



**DORSET & WILTSHIRE
FIRE AND RESCUE
AUTHORITY**

Item 6

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| MEETING | Shadow Policy and Resources Committee |
| DATE OF MEETING | 23 March 2016 |
| SUBJECT OF THE REPORT | Special Service Cost Recovery |
| STATUS OF REPORT | For open publication |
| PURPOSE OF REPORT | To assist the P&R Committee members to agree a single way forward for DWFRS. |
| EXECUTIVE SUMMARY | <p>Section 19 of the Fire and Rescue Services Act 2004 (Appendix A) allows an Authority to recover costs for services provided beyond our statutory duty. This power is enacted through Statutory Instrument 2004 No. 2305 (Appendix B).</p> <p>Dorset Fire Authority has had a procedure in place to recover costs for some time and has recouped reasonable sums of money (see section 4).</p> <p>In May 2013, Wiltshire FRS had prepared plans to introduce a charging policy (Appendix C), but this was never adopted by the Wiltshire and Swindon Fire Authority for implementation.</p> <p>The purpose of this paper is, therefore, to propose a Special Service Cost Recovery procedure (Appendix D) to enable the Dorset and Wiltshire Fire Authority (DWFRS) to recover costs where appropriate.</p> |
| RISK ASSESSMENT | <p>The Shadow Policy and Resources Committee needs to align current practices between the two separate organisations in time for combination. Failure to achieve a common way forward will leave the organisation vulnerable to challenge and may cost the service significant sums of money which we would be unable to recover, placing an unreasonable burden on the wider taxpayer.</p> |

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| IMPACT ASSESSMENT | Appendix G - This procedure allows DWFRS to carry out activities beyond our statutory duties for the public, whilst ensuring the costs of these services is recovered to avoid placing an undue financial burden on the wider taxpayer. Safeguards are in place to ensure vulnerable groups or those without the means to pay are not adversely affected. |
| BUDGET IMPLICATIONS | As described above. |
| RECOMMENDATIONS | It is recommended that Members approve the attached procedure which allows for the discretionary cost recovery of special services provided which are beyond our statutory duty. |
| BACKGROUND PAPERS | None for the purposes of this report. |
| APPENDICES | A. Fire and Rescue Services Act 2004, Part 2, Section 19 - Charging B. Statutory Instrument 2004 No.2305 C. Wiltshire Proposed Chargeable Services Policy D. Proposed Special Service Cost Recovery Procedure E. Dorset Fire Authority Scale of Charges F. DFRS Special Service summary 2012 to 2016 G. DWFRS Impact Assessment |
| REPORT ORIGINATOR AND CONTACT | T/GM David Graham Tel: 01305 252760 |

1. Introduction

- 1.1 The Fire and Rescue Services Act 2004 allows an authority to recover costs for services provided beyond our statutory core functions of fire safety, firefighting, road traffic accidents and emergencies.
- 1.2 Section 19 of the Act (Appendix A) enables Fire and Rescue Authorities to make charges, or recover costs of providing non-fire 'Special Services'; this power is enacted through Statutory Instrument 2004 No. 2305 (Appendix B).
- 1.3 Special services can be divided into two categories:
 - ◆ Emergency special services
 - ◆ Non-emergency special services

2. Emergency Special Services

- 2.1 There is no charge levied for emergency special services.
- 2.2 Examples of emergency special services are:
 - ◆ Road, rail or aircraft incidents
 - ◆ Persons trapped in machinery
 - ◆ Flooding incidents where there is a danger to life
 - ◆ Leakages of toxic gas, eg ammonia, carbon monoxide
 - ◆ Spillages/loss of containment of hazardous materials where an immediate threat to life, health or injury exists during the emergency phase of an incident.
 - ◆ Building collapse where there is a threat to public safety
 - ◆ Making dangerous structures safe where there is a risk to public safety
- 2.3 Note: The above list is not exhaustive but are examples of the most common emergency special services attended.

3. Non-Emergency Special Services

- 3.1 Assistance may be given and a special service charge may be levied to any persons or authority that is responsible for receiving the non-emergency special service.
- 3.2 Examples of this category are:
 - ◆ Lift releases (no life or fire risk)
 - ◆ Effecting entry (no life or fire risk)
 - ◆ Flooding incidents (no life or fire risk)
 - ◆ Spillages of hazardous materials where no threat to life or health exists
 - ◆ Animal rescues
 - ◆ Making dangerous structures safe (where no public safety issue exists)
 - ◆ Provision of fire cover at private events
 - ◆ Water pump hire

- ◆ Interviews of staff, eg interview by insurance companies

- 3.3 Note: The above list is not exhaustive but are examples of the most common non-emergency special services attended.
- 3.4 Before commencing the services above, the person requesting the service must be made aware that a charge may be levied for these services, and should be provided an estimate of costs from the scale of charges (Appendix E (example)). They may choose not to go ahead with the request.
- 3.5 Whilst we would recommend charges should be levied in most of the non-emergency circumstances described above, it is important to empower Incident Commanders to be able to waive this charge in the interests of providing humanitarian aid if it is apparent the person requesting the service cannot afford to pay, or demonstrates they are on benefits; for example, effecting entry into a domestic premises in a non-emergency situation where it would normally be appropriate to call a lock-smith.

4. Dorset FRA Historical Charging Summary

- 4.1 Appendix F shows a summary of the number of special services attended by Dorset FRS between 2012 and 2016. The money recovered from these incidents is as follows:
- ◆ 2012/13 - £10,590.76
 - ◆ 2013/14 - £1,096.00
 - ◆ 2014/15 - £10,520.73
 - ◆ 2015/16 - £26,671.83
- 4.2 It is worth noting that it is often one or two significant incidents that accrue the majority of the income; for example, a recent incident that was classified as a non-emergency special service where there had been a spillage of hazardous materials where there was no threat to life or health, but required a significant clear up operation attracted an invoice of £24,898.77.

5. Scale of charges

- 5.1 An example of the charging formula used by DFRS for an appliance is detailed in paragraph 5.3. This calculation is based on the premise that the request is for one pumping appliance and accounts for a standby crew stood up to provide fire cover whilst the pumping appliance is committed.
- 5.2 It is felt that this is a “true” cost as opposed to a best guess which appears to be the decision process of other FRSs who have not undertaken this exercise. Use of other appliances such as the Aerial Ladder Platform (ALP) will also have this methodology applied.

5.3 Pumping appliance per hour (based on a crew of four)

| Each crew | Total salary cost inc. on costs | Hourly rate | Committed Crew | Standby Crew | £ |
|-----------------------------------------------------------|---------------------------------------|----------------|-------------------|-----------------|--------|
| Watch Manager | 46,432.00 | 21.20 | 21.20 | 21.20 | 42.41 |
| Crew Manager | 41,383.00 | 18.90 | 18.90 | 18.90 | 37.79 |
| Firefighter | 37,307.00 | 17.04 | 17.04 | 17.04 | 136.29 |
| Fuel (£1.40 per litre x 22.5 litres) | | | | | 31.50 |
| Fire Control (based on salary of £33,818 /42/52.14) | | | | | 15.44 |
| Wear and tear (Depreciation) (250,000 / 12 / 365 / 24) | | | | | 2.38 |
| Vehicle maintenance cost (196,680 / 12 / 365 / 24) | | | | | 0.56 |
| Admin charge | | | | | 12.02 |
| Total cost per hour (ex. VAT) | | | | | 278.39 |

5.4 These figures are reviewed annually by the finance team and adjusted accordingly. The main figure which alters the amount charged is the cost of fuel.

6. Service Control Centre

6.1 In most circumstances requests for special services will come via the Service Control Centre (SCC). If DWFRA decide to pursue special service cost recovery, written instructions will be provided for the SCC to ensure a standardised approach.

6.2 The advice will include informing the caller that charges could be incurred and the likely costs that may be applied. This will enable the caller to determine if calling a trades person would be more economically viable. There will be recognition in this guidance that there will be some callers who will be in distress, potentially physically or mentally challenged, or be financially at risk. The final determination as to whether to charge or not will be the responsibility of the Incident Commander, who is on scene at the time.

Appendix A

Fire and Rescue Services Act 2004, Part 2, Section 19 - Charging

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Fire and Rescue Services Act 2004 (c. 21)
Part 2 – Functions of fire and rescue authorities

19 Charging

- (1) The Secretary of State may by order authorise a fire and rescue authority to charge a person of a specified description for any action of a specified description taken by the authority.
- (2) An order under subsection (1) may authorise charging for extinguishing fires, or protecting life and property in the event of fires, only in respect of fires which are at sea or under the sea.
- (3) An order under subsection (1) may not authorise charging for emergency medical assistance.
- (4) The power in subsection (1) includes power to authorise a charge to be imposed on, or recovered from, a person other than the person in respect of whom action is taken by the authority.
- (5) If a fire and rescue authority is authorised by an order under subsection (1) to charge for taking action of a particular description and the authority decides to do so—
 - (a) the amount of the charge is to be set by the authority;
 - (b) the authority may charge different amounts in different circumstances (and may charge nothing).
- (6) In setting the amount of a charge, the authority must secure that, taking one financial year with another, the authority's income from charges does not exceed the cost to the authority of taking the action for which the charges are imposed.
- (7) Before making an order under this section the Secretary of State must consult any persons he considers appropriate.
- (8) In this section "financial year" means the period of 12 months ending with 31 March.
- (9) The references in subsection (2) to "sea" are not restricted to the territorial sea of the United Kingdom.

20 Exercise of powers at or under sea

- (1) If a fire and rescue authority has power to act, or is required to act, outside the authority's area, the authority may exercise the power, or perform the duty, at sea or under the sea.
- (2) The references in subsection (1) to "sea" are not restricted to the territorial sea of the United Kingdom.

PART 3

ADMINISTRATION

Fire and Rescue National Framework

21 Fire and Rescue National Framework

- (1) The Secretary of State must prepare a Fire and Rescue National Framework.
- (2) The Framework—

 STATUTORY INSTRUMENTS

2004 No.2305

FIRE AND RESCUE SERVICES, ENGLAND

The Fire and Rescue Services (England) Order 2004

Made - - - - - *7th September 2004*

Laid before Parliament *10th September 2004*

Coming into force - - - *1st October 2004*

The First Secretary of State, in exercise of the powers conferred by sections 19, 21(6) and 60 of the Fire and Rescue Services Act 2004(a), and having consulted such persons as he considers appropriate in accordance with section 19(7) of that Act, hereby makes the following Order:

Citation, commencement, application and interpretation

1.—(1) This Order may be cited as the Fire and Rescue Services (England) Order 2004 and shall come into force on 1st October 2004.

