



Proposed changes
to fire cover in the
SPELTHORNE
area



Questionnaire

Increasing demand for essential services such as adult social care and school places, coupled with reduced Government funding, means Surrey County Council is under pressure to find efficiencies and savings on all the services it provides for the county's residents, including fire and rescue.

As part of this, the fire and rescue cover in Spelthorne was reviewed and following a consultation in 2013 it was decided to close Sunbury and Staines fire stations and replace them with one new fire station at an optimum location to serve the whole area. This would save approximately £900k per year.

The development of the new fire station "Fordbridge" has been delayed while we secure the best possible vehicle access to the site. However, the need to make savings has not changed. We need to operate from one fire station from April 2017 until Fordbridge opens, in order to achieve the savings.

What we are proposing

Having looked carefully at the potential options we are proposing that Staines fire station should close and that Sunbury remain to provide cover until Fordbridge is ready. In addition to the cover provided by Sunbury, crews from nearby stations, such as Chertsey and Egham, will also be called upon if needed.

Response times and standard

This change will have an impact on the average response times in Spelthorne.

Currently the average time taken for the first fire engine to arrive at an incident which involves more than one fire engine is 5 minutes and 57 seconds. Closure of one of the stations will increase the response time in Spelthorne to:

- 8 minutes and 3 seconds if we close Sunbury – an increase of 2 minutes and 6 seconds.
- 7 minutes and 37 seconds if we close Staines – an increase of 1 minute and 40 seconds.

The impact that the closure of Staines or Sunbury would have on average first response times in Elmbridge and Runnymede is marginal and would only increase by a matter of seconds. For more information on the impact on average response times, please refer to the FAQs.

The Spelthorne response time will still be within the Surrey response standard which was set following consultation with residents.

Currently the Surrey response standard is:

- 10 minutes for the first fire engine to arrive at a critical incident after receiving a 999 call for 80% of incidents.
- 15 minutes for a second fire engine (if one is needed) to arrive for 80% of incidents.
- For all other emergencies the standard for Surrey is to have the first fire engine arrive within 16 minutes and to achieve this for 95% of incidents.

We will continue to monitor the standard and our achievement against these targets.

On-call unit

We have also reviewed the plans for the new station at Fordbridge, including the proposal to have an on-call crew to work alongside the 24/7 full time crew. The council faces huge financial pressures and needs to find tens of millions of pounds extra each year to meet rising demand for services such as adult social care. In light of these pressures we're facing, we have little choice but to propose to go ahead with Fordbridge without an on-call crew. An on-call unit would cost on average £185,000 per year and the impact on response times would be small. Arranging appropriate access to the site for an on-call crew would also be expensive and cause significant further delay to the project.

Timeline

This consultation runs from 29 November through to 20 February 2017. The results will be analysed and a report with final recommendations will be sent to Surrey County Council's Resident Experience Board for scrutiny and then submitted to the council's Cabinet for a decision.

If you have any questions, are having difficulty completing the survey or you would like to receive it in a different format, contact the PSP team:

PSP Team
Surrey Fire & Rescue Service Headquarters
Croydon Road
Reigate
Surrey
RH2 0EJ

Or email us: psp@surreycc.gov.uk

You can find more information about the consultation in our Frequently Asked Questions at www.surrey-fire.gov.uk/psp

SECTION A

TELL US WHAT YOU THINK

1. Having read the proposal to close Staines fire station in order to make savings, to what extent do you agree or disagree with it?

- | | |
|---|---|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to agree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> I do not have an opinion |

2. Do you have any comments on this proposal or anything you think we could consider when making the decision?

3. If this proposal goes ahead how satisfied or dissatisfied would you be with the revised response time for Spelthorne?

- | | |
|---|---|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly satisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> I do not have an opinion |

4. To what extent do you agree or disagree with the proposal to progress with the development of Fordbridge without an on-call unit?

- | | |
|---|---|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to agree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> I do not have an opinion |

5) Do you have any comments on this proposal or anything you think we could consider when making the decision?

SECTION B

QUESTIONS ABOUT WHO YOU ARE AND WHERE YOU ARE FROM

1. Please tell us if you are responding as:

- Member of the public
- Representative of a business
- Member of SFRS staff
- Member of SCC staff, other than SFRS staff
- A partner agency, e.g. NHS, Police, other FRS – please specify
- Representative of a community group – please specify
- Elected member – (please specify division / SCC or local)

2. Where do you live / is your business located in?

- Spelthorne
- Runnymede
- Elmbridge
- Epsom and Ewell
- Guildford
- Mole Valley
- Reigate & Banstead
- Surrey Heath
- Tandridge
- Waverley
- Woking
- Outside of Surrey (please specify)

3. During the past three years what, if any, contact have you had with Surrey Fire and Rescue Service?

- At an emergency incident
- Home Fire Safety Visit (Safe and Well Visit) at your home or business
- Visiting one of our fire stations at an open day
- In a professional capacity (e.g. partner agency, member of staff)
- I haven't had any contact with Surrey Fire and Rescue Service
- Other – (please specify)

SECTION C

EQUALITIES AND DIVERSITY

You can help us to make sure we provide services equally and fairly by answering a few questions about yourself. This is optional. This will take no more than a couple of minutes but will be very helpful to us. Whatever you say is anonymous and confidential, and cannot be linked back to you.

Are you happy to answer a few questions about equalities and diversity?

- Yes No

If you have replied 'No' in the above question, then this is the end of the survey.

1. Are there any positive or negative impacts that you believe we should take into account?

- Yes No

If so, are you able to provide any supporting evidence and suggest any ways we could reduce or remove any potential negative impact or increase any positive impact?

2. What was your age on your last birthday?

- Under 25 25 to 44 45 to 64
 65 to 84 85 or over I would prefer not to say

3. Are you?

- Male Female I would prefer not to say

4. Do you consider yourself to have a disability (this includes any physical or mental health longstanding condition) that affects how you live your life?

- Yes No I would prefer not to say

5. Which of these best describes you?

- Single Married Co-habiting
 In a same sex civil partnership Separated
 Divorced Widowed I would prefer not to say

6. Which one of these groups do you belong to?

- Arab
 Asian or Asian British Bangladeshi
 Asian or Asian British Indian
 Asian or Asian British Pakistani
 Black or Black British African
 Black or Black British Caribbean
 Mixed White and Asian
 Mixed White and Black African
 Mixed White and Black Caribbean
 White British
 White Irish
 White Traveller (including Gypsy, Roma, or Irish traveller)
 Chinese
 Prefer not to say

Any Other Background (please specify)

7. Which of the following faith and belief groups do you identify with? This includes a religious belief or philosophical belief that affects your view of the world. It also includes people who have no religion or belief

- Buddhist
 Christian (includes Protestant, Catholic, Methodist and Evangelical)
 Hindu
 Jewish
 Muslim
 Sikh
 No religious/faith group
 Prefer not to say

Other (please specify)

8. Which of these best reflects your sexual orientation?

- Bisexual Gay man Gay woman/lesbian
 Heterosexual Other I would prefer not to say

9. Does your gender differ from your birth sex?

- Yes No I would prefer not to say

If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 03456 009 009

Minicom: 020 8541 9698

Fax: 020 8541 9575

Email: contact.centre@surreycc.gov.uk

SMS: 07527 182 861

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如欲索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو برائے مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔

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