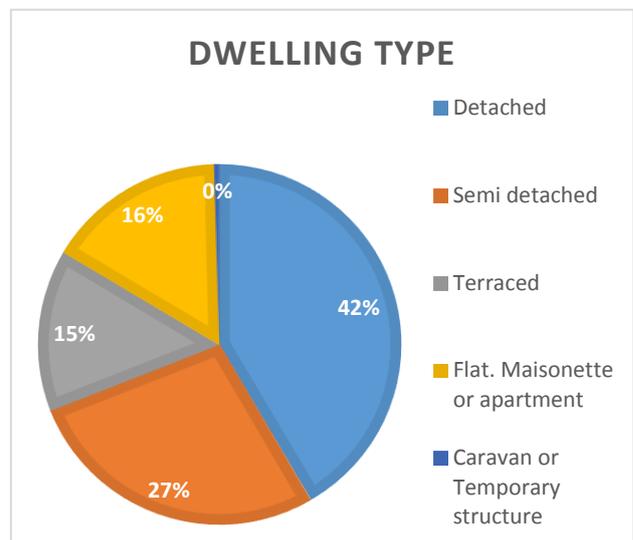
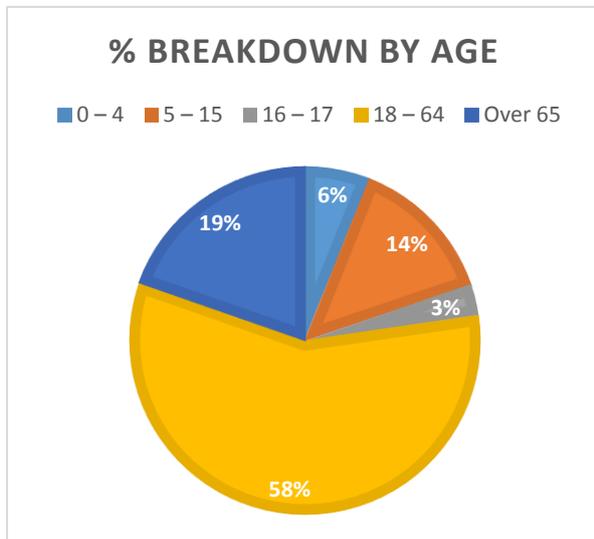
## **Education**

There are approximately 272,800 children and young people aged 0 to 19 in the county. There are over 386 schools in Surrey and education is Surrey County Council's single biggest area of expenditure. The county has three established Universities: Surrey, Royal Holloway and the University of Creative Art. Together these universities have over 21,000 undergraduate and postgraduate students.

## **Politics**

The county is run by a two-tier system comprising the County Council and 11 district/borough councils. The political composition of Surrey County Council is currently: 61 Conservative, 9 Liberal Democrats, 9 Residents' Associations/Independents, 1 Labour and 1 Green. There are 81 county councillors in total.

# Living in Waverley



# Summary of incidents attended, activities undertaken and standards met by Godalming 2017/18

Performance Area	Result
<b>Safety Activities Undertaken</b>	
Safe and Well Visits completed (home safety)	48
Percentage Safe and Well Visits Completed to vulnerable people	88
Initial Premises Surveys & Operational Premises Surveys (business safety)	30
<b>Incidents Attended</b>	
BVPI 142ii: No. of calls to fires attended - Primary Fires	29
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	13
BVPI 144: Percentage of accidental dwelling fires confined to room of origin	92
BVPI 146ii: Number of calls to malicious false alarms attended	2
BVPI 149i: Number of false alarms caused by automatic fire detection	22
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	7
BVPI 206ii + 206iv: Number of deliberate fires in vehicles	2
BVPI 207 Number of fires in non-domestic properties	4
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted	38
<b>Standards Achieved</b>	
Average turnout time as first appliance to critical incidents - on call (hh:mm:ss)	00:04:43
Average percentage response standard met at incidents by station appliances - first pump in attendance	36
Percentage On Call appliance availability (for March 2017)	78
<b>Organisational Health</b>	
Number of workplace safety events	2
Number of vehicle collisions due to driver behaviour	0
Percentage of safety events where management action has been completed within 7 days	100
Attendance management - shifts lost per person On Call	0.4

# Community Safety

The Fire Service sets out in its Station Plan the community safety initiatives that it feels will reduce risk in the community and make Waverley a safer place in which to live and work. To promote understanding of these initiatives and allow partners to become involved in them where applicable a short précis of each is provided in the following paragraphs.

