

Norfolk Fire and Rescue Service's Publication Scheme

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What is a publication scheme?

A publication scheme tells you about the kinds of information that a public authority should make available to the public. It is a commitment to routinely and proactively provide information to you.

The information should be easy for the authority and any individual to find and use.

Why does Norfolk Fire and Rescue Service have a publication scheme?

Every public authority subject to the Freedom of Information Act 2000 (FOIA) is required to adopt and maintain a publication scheme which describes the information available to you and where or how you can find it.

Norfolk Fire and Rescue Service (NFRS) is provided by Norfolk County Council through the Norfolk Fire Authority.

The Service is covered by Norfolk County Council’s publication scheme, which is fulfilled by the Council website, but for some types of information, but we also have our own scheme to describe information specific to the work of the Service.

The commitments of the scheme are:

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.
- To specify the information which is held by the authority and which falls within the classifications below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.

- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the authority makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is available.
- To make this publication scheme available to the public.

The classification of available information

Available information is identified as being within a particular group. These groups are called classifications and there are seven of them that describe what kind of information should be made available:

- **Who we are and what we do** – information on our organisation, locations, constitutional and legal governance
- **What we spend and how we spend it** – financial information, tendering, procurement, income and expenditure
- **What our priorities are and how we are doing** – performance information, plans, objectives and strategy, audit inspections
- **How we make decisions** – policy and decision making processes, consultations
- **Our policies and procedures** – protocols, policies and procedures
- **Lists and Registers** – information required by law to be held, other lists held
- **The Services we Offer** – leaflets, service information, media updates, news, advice and guidance

Information that will *not* generally be published

There are circumstances under which an authority would not be required to make information routinely available. These are when:

- the information is not held – there is no requirement to create information that does not exist
- disclosure of the information is protected by law – for example the exemptions provided by the Freedom of Information Act 2000 or personal data protected by the Data Protection Act 1998

- the authority cannot easily access the information – for example the information has been archived and is not readily available

Routinely-published information should be available as part of an authority's normal business and the information should be easy to access through a website or be easily and quickly sent out by a member of the authority's staff.

Availability of information

In some circumstances information will only be available by viewing it in person. Where this is the case our publication scheme will provide details of how to ask to view the information.

Information is provided in its original language. Where we are legally required to provide a translation, we will do so.

Provision of information will be made in accordance with any obligations under disability and discrimination laws and any other legislation.

Charging for information

The majority of our information is freely available at no charge. Where this is not the case you will be told of any associated costs at the time of asking.

Charges may be made for the provision of information in relation to photocopies, postage or costs directly incurred as a result of viewing information.

Any such charges must be legally authorised, justifiable and in accordance with a published schedule of fees, and confirmation of the costs will be given before the information is provided.

The publication scheme

The following pages list the classifications of information that will routinely be made available by NFRS, how you can find or obtain the information and whether you would be charged for the information.

This list does not include everything that we hold but does tell you about the minimum amount of information that will be available.

1 Who we are and what we do

Organisational information, locations and contacts, constitutional and legal governance.

1.1 Structure of the authority

Norfolk Fire and Rescue Service is provided by Norfolk County Council through the Norfolk Fire Authority. It is accountable to the Communities Committee at Norfolk

County Council. More information about the Committee is available on the Norfolk County Council website at the [Communities Committee pages](#).

Information about our Service can be found on our website in the [Integrated Risk Management Plan](#).

You can also visit the Council's website for the [Norfolk County Council Constitution](#)

Free or chargeable?

Free

1.2 Staff structure of the authority

Our website includes information about our staff numbers, recruitment information and current vacancies under the '[Working at NFRS](#)' heading.

Free or chargeable?

Free

1.3 Contact information

For general enquiries, comments, compliments or complaints you can contact us by email, letter, phone or through our website.

