

Farnham Fire Station

Station Plan 2018 - 19



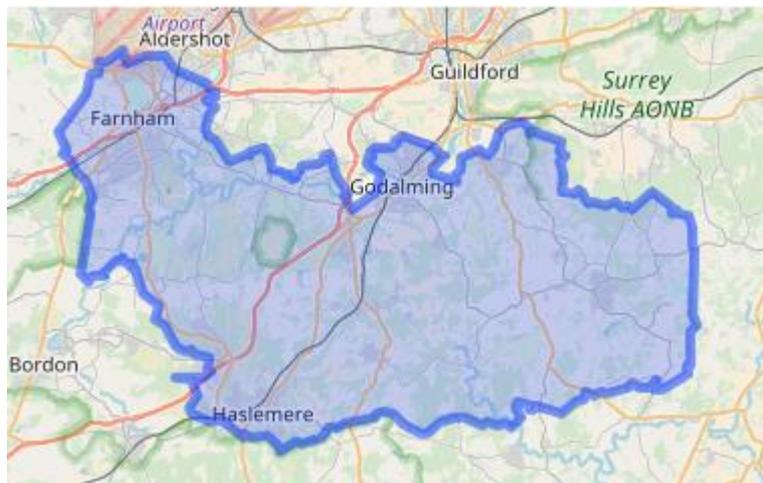
Introduction – Farnham Station Plan

Welcome to Surrey Fire and Rescue Services' Station Plan for Farnham, which is situated in the borough of Waverley, comprising of the town of Godalming; other notable settlements are the towns of 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%.

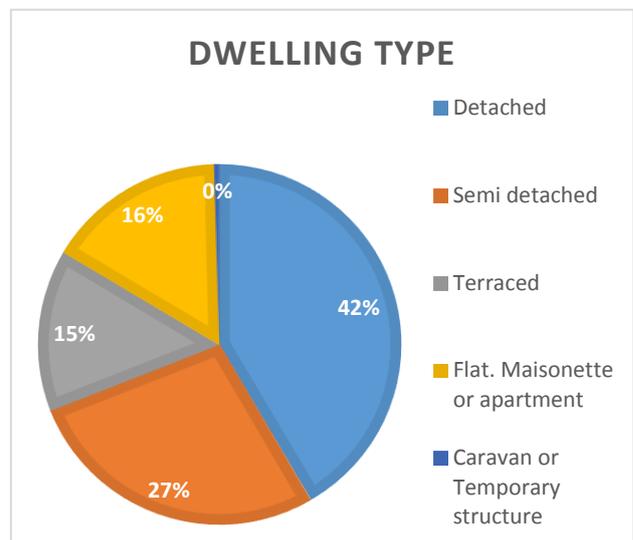
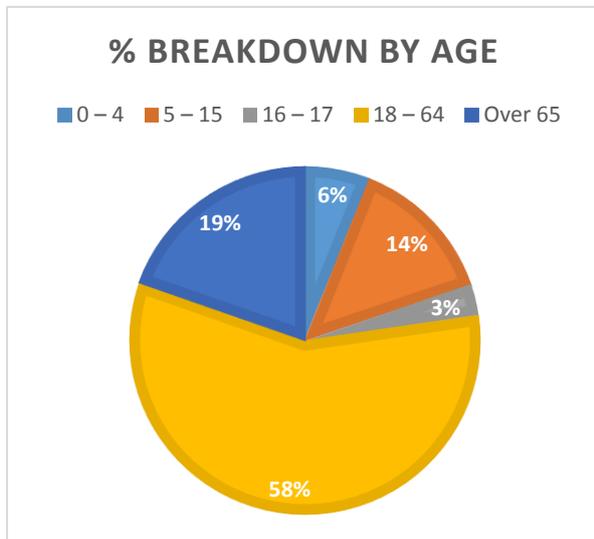
Education

