



Community Risk Management Plan frequently asked questions



Question	Answer
Is there a financial cut for these proposals?	<p>These proposals, if approved, would result in no change to Surrey Fire and Rescue Service's (SFRS) budget, assigned to the service by the Fire and Rescue Authority in 2024/25. More information on SFRS and Surrey County Council's (SCC) budget for 2024/25 can be found on SCC's website.</p>
What is the timeline of stages through the Community Risk Management Plan (CRMP) process?	<p>The consultation closes on 31 July 2024. Once this happens, a thorough analysis will take place by Surrey County Council teams. This will then be fed back to SFRS's Leadership Teams for decision making during September and October and any appropriate changes to the proposals.</p> <p>The final CRMP document, including the changes, will then be presented to Surrey County Council's (SCC), who is the Fire and Rescue Authority, Corporate Leadership Team and Informal Cabinet in October.</p> <p>In December it will be submitted to the SCC Select Committee and finally in January 2025, it will go for approval at SCC's Cabinet meeting.</p> <p>The proposals, if approved, will not be implemented at the same time. They will start to be put in place in 2025 on a staged basis so that SFRS can learn from the individual stages and see if there are any knock-on effects of individual changes.</p>
What wellbeing support is offered to staff through this process?	<p>There are a number of support mechanisms in place for staff, both through SCC and external partners and charities. These are regularly communicated to staff.</p> <p>If required and appropriate, a separate staff consultation and/or engagement process will take place.</p>
Are we reversing the Making Surrey Safer Plan (previous CRMP)?	<p>No, the Making Surrey Safer Plan covered the period to 2024. These proposals look at what is right for the 2025-30 period based on data and feedback. More about this can be found in SFRS's consultation document on www.surreysays.co.uk/sfrs/crmp.</p>
Have we considered support from and to other fire and rescue services within these proposals? (This is known as mutual aid)	<p>While this has been considered when compiling SFRS's CRMP proposals, the service must base their proposals on their own resources and not assume support from other fire and rescue services.</p>

Question	Answer
<p>If political changes and subsequent funding is changed, would this change things?</p>	<p>SFRS must act within the known funding parameters and known risk, by taking a staged approach and updating the Community Risk Profile (CRP) on an annual basis. If things change, SFRS will review and evaluate throughout 2025-30. More about their budget can be found on Surrey County Council's website.</p>
<p>Should we be looking at the risk and demand of the actual county and stations geographical area, rather than comparing to the Surrey response standard?</p>	<p>The new CRMP will be based on evidence of risk within Surrey as well as data on response activity within communities within Surrey as detailed within the Community Risk Profile.</p> <p>SFRS response standards are set out in the consultation document on www.surreysays.co.uk/sfrs/crmp. In short, this is about SFRS's targeted times to get to emergencies.</p> <p>Response standards are designed to provide an indication of performance and to enable future planning of response cover. The speed of response to an emergency is impacted by a number of factors, such as the location of the incident, location of the nearest and most appropriate fire engine at the time of the incident, traffic conditions and weather conditions.</p> <p>SFRS also knows that fire engines are often not at the station but are mobile within an area delivering prevention work, gathering risk information, training or responding to or returning from another incident.</p> <p>To ensure SFRS has the right resources available within communities SFRS reviews the community risk data within the CRP and align resources to the risk. SFRS have also reviewed data on response activity within communities and overlaid this on the risk data.</p>

Question	Answer
<p>The preparation for CRMP has been assured by Nottingham Trent University (NTU) and tCI, what does this mean?</p>	<p>The work with NTU quality assured SFRS's process leading up to the consultation stage. It reviewed the data SFRS used to develop these proposals and how the data was used to ensure it is appropriate. NTU also considered the outputs of the CRP and whether they are justified from the evidence gathered.</p> <p>In addition, The Consultation Institute (tCI) are an unbiased organisation who have quality assured the consultation process prior to the consultation going live to ensure that we meet best practice standards at all stages of the consultation. TCI identify and eliminate flaws and inadequacies in the process. Their assurance process, which includes seven interventions, has been designed to ensure that SFRS has met the required standard which can reduce costly errors, reputational damage and possible legal challenge. They have also worked with other fire and rescue services on their CRMP's and therefore have industry knowledge.</p>
<p>These proposals seem focused on the operational side of what we do, what are the CRMP plans for non-operational teams?</p>	<p>These proposals are not the whole CRMP. They are what SFRS are consulting on as they are areas of change.</p> <p>The final CRMP 2025-30 will include information on the work that SFRS carries out across the whole service, including prevention, protection, response, specialist support services and more.</p>