(2) This Order applies in relation to fire and rescue authorities in England only.

(3) In this Order—

“the Act” means the Fire and Rescue Services Act 2004;

“operator” means the person who, as occupier or otherwise, has control of the premises, structure, lift or vehicle, as the case may be, in connection with the carrying on by him of a trade, business or other undertaking (whether or not for profit) and includes the keeper of a vehicle as defined in section 62(2) of the Vehicle Excise and Registration Act 1994(b); and

“premises” includes any place.

Power to charge for services

2. A fire and rescue authority is authorised to charge the person specified in column 2 of the table in the Schedule for the action taken by the authority specified in the corresponding entry in column 1 of the table, but not –

- (a) except in relation to entry 13 in the table, for extinguishing fires or protecting life and property in the event of fires, or
- (b) for emergency medical assistance.

The Fire and Rescue National Framework

3. For the purposes of section 21(6) of the Act the Fire and Rescue National Framework prepared by the Secretary of State and entitled “The Fire and Rescue National Framework

(a) 2004 c. 21. The powers of the Secretary of State under sections 19, 21(6) and 60 are, in relation to Wales, vested in the National Assembly for Wales by virtue of section 62 of the Act.

(b) 1994 c.22.

2004/05” (first edition) published by the Office of the Deputy Prime Minister in July 2004(a) shall have effect.

Signed by authority of the First Secretary of State

7th September2004

Phil Hope
Parliamentary Under Secretary of State
Office of the Deputy Prime Minister

SCHEDULE

Article 2

AUTHORISED CHARGES

| <i>Action taken by fire and rescue authority</i> | <i>Person who may be charged</i> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. Hiring out or provision of equipment, vehicles, premises or employees of a fire and rescue authority, except where done pursuant to any of the following provisions of the Act—</p> <p>(a) section 6;</p> <p>(b) section 8; or</p> <p>(c) sections 13 to 17.</p> | <p>The person who requests the service or to whom the service is provided.</p> |
| <p>2. Inspection, testing, maintenance and repair of equipment and vehicles, including the re-charging of compressed air cylinders and breathing apparatus.</p> | <p>The person who requests the service or to whom the service is provided.</p> |
| <p>3. Containment and clearance of debris, spillages, discharges or leaks from a vehicle, storage tank or pipe.</p> | <p>The owner, occupier or operator of any premises or vehicle which, prior to the incident giving rise to the charge, contained or conveyed the material to be contained or cleared, or the person who requests the service or to whom the service is provided.</p> |
| <p>4. Provision or removal of water.</p> | <p>The owner, occupier or operator of any premises in relation to which the service is provided or the person who requests the service or to whom the service is provided.</p> |
| <p>5. Effecting entry to, or egress from, premises.</p> | <p>The owner, occupier or operator of the premises, or the person who requests the service or to whom the service is provided.</p> |
| <p>6. Rescuing persons from lift cabins.</p> | <p>The owner or operator of the lift.</p> |
| <p>7. Rescuing animals.</p> | <p>The owner or keeper of the animal.</p> |
| <p>8. Provision of documents, photographs, tape, video or other similar recordings, where charging is not already authorised or prohibited by another enactment.</p> | <p>The person who requests the service or to whom the service is provided.</p> |
| <p>9. Provision of training, other than training provided to employees of other fire and rescue authorities under a reinforcement scheme.</p> | <p>The person who requests the service or to whom the service is provided.</p> |

| <i>Action taken by fire and rescue authority</i> | <i>Person who may be charged</i> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10. Removal of dangerous structures. | The owner, occupier or operator of the structure or premises where the structure is located or the person who requests the service or to whom the service is provided. |
| 11. The giving of advice to persons in relation to premises where a trade, business or other undertaking is carried on, other than the giving of advice for which arrangements are required to be made under section 6(2)(b) of the Act. | The person who requests the service or to whom the service is provided. |
| 12. Lifting of incapacitated persons. | The person who requests the service. |
| 13. Extinguishing fires at sea or under the sea, or protecting life and property in the event of such fires. | The person who requests the service or to whom the service is provided. |

EXPLANATORY NOTE

(This note is not part of the Order)

This Order applies in relation to fire and rescue authorities in England only (*article 1*).

Section 19 of the Fire and Rescue Services Act 2004 (“the Act”) provides that the Secretary of State may, by order, authorise a fire and rescue authority to charge a person of a specified description for any action of a specified description taken by the authority. This Order specifies the actions for which a fire and rescue authority may make a charge and specifies the persons who may be subject to the charge (*article 2 and the Schedule*). The Fire and Rescue Services Act 2004 (Commencement) (England and Scotland) Order 2004 (S.I.2004/ 2304(C.100) contains savings for the Fire Services Act 1947, which is repealed by the Fire and Rescue Services Act 2004, in relation to charges for services provided before, or contracted to be provided before, 1st October 2004.

Section 21 of the Act requires the Secretary of State to prepare a Fire and Rescue National Framework, which must set out priorities and objectives for fire and rescue authorities and may provide guidance. Fire and rescue authorities must have regard to the Framework in carrying out their functions. Section 21(6) of the Act provides that the Framework only has effect when given effect by the Secretary of State by order. *Article 3* of this order gives effect to the Fire and Rescue National Framework 2004/05. Copies of the Framework may be obtained from ODPM Free Literature, PO Box 236, Wetherby, West Yorkshire LS23 7NB (telephone: 0870 1226 236; fax: 0870 1226 237; email: odpm@twoten.press.net). It is also available on the ODPM website: www.odpm.gov.uk/fire.

A full regulatory impact assessment has not been produced for this instrument as it has no impact on the costs of businesses, voluntary bodies or the public sector.



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 Job title: Business Development Manager
 Date: May 2013
 Review date: February 2015

1 Introduction

This policy relates to services that may be supplied by WFRS and the charges that may be levied for them. Charges will be levied in line with the powers set out within *section 19 of the Fire and Rescue Services Act 2004 and the relevant statutory instrument (2004 No.2305)*.

Chargeable services will fall into a number of special service categories and may involve the mobilisation of fire service personnel, appliances or equipment.

These may be employed for purposes other than fire fighting; this may be to save lives, however in addition to emergency response other non-emergency services can be provided when it is possible to do so without causing disruption to the operational efficiency of the Service.

2 Special Services

Special services fall into three categories:

- Emergency special services
- Non-emergency special services
- Other chargeable services

2.1 Emergency Special Services

Assistance will be given without charge at 'lifesaving' incidents and other 'humanitarian' services. Mobilisation to this type of incident will be with the same degree of urgency as for incidents involving fire.

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Examples of services in this category are:

- Road, rail or aircraft incidents
- Persons trapped in machinery
- Flooding incidents (danger to life)
- Leakages of toxic gas (e.g. ammonia, carbon monoxide)
- Spillages/loss of containment of hazardous materials where an immediate threat to life, health or injury exists (only during the emergency phase of the incident).
- All other spillages/loss of containment of hazardous materials will be treated as a non-emergency special service and be chargeable as set out below.
- Charging for attendance at incidents involving hazardous materials will be on the “Polluter Pays” principle and be in line with the relevant statutory instrument.
- Persons requiring resuscitation (e.g. drowning, gas poisoning)
- Rescues from water
- Building collapse (only during emergency phase of incident)
- Making dangerous structures safe (e.g. wall/roof) where there is a risk to public safety (a charge will be applicable if structures are dangerous due to poor maintenance)
- Providing assistance to other agencies

Note: The above list is not exhaustive but are examples of the most common emergency special services attended.

Where an emergency special service becomes a non-emergency special service, i.e. because the immediate threat to life, health or injury has been alleviated, Incident Commanders (ICs) should send a message to Fire Control at the earliest opportunity to confirm when the emergency phase of a special service has ceased. Where this is not possible, the time of when the emergency phase finished should be stated on the **Chargeable Special Services Form**. This will ensure that accurate invoices can be prepared in order to recover costs.

2.2 Non-Emergency Special Services

Assistance may be given and a special service charge may be levied to any persons or authority that is responsible for receiving the non-emergency special service.

Examples of this category are:

- Lift releases (no life or fire risk)
- Effecting entry (no life or fire risk)
- Flooding incidents – non-emergency
- Spillages of hazardous materials where no threat to life or health exists
- Animal rescues
- Making dangerous structures safe (where no public safety issue exists)

Note: The examples given above are not exhaustive and charges may be levied for services not listed.

In addition to the direct charge for the service rendered, WFRS will charge for appliances, personnel, the recovery, cleaning or repair of equipment as a direct result of its use at a special service, this includes both emergency and non-emergency special services. This includes:

- Repair, cleaning, servicing and testing of equipment
- Compressed air cylinder recharge

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- Replacement/cleaning of Gas Tight Suits (GTS)
- Replacement of equipment (e.g. salvage sheets, oversize drums)

Note: The examples given above are not exhaustive and charges may be levied for services not listed.

Where the Service is attending an incident of a non-emergency nature, the IC should seek advice from a Station Manager (SM) or above, via Fire Control to determine whether a charge should be levied. Where doubt exists the responsible person receiving the service should be advised that a charge may be levied for the service in line with the scale of charges as set out in the **Chargeable Special Services booklet** and they should be given a copy of the **Chargeable Special Service booklet**. The responsible person should then sign a completed **Chargeable Special Services Form**.

2.3 Other Chargeable Services

WFRS may also offer other services of a non-statutory nature that are chargeable. Examples of these include:

- Provision of Fire Cover at private events (e.g. events WOMAD)
- Fire appliance hire (per hour)
- Water pump hire (per hour)
- Loan of equipment
- Hire of fire service personnel (per hour)
- Fitting of smoke detectors in commercial premises e.g. House in Multiple Occupancy (HMO) as an emergency measure (only as designated by the duty Fire Protection Officer (FPO))

Before commencing the services above, the responsible person must be made aware that a charge will be levied for these services in line with the scale of charges as set out in the **Chargeable Special Services booklet** and they should be given a copy of the booklet. A **Chargeable Special Services Form** must be completed in full and signed by the responsible person receiving the service before the service commences, the cost centre (budget code) to which the charge will be credited must be included. This form must be forwarded to the **Service Delivery Team at Service Headquarters** as soon as possible after the service has been rendered in order that an invoice can be prepared.

WFRS may also offer other services on request at the discretion of the Service. These may include:

- Fire safety talks to schools or community groups (over and above statutory responsibilities)
- Services to Academy Schools (i.e. not Local Authority Schools)
- Hosting/running of youth engagement activities/courses
- Leasing of venues, equipment and other assets

Where charges are applicable for these services they must be agreed in advance with the customer according to the scale of charges as outlined in the **Chargeable Special Services booklet**.