The service continues to educate the public through community safety campaigns and the Safe and Well Visit (which replaced the previous Home Fire Safety Visits) initiative, to drive down the numbers of accidental dwelling fires and road traffic collisions (RTCs). Our Safe and Well Visit is designed to cover fire safety, road safety, environment safety and by using the One Stop Surrey referral process, cover a range of health and social issues that support independent living. The service also supplies a range of equipment, including smoke alarms, hard of hearing alarms, fire retardant bedding and advises on Telecare alarms and sprinklers. SFRS continues to work with the Surrey Health and Wellbeing Board members, such as Adult Social Care, the NHS, public health and Age UK Surrey, to develop the content of Safe and Well Visits to reduce risk to the elderly.

The service has an important part to play in improving the life chances for young people. It works with partners in a number of different areas including the county's Youth Justice Service and the Educational Welfare Service who identify young people considered at risk of falling out of education and/or becoming involved in anti-social behaviour and crime. SFRS co-developed and deliver the Youth Engagement Scheme to give these young people the opportunity to develop practical and social skills through a number of different activities.

Further examples of other effective prevention activities include:

- Keeping YOU safe from Fire (high risk vulnerable people)
- Dementia Awareness
- One Stop Surrey
- Fire safety education in schools
- Road Safety (Drive SMART and Safe Drive Stay Alive)
- Water safety
- Youth Engagement Scheme (YES)
- FireWise (juvenile fire setters)
- Safeguarding Vulnerable People
- Arson reduction
- Ride It Right
- Biker Down

There is still more that can be done. There is opportunity for SFRS to tap into and support wider prevention and protection agendas across the other council services, such as Adult Social Care, to best utilise the service's skills, knowledge and experience for the greater benefit of communities.

# Godalming Fire Station Action Plan

Action Plan 2018/19

Priority Area	Activity	Lead Officer
<b>Employee centred people performance</b>	Targeted work to have the right people, with the right skills at the right time.	AGC
Narrative	Project	Leads
Maintenance of staff competencies	We will ensure each individual takes responsibility for their own training needs and identify areas that require additional training input in order to provide robust operational fire cover.	WC
A high performing, modern and professional workforce. Managers who demonstrate outstanding leadership based on competence, integrity, consistency and benevolence. Staff with the right technical and non-technical skills to support community risk reduction education, protection advice and the delivery of response and national assets into the incident ground.	We will ensure personnel book core training courses well in advance to ensure competence is maintained within a 12 month period. Individual and Team training will be recorded as necessary. We will train and develop further specialist skills to meet the more bespoke requirements of Waverley Borough such as wildfire, off road and swift water rescue.  We will attend regular drill nights and core training as detailed in our current on call contract.  We will support sister on call stations to facilitate joint training and development scenarios and undertake training and familiarisation visits to Stations with specialist appliances.	CC's

Priority Area	Activity	Lead Officer
<b>Ensuring the service is in the right place to respond when needed.</b>	Provide a suitable response as efficiently and effectively as possible, maximising the preservation of life, property and the environment.	AGC
Narrative	Project	Leads

By focusing on response and getting that right, the service can save lives, relieve suffering and protect the environment and property, and this work has been seen in how the service performs against national response data and the Surrey Response Standard. As the service develops and works more with other emergency service partners to serve communities, its role is expanding and it is crucial that the service responds quickly, safely and effectively.	Godalming Fire Station appliances are crewed by On-Call (OC) personnel who work to the current on call contract by providing a minimum of 54 hours operational availability each week. With a maximum unit strength of 18 personnel, they will endeavour to make the appliance available at least 70% of the time, meet the service turnout time for on call staff of 6 minutes and endeavour to attend critical incidents within 10 minutes as the first appliance or 15 minutes as the second appliance as per the Surrey response standard. The number of personnel currently employed at Godalming is 16 and we are actively recruiting for additional On-Call firefighters.	WC CC's
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Priority Area	Activity	Lead Officer
<b>Enhance integration and meaningful collaboration with other services.</b>	Work with partner organisations to assist in responding to an increased demand for services.	WC
Narrative	Project	Leads
Provide detailed examples of where at a local level how the service supports collaboration and works closer with partner agencies to improve community safety, and add public value.	We will ensure that we further develop our operational working relationship with partner agencies through collaborative working and training with blue light partners, and other non-emergency agencies such as Highways. This will ensure that we are well placed to serve the local community. We will work closely with a number of agencies to improve public safety such as Natural England, The Forestry Commission, MOD and other land managers to reduce the risk of wildfire. We will work in conjunction with Waverley Borough Council, Police and local schools to reduce road injury and death through the Road User Awareness Day scheme. We will continue to support all partner agencies in delivering FIREWISE and Youth engagement schemes. It must be recognised that Service provisions may not facilitate on-call stations the capacity to undertake additional workloads.	CC's