Question	Answer
<p>How was the wildfire data collected?</p>	<p>The National Fire Chiefs Council's (NFCC) definition of a wildfire is "...any uncontrolled vegetation fire where a decision or action is needed about its suppression".</p> <p>In SFRS's CRP, there is a wildfire map and the following outdoor types of fire were included:</p> <ul style="list-style-type: none"> - Canal/riverbank vegetation - Grassland, pasture, grazing etc - Heathland or moorland - Hedge - Nurseries/market garden - Railway trackside vegetation - Roadside vegetation - Scrub land - Stacked/baled crop - Standing crop - Straw/Stubble burning - Tree scrub - Woodland forest – broadleaf/hardwood - Woodland forest – conifers/softwood <p>The hotspot colour intensity is scored by the number of incidents (over the stated five year period) and the square meters of damage. The higher the score, the deeper the red colour showing and the lesser, the more yellow.</p>
<p>Within the CRP, how is the indices of multiple deprivation map calculated and in what year/period?</p>	<p>This data is from 2019. The indices provide a set of relative measures of deprivation across England, based on seven different domains, or facets, of deprivation:</p> <ul style="list-style-type: none"> - Income - Employment - Education, Skills and Training - Health and Disability - Crime - Barriers to Housing and Services - Living Environment <p>Deprivation is measured in a broad way to encompass a wide range of aspects of an individual's living conditions. Each of the domains above are constructed from a basket of different datasets or indicators.</p>

Question	Answer
<p>Within the CRP, how has the domestic dwelling fire map been calculated and what year/period?</p>	<p>This information is explained from page 12 of SFRS's CRP.</p> <p>The domestic dwelling fire map has been calculated using a number of data sources, the main ones being:</p> <ul style="list-style-type: none"> - Health and Disability Deprivation Data - Proportion of people in poor or very poor health - Car/van ownership - Unemployment - Income ranking - Employment ranking - Fewer rooms than required - Proportion of homes rented - Crime ranking - Living environment - Main language spoken - Children in household - Council Tax A/B - Living in a flat. <p>In each case the latest available data set at the time of writing was used. This ranges from 2011 to 2021. The model updated with 2021 Census data, changes this latest available range to 2014 to 2021. The geographical units being mapped are Lower Super Output Areas.</p>
<p>Is the data used from incidents or risk, or both?</p>	<p>Both. SFRS's data, utilised within the CRP, includes previous incident demand data as well as current and foreseeable risks.</p>
<p>Some people are trained to use/drive specific special equipment and vehicles – will learning and development take place and what is the impact of this?</p>	<p>Learning and Development will be a factor of these proposals and any impacts on their team will be considered as part of any roll out.</p>
<p>How will staff relocations to other stations be managed?</p>	<p>SFRS will work with staff to ensure a fair and transparent relocation process is in place and provide clear and timely information. SFRS wants to do this with staff, together.</p>
<p>Banstead</p>	

Question	Answer
<p>Why can't you keep Banstead Fire Station open?</p>	<p>The current lease on the site ends in 2025 and SFRS do not own the site, the owners would like it back. Banstead Fire Station already required improvement works as it was no longer fit for purpose, to be a modern fire station with the right facilities to meet the needs of the workforce now and in the future.</p> <p>Therefore, SFRS have looked and cannot find an alternative site that is appropriate.</p> <p>Data and research shows that moving the fire engine and crews to Godstone will meet the demand and risk.</p> <p>It will ensure that the service still meets its response standard, of 10 minutes to critical incidents.</p> <p>Current response time to incidents in the Reigate and Banstead borough is: 7 minutes 23 seconds. After this change it would be 8 minutes and 3 seconds.</p> <p>Current response time to incidents in the Tandridge district is 8 minutes and 42 seconds, and after will be 8 minutes and 32 seconds.</p>
<p>Why wouldn't you move Banstead crew and equipment to the nearest fire station, which is Epsom?</p> <p>Why not Oxted?</p>	<p>Data has shown that by moving it to Godstone is the best alternative for the service-wide approach to fire and rescue cover that SFRS aligns to.</p> <p>It means that they will still keep to the 10-minute Surrey Standard response time for Reigate and Banstead, and on average the Tandridge response time will actually improve.</p> <p>It doesn't necessarily matter where your nearest fire station is because it isn't always the one that attends your emergency. It could be that you live down the road from a fire station, but if the crew, for example is completing mandatory training or at another emergency, then they will not be the ones to attend if you need the fire and rescue service.</p>