WFRS may also offer services to other Fire and Rescue Services, public sector agencies or private companies outside the scope of the above. Where this is the case each request will be assessed by a **Brigade Manager** and an agreement reached with the other party in relation to charging arrangements.

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3 Charging/Recovery of Costs

3.1 Actions by Fire Control

On receipt of a non-emergency special service call, Fire Control will determine what actions, if any, the customer can or has taken to mitigate damage or remove risk. Any action that the customer is able to take to prevent the need for FRS attendance should be determined and advice given; for example obtain the services of a builder, plumber, etc, to isolate electric or water supplies, confine a danger area or restrict access, etc.

The customer must be informed at the outset that there may be a charge for the service and that a **Chargeable Special Services Form** must be signed before it is carried out. Fire Control should obtain as much information as possible to enable the responding officer to risk assess whether a lone attendance is possible.

3.2 Action by Officer

On receipt of information from Fire Control, the nearest duty officer with a minimum role of ? will risk assess the reported situation to determine whether there is a need for immediate support from a fire appliance with personnel, or to attend alone to assess the necessity of committing an appliance. Further information, if needed, may be obtained direct from the customer via telephone.

3.3 Charging the Customer

Where attendance is made to a non-emergency service, the customer must have been made aware of the scale of charges and given a copy of the **Chargeable Special Services booklet**. The **Chargeable Special Services Form** should be signed by a responsible person who has the authority to act on behalf of the owner/occupier.

If the situation is such that fire service intervention is necessary in the interests of public safety, then this signature may not be a pre-requisite for action.

The special services charge commences when the relevant assets are mobilised. A full hourly charge will be made for the first hour and then every part thereof (with the exception of lift releases where the charge is per half hour).

All calls to non-emergency special services require the completion of a **Chargeable Special Services Form**; this is the responsibility of the IC. The possible exemptions on the form should be taken into account when determining whether a charge should be levied.

Under no circumstances should an IC inform the responsible person that a charge will not be levied for a service. The IC should make their recommendation on the **Chargeable Special Services Form** as to whether a charge should be levied or not. Where a recommendation is made not to charge, a full explanation must be included on the form in order to allow a proper judgement to be made.

Except in exceptional circumstances, which will be at the discretion of an **Area Manager (AM) or above**, all special service calls involving commercial undertaking will be subject to a charge as specified in the **Chargeable Special Services booklet**.

Calls to domestic premises will be charged at the discretion of an **AM or above**.

If the incident results from an apparent act of negligence by a commercial undertaking a charge will be levied (e.g. persons stuck in lift, etc.).

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If the service involves the abstraction of water either from a mains supply or 'open water' the caller must obtain written permission from the relevant water/river authority. The following information is then required:

- Name of person requesting the service
- Address of person requesting the service
- Address of service where it is to be carried out
- Address of account where the invoice will be sent
- Details of service; what is the FRS being asked to do?
- Contact point; normally a telephone number at which the above person can be contacted

WFRS is not a water undertaking authority, and all equipment and containers are designed for fire service use only. No warranty is given that, where water is supplied, the water is fit for human or animal consumption.

All non-emergency special services are undertaken subject to emergency commitments and responsibilities of WFRS. If this service is terminated or interrupted due to an emergency call or other responsibilities confirmed by WFRS at any time, a claim for compensation or refund cannot be made.

Please see appendix A for a flowchart outlining the procedure for special service invoicing to be employed on receipt of a call through to the management of the invoice.

3.4 Form ? (Chargeable Special Service Incident Form)

This form should be used on all occasions when a non-emergency special service is attended by WFRS personnel. These forms should be kept on all operational appliances and vehicles. Regardless of whether a charge is applicable, it is important that the **Chargeable Special Services Form** is completed in full and as thoroughly as possible, including full details of the service provided and appliances and equipment used and over what timescales.

Where an IC has made a recommendation as to whether to charge for a service or not, this must be based on an objective assessment of the facts and service provided, and not on opinion. Where a recommendation is made that a charge should not be made, this must be accompanied by a full explanation as to why the IC feels a charge should not be levied. IC's should note that the charge will be levied on the responsible person/company and not necessarily the person(s) involved in the incident (i.e. lift rescues; in this circumstance it will be the company on whose premises the lift is installed that are liable for the charge and not the persons released).

However the IC should be aware that where the service is requested by a tenant in a private property, and where that tenant signs the **Chargeable Special Services Form**, the charge will be levied on that person. The Service is not able to charge a third party i.e. a landlord, in this instance unless the landlord has given permission and has signed the **Chargeable Special Services Form**. An example of this would be where a tenant has requested WFRS to attend to gain entry, affect release from a room or remove roof tiles etc.

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3.5 Chargeable Special Services Booklet

This booklet outlines the total cost charged for chargeable services undertaken by WFRS. The booklet is not exhaustive and discretion will be applied by an AM or BM as to whether a charge will be incurred.

4 Fire Service's Act Section 13/16 Arrangements

WFRS will enter into mutual assistance arrangements with other authorities in accordance with section 13 and 16 of the Fire Services Act. Where appropriate and in line with the section 13/16 agreements, as signed by the responsible person for each Authority, WFRS may charge for resources and assistance supplied under these arrangements.

5 Administration Charges

WFRS regularly receive requests for copies of fire reports and fire investigation reports. Corporate Services will action all requests and levy a charge as appropriate, in line with the scale of charges as published in the Chargeable Special Services booklet.

Any queries should be directed to Corporate Services. Contact details are available on our internet page:

<http://www.wiltshire.gov.uk>

6 Measuring and Review

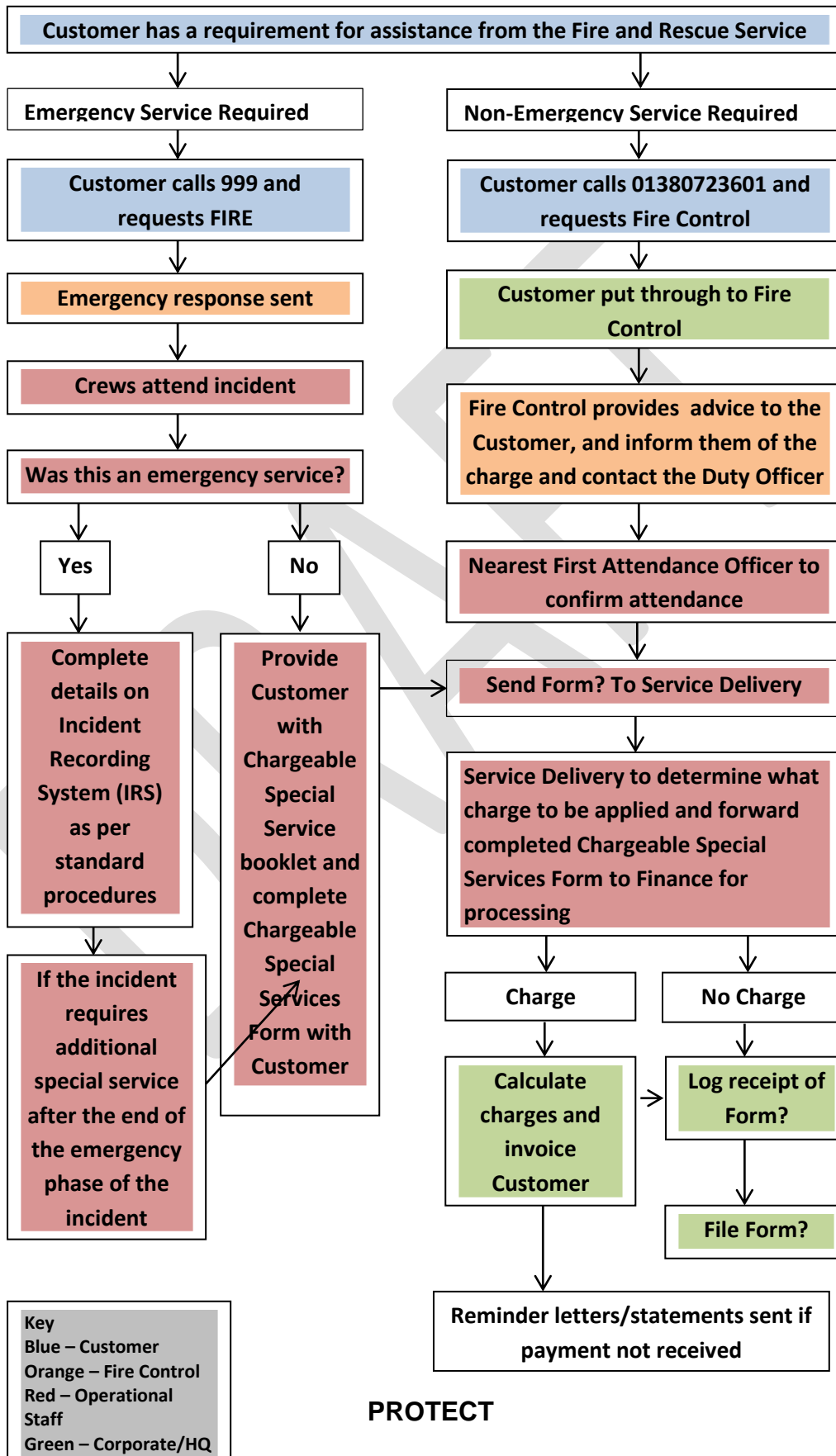
The procedures and practices contained in this policy will be subject to constant review, but a structured review process will also exist.

Service Delivery will monitor this policy during a two year period before the structured review to make sure that this policy complies with current legislation/practice.

All employees can carry out active and reactive monitoring of this policy and procedure and practices by using the debrief system to feedback any shortfalls in the procedures.