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 Farnham 2017/18

Performance Area	Result
Safety Activities Undertaken	
Safe and Well Visits completed (home safety)	184
Percentage Safe and Well Visits Completed to vulnerable people	74
Initial Premises Surveys & Operational Premises Surveys (business safety)	104
Incidents Attended	
BVPI 142ii: No. of calls to fires attended - Primary Fires	49
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	24
BVPI 144: Percentage of accidental dwelling fires confined to room of origin	88
BVPI 146ii: Number of calls to malicious false alarms attended	4
BVPI 149i: Number of false alarms caused by automatic fire detection	68
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	15
BVPI 206ii + 206iv: Number of deliberate fires in vehicles	3
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	13
Standards Achieved	
Average turnout time as first appliance to critical incidents - wholetime (hh:mm:ss)	00:01:23
Average percentage response standard met at incidents by station appliances - first pump in attendance	79
Organisational Health	
Number of workplace safety events	9
Number of vehicle collisions due to driver behaviour	1
Percentage of safety events where management action has been completed within 7 days	89
Attendance management - shifts lost per person WT	7.4

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.

Farnham Fire Station Action Plan

Action Plan 2018/19

Priority Area	Activity	Lead Officer
Employee centred people performance	Targeted work to have the right people, with the right skills at the right time.	
Narrative	Project	Leads
Maintenance of staff competencies	We will ensure each individual takes responsibility for their own training needs and will identify areas that require additional training input. We will ensure personnel book courses well in advance so they do not run 'out of ticket' within a 12 month period. Individual and Watch training will be recorded on Firewatch	Watch Commander: Blue White Red Green
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 drill on a regular basis and undertake core training, with each individual taking responsibility for their own training needs, highlighting any areas of deficiency to the Watch officers. When crewing numbers allow, Firefighters from on call stations not required to ride the appliance will travel to Farnham fire station in their MRV to drill with their allocated Watch. This will promote personnel familiarisation between stations and improve skills sets	Watch Commander: Blue White Red Green

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

<p>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.</p>	<p>We will work to the current contract and shift system of 2 days and 2 nights to ensure the appliance is available 24/7/365. There is a degree of flexibility in the shift pattern, however we will follow the guidance given in SOP SFRS205 'Wholetime duty system' paying particular attention to the maximum working hours and rest periods.</p> <p>We will manage absence using the SCC Attendance Management SOP. If on an individual basis it is deemed necessary, the guidance given in the SCC Capability or Disciplinary SOP will be followed.</p> <p>We will 'turnout' and respond to incidents to meet the Surrey response standards</p>	<p>Watch Commander: Blue White Red Green</p>

Priority Area	Activity	Lead Officer
<p>Enhance integration and meaningful collaboration with other services.</p>	<p>Work with partner organisations to assist in responding to an increased demand for services.</p>	
Narrative	Project	Leads
<p>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.</p>	<p>We have close links with Surrey Police as they have a base within the fire station and this link will continue to improve by identifying anti-social behaviour and known fire setting and reporting it to our Police colleagues</p> <p>We recently took an active part in the co-responding trial working alongside SECamb colleagues and we will resume this additional lifesaving work when national agreement is reached.</p> <p>We will hold one station open day each year, inviting other agencies to collaborate with us to give the community safety message and show the public the work we do</p>	<p>Watch Commander: Blue White Red Green</p>

Priority Area	Activity	Lead Officer
<p>Reduction in number and severity of Accidental Dwelling Fires</p>	<p>Targeted community safety work to reduce the risk in people's homes and limit the impacts of fire on the community.</p>	
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 contact local authority housing and the housing associations within the Farnham area and work with them to identify vulnerable persons that should receive SAWVs. This will ensure the persons most at risk receive a targeted visit and when required, social services will be informed if it is considered the individual would benefit from additional help.</p>	<p>Watch Commander: Blue</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 build upon our existing links with local groups such as Ash Parish Dementia Action Alliance and Sandy Hills Community Centre to reach vulnerable persons to assist with fire safety in the home. When required, we will recommend additional devices or services</p>	<p>Watch Commander: Blue</p>

Priority Area	Activity	Lead Officer
Reduction in number of Road Traffic Collisions	Targeted work to reduce the number and risk of road traffic collisions and the number of associated injuries.	
Narrative	Project	Leads
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.	We will develop road safety campaigns incorporating driving whilst under the influence of alcohol & drugs, using mobile phones and speeding. We will invite partner agencies to collaborate	Watch Commander: Green
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 national road safety campaigns to raise public awareness	Watch Commander: Green