Phone: 0300 123 1669

Email: hq@fire.norfolk.gov.uk

Letter: Norfolk Fire and Rescue Service, OCC, Jubilee House, Falconer's Chase, Wymondham, Norfolk, NR19 0WW

Website: click [contact us](#) for contact details

Some of our fire stations can also be contacted by the public during office hours for questions relating to fire or community safety.

Norwich: Diamond Jubilee Station, 63 Bracondale, Norwich, NR1 2EE

Kings Lynn North: Kilhams Way, Kings Lynn PE30 2HY

Great Yarmouth: Friars Lane, Great Yarmouth, NR30 2RP

Thetford: Norwich Road, Thetford, IP24 2HT

Free or chargeable?

Free

1.4 Geographical area of operation

Norfolk Fire and Rescue Service has 42 fire stations and each year we receive over 20,000 emergency calls and attend over 10,000 emergency incidents

Although our Service operates within the boundaries of the county of Norfolk, there are occasions when we give assistance to our neighbouring counties or even further afield. We also receive assistance from neighbouring services.

Our Urban Search and Rescue unit (USAR) is a national resource that can provide support and assistance nationally when required.

We have other specialist teams that are routinely called to assist other fire and rescue services across the country including water rescue teams, tactical advisors for wide area floods, tactical advisors for high volume pumping and a search and recovery dive team.

Our locations can be found on our website by clicking [Find your local fire station](#).

Click the place-names below the map for details about each station.

Free or chargeable?

Free

1.5 General outline of responsibilities

Norfolk Fire and Rescue Service's core functions are:

- to respond to emergency calls
- to reduce the risk of fires and other incidents through community safety education
- to give Community Fire Protection advice
- to enforce legislation when necessary.

Details on how we carry out these core functions are on [our website](#)

Free or chargeable?

Free

2 What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.

2.1 Revenue budget and capital expenditure plans

The budget is described on page 33 of the [Integrated Risk Management Plan](#)

Annual Statement of Accounts.

The Annual Statement of Accounts is published after the end of each financial year once accounts have been closed and finalised. The accounts are published by [Norfolk County Council](#).

Free or chargeable?

Free

2.2 Expenses and allowances that can be claimed including those paid to members of the Authority and senior officers

Senior Managers may claim expenses in line with Norfolk County Council procedures and limits.

Each month the expenses for all senior staff in Norfolk County Council are [published on the council website](#). This includes expenses paid to the Chief Fire Officer.

Free or chargeable?

Free

2.3 Procurement procedures

Information about procurement procedures can be found here [Norfolk County Council - Supplying the Council](#).

Norfolk Fire and Rescue Service follow the financial procedures of Norfolk County Council, details of which can be found contained within the [Council constitution](#). Financial regulations are at part 7.

Free or chargeable?

Free

2.4 List of contracts and value

Norfolk County Council contracts are made available on the website page for the [contracts register](#).

Free or chargeable?

Free

2.5 Internal financial regulations and delegated authority

As a part of Norfolk County Council, Norfolk Fire and Rescue Service follow the standards and procedures of the council. Procurement regulations are on the County Council website at the pages for [Supplying The Council](#).

3 What are our priorities and how are we doing?

Strategies and plans, performance indicators, audits, inspections and reviews.

3.1 Strategic plan, business plan, aims and objectives

These are contained in the Norfolk Fire and Rescue Service [Integrated Risk Management Plan](#).

The Integrated Risk Management Plan usually spans 3 years and is updated every third year.

The Statement of Assurance is an annual document and is available on the website – [Statement of Assurance](#).

Free or chargeable?

Free

3.2 Auditing and inspections

As a department of Norfolk County Council, the Service is subject to internal audit conducted by Norfolk Audit Services.

Alongside this we may invite reviews or audits from external sources, such as fellow services conducting a Peer Challenge. The most recent Peer Challenge was in 2014 and is [published on our website](#).

3.3 Joint strategies

USAR

USAR is part of a UK Government-funded national resilience development programme, set up to deal effectively with large- scale incidents.