Question	Answer
<p>Why aren't we moving Banstead to Reigate and build this into the development of the Reigate Fire Station/Training site?</p> <p>What impact will moving the Banstead fire engine to Godstone Fire Station (in Tandridge) have on Reigate & Banstead and Epsom & Ewell?</p>	<p>The location of SFRS's resources is based on assessment of risk and the achievement of the Surrey Response Standard. Godstone Fire Station provides the best fit to respond to this assessment. Banstead Fire Station already required improvement works as it was no longer fit for purpose, to be a modern fire station with the right facilities to meet the needs of the workforce now and in the future.</p> <p>Epsom, Reigate and Godstone were all considered alternative locations. There was very little difference between the response to incidents in the Banstead area from either Epsom or Godstone – however both were an improvement on Reigate. The decision was made to improve the geographical equity of cover as the current response time to incidents in Epsom & Ewell was very low (four minutes and 59 seconds) whereas Tandridge was eight minutes and 42 seconds. That will be improved by 10 seconds should this proposal be approved. SFRS is aware that the response time to the Reigate & Banstead area will increase by 40 seconds, however this is still well within the Surrey Standard response target (more information on this is set out in the consultation document on www.surreysays.co.uk/sfrs/crmp).</p> <p>SFRS will still ensure to send the nearest, quickest and most appropriate fire engine to any incident.</p>
<p>Why won't SFRS consider (another named location) in Banstead for relocation?</p>	<p>A great deal of research has been done to try and find an appropriate alternative already, however, if you have a suggested amendment for any of the proposals, there is a space in the survey for you to provide further information. The service would welcome any local insight from communities and will explore sound ideas.</p>
<p>Is the cost of making Godstone suitable for the second fire engine and staff factored into the decision process?</p>	<p>Risk data and modelling and the intention to provide an appropriate balance of fire cover across Surrey has informed this proposal. Whilst there will be a cost to making Godstone suitable, this proposal has been based on risk as outlined above.</p> <p>SFRS is working with SCC Land and Property team to ensure that the station can accommodate the relocation. This work will also enable them to have more equitable facilities in place, reflective of a modern workforce. SFRS staff will be engaged with on these plans.</p>

Question	Answer
<p>Will Banstead staff who move to Godstone Fire Station be trained prior to moving them?</p>	<p>All SFRS operational staff are trained to core competencies for firefighting, SFRS will support staff through this change by tailoring training for specialist equipment and appliances to the specific needs and roles individuals will be taking on.</p>
<p>Who will deliver prevention and protection activities to Banstead communities?</p>	<p>The relocation from Banstead to Godstone will include prevention and protection activity. This will ensure a full range of prevention/protection activity can take place in the Banstead area.</p>
<p>How will SFRS reassure Banstead residents of this change?</p>	<p>A thorough communications and engagement plan is being carried out throughout the CRMP consultation, with a focus on Banstead as an area. This includes public engagement sessions in this area and promotional materials to residents. A promotional campaign will also launch post-CRMP consultation to ensure all residents are up-to-date and reassured.</p> <p>There are three stages to delivering the proposals set out (subject to approval) and each stage will be evaluated.</p>
<p>Will relocating Banstead to Godstone adversely affect the response times to Epsom and surrounding areas if the Epsom fire engine is not available for any reason?</p>	<p>Yes, however the borough of Epsom and Ewell currently has the best response times in Surrey.</p> <p>The use and relocation to Godstone can be monitored and evaluated using a piece of software SFRS has called the Dynamic Cover Tool, which allows SFRS to see where resources are and if the service needs to move them to meet the Surrey standard response target.</p> <p>Management of fire station grounds when a fire engine becomes unavailable will continue to be managed as it currently is and resources moved, if appropriate, to ensure adequate Surrey-wide cover can be maintained.</p>

