

Special Services charging

Incidents or occasions when Norfolk Fire and Rescue Service may make a charge for supply of services.

1. Introduction

All Fire Authorities are given powers by Fire & Rescue Services Act 2004 to use resources for services other than firefighting. This type of work is called Special Services.

The Act says that an Authority may recover its costs for special service work that does not involve the protection of life or the environment.

In general terms, the person who may be asked to pay is:

“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.” (The Fire and Rescue Services (England) Order 2004)

2. Special Services that DO NOT carry a charge

Norfolk Fire and Rescue Service will always attend incidents where there is a threat of harm to people, animals and the environment or a general threat to public safety. It will **not** seek to recover costs for any element of emergency work at this type of incident.

Road traffic collisions are a statutory duty under the Act and therefore not a special service. This includes clearing the road or making vehicle(s) safe after road traffic collision

You will **not** be charged for the following types of special service:

- Rescues of animals in situations where there is a serious and immediate threat to their safety
- Rescues involving people (excluding persons shut in lifts – see section 3)
- Bomb explosions/standbys
- Collapsed buildings/structures/trenches
- Leaks of flammable/explosive fuels or gases (excluding diesel spilt on roadway unless requested by Police)
- Persons trapped in lift mechanisms
- Aircraft/rail crashes or emergencies
- People trapped in mud/ice/water
- People trapped in confined space/silo/ trench etc.

- Leaks of hazardous materials threatening public health or the environment (emergency phase only)
- Incidents involving radioactive materials
- Requests for assistance from other emergency services ie Police and Ambulance, or from the Coastguard or the RSPCA
- Salvage work following a fire
- Flooding due to weather/rain/tidal conditions and burst major water mains (Costs may be recovered from a water authority for burst major water mains.)
- Domestic fridge leaking
- Confirmed prison disturbance

3. Special Services that DO carry a charge

We will usually seek to recover our costs for attending at the following types of incident. You will be told that there is a charge before assistance is sent to you.

You **could** be charged for the following types of special service:

- Flooding in premises resulting from burst pipes, leaking roofs or contractors working. If electrical equipment is affected by flooding the caller will be advised to contact a qualified electrician in order to avoid the risk of fire or electric shock
- Rescues of animals not in serious/immediate danger (**not including** RSPCA requests see section 1.)
- Requests to pump out flooded cellars, structures, trenches, etc **not** resulting from widespread heavy rainfall/tidal conditions/ burst major water main
- Standing by for helicopter landings when no emergency exists with the craft
- Requests to assist with persons locked in or locked out, unless fire is very likely to occur. See section 3 'Exceptional Circumstances' for further guidance
- Removal of locks
- Removal of rings unless NHS requests attendance

4. Discretionary Special Services that MAY carry a charge

There is a further category of special service work for which we will make an automatic response, but may later seek to recover our costs if appropriate to do so.

You **may** be charged for the following types of service.

Person(s) shut in a lift as a result of a system fault (not trapped in mechanism).

As a general principle we will always seek to recover costs from the owner/occupier of the building. This service is provided by Norfolk Fire and Rescue Service as an alternative to using a lift engineering contractor by the owner/occupier.

We will always release people shut in lifts suffering a medical emergency even if the owner/occupier or their representative states they will not pay the charge.

Cleaning of highways (non-hazardous substances or loads).

If the offender can be identified, NFRS will seek to recover costs from them. NFRS will provide an emergency response to non-hazardous spillages on the highway if requested by the Police. However, the task should properly be undertaken by the local authority contractor and if appropriate their assistance should be summoned. Control will hold contacts for this service and requests from the public should be forwarded to the Highways contractor/department responsible.

Storm damage.

We will provide an emergency response to situations involving structures made unsafe by storm damage, including trees falling on buildings. We will undertake work that we are skilled and equipped for in order to remove the threat to safety. In some circumstances this will be limited to evacuating the public to a safe area and seeking Police help to establish a safe cordon.

After a hazardous materials incident.

Cleaning up/standby or recovery operations after the emergency phase of an incident involving hazardous materials will normally be chargeable.

Exceptional Circumstances.

