



# **Unwanted Fire Signals Cost Recovery**

<b>People Area:</b>	<b>Unwanted Fire Signals Cost Recovery</b>
<b>Strategy Process:</b>	<b>Detail</b>
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# 1. EXECUTIVE SUMMARY

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To ensure that the Unwanted Fire Signals Strategy (UwFS) first introduced in 2017, continues to deliver year on year improvements, it has been monitored and reviewed providing options and recommendations for its improvements. Since its inception the number of UwFS we attend has reduced by 29% and 39% since 2015/16, however, the rate of reduction has slowed more recently.

The coalition Government of David Cameron and Nick Clegg introduced legislation which provides us with an avenue to recuperate the cost of attending false alarms in the specific following circumstances.

- There is a report of a Fire
- The premises are not domestic premises
- The report is false
- The report is made as a direct or indirect result of warning equipment having malfunctioned or been miss-installed
- There is a persistent problem

As outlined within the FRS Act 2004, before a FRA begins to charge, the authority must consult any persons the authority considers appropriate. This is to comply with that requirement. To ascertain the local community's appetite to introduce a cost recovery policy, the Brigade undertook a consultation exercise in the early part of this year.

The results showed strong support from the local community, 94-95% of participants who engaged in the survey supported its implementation. Whilst 68% of businesses confirmed their support, with an additional 29% suggesting they may support it depending on circumstances.

A cost recovery charge is not a fund raising exercise and would be strictly controlled in line with the requirements of legislation and the following criteria;

- Applied to premises that meet the poor performance trigger set at 5 or more UwFS in a rolling 12 months,
- The premises are not domestic
- The charge would be set at our special service rate per appliance
- The responsible person can opt to either reduce or provide their own arrangements to investigate the cause of an AFA.

If we apply the same criteria to last year, then 11 premises/sites would have reached the poor performance trigger. This would have resulted in 40 chargeable events where we would have sought to recover costs, equating to £25,875.00.

## 2. INTRODUCTION

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The purpose of this report is to build on the previous impact assessment and provide Cleveland Fire Authority (CFA) with an appraisal of the performance of the Strategy and relay the outcome of our cost recovery consultation. This work stream originates from the Corporate Internal Operating Plan 2020/21 and fulfils DSSC 1.1 - Evaluate the unwanted fire signal strategy.

The UwFS strategy is targeted towards industrial and commercial premises and those that fall within the remit of the Fire Safety Order. Although there is to some extent a comparison of all AFAs within the report, those that originate within domestic premises are not within scope.

We have, and continue to work with partners and other stakeholders to ensure the safety of our communities. With regards to fire detection and alarm systems, this is primarily achieved by ensuring the provision of appropriately designed and installed systems through consultation with building control for new or refurbished properties.

Our current strategy, with the overarching aim of reducing the numbers of Automatic Fire Alarm actuations that the Brigade attends, which are classified as Unwanted Fire Signals, was introduced in October 2017.

Following a review of the strategies performance in 2018/19 and subsequent report and recommendations; one of which was to consider the establishment of a cost recovery policy for premises that are performing poorly with regards to false alarms. The protection department was directed to undertake a consultation with our local community to ascertain their view.

### 3. CURRENT POSITION

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Our current UwFS strategy sets out the Authority's approach to false alarms; *'we will strive to reduce the number of UwFS whilst ensuring that the safety of the community is not compromised'*.

We have taken a measured and proportionate approach implementing improvements to the strategy following a process of trial and analysis. The current application of the policy is applied in the following methodology.

- For premises deemed **low or medium risk** between 07:00 – 18:00hrs Monday to Saturday and between 10:00hrs and 16:00hrs on Sundays (excluding Bank Holidays) the Brigade will not attend AFAs unless confirmation of a fire is received from the premise via the 999 system;
- For **high risk and special risk** during the hours of 07:00 – 18:00hrs Monday to Saturday and between 10:00hrs and 16:00hrs on Sundays (excluding Bank Holidays) the Brigade will mobilise one fire appliance (unless a risk assessment has determine otherwise);
- For AFAs from **Alarm Receiving Centres for low and medium risk premises** the Brigade will not attend between the hours of 07:00 – 18:00hrs Monday to Saturday and between 10:00hrs and 16:00hrs on Sundays (excluding Bank Holidays) unless backed up with a 999 call from the premises.

The strategy does not apply to residential premises generally, with the exception of care homes and then only during the day, as these premises have higher staff to resident ratios during day time hours. Our NHS Trusts also voluntarily have implemented an investigation period for AFAs within their own procedures.

The majority of our calls fall outside of the Strategy timeframe of the 503 AFAs we attended, 334 (66%) are between 18:00hrs and 07:00hrs Monday to Saturday and before 10:00hrs and after 16:00hrs on a Sunday.

This would suggest that further improvements could be made to the Strategy including;

- Further expanding the timeframe that the strategy operates within, this will form a trial moving forward;
- Provide additional tools to the Brigade and incentives for responsible persons through the introduction of a cost recovery policy.

The influence that the strategy has had on reducing the occurrence of UwFS and the actions taken by the Brigade to support, advise and guide organisations is covered in depth within the following sections 3 and 4.

## **Exemptions**

A series of exemptions to the policy are detailed within the UwFS Procedure Note. To summarise these exemptions, the exemption must be based upon high risk to persons or to items of historic importance resulting from the UwFS strategy. The onus for acquiring an exemption is placed on the Responsible Person to submit a case to the Brigade; we will consider the application on a case by case basis discussing the management and mitigation of risks with the Responsible Person/s directly. Exemptions will not be granted where the Brigade believe that reasonable action can mitigate the risk. Exemptions will only be a temporary measure and reviewed through the fire safety audit process.

## 4. IMPACT of the STRATEGY

During the 2019/20 financial year there have been a number of Automatic Fire Alarm Calls which were call questioned by Fire Control staff. This challenge has resulted in 327 incidents that have not been attended, classified as non-stats.

The two charts below Fig 1 & 2 show data representing the number of AFAs attended by hour of the day, comparing 2018/19 with 2019/20. The demarcated area represents the timeframe that the Strategy is operating and during which time Control operators will call question AFA calls.

Generally we have seen a reduction in the number of AFAs we attend year on year during the operating times of the Strategy.

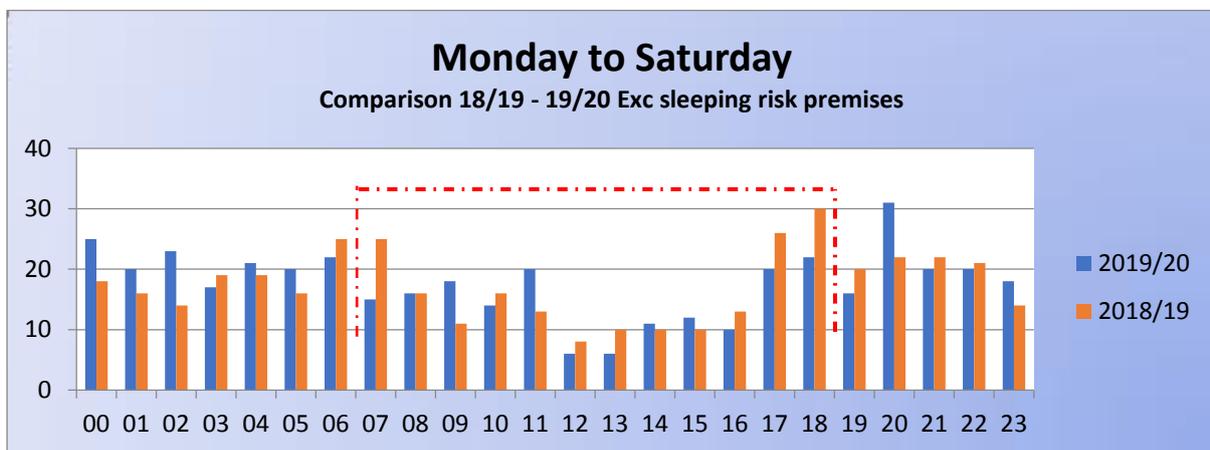


Fig 1