Question	Answer
<p>Renew the lease so that people aren't at risk.</p>	<p>The lease is only able to be renewed at present to 2026, which does not provide a long-term solution for Surrey or those working there.</p> <p>In addition, the fire station itself is not fit for purpose and it is not in the optimum location for balance of fire and rescue cover. The current site has no area for crews to train (drill yard), meaning they have to travel elsewhere to do this, and the facilities within the building are also not of a modern, efficient fire and rescue service.</p> <p>The proximity of a fire station to where you live doesn't directly link to an increased risk of fire. Fire risks can be associated with people, places, premises, and products. For example, personal habits like smoking, locations prone to flooding, buildings with unique features, and certain products can all increase fire risks. Therefore, moving these resources to anywhere else does not equate to more risk.</p>
<p>Why aren't you joining with the new Ambulance Station in Banstead?</p>	<p>The Ambulance Station in Banstead was considered, however there are access issues making it not appropriate for SFRS. In addition, it is not the right location for this fire station. It is much closer to Epsom which already has good response times and good fire and rescue cover.</p> <p>In addition, if the crew and equipment were moved here, the average response time for the first fire engine to a critical incident in the Reigate and Banstead area is one second less than if it were moved to Banstead. However, the Surrey-wide average response time actually increases by seven seconds.</p> <p>The move to Godstone does provide a better balance of cover for Surrey's fire stations.</p>
<p>If the staff moving to Godstone would like to transfer to another station after this has taken place (EG: 3 months or so after) can they do this?</p>	<p>This can be considered following the consultation and therefore, this will form part of implementation. SFRS will work to support all staff during any period of change.</p>
<p>Can Godstone (and Banstead) staff be sighted and consulted on the proposed site plans for refurbishment?</p>	<p>As the plans are being developed crews will be asked to view and make comment on the planning proposals.</p>

Question	Answer
<p>What will the shift pattern be for Godstone staff?</p>	<p>Following the CRMP consultation and prior to the implementation, staff will be asked to take part in working groups. This will be to identify the working patterns for the new crews and any impacts for the station. This will be when the crewing of the station will be identified by working with the crews transferring to the station as well as those already at the station.</p>
<p>Camberley</p>	
<p>Why are Camberley going from two fire engines in the day to one when they have a high number of wildfires in the Summer?</p>	<p>SFRS have looked at the risk year-round. The resources do not match the level of risk for the majority of the year.</p> <p>However there is another proposal (proposal 2.1) that they are suggesting which will mitigate the heightened wildfire risk in the Summer.</p> <p>The service has identified that Spelthorne and Elmbridge do have heightened risks and demand. This is why they are suggesting moving some crews from Camberley to one of the stations in these areas (Walton, Esher, Painshill or Fordbridge).</p> <p>The crews that move across, will then allow for nighttime cover (7pm to 7am) at one of the stations in Spelthorne or Elmbridge – not two in the day. This therefore improves nighttime cover for the county.</p>
<p>When is Camberley's second fire engine going to be removed and staff relocated to the Spelthorne or Elmbridge station?</p>	<p>This proposal, if approved, would form part of stage two of delivery. The date frames for this have not yet been defined as SFRS needs to ensure that stage one is delivered successfully and review effects from that.</p>
<p>This proposal would mean gaining a fire engine available at night, but losing a fire engine during the day – is this correct?</p>	<p>SFRS's fire engine availability targets of 20 during the day and 16 at night will not change.</p> <p>This realignment better matches the Surrey-wide need.</p>