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Appendix A: Flowchart outlining Chargeable Special Services Procedure



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Appendix B

| Hire /Use of Service Vehicles | Net cost | VAT (20%) | Gross cost |
|----------------------------------------------------------------|----------|-----------|------------|
| Special Appliance (inclusive of personnel) per hour | £280 | £56 | £336 |
| Pumping Appliance (inclusive of personnel) per hour | £280 | £56 | £336 |
| Portable Pumps per hour | £270 | £54 | £324.00 |
| Ancillary Vehicle per hour | £98 | £19.60 | £117.60 |
| Detection Identification and Monitoring (DIM) Vehicle per hour | poa | | |
| Mass Decontamination Vehicle per hour | poa | | |
| Historic Fire Engine per hour | £280 | £56 | £336 |

Chargeable Special Services Booklet

| Use of Service Personnel | Net cost | VAT (20%) | Gross cost |
|---------------------------------------|----------|-----------|------------|
| Fire-fighter per hour | £33.49 | £6.68 | £40.17 |
| Crew Commander per hour | £33.49 | £6.68 | £40.17 |
| Watch Commander per hour | £33.49 | £6.68 | £40.17 |
| Station Commander per hour | £38.51 | £7.70 | £46.21 |
| Role above Station Commander per hour | £44.81 | £8.96 | £53.77 |
| Mechanics per hour | £17.06 | £3.41 | £20.47 |
| Support Staff per hour | £17.06 | £3.41 | £20.47 |

| Loan of Service Equipment | Net cost | VAT (20%) | Gross cost |
|----------------------------------------------------------------------|----------|-----------|------------|
| Delivery hose and ancillary equipment per length charged per week | £15 | £3 | £18 |
| Delivery hose and ancillary equipment per length charged per day | £6 | £1.20 | £7.20 |
| Charging of Cylinders (per hour) | £11 | £2.20 | £13.20 |
| Re-charging BA cylinders (per hour) | £32 | £6.40 | £38.40 |
| Internal clean/test of gas tight suits (per suit including delivery) | £170 | £34 | £204 |
| Heavy Duty Salvage sheet (per week) | £69 | £13.80 | £82.80 |
| Lightweight Salvage sheet (per week) | £5 | £1 | £6 |
| Other Equipment considered on request | poa | | |

PROTECT

| Testing and Repair Service | Net cost | VAT (20%) | Gross cost |
|----------------------------------------------------|----------|-----------|------------|
| Hose testing (per length) | £41 | £8.20 | £49.20 |
| Hose repair (per length) | £12 | £2.40 | £14.20 |
| Bindings couplings (per coupling) | £41 | £8.20 | £49.20 |
| Hydrant test (per hydrant) | £22 | £4.40 | £26.40 |
| Pump test including report (per pump) | £149 | £29.80 | £178.80 |
| Initial dry rising mains test | £566 | £113.20 | £679.20 |
| Each additional dry rising mains installation test | £402 | £80.40 | £482.40 |
| Annual dry rising mains retest | £357 | £71.40 | £428.40 |

| Replacement costs | Net cost | VAT (20%) | Gross cost |
|----------------------------------------------------------|----------|-----------|------------|
| Oversize drums (per drum) | £164 | £32.80 | £196.80 |
| Heavy duty salvage sheet (per sheet) | £35 | £7 | £42 |
| Light duty salvage sheet (per sheet) | £9 | £1.80 | £10.80 |
| Gas tight suit after use at chemical incident (per suit) | £743 | £148.60 | £891.60 |
| Other equipment determined by the Brigade Manager | poa | | |

| Delivery | Net cost | VAT (20%) | Gross cost |
|-----------------------------------------------------------------------------------------------------------------------------|----------|-----------|------------|
| Collection or delivery of equipment, or transportation of personnel not employed on appliances or portable pumps (per mile) | £1.40 | £0.28 | £1.68 |

| Miscellaneous | Net cost | VAT (20%) | Gross cost |
|------------------------------------------------------------------------------------------------------------------------|----------|-----------|------------|
| Copy of basic Incident Recording System (IRS) fire report | £98 | n/a | £98 |
| Fire Investigation short report | £345 | £69 | £414 |
| Extensive Fire Investigation full report including photographs | £450 | £90 | £540 |
| Court attendance (per hour) | £49 | £9.80 | £58.80 |
| Interviews- insurance companies, loss adjusting agencies, Companies (per hour) | £260 | n/a | £260 |
| Effecting entry for none life of fire risk (minimum charge) | £218 | £43.60 | £261.60 |
| Gaining access (minimum charge) | £148 | £29.60 | £177.60 |
| Light portable pumps/generators (per hour) | £25 | £5 | £30 |
| Supply of smoke detector for commercial premises | £6 | £1.20 | £7.20 |
| Fitting of two smoke detectors to commercial premises | £90 | £18 | £108 |
| Lift release for non life or fire risk (per half hour) | £283 | £56.60 | £339.60 |
| Assist other Agencies – cost is discretionary charge as determined By the Brigade Manager | | | |
| Abstraction of water from mains/open water (per hour) | £566 | £113.20 | £679.20 |
| note: written permission must be sought prior to service being undertaken (per hour plus cost of other equipment used) | | | |

PROTECT

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| |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. All charges for equipment and vehicles are inclusive of fuel and VAT is charged at the standard rate |
| 2. Time in hours and minutes will usually be rounded up to the next complete hour. The minimum charge will be 1 hour (with the exception of lift releases where the charge is per half hour). Time charged will include travel and preparation time. |
| 3. The Customer agrees to indemnify Wiltshire Fire and Rescue Service against any liability, loss, cost, charge, claim or damage to person or property which is caused or may arise directly or as a consequence of the performance by the Service or any employee, servant or agent of the special service requested. |
| 4. It is the Customer's responsibility to obtain proper authorisation for the Service to take and transport water in respect to access to and over land and property |
| 5. It is the Customer's responsibility for the purity of any water carried and the Customer will indemnify the Service against any claim arising from its consumption. |
| 6. The Customer will be liable to repair (to the Service's satisfaction) or replace, on a like for like basis, any Service property damaged whilst in their custody or possession. |
| 7. The Customer will be liable for all days of hire including Saturdays, Sundays and Public Holidays which count toward the period of hire. |
| 8. The Customer accepts that the Service may be cancelled or deferred without prior notice due to the exigencies of the Fire and Rescue Service. |
| 9. The Chief Fire Officer reserves the right to alter charges specified without prior notice; however notification of any changes will be given where possible. |
| 10. Upon request, the Service will provide a verbal quotation of the potential overall cost but will at no time be committed to a firm quotation until after the work is complete. |
| 11. Any personal information provided will be used solely for the purpose stated when it is collected. Wiltshire Fire & Rescue Service will not sell, license, transmit or disclose this information outside of Wiltshire Fire & Rescue Service unless expressly authorised by you or required or permitted by law. |
| 12. Where there is a legitimate reason to do so, Wiltshire Fire & Rescue Service may share your personal information with a third party who is working on our behalf and who has met the Service's data processing standards. The Service will only share your personal data where we have received your consent or where there is a legal requirement to do so; for example detection or prevention of crime. |

Further information about Wiltshire Fire and Rescue Service can be found by visiting our website at www.wiltshire.gov.uk

For further enquiries please contact:

The Corporate Services Department,
Wiltshire Fire & Rescue Service Headquarters
Manor House
Potterne
Devizes
Wiltshire
SN10 5PP
Tel: 01380 723601

PROTECT



**Wiltshire
Fire & Rescue
Service**

Chargeable Special Services Form

Customer Information

Name: (Owner, Occupier, Organisation)

Name of Contact:

Address:

Telephone Number:

Date and Time:

I declare that I have received a copy of the current Schedule of Costs and Charges and agree to be bound by the terms and conditions as detailed in the Chargeable Special Services booklet.

Signed:

Date:

Print name:

Contact details (if different from above):

Address:

Telephone:

Email:

INVOICE WILL FOLLOW. DO NOT SEND PAYMENT WITH THIS DOCUMENT.

PROTECT

Special Services Required: Please tick the required or describe other

Lift Rescue
Gaining Access
Environment Protection:
Leak or Spillage
Chemical Release
Clean Up/Recovery
Water Removal, Pumping In / Out
Water Aspiration
Clearing Flooded Commercial Premises
Dangerous Structures (USAR)

Other (please detail):

Date and Time:

Resources Required and Utilised: Please complete

Number of Appliances
Pumping Appliance
Special Appliance
Ancillary Vehicle
Other Appliance (state type)
Persons Attending
Firefighter
Crew Manager
Watch Manager
Station Manager
Role above Station Manager
Corporate Staff (e.g. Technician)

Other equipment/resources:

Date and Time

PROTECT

3. Equipment Damage and requirement for Cleaning or Servicing on Return:

Details/Item

Date and Time

4. REPORT OF INCIDENT COMMANDER

I confirm that the above Special Service has been supplied and that all other details given are correct.

Incident Commander: Station:

Charge for Service Y/N (delete as appropriate)

If a charge is not made further evidence is required: (add additional sheet where appropriate)

.....
.....
.....

5. AUTHORISED BY SERVICE DELIVERY RESPONSE

Group Manager.....

No charge to be made / charges as specified

Signature:

Date:

6. INVOICE FOR PAYMENT (FINANCE DEPARTMENT ONLY)

Invoice No. Date: Signed:

PROTECT

Section 12 of the Fire Services Act 2004 empowers Fire and Rescue Authorities to use their Services and equipment for purposes other than fighting fires. Section 19 of the Act enables charges to be made for certain activities. These activities are known as "Special Services". Special Services of Wiltshire Fire and Rescue Service have been used as detailed and agreed on the Chargeable Special Charges booklet: Chargeable Special Services Agreement and an appropriate charge has been levied for the recovery of costs incurred. Please note this information may be useful for any insurance claims you wish to make. NB: Charges are subject to an addition of Value Added Tax at the current rate (VAT registration Number: xxxxxxxxxxx).

I declare that I have received a copy of the current Schedule of Costs and Charges and agree to be bound by these terms and conditions.

Signed: Date:

Print name:

Contact details:

Address:
.....
.....
.....