Priority Area	Activity	Lead Officer
<b>Reduction in number and severity of Accidental Dwelling Fires</b>	Targeted community safety work to reduce the risk in people's homes and limit the impacts of fire on the community.	AGC

Narrative	Project	Leads
<p>Whilst ownership of smoke alarms is relatively high in Surrey, this ownership does not fall evenly throughout the community. Free safe and well visits provide an opportunity for fire service personnel to visit residents within the borough of Waverley. Our targeted campaigns will ensure that we visit the most vulnerable members of the community to ensure the risk of fire is reduced and that they are safe in their homes.</p>	<p>We will ensure that we further develop our operational working relationship with partner agencies through collaborative working and training with blue light partners, and other non-emergency agencies such as Highways. This will ensure that we are well placed to serve the local community. We will work closely with a number of agencies to improve public safety such as Natural England, The Forestry Commission, MOD and other land managers to reduce the risk of wildfire. We will work in conjunction with Waverley Borough Council, Police and local schools to reduce road injury and death through the Road User Awareness Day scheme. We will continue to support all partner agencies in delivering FIREWISE and Youth engagement schemes. It must be recognised that Service provisions may not facilitate on-call stations the capacity to undertake additional workloads.</p>	<p>WC CC's FF</p>
<p>Wherever possible we will develop meaningful partnerships that enable us to reach, educate, improve the safety and welfare and increase smoke alarm ownership amongst those members of our community whom ourselves or our partners consider to be at a higher risk.</p>	<p>We will continue to work closely with the fire investigation team and the fire prevention team to ensure that our work is targeted.</p>	

Priority Area	Activity	Lead Officer
<p><b>Reduction in number of Road Traffic Collisions</b></p>	<p>Targeted work to reduce the number and risk of road traffic collisions and the number of associated injuries.</p>	<p>WC</p>
Narrative	Project	Leads
<p>The people of Surrey are more likely to be killed or injured on our roads than they are from any involvement with fire. Surrey Fire and Rescue can help reduce RTC's through targeted education, response and prevention work.</p>	<p>We will commit to educating the local community through RTC reduction campaigns, demonstrations at our open day and community events. We will also commit to coordinating a Road User Awareness Day, targeting year 11 students in all elements of road safety.</p>	<p>CC</p>

Supporting National and Service campaigns and developing local initiatives with our partners will help raise awareness and reduce the numbers and impacts of RTC's.	We will support our award winning Safe Drive stay alive presentations	
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Priority Area	Activity	Lead Officer
<b>Reduction in number of Unwanted Calls</b>	Targeted work to reduce the number of false alarm calls. This includes both automatic fire alarm and hoax calls.	AGC
Narrative	Project	Leads
<p>The vast majority of calls to automatic fire alarms are statistically proven not to require an emergency response. Steam, cooking, fumes, deliberate misuse of the system or poor design together with a lack of maintenance are often causes of these false alarms.</p> <p>These calls take the front line fire appliances away from more essential work and can have a negative effect on local business continuity. Unnecessary activations can also lead to complacency amongst occupants of the premises.</p>	Crews will give advice to home and business owners when they attend an AFA. The Borough Management Team will identify trends and will work with owners of premises who experience high actuations of their alarm systems.	JO's

Priority Area	Activity	Lead Officer
<b>Reduction in deliberate fires</b>	Targeted work to reduce the number of deliberately set fires	AGC
Narrative	Project	Leads
Deliberately set fires are an indication of anti-social behaviour. They lead to injury or loss of life, close down businesses, damage the	As part of the Summer Wildfire Prevention we will regularly patrol known wildfire areas, providing prevention advice to members of the public, and to be a publicly seen deterrent to would be fire starters.	WC FF

environment and often cause the unnecessary loss of community amenities.	We will monitor, report on and aim to reduce occurrences of deliberate fires by identifying trends and working with Police and Waverley Borough Council to carry out local initiatives to reduce.	
We want to reduce the deliberate car fires that are a continuing problem. Car fires are a result of theft of vehicles, anti-social behaviour and deliberate act.	We will monitor, report on and aim to reduce occurrences of deliberate car fires by identifying trends and working with Police and Waverley Borough Council to carry out local initiatives to reduce. We will report instances of abandoned vehicle to Waverley Borough Council for removal.	