Question	Answer
<p>Losing Camberley's second fire engine, plus the Haslemere proposal, will likely impact resource when it comes to large, protracted incidents and relief of crews at these incidents. Has this been thought of?</p>	<p>The Haslemere proposal will still ensure 24/7 fire cover at that station.</p> <p>Camberley's second fire engine will not be lost, the staff are being relocated to meet the risk and demand of the county.</p>
<p>Would it be better to add a nighttime fire engine at Painshill, rather than Spelthorne, where we have a lot of cover already?</p>	<p>The location of additional staff to support nighttime cover will be determined by SFRS's evaluation of risk and demand. This has currently determined that Spelthorne or Elmbridge are the best locations. As this takes part in stage two of delivery, SFRS will ensure the evaluation of stage one plays a part in the decision making of which station within those areas the resource is assigned to.</p>
<p>Should Egham be considered for the Camberley staff relocation?</p>	<p>This proposal will form stage two of SFRS's delivery plan and will be based on up-to-date data and risk. SFRS's current CRP demonstrates that risk is greater in Spelthorne and Elmbridge. This is also supported by incident demand and both areas have the most risk of river flooding.</p>
<p>Can Camberley Fire Station staff be included in conversations during the next stage?</p>	<p>This is something that was always seen as part of the overall project, with the request to involve all staff, but particularly those at the stations identified in the proposals to understand and work towards the proposals and actions from the CRMP. Once the proposals have been consulted upon and a final set identified the project will transition to the delivery stages with all key stake holders being involved in the implementation of the outcomes.</p>
<p>From now on, can consideration be given to making new personnel moves to Camberley being temporary? To protect those currently on station?</p>	<p>As part of any change process, we want to ensure is that we support all individuals during this period. Any transfer process will be fair, open and transparent during which we will work together to understand the impacts and undertake a people impact assessment to mitigate those impacts as best we can.</p> <p>The staging of the delivery plan means that there will be time to plan for any relocation process during which representative bodies will be involved.</p>

Question	Answer
<p>On-call weekend availability</p>	
<p>How will on-call availability be reviewed to meet the level of risk within the county?</p>	<p>SFRS's on-call fire engine availability is not aligned to risk as the risk in Surrey doesn't change significantly per day of the week. This means that SFRS is potentially over resourced across the weekend days, as the current model suggests that SFRS could have a greater number of on-call fire engines available.</p> <p>The proposal to change these arrangements enables SFRS to improve resilience during the nighttime period.</p>
<p>Why are they saying that Chobham, Gomshall, Guildford, Lingfield and Dunsfold on-call fire engines aren't required at weekends?</p>	<p>SFRS have seen that the risk/demand for call outs doesn't differ significantly by day of the week. However, their current response model allows for five extra fire engines to be available at the weekend daytime compared to the weekdays. They've also looked at the data which shows that on average the availability of these five fire engines is low and therefore aren't required to meet their minimum availability of 20 fire engines at any time of the day.</p>
<p>Why are you spending over £6 million on Chobham and Lingfield Fire Stations and then reducing how often they are able to be open and on the run?</p>	<p>All of SFRS' fire stations need to be fit for purpose and workplaces need to be appropriate for the staff using them.</p> <p>For instance, the Chobham and Lingfield redevelopments include improved health and safety for crews, gym facilities for crews and community space for engagement with residents. These improvements are needed, irrelevant of when the fire engine is responding to incidents.</p>

Question	Answer
<p>Why are you taking Chobham off the run at the weekend – especially given that they have a risk of wildfire?</p>	<p>This fireground will still be supported by county-wide fire and rescue cover. The way in which SFRS resource the county is that they can move fire engines and people to where they are most needed.</p> <p>This is a fire station that relies on on-call firefighters giving up their time to respond to emergencies, and the reality is that this fire engine is rarely on the run at weekends and isn't needed to meet the services availability and response targets on these days.</p> <p>From April 2022 to March 2023, Chobham was available 4.51% of weekends. During this time, two incidents were attended by the station itself, the remaining were all attended by other crews. Meaning that 89% of weekend incidents on Chobham fire ground are not currently attended by Chobham Fire Station.</p>
<p>Will this impact staff who are both on-call and wholtime (dual contract)?</p>	<p>Dual contract staff will be encouraged to work with project teams to develop and deliver these proposals so that any concerns and views can be heard.</p>
<p>Surrey's on-call fire engine availability is 39% - is this correct and for what timeframe is this?</p>	<p>Yes, Surrey's on-call fire engines have been made available when required 39% of the time based on 1 April 2023 to 31 December 2023.</p>
<p>Will this change result in an impact to our ability to crew fire engines?</p>	<p>On-call staff will still be expected to meet the terms of their on-call contract (54 hours per week at their 'home' station). If there are any shortfalls in crewing, this will be managed as per existing arrangements.</p>
<p>Haslemere</p>	