The USAR Project is made up of 20 units across England and Wales aimed at delivering an advanced search and heavy rescue capability and NFRS is one of 20 services with a USAR unit.

We also have separate funding to undertake underwater search and recovery through extending the USAR capability.

Three teams, who already have extensive diving experience, backed up by USAR personnel, will be able to deploy when USAR responds to a search and recovery incident regionally, nationally and if necessary internationally.

In addition, NFRS has a number of other capabilities as part of national resilience through the Chief Fire Officers Association (CFOA).

These include

- High Volume Pump (HVP) to deal with large-scale flooding.
- Incident Response Unit (IRU) which provides mass decontamination facilities for the general public and firefighters at large-scale incidents involving chemical, biological, radiological or nuclear materials. It carries specialist equipment including: chemical protection suits, disrobe and re-robe packs, pumps, water heaters, hose, lighting and is capable of decontaminating large numbers of people at a time.

Norfolk Fire and Rescue Service also has a water rescue capability which is registered with DEFRA as a national resilience asset. This has been funded by grant and is included within the USAR capability.

3.4 Statistical information

National statistics are provided by the Home Office and can be seen on their website: [fire national statistics](#)

The statistics are for incidents attended for the preceding 3-4 years and a brief overview of incident types.

It also reports most recent figures for performance against emergency response standards.

Statistical performance information comparing Norfolk Fire and Rescue Service to services around the country is provided by LG Inform. The information is on their website – [LG Inform](#).

4 How we make decisions

Decision making processes and records of decisions, internal criteria and procedures, consultations. Policy proposals and decisions.

4.1 Background papers for meetings open to the public

Meetings of Norfolk County Council and its Committees are held at County Hall, Martineau Lane, Norwich. Fire and Rescue is included in the Communities Committee.

Further information about the Committees of Norfolk County Council can be found on the [Committee pages](#).

4.2 Public consultations

When we carry out public consultation the details of how you can be involved are publicised on our website. We undertake full public consultation when writing an Integrated Risk Management Plan (IRMP).

Norfolk County Council also has a range of ways in which people can contact them and become involved, these are listed on the [Have Your Say pages](#).

5 Our policies and procedures

Current written protocols, policies and procedures for delivering our services and responsibilities.

5.1 Policies and procedures for the provision of services

Information about how we deliver services.

Our [Integrated Risk Management Plan](#) gives this information.

5.2 Information available to you

Information and data about the Service can be requested under the Freedom of Information Act 2000. Information we hold about you can be requested under the Data Protection Act 1998.

These requests are dealt with by the County Council. [Details on how to make a request are on the website.](#)

The website for the [Information Commissioner's Officer](#) contains information about what you can expect when you make a request to a public organisation.

5.3 Policies and procedures about the employment of staff

Support staff are employed under the policies and procedures of Norfolk County Council.

All uniformed staff will be employed under the Scheme of Conditions of Service, which is negotiated and agreed nationally through the National Joint Council which includes the Fire Brigades Union.

Our website contains information on recruitment, the kinds of role available and current vacancies. These are on the pages about [Working at NFRS](#).

5.4 Customer service

Norfolk Fire and Rescue Service is committed to the Norfolk County Council customer care standards.

Use our [Contact Us](#) page to make a complaint, compliment or comment or to make a general enquiry.

5.5 Information security policies.

We protect information by complying with the Norfolk County Council policies on Data Protection. You can read more about this on the [Norfolk County Council website](#)

5.6 Charging regimes and policies

The [Schedule of Charges](#) lists when a charge would be made and what the cost would be.

6 Lists and registers

Information held in registers required by law and other lists and registers relating to the functions of the authority.