Priority Area	Activity	Lead Officer
Reduction in number of Unwanted Calls	Targeted work to reduce the number of false alarm calls. This includes both automatic fire alarm and hoax calls.	
Narrative	Project	Leads
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. These calls take the front line fire appliances away from more essential work and can have a negative effect on local business continuity.	We will give specific advice on AFA reduction each time we are called to a property and we will give advice on what to do in the event of a real emergency. We will identify repeated calls to the same address and give advice to the occupier to reduce the number of calls. We will request Business Fire Safety assistance for complex issues or occupiers that fail to reduce unwanted calls We will request partner agency assistance if the actions of the occupier is the main cause because of vulnerability	Watch Commander: Blue White Red Green

Unnecessary activations can also lead to complacency amongst occupants of the premises.		
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Priority Area	Activity	Lead Officer
Reduction in deliberate fires	Targeted work to reduce the number of deliberately set fires	
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 environment and often cause the unnecessary loss of community amenities.	The majority of fires within the Farnham area are 'fires in the open'. As part of the Summer Strategy and in order to reduce the instances of wildfire, we will patrol wildfire areas alongside colleagues from on call Units to give advice to members of the public on the safe use and disposal of cigarettes and BBQs etc and to be a publicly seen deterrent to would be fire starters	Watch Commander: Red
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 identify local trends of fire setting and other anti-social behaviours that can be fed into the Safer Waverley Partnership. We will report abandoned vehicles to surrey police for investigation and safe removal	Watch Commander: Red

Priority Area	Activity	Lead Officer
Community Risk Reduction	Targeted work to meet community needs and deliver a risk based fire safety inspection programme	
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 gather risk information on business premises as part of our statutory requirement for Firefighter safety We will carry out a reinspections of all known business premises using a risk assessed approach	Watch Commander: White

	We will enforce fire safety legislation through targeted campaigns such as thematic audits as well as low level fire safety audits throughout the year	
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 organise educational visits, both on station and off to educate young people on the dangers of fire setting and on fire safety in the home We may provide basic first aid knowledge and instruction on how to call the emergency services depending on the age and capacity of the audience	Watch Commander: White

<i>Status</i>	<i>Description</i>
Red	The measure has not achieved its target by a margin greater than 10%.
Amber	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.
Green	The measure has achieved its target OR the measure is on track to achieve its target.

Quarter 1 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	Total for Quarter	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	225		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	108		
BVPI 142ii: No. of calls to fires attended - Primary Fires	64		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	26		
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	61		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	28		
BVPI 207 Number of fires in non-domestic properties	10		
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	5		
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 WT	6.5 shifts lost max		
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	96		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

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

Quarter 2 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	Total for Quarter	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	225		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	108		
BVPI 142ii: No. of calls to fires attended - Primary Fires	64		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	26		
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	61		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	28		
BVPI 207 Number of fires in non-domestic properties	10		
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	5		
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 WT	6.5 shifts lost max		
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	96		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

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

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Quarter 3 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	Total for Quarter	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	225		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	108		
BVPI 142ii: No. of calls to fires attended - Primary Fires	64		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	26		
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	61		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	28		
BVPI 207 Number of fires in non-domestic properties	10		
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	5		
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 WT	6.5 shifts lost max		
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	96		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

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

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Quarter 4 – Performance Monitoring

Area to measure performance against	Station Goal (by annum)	Total for Quarter	RAG Status (based upon YTD forecast against annual Goal)
SAWV completed	225		
SAWV declined	Count		
% SAWV Completed to vulnerable people	60%		
IPS & OPS Surveys	108		
BVPI 142ii: No. of calls to fires attended - Primary Fires	64		
BVPI 142iii: Number of calls to fires attended: Accidental fires in dwellings	26		
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	61		
BVPI 206i + 206iii: Number of deliberate fires (excluding deliberate fires in vehicles)	28		
BVPI 207 Number of fires in non-domestic properties	10		
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	5		
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 WT	6.5 shifts lost max		
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	96		
Fitness tests completed	95%		
Fitness tests passed	95%		
3 yearly medicals in date	90%		
Operationally fit 'In ticket' training activity	90%		

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

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