Question	Answer
<p>Will we lose Haslemere Fire Station or the wholetime fire engine here?</p>	<p>SFRS are not proposing to close Haslemere Fire Station. The service wants to review resources here and look at other options for daytime fire cover. This can include additional on-call staff, part-time contracts and more.</p> <p>When SFRS looked at the data it showed an average of around 121 call outs per year. This is similar to many of the county's on-call fire station call outs.</p> <p>If approved, this will be delivered as part of stage two, following moving Banstead to Godstone and Camberley's second fire engine crew to Spelthorne or Elmbridge. This will allow us to fully review and evaluate any possible knock on effects.</p> <p>When SFRS get to this phase of the CRMP the service will look at ways of working that support a 24hr presence within the Haslemere area. Haslemere geographically has low risk and low demand however SFRS recognises its rural location.</p> <p>SFRS is looking at a blended level of response to ensure a fire engine can be available. Options may include additional on-call staff, part time contracts, additional On-Call Support Officers and the utilisation of existing, trained staff to support daytime crewing. SFRS will also seek to enhance the on-call resilience at Haslemere.</p>
<p>Haslemere Fire Station is the closest fire station to the Hindhead tunnel, surely this is a big risk due to the number of accidents and potential for fires in the tunnel?</p>	<p>SFRS is not proposing to close Haslemere Fire Station, the service is looking at more efficient and proportionate options for crewing.</p> <p>Regarding Hindhead tunnel specifically, SFRS's data gathering does take into consideration risks throughout Surrey as well as demand of incidents they've been facing. It is right to analyse the potential risk posed by the tunnel. From a demand perspective, incident levels are low over the last five years.</p> <p>Hindhead tunnel has been designed to meet a high level of building and safety regulations and evidence shows to date that this performs well and is therefore considered as infrastructure that does not pose a large risk to the residents of Surrey.</p> <p>Nationally, there is a legal requirement to carry out multi agency exercises here every two years. SFRS takes part in these, as well as yearly familiarisation visits.</p>

Question	Answer
<p>Haslemere supports other fire and rescue services with their incidents at times. Is this being considered?</p>	<p>When creating a CRMP, each fire and rescue service has to review its resources independent of other services – not relying on support from neighbouring fire and rescue services. So, while the service will keep neighbours informed of the changes, their requirements are set out in their CRMP.</p>
<p>Seasonal demand</p>	
<p>How will a change in the seasonal demand work in principle?</p>	<p>This will be additional support during periods of heightened demand on the service – such as wildfire season and flooding season. This will support SFRS’s current response model (more information on this is within SFRS’s consultation document on www.surreysays.co.uk/sfrs/crmp), not replace it.</p>
<p>Can we have more detail regarding the additional response model which responds to fluctuating risk and seasonal demand?</p>	<p>Over the last five years, SFRS can see that during the months of July and August there is an increase in demand. This is in addition to SFRS’s current response model.</p>
<p>Can we have more information about the skill requirement for a seasonal resilience crew? What does the recruitment/retention of this crew look like?</p>	<p>This will all be considered in greater detail following the consultation stage as part of the implementation and delivery stage of the process. We will be looking to continue to engage with our crews and representative bodies, especially in areas where there have been changes.</p>
<p>Health partners</p>	
<p>Will the fire and rescue service start responding to ambulance calls?</p>	<p>SFRS may support the ambulance service with non-emergency calls such as falls. It will not impact their ability to respond to fire and rescue emergencies.</p> <p>SFRS would also like to build on the work they are already doing with health partners – especially with those who are being discharged from hospital to ensure that their home is fire safe.</p>

Question	Answer
If we reinstate co-responding, will we learn from the previous trial of this, especially regarding the time spent at lower category/emergency calls?	Any reintroduction of co-responding is subject to ongoing national conversations and negotiations. If it was implemented in Surrey, the service would reflect upon previous lessons learned in partnership with ambulance partners.
Will the likely impact on Joint Fire Control be considered?	Any additional partnership working will be thoroughly explored to identify how this could impact SFRS and how the service can accommodate increased partnership working. This will be considered throughout all three stages of this CRMP 2025-30.