6.1 Registers open to public inspection (and arrangements for access to the contents)

The current registers of prohibition, improvement and enforcement notice registers issued by NFRS under the Regulatory Reform (Fire Safety) Order 2005. The

registers are required to be kept under the Environment and Safety Information Act 1988 and they contain a summarised version of the notices issued except where the person served has successfully applied for trade secrets to be protected from disclosure.

Notices are available to view online at the [National Enforcement Register](#).

6.2 Register of gifts and hospitality

All employees of Norfolk County Council must adhere to the council policies. This includes a duty to declare any gifts or hospitality and record them with Democratic Services. These are available to the public for inspection through the Democratic Services office at County Hall.

7 The services we offer

Information about the services we offer, including booklets and leaflets, advice and guidance, transactions and media releases and newsletters.

7.1 Information about the provision of the authority's services

Norfolk Fire and Rescue Service provides emergency response to incidents, community fire safety, fire prevention guidance and emergency planning.

Norfolk Fire and Rescue Service is also the enforcing Petroleum Licensing Authority (PLA) in the County of Norfolk for the storage of petroleum. Under the Provisions of the Petroleum (Consolidation) Act 1928, it is an offence to keep petrol (at petrol filling stations) without a petroleum licence being in force. Petroleum licences are granted by the local PLA.

Visit the website for more information about [Petrol licensing](#).

Norfolk Fire and Rescue Service is the Explosives Licensing Authority in the County of Norfolk for storage and/or sale of explosives.

Visit the website for more information about [explosives licensing](#).

The Health and Safety Executive is the enforcing authority for notification of the storage of dangerous substances, including fertiliser, and once notified, the Fire Authority is the enforcing authority for the marking of sites with warning signs. The Fire Authority is also responsible for giving directions as to the quantity, type and location of signs

Visit the website for more information about [fertiliser and dangerous substances](#).

7.2 Fire Service Reports on major incidents

You can keep track of our current incidents on our website through the [Live Incident Feed](#).

A major incident may be followed by a Fire Investigation.

Fire Investigation Reports are not made public as a matter of course, however they can be made available if requested by a professional organisation such as an insurance company or solicitor with bona fide grounds for making the request.

The requestor must tell us who they are and why they need the report and they must have a legitimate reason for making the request.

Relevant organisations should contact:

Fire Safety Administration, Fire Intelligence Unit, Norfolk Fire and Rescue Service, OCC, Jubilee House, Falconer's Chase, Wymondham, Norfolk, NR19 0WW.

A scale of charges applies for supplying these reports. The charges are contained in the document called '[Special services charges](#)' and '[SSE costs table](#)' which is on our website.

7.3 Services for which the authority is entitled to recover a fee, together with those fees

Situations in which Norfolk Fire and Rescue Service will charge to provide a non-emergency service are known as special services.

Information about our special services and the charges are contained in the document called '[Special services charging](#)' and '[Special services charging schedule](#)' on our website.

7.4 Regulatory responsibilities and procedures

We take enforcement action when we believe that public safety is being put at risk in buildings. This is governed by the Regulatory Reform (Fire Safety) Order 2005 which came into force on 1 October 2006.

The Order imposes fire safety duties on non-domestic premises including all places of work and houses in multiple occupation (HIMOs).

Norfolk Fire and Rescue Service is an 'enforcing authority' for the purposes of the Order and our responsibilities are to enforce any provision or regulation that falls within the Order.

7.5 Leaflets and explanatory booklets

We produce a range of advice and guidance on fire safety for the home or business.

[Visit our website](#) and click the headings for 'Your Safety' and 'Prevention'.

7.6 Media releases

Our current news and other media releases are also included on our website. Our social media pages can also be reached by links on our website.

8 Any other information

For any information not described or included in this scheme, please contact Norfolk Fire and Rescue Service. You can do this by email, post or by phone:

Phone: 0300 123 1669

Email: hq@fire.norfolk.gov.uk

Letter: Norfolk Fire and Rescue Service, OCC, Jubilee House, Falconer's Chase, Wymondham, Norfolk, NR19 0WW