Telephone: Email:

Countersigned by:

Incident Commander:

Station:

Date:



DORSET & WILTSHIRE FIRE AND RESCUE SERVICE
Special Service Cost Recovery
 To be used in conjunction with the XXX Policy

Work Stream 4 – Service Delivery & Operational Assets

This procedure is DFRS WFRS DWFRS staff specific.

| | |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| 1. Purpose & Definition | Detailed Info |
| 2. Procedure Principles | Detailed Info |
| 3. Responsibilities | |
| 3.1 (Add as many sections as necessary) | Detailed Info |
| 3.2 (Add as many sections as necessary) | Detailed Info |
| 4. Monitoring and Assurance | Detailed Info |
| 5. Document Reference | Detailed Info |
| Flowchart (delete if not needed/alter if necessary) | Flowchart |
| 6. Document Management & Version Control | Detailed Info |

| | | | |
|-----------------------|------------|--------------------------|------------|
| Ref No: | TBD | FRS: | DWFRS |
| Date of Issue: | DD/MM/YYYY | Review Due: | DD/MM/YYYY |
| Version No: | V0.1 | Review Completed: | DD/MM/YYYY |

1. Purpose & Definition

- 1.1. This procedure describes the method for recovering costs from incidents that are categorised as non-emergency special services.
- 1.2. For the purpose of this document the term special services will apply to activities that would fall outside of core FRS activities (fire safety, fire fighting, road traffic collisions and emergencies) as described by Sections 6, 7, 8 and 9 of the Fire Services Act (2004).
- 1.3. Section 19 of the act outlines the parameters under which FRS's can recover costs:
 - (1) The Secretary of State may by order authorise a fire and rescue authority to charge a person of a specified description for any action of a specified description taken by the authority.
 - (2) An order under subsection (1) may authorise charging for extinguishing fires, or protecting life and property in the event of fires, only in respect of fires which are at sea or under the sea.
 - (3) An order under subsection (1) may not authorise charging for emergency medical assistance.
 - (4) The power in subsection (1) includes power to authorise a charge to be imposed on, or recovered from, a person other than the person in respect of whom action is taken by the authority.
 - (5) If a fire and rescue authority is authorised by an order under subsection (1) to charge for taking action of a particular description and the authority decides to do so:
 - (a) the amount of the charge is to be set by the authority;
 - (b) the authority may charge different amounts in different circumstances (and may charge nothing).
 - (6) In setting the amount of a charge, the authority must secure that, taking one financial year with another, the authority's income from charges does not exceed the cost to the authority of taking the action for which the charges are imposed.
 - (7) Before making an order under this section the Secretary of State must consult any persons he considers appropriate.
 - (8) In this section "financial year" means the period of 12 months ending with 31 March.
 - (9) The references in subsection (2) to "sea" are not restricted to the territorial sea of the United Kingdom.
- 1.4. This power is enacted through Statutory Instrument 2004 no.2305.
- 1.5. The procedure is for the recovery of costs based on a 'not for profit' principle and can be applied to both operational and non-operational activities alike.

2. Procedure Principles

2.1. Response Activities Cost Recovery

- 2.1.1. The form used for this purpose is XXXX and it provides a dual function in that it will be an agreement between the person requesting the special service and DWFRS to undertake activities, but also indemnifies DWFRS against any subsequent claims for loss or damage caused.
- 2.1.2. Special service calls that fall outside of what DWFRS is legislatively required to attend (and can potentially recover costs from) can be at times challenging.
- 2.1.2.1. Some individuals may call for DWFRS' assistance when they perceive the Service can assist at no charge. Sometimes these individuals are requesting assistance when they are in dire need.
- 2.1.2.2. Often the services/assistance that individuals request can be provided by other trades persons or service providers and this signposting will be identified on first contact via the Service Control Centre.
- 2.1.2.3. At this stage, Fire Control will identify the incident status and if applicable explain DWFRS' cost recovery tariff to enable the caller to re-evaluate if they still require DWFRS to attend.
- 2.1.3. The types of incident that fall under this diverse category and may incur a charge can include, but not exclusively, the following:
- Ingress of water from extreme weather, property in disrepair or potential negligent property maintenance.
 - High structural elements or building external "furniture" (such as aerials, signs and so on) that is in a precarious position.
 - Persons locked out of or locked in property that are in no immediate danger.
 - Persons stuck in lift cars that are in no immediate danger.
 - Persons in their vehicles marooned in shallow depth still water who are assessed to be in no immediate danger.
 - Provision of water for domestic or commercial activity.
 - Removal of water from either domestic or commercial premises with no direct threat to life.
 - Removal or making safe of hazardous materials where there is no threat to life or the environment.
 - Releasing or rescuing animals.
- 2.1.4. The cost recovery procedure will not apply to incidents when there is threat to human life.
- 2.1.5. Items of equipment are not hired to the public but salvage sheets are now categorised as consumable items and if required will be left in situ and the cost for the sheet will be levied to the responsible person.

2.2. Protection, Investigation and Interview Cost Recovery

- 2.2.1. Fire Investigation reports are produced to identify causation of fire and to:

WS 04 (Reference ID TBD) Special Service Cost Recovery

- identify Hazardous products
- identify careless behaviour
- develop fire safety advice
- target vulnerable groups
- understand human behaviour
- gather evidence that may lead to a conviction.

2.2.1.1. Charges are made for copies of both Minor and Major fire investigation reports along with a fixed cost for an interview held with the fire investigation officer or with Fire-fighters who attended the scene.

2.2.1.2. Fire investigation reports are used by the following external agencies:

- HM Coroner for a fire involving a fire death.
- Ministry of Justice for use in a criminal case.
- Insurance companies and Loss adjusters working on behalf of insurance companies.
- General enquiries from property owners.

2.2.2. The Health and Safety Executive (HSE) prosecution rates are used as the basis for costings of Fire Investigation Reports and Interviews.

2.2.3. Charges will not be levied to either HM Coroner or the Ministry of Justice.

2.2.4. HSE published scale of charges will apply to Fire Safety prosecutions.

3. Responsibilities

3.1. Procedure for Incident Commander

- 3.1.1. Attempt to establish the identity of the responsible person, from the Service Control Centre (SCC), whilst mobile to incident.
- 3.1.2. On arrival identify the responsible person.
- 3.1.3. Undertake a dynamic risk assessment (DRA) of the scenario presented and establish if there is an immediate life risk.
- 3.1.4. There will be no charges levied for incidents where there is a clear threat to human life.
- 3.1.5. Following the DRA determine if DWFRS can realistically assist and if the actions required fall within the Services capability.
- 3.1.6. Special Services not concerned with the saving of human life may be discontinued at any time by the Incident Commander (for example, if there is unacceptable risk to staff or undue wear or damage to equipment, or if the priorities of the Service demand attendance elsewhere to conduct core activities).
- 3.1.7. Assess if the person or persons affected are vulnerable (as defined in XXXX – Safeguarding of Vulnerable Groups).
- 3.1.7.1. If they are, follow the Safeguarding procedure, and establish if any other agency is required to attend and take immediate action.
- 3.1.7.2. It may become apparent that those impacted do not have the means or ability to pay DWFRS costs or indeed secure the services of an alternative provider.
- 3.1.7.3. The Incident Commander (IC) will need to take this into account along with the potential impact of any potential adverse public opinion based on the Services inaction or failure to assist. This area is subjective and will be reliant on the ICs observations and professional judgement.
- 3.1.8. Following the DRA, establish if other services/agencies require notification of impending DWFRS actions (such as, removal of water – Environment Agency, local water undertaker for potential impact on drainage systems and so on).
- 3.1.9. Before any Service action is undertaken, complete form XXXX to include the signature of the responsible person.
- 3.1.9.1. The details of the person actually requiring the services should be recorded (this may not be the person who made the initial call).
- 3.1.9.2. During this process ensure that you explain that the charges are per vehicle attending and per hour so that the responsible persons is clear on what they are likely to be invoiced for.
- 3.1.10. DWFRS does not rent or loan equipment.
- 3.1.10.1. There is one associated exception and that is for salvage sheets.

WS 04 (Reference ID TBD) Special Service Cost Recovery

- 3.1.10.2. Salvage sheets may be left in situ and the responsible person will be charged for the sheet/s.
- 3.1.10.3. It is more economical to charge for the cost of a sheet than to repatriate and often repair a sheet deployed at a chargeable event.
- 3.1.11. Form XXXX also acts as an indemnity form and protects the Service.
 - 3.1.11.1. Once completed, the form contains personal information and is subject to data protection.
 - 3.1.11.2. You must ensure the form is kept safe and dealt with appropriately.
- 3.1.12. Clarify with the responsible person if cost recovery is recommended or not along with the potential amount using the current financial years' scale of charges for guidance.
- 3.1.13. Confirm the decision to recommend cost recovery or not with the SCC via an informative message.
- 3.1.14. Where it is deemed appropriate, establish if there are insurance policies for the property affected and advise the persons impacted to contact the insurers to explore recovering any costs incurred by DWFRS attendance and actions performed.
- 3.1.15. On return to station, scan the XXXX for e-mailing and sent to the Response Policy Support Officer.
 - 3.1.15.1. The hard copy is to be sent to the same role via the internal mail. This will ensure prompt processing.
- 3.1.16. If no charge has been recommended on the XXXX, declare on the relevant Incident Recording System (IRS) page your reasons for not recommending cost recovery.
- 3.1.17. When cost recovery is recommended the Incident Commander must be aware that there are occasions when the invoice is challenged post event.
 - 3.1.17.1. It is advised that notes are made or Fire Control provided with a detailed narrative for the incident log outlining activities so that an appropriate response supporting the cost recovery by DWFRS can be provided.
- 3.1.18. Staff must ensure XXXX forms are always available on frontline appliances and in Officers' cars.
- 3.1.19. Alongside the XXXX, you should also keep a current copy of the 'Special Service Scale of Charges' document (updated every 01 April).
- 3.1.20. There are no charges if there is a direct human life risk.
- 3.1.21. In the circumstances of gaining access to property/premises IC's must satisfy themselves by any reasonable means, prior to commencement, that the person requesting the service is the owner/responsible person for that property/premises and is requesting the special service for legitimate purposes.

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3.1.22. Water Provision

- 3.1.22.1. The person requesting the provision of water from a hydrant supply must have gained prior written permission from the appropriate Water Authority before the Service will consider meeting the request.
- 3.1.22.2. The full chargeable special service rate must then be applied and agreed prior to the service being provided
- 3.1.22.3. The DWFRS Water Officer should also be consulted.
- 3.1.22.4. The person requesting the service is responsible for the settlement of costs raised by the Water Authority and Fire Authority.

3.1.23. Water Removal

- 3.1.23.1. If the IC decides (following a DRA) to remove water from a premises or area then then consider informing the Environment Agency where appropriate.
- 3.1.23.2. If the plan of action involves raising foul drain covers and pumping directly into the drainage system, then the relevant water undertaker must be informed so that they can take any appropriate actions to mitigate any inundation of their systems.

3.2. Procedure for the Service Control Centre

- 3.2.1. When an incident is identified as a Special Service that would attract cost recovery principles, you will refer to the caller challenge/briefing instructions in Control Mobilising Instruction.

3.3. Procedure for Dorset and Wiltshire Fire Authority (DWFA)

- 3.3.1. You will satisfy the requirements of subsections 5 and 6, Section 19 of the Fire Services Act (2004):
 - (5) If a fire and rescue authority is authorised by an order under subsection (1) to charge for taking action of a particular description and the authority decides to do so:
 - (a) the amount of the charge is to be set by the authority
 - (b) the authority may charge different amounts in different circumstances (and may charge nothing).
 - (6) In setting the amount of a charge, the authority must secure that, taking one financial year with another, the authority's income from charges does not exceed the cost to the authority of taking the action for which the charges are imposed.

3.4. Procedure for Finance Team

- 3.4.1. You will:
 - review the calculation for recovering costs on an annual basis and provide the Fire Authority with this information to enable compliance with subsections 5 and 6, Section 19 of the Fire Services Act (2004).
 - monitor the budget and conduct regular update meetings with the Head of Response Support.

WS 04 (Reference ID TBD) Special Service Cost Recovery

- refer disputed invoices to Head of Response Support for guidance
- prepare and distribute invoices for where DWFRS has provided services under the auspices of special service
- distribute reminders for late payment
- pursue any refusal to pay claims through the small claims court (up to £10,000)
- refer any greater than £10,000 refusal to pay claims to the respective local authority debt recovery team.

3.5. Procedure for Performance Information Analyst

3.5.1. You will review the Incident Reporting System (IRS) and generate weekly reports for the Response Policy Support Officer.

3.5.1.1. These reports assist with the monitoring of performance and efficient invoicing for services rendered by DWFRS.

3.6. Procedure for Response Support Officer

3.6.1. You will receive weekly reports from the Performance Information Analyst and from this will:

- interrogate the mobilising system to draw further information for the incidents noted
- query any anomalies to include an Incident Commanders (IC) recommendation for “no charge” when the incident qualifies and no explanation has been provided on the IRS. Conversely this also applies to incidents where an IC has recommended levying charges for an incident that would normally attract a “no charge” response
- contact Incident Commanders for further detail as and when required
- process and file XXXX forms
- scan form in and pass any details to financial services for raising invoices as relevant
- refer any unusual trends in incident performance such as new incident types or staff performance (for example, patterns of recommendation activity) to Head of Response Support.

3.7. Procedure for Head of Response Support

3.7.1. To ensure the processes to support this procedure are followed you must:

- monitor and support the Response Support Officer
- provide guidance to the Response Support Officer on specific incidents of an unusual nature
- review and report activity to include staff performance and incident types as and when required

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- raise awareness of any changes in legislation or identified opportunities affecting cost recovery.

4. Monitoring & Assurance

4.1. Procedure Management

4.1.1. The Response Support Officer will monitor and report on the systems performance and update progress to the Head of Response Support.

- Numbers of incidents where costs have been identified for recovery
- Incident trends that may require a review of approach
- Occasions where costs have not been recovered
- Monies accumulated over the financial year against actual activity.

4.1.2. The Head of Response Support will meet periodically with a representative from Financial Services to discuss performance.

4.2. Learning and Development

4.2.1. Line Managers should ensure that they and their staff are aware of the procedure and how it relates to their role.

4.2.2. All potential Incident Commanders are to complete the relevant training package that accompanies this procedure.

5. Document Reference

5.1. Forms to complete:

XXXX – Form of Agreement and Indemnity for Special Services

5.2. Document References

5.3. This procedure is linked to the following other procedures:

SIS – XXXX – Safeguarding of Vulnerable Groups

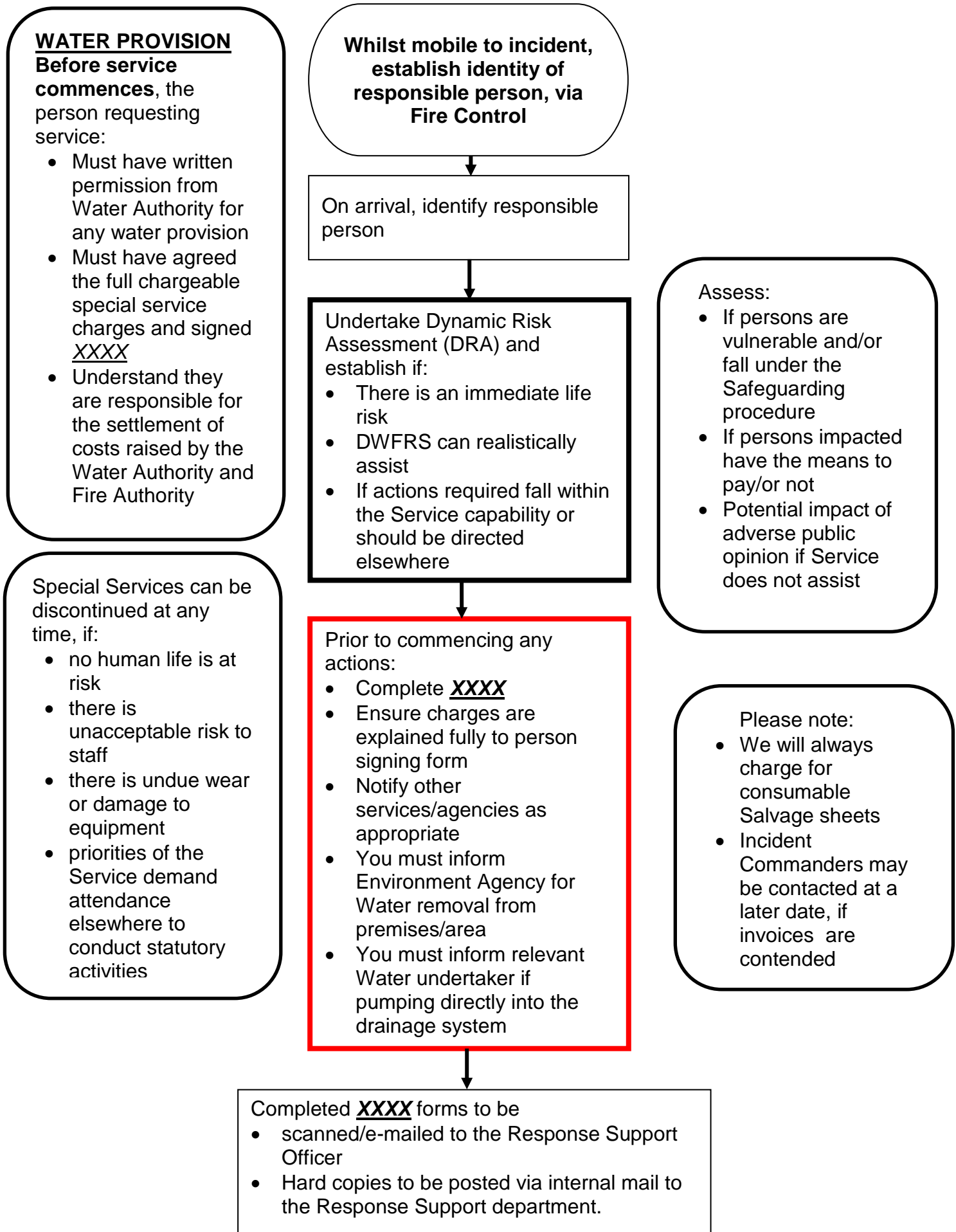
Service Control Centre Mobilising Instruction

5.4. Supporting Information

Fire Services Act (2004)

Statutory Instrument 2004 no.2305

Flowchart



6. Document Management

| Policy Reference: Policy Area Here | | | |
|------------------------------------|-------------|----------------|--------|
| Owner | Review Date | Author | Status |
| Head of Response Policy | DD/MM/YYYY | GM Dave Graham | Draft |

6.1. Version Control:

| Version | Page & Par Ref | Date | Changes Made | Authorised By |
|---------|----------------|------------|------------------|----------------|
| V0.1 | Whole Document | 22/02/2016 | Drafted document | GM Dave Graham |

[Top of doc](#)

SOP – NO 4.1 – SPECIAL SERVICE CHARGES**SUPPORTING INFORMATION – Current Scale of Charges from 1 April 2014**

Please print these charges and keep them on appliances and in Flexi-duty officers' cars alongside the Special Service Indemnity form ([DFRS 438](#))

| A APPLIANCES | Charge per hour or part of hour |
|--------------------------------------------------|---------------------------------|
| 1 Aerial appliance and support pump crews | £348.81 + VAT |
| 2 Aerial appliance and crew | £135.52 + VAT |
| 3 Water tender or other major appliance and crew | £280.15 + VAT |
| 4 Land rover pump and crew | £135.52 + VAT |
| 5 Portable pump, transport and crew | £212.00 + VAT |
| 6 Large Animal/Tech Rescue | £246.08 + VAT |

The above charges are inclusive of fuel, normal equipment carried on the appliance and crew.

B SALVAGE SHEETS

| | |
|-------------------------------------------|------------------------|
| Salvage sheets (to be retained by client) | £56.00 + VAT per sheet |
|-------------------------------------------|------------------------|

C PROVISION OF DFRS EMPLOYEES

The employment of a DFRS employee on any duty, who does not form a part of a crew on an appliance, is charged at £32.00 + £6.40 VAT per hour.

| | |
|--------------------------|---------------|
| D EFFECTING ENTRY | £280.15 + VAT |
|--------------------------|---------------|

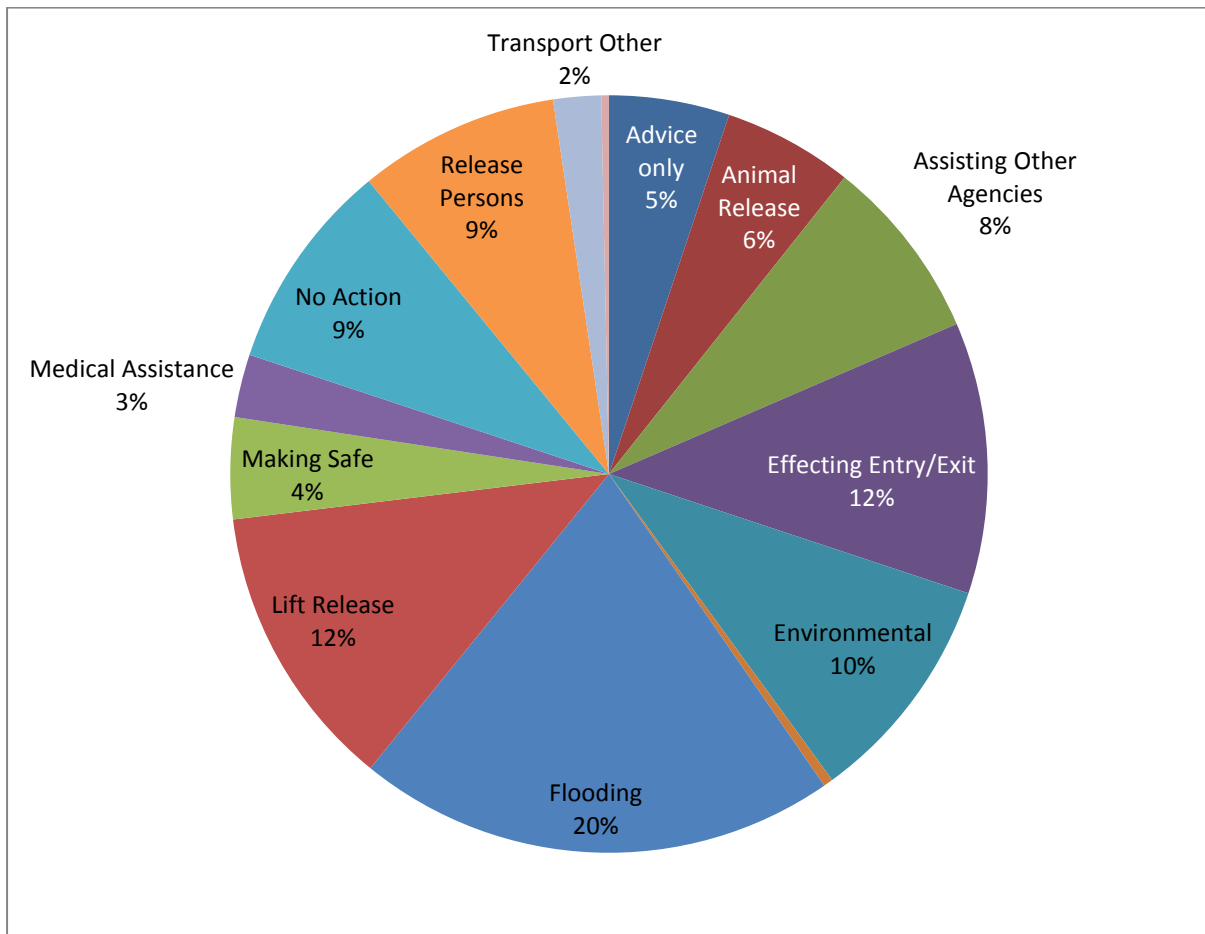
E REPORTS AND INTERVIEWS

| | |
|---------------------------------------------------|---------------------------|
| 1 Abstract of Incident Recording System (IRS) | £ 56.00 + VAT |
| 2 Copy of a Fire Investigation report – Minor | £ 90.00+ VAT |
| 3 Copy of a Fire Investigation report – Major | £ Hourly rate (£51) + VAT |
| 4 Interview for first hour then hourly rate after | £ 102 + VAT |

| | |
|------------------------------------------------|-------------|
| F PRINTING OF ADDITIONAL PLANS PER COPY | £9.00 + VAT |
|------------------------------------------------|-------------|

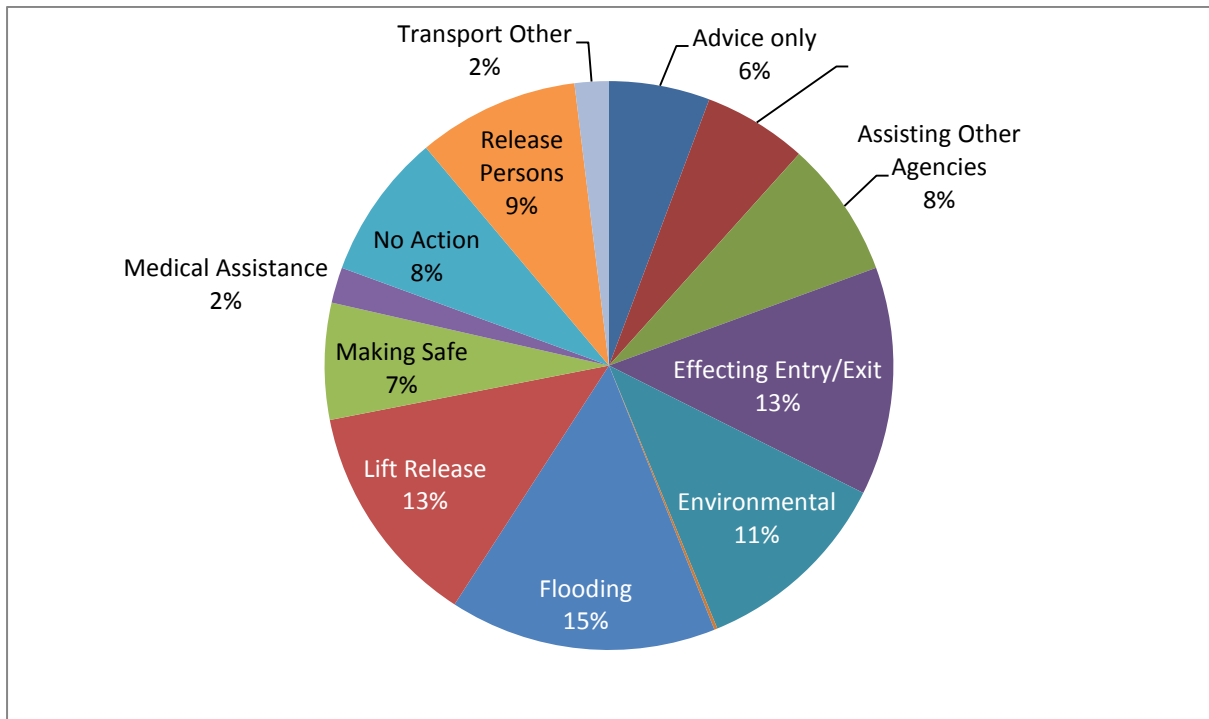
Dorset FRS Special Service summary 2012 - 2016

April 2012 – March 2013



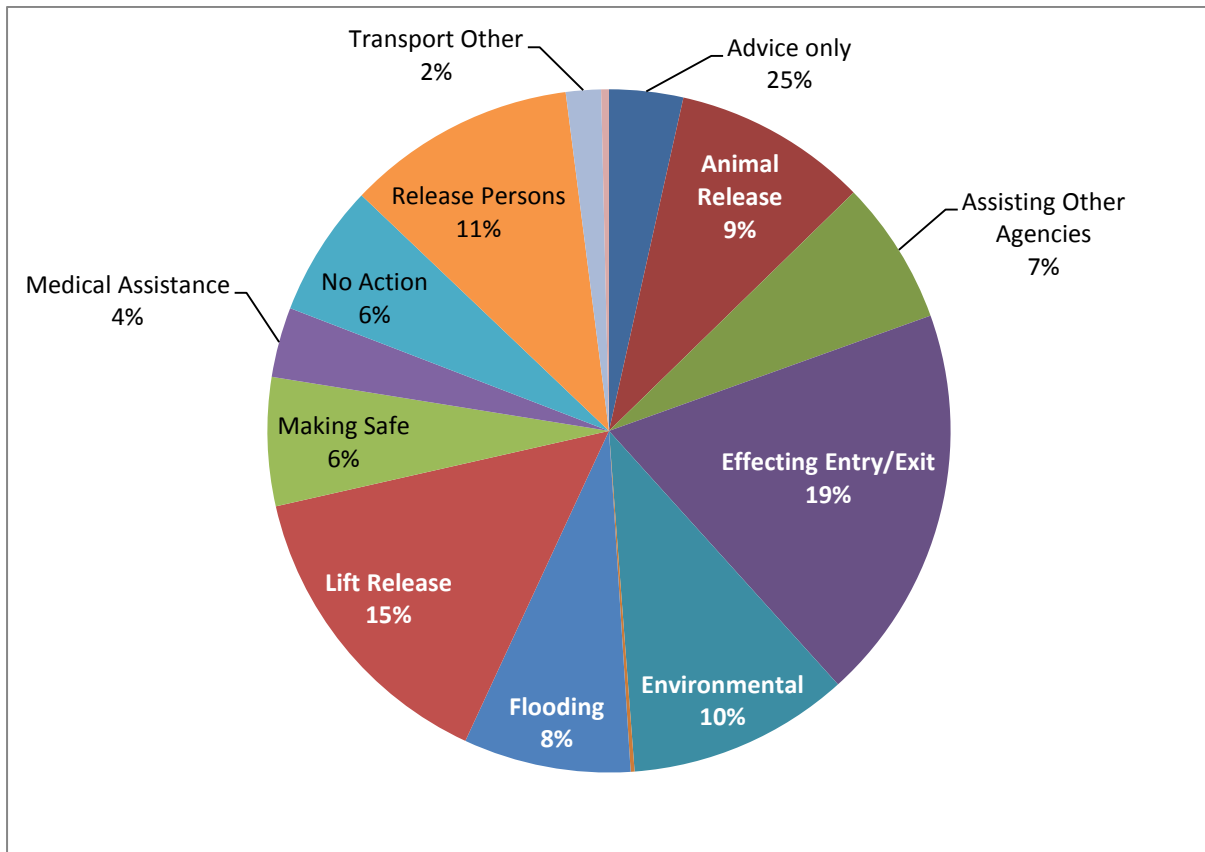
We undertook 1226 Special Services during the financial period April 2012 to Mar 2013 and recommended charges for 51 of these.

April 2013 – March 2014



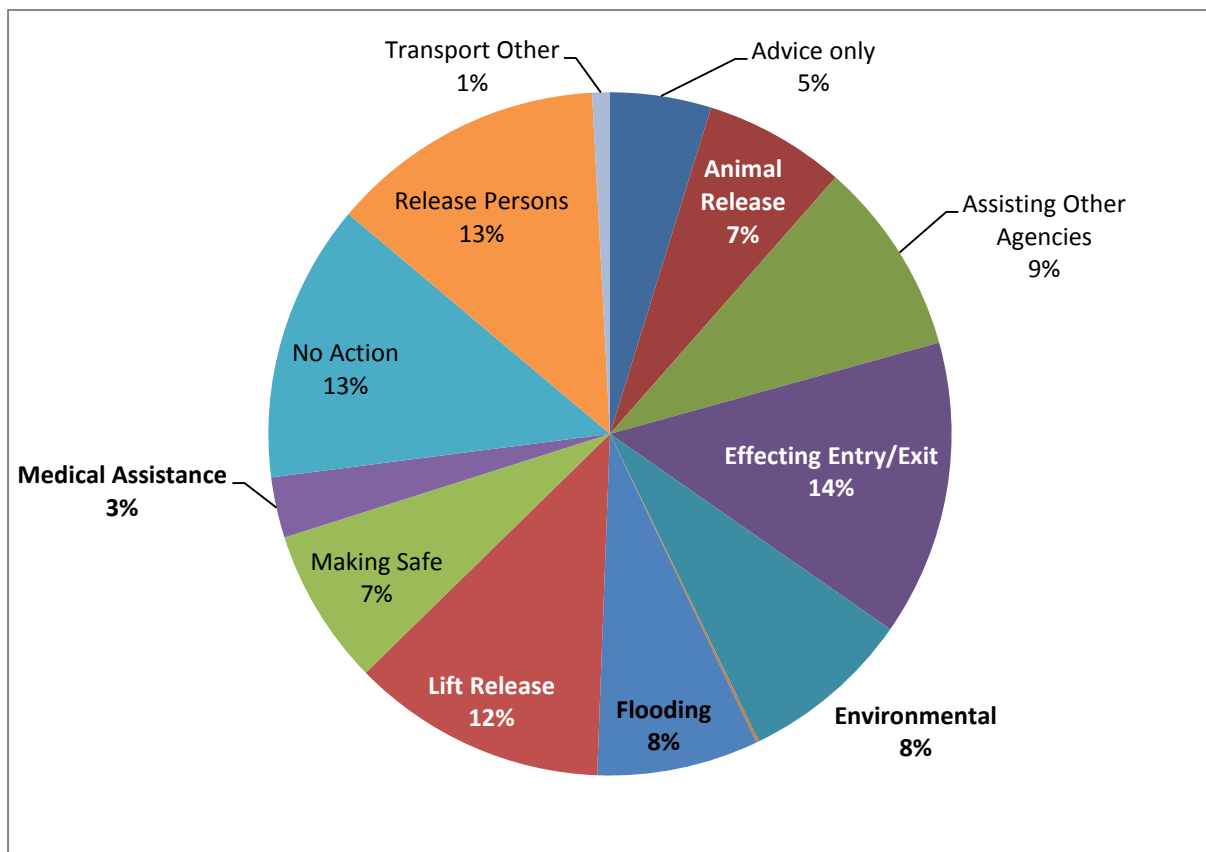
We undertook 1133 Special Services during the financial period April 2013 – March 2014 and recommended charges for 39 of these.

April 2014 – March 2015



We undertook 543 Special Services during the financial period April 2014 – March 2015 and recommended charges for 27 of these.

April 2015 – March 2016 (Reporting 15-2-16)



We have undertaken 856 Special Services this year to date (15-2-16) and have recommended charges for 19 of these.

DWFRS IMPACT ASSESSMENT (IA)

Work Stream 4

Purpose: To help ensure key legislative requirements and the needs of our staff, volunteers and communities are considered when developing policies, strategies and/or procedures, and before making key decisions.

These are broad reminders of the key requirements to consider. This does not absolve the author(s) of their responsibility to know, and comply, with all legislative requirements where reasonably practical, or to know when to seek further advice.

Line Managers/Department Heads must be satisfied that any implications from this checklist are addressed before the policy/strategy or procedure is published.

| | |
|-------------------------------------------------|-------------------------------|
| 1. Benefits/adverse impacts – Equality Act 2010 | Detailed Info |
| 2. Business Continuity | Detailed Info |
| 3. HR Functions | Detailed Info |
| 4. Privacy Impact Assessment | Detailed Info |
| 5. Information Security | Detailed Info |
| 6. Health and Safety | Detailed Info |
| 7. Crime and Disorder Act | Detailed Info |
| 8. Document Management | Detailed Info |

| | | | |
|-----------------------|-------------------------------|--------------------------|------------|
| Ref No: | Special Service Cost Recovery | FRS: | DWFRS |
| Date of Issue: | 01/04/2016 | Review Due: | 01/04/2018 |
| Version No: | V1.0 | Review Completed: | YY/MM/DDDD |

| | | | | | |
|--------------------------------|------------------------------------------------------|---------------------------|---------------|-------------------|------------------------------|
| What is being assessed? | Strategy | Procedure for convergence | New procedure | <u>New Policy</u> | Proposal, Option or Decision |
| Purpose | To provide guidance on Special Service Cost Recovery | | | | |

XX XX (Reference ID TBD) Policy Reference

Start completing this assessment at Section 1 if you are:

- writing a brand new policy, strategy or procedure or assessing a brand new proposal or decision where no Equality Impact Assessment (EIA) exists
- making a significant change to an existing policy, strategy, procedure or proposal where an EIA exists.

Start completing this assessment from [Section 2](#) if there is an existing EIA in place, completed within the past three years and no significant changes have taken place.

| | |
|-------------------------------|------|
| Existing EIA reference | None |
|-------------------------------|------|

1. Benefits/adverse impacts

- Identify those likely to be affected or those who you need to consult.
- Provide details of any benefit/positive impact as well as any adverse impact.
- Document any action required or taken to capitalise on any benefit/positive impact or mitigate or justify any adverse impact.
- Include the result of any consultation.

| Who is likely to be affected? | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Protected characteristics Age, Sex, Race, Disability, Gender Reassignment, Marriage/Civil Partnership, Religion/Belief, Sexual Orientation, Pregnancy/Maternity | Vulnerable Groups Name any groups affected for example; hoarders, drugs/alcohol dependency and so on. | The Community Identify which sections of the community are likely to be affected. | Our workforce Specify which sections of the workforce may be affected for example; corporate, Firefighters (WDS/RDS), managers, volunteers, representative bodies and so on. |
| Provide evidence below of who is likely to be affected by this proposal (include if there is a need to consult): | | | |
| <p>There will be no affect to protected characteristics or the Community when using this procedure as everyone will be informed that a charge may be levied and asked to sign the relevant form.</p> <p>Incident Commanders (ICs) have the freedom to apply professional judgement if a person would be considered part of a vulnerable group and if a charge is appropriate in each given circumstance.</p> <p>ICs have the freedom to judge if special services not concerned with the saving of human life may be discontinued at any time; for example, if there is unacceptable risk to our workforce or undue wear or damage to equipment, or if the priorities of the Service demand attendance elsewhere to conduct statutory activities. Forms will still be signed prior to work commencing, as it indemnifies the Service for any damages that may be caused during the work.</p> | | | |
| Benefit/Positive Impact | This procedure allows DWFRS to carry out activities beyond our statutory duties for the public, whilst ensuring the costs of these services is recovered to avoid placing an undue financial burden on the wider taxpayer. Safeguards are in place to ensure vulnerable groups or those without the means to pay are not adversely affected. | | |

XX XX (Reference ID TBD) Policy Reference

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Adverse Impact | None |
| Make sure if there are any adverse impacts that you have consulted and taken any action needed to support the mitigation or acceptance of the impact. If you're uncertain please contact the Equality Lead | |

| | |
|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action required/taken to mitigate or justify the impact. (Include results of consultation) | Guidance for ICs is provided in the Special Service Cost Recovery procedure to ensure they consider the effects on vulnerable groups and those without the means to pay. ICs are empowered to apply professional judgement and waive the costs where there are any concerns regarding vulnerable groups and those without the means to pay. |
|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| | |
|-----------------------------------------------------------------------------|-----------------------------------------|
| If RDS identified have you consulted an RDS lead for further advice. | There is no specific impact on the RDS. |
|-----------------------------------------------------------------------------|-----------------------------------------|

Complete all of the following sections for new and converged procedures and proposals.

2. Business Continuity Consider the impact on an individual or team if something within the proposal fails to work as it should, based on:

| | |
|---------------------------|--------------------------------------------------------|
| Impact | Realistic impacts which causes concern or failure. |
| Proactive Measures | Control or risk reduction measures to limit the risk. |
| Recovery Procedure | Put in place if the identified scenario were to occur. |

Detail any continuity issues that could have an impact and discuss with the relevant Department Head if needed.

No foreseeable business continuity issues.

3. HR Functions

Consider if there are any impacts on contractual terms and conditions of employment – such as pay/hours of work or the disciplinary process detail here and discuss with the relevant Department Heads.

No foreseeable HR function issues.

4. Privacy Impact Assessment

The Data Protection Act relates to any personal data held about a living person. If personal data is processed as a result of this proposal consider the following:

XX XX (Reference ID TBD) Policy Reference

- Are you collecting new information or will individuals be compelled to disclose new information? Tell people why and what you're doing with it!
- Will other organisation now have access to this information or is it coming from a third party?
- Will you use the information for a new purpose?
- Will intrusive technology be used to collect information?
- Will you take action or make a decision against an individual which would cause significant impact?
- Will you make contact in ways which could be considered intrusive?
- Is the information of a kind to raise privacy concerns?
- Make sure you're only collecting what you need and are clear how long you need it for
- How will you protect the information and keep it up to date?

If the answer is yes to any of these screening questions, speak to the Information Management team - you may need to complete a full privacy impact assessment.

5. Information Security

If any of the following statements apply please discuss your procedure/proposal with the Information Management team.

- A third party system will be used.
- Remote access is needed to information or Systems.
- Protectively marked information will be sent or received externally.
- There are changes to access levels on existing systems or the way we process information.

Protecting information is important but as a public service we also need to demonstrate transparency.

| | | |
|-----------------------------------------------------------------------------------------------------------------|----------|---------|
| Does any information as a result of this policy, procedure or proposal need to be proactively published? | Intranet | Website |
| | No | No |

If yes, please discuss your proposal with your department Website Administrator or contact the Information Management team. Detail any Implications/Actions here:

N/A

6. Health and Safety

The need to conduct a systematic risk assessment can arise for a number of reasons, for example:

- The introduction of a new piece of equipment;

XX XX (Reference ID TBD) Policy Reference

- The introduction of a new way of working;
- The result of an adverse occurrence;
- As a result of new legislation or guidance;
- Reviewing equipment usage, working procedures etc. where an assessment does not already exist.

| | |
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| Is it possible for any harm to result? | No |
| Would this harm likely to result in time lost from work? | No |

| | |
|-----------------------------------------------------|-----------------------------|
| Enter the Risk Assessment reference(s) number here: | DFRS risk assessment 009/09 |
|-----------------------------------------------------|-----------------------------|

7. Crime and Disorder Act

The Crime and Disorder Act promotes partnership working with police and other public bodies in reducing crime and disorder. This requires joint plans to be produced and to share information on any activity, which may affect (improving or detrimental) such arrangements. Section 17 of the act places a responsibility on us to do all we can to reasonably prevent crime and disorder in our areas.

Consider the impact of Section 17 of the Crime and Disorder Act and detail any implications here:

None

8. Document Management

| | |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Key Words | Special Service Cost Recovery, Special Service, Special Services, Cost Recovery |
| I've check the document for plain English | Yes/No |
| I've reviewed/updated supporting information, training materials and hyperlinks | Yes/No |
| Format check completed | Admin use |
| Review date of strategy/procedure for convergence/new procedure/new policy/proposal/option/decision. | 2018 |

How does this strategy/procedure for convergence/new procedure/new policy/proposal/option/decision meet the Public Sector Equality Duty?

Completed by equality leads

XX XX (Reference ID TBD) Policy Reference

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| Policy Reference: | | | |
|-------------------------|--------------|-------------|---------|
| Owner | Review Date: | Author | Status: |
| Head of Response Policy | DD/MM/YYYY | Dave Graham | Draft |

| Version | Page & Par Ref | Date | Changes Made | Authorised By |
|---------|----------------|------------|----------------------------|--------------------|
| V0.0 | Page # / X.X | DD/MM/YYYY | Description of change made | Responsible person |