Priority Area	Activity	Lead Officer
<b>Community Risk Reduction</b>	Targeted work to meet community needs and deliver a risk based fire safety inspection programme	AGC
Narrative	Project	Leads
An important part of reducing risk to both our personnel and the community is by ensuring all our information is up to date and by enforcing statutory fire safety requirements.	We will identify business premises which pose the greatest risk to both life and property. We will arrange re-inspections of all known business premises using a risk based approach. This approach will also offer a degree of protection to the businesses as known hazards can be prioritised and fire safety advice given. The station will input, monitor and review all risks on our station ground and ensure that information held is current. New risks when identified will be visited to ensure we hold the most current data. It must be recognised that Service provisions may not facilitate on-call stations the capacity to undertake additional workloads.	WC CC
We will provide targeted education and youth engagement activities to ensure that both the risk in and anti-social behaviour that affects the community are reduced	We will continue to support and engage with youth engagement through a number of channels including fire fighter for a day, Road user awareness day, school visits, scouting, and occasionally D of E.	WC CC's

Status	Description
<b>Red</b>	<b>The measure has not achieved its target by a margin greater than 10%.</b>
<b>Amber</b>	<b>The target has almost been reached – this is defined as being within 5% of the agreed target. Robust actions are in place to bring performance back on track.</b>
<b>Green</b>	<b>The measure has achieved its target OR the measure is on track to achieve its target.</b>

### Quarter 1 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed – <i>service level 600 for OC and Volunteers per annum</i>	-		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	TBC		
BVPI 142ii: No. of calls to fires attended - Primary Fires	30		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	15		
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40		
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%		
BVPI 149i: Number of false alarms caused by automatic fire detection	33		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	11		
BVPI 207 Number of fires in non-domestic properties	5		
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%		
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00		
Avg. Turnout time on call = <i>Service level only</i>	00:06:00		
Number of workplace safety events	6		
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50		
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%		
Attendance management - shifts lost per person On Call	6.5 days lost max		
Station Open Day	1 per station		
Thematic Audits by station based personnel	n/a		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		
% on call appliance availability = <i>Service level only</i>	70%		



### Quarter 2 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed – <i>service level 600 for OC and Volunteers per annum</i>	-		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	TBC		
BVPI 142ii: No. of calls to fires attended - Primary Fires	30		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	15		
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40		
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%		
BVPI 149i: Number of false alarms caused by automatic fire detection	33		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	11		
BVPI 207 Number of fires in non-domestic properties	5		
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%		
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00		
Avg. Turnout time on call = <i>Service level only</i>	00:06:00		
Number of workplace safety events	3		
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50		
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%		
Attendance management - shifts lost per person On Call	6.5 days lost max		
Station Open Day	1 per station		
Thematic Audits by station based personnel	n/a		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		
% on call appliance availability = <i>Service level only</i>	70%		

**Commentary** (provided by AGC responsible for station ground to comment on performance in each area)

### Quarter 3 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed – <i>service level 600 for OC and Volunteers per annum</i>	-		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	TBC		
BVPI 142ii: No. of calls to fires attended - Primary Fires	30		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	15		
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40		
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%		
BVPI 149i: Number of false alarms caused by automatic fire detection	33		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	11		
BVPI 207 Number of fires in non-domestic properties	5		
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%		
Ⓢ Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00		
Ⓢ Avg. Turnout time on call = <i>Service level only</i>	00:06:00		
Ⓢ Number of workplace safety events	3		
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50		
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%		
Attendance management - shifts lost per person On Call	6.5 days lost max		
Station Open Day	1 per station		
Thematic Audits by station based personnel	n/a		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		
% on call appliance availability = <i>Service level only</i>	70%		

**Commentary** (provided by AGC responsible for station ground to comment on performance in each area)

### Quarter 4 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	YTD Total	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed – <i>service level 600 for OC and Volunteers per annum</i>	-		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	TBC		
BVPI 142ii: No. of calls to fires attended - Primary Fires	30		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	15		
BVPI 143ii: Number of injuries (excluding precautionary checks) arising from accidental fires in dwellings = <i>Service level only</i>	Not to exceed 40		
BVPI 144: Percentage of accidental dwelling fires confined to room of origin = <i>Service level only</i>	91%		
BVPI 149i: Number of false alarms caused by automatic fire detection	33		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	11		
BVPI 207 Number of fires in non-domestic properties	5		
BVPI 209iii: The percentage of fires attended in dwellings where no smoke alarm was fitted = <i>Service level only</i>	Not to exceed 25%		
Avg. Turnout time whole-time = <i>Service level only</i>	00:02:00		
Avg. Turnout time on call = <i>Service level only</i>	00:06:00		
Number of workplace safety events	3		
Number of vehicle collisions due to driver behaviour = <i>Service level only</i>	50		
Percentage of safety events where management action has been completed within 14/28 days = <i>Service level only</i>	95%		
Attendance management - shifts lost per person On Call	6.5 days lost max		
Station Open Day	1 per station		
Thematic Audits by station based personnel	n/a		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		
% on call appliance availability = <i>Service level only</i>	70%		

**Commentary** (provided by AGC responsible for station ground to comment on performance in each area)

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