An appliance will be mobilised to assess the situation in two exceptional circumstances:

- a) When an elderly, infirm or ill person is locked out late at night or in extreme weather and no other help is available.
- b) When very young children are locked in and there are reasonable grounds to believe the children are at risk.

5. Goodwill Services that MAY carry a charge

There are some other types of service where charges **may** be made, these are known as goodwill services.

A goodwill service is something that is a non-operational activity e.g. Community Fire Safety events, fetes etc. Attendance of crews and appliances for these types of events will be discretionary.

Consideration may be given to waiving the charge where a service is provided to an organisation or company that either provides or has provided assistance to Norfolk Fire and Rescue Service. This is also discretionary.

6. How we will inform you about charges

On receipt of a call for a special service which is chargeable, Control will inform the caller that:

“NFRS is willing to attend the incident; however, it is a non-emergency situation for which a charge will be made to cover costs.”

You can be advised of the scale of charges that will be applied, but it will be made clear that the final cost will depend on how much work is done. You will be advised that you will be asked to sign a form before any work is undertaken.

We are unable to advise on any questions about whether your insurance will cover the costs. As each insurance policy differs, we are not able to give guidance on specific cases and policies. Whilst insurance policies may cover many situations there will be other incidents where they do not.

You would need to contact your own insurer to seek clarification.

If after understanding that there will be a charge you still require the assistance of Norfolk Fire and Rescue Service an appliance will be sent to you.

For all special services you will be asked to sign a special service form before any work is undertaken, however, we will not delay emergency assistance in order to complete the form.

7. Scale of Charges

The standard scale of charges follows as Appendix A on the next 3 pages.

Appendix A – Schedule of charges

Type of service	Description of service	Cost, excluding VAT
<p>Charges for Attendance of Appliances</p> <p>NB. All of these charges will be on the basis of crews accompanying appliances NO appliances/pumps will be provided without personnel</p> <p>Special events may be subject to a separate charging basis - by agreement with the Chief Fire Officer</p> <p>You will be asked to complete a Special Service Agreement Form and will assume liability for damage caused by members of the Service, their vehicles, appliances and equipment to persons or property of third parties in the same way as you would if the damage was caused by your own employees</p>	<p>The basis of the charge for any appliance is a composite charge including the attendance of the appliance and crew, and other costs such as wear and tear, diesel and other fuels, and the use of disposable items</p> <p>NB Any losses or damage to vehicles, appliances and equipment at the scene of the incident other than by fair wear and tear may be the subject of a separate charge against the recipient of the Special Service</p> <p>Includes but not limited to effecting entry, removing or making safe</p>	<p>Any Water Tender, Water Tender Ladder with pumping appliance carried. £298.00 per hour or part hour exceeding 15 minutes</p> <p>Hydraulic Platform £298.00 per hour or part hour exceeding 15 minutes</p> <p>Charge to be based upon time of Officer and/or hourly rate as above for appliance(s)</p>
Testing and Repair of Dry Rising Mains (when authorised)		As in Item 1. At hourly rate for appliance and crew
Incident Recording System Reports	A Copy of the Incident Recording System (IRS) report	A charge for each IRS Report supplied £46.00. (No VAT is charged for this)
Fire Investigation Team's Report	A copy of the report submitted by the Fire Investigation Team at the conclusion of the investigation	A charge for each Fire Investigation Team Report supplied £78.00. (No VAT is charged for this)
Bowthorpe Training Centre	Room hire at our Bowthorpe Training School is available	http://www.norfolkfireservice.gov.uk/nfrs/nfrs-business/book-a-room
Commercial training	This is provided by Norfolk Safety, our Community Interest Company	http://norfolksafety.org/
Official Photographs		£3.70 per copy

Interviews with Fire Officers for Insurance Companies and Loss Adjusting Agencies		£124.00 per hour or part thereof (zero rated) for the individual(s) being interviewed, including travel time if appropriate. Not to include the time of any interview monitoring officer, for whom no charge is made
Old petrol tanks	Locations of petrol tanks	<p>Environmental Search £35.00 + VAT</p> <p>Where the search produces information we will provide an Environmental Report, the cost for both the search and report is £75.00 + VAT</p> <p>Before information is released we will request the written consent from the site owner or their agent Information will not be disclosed without written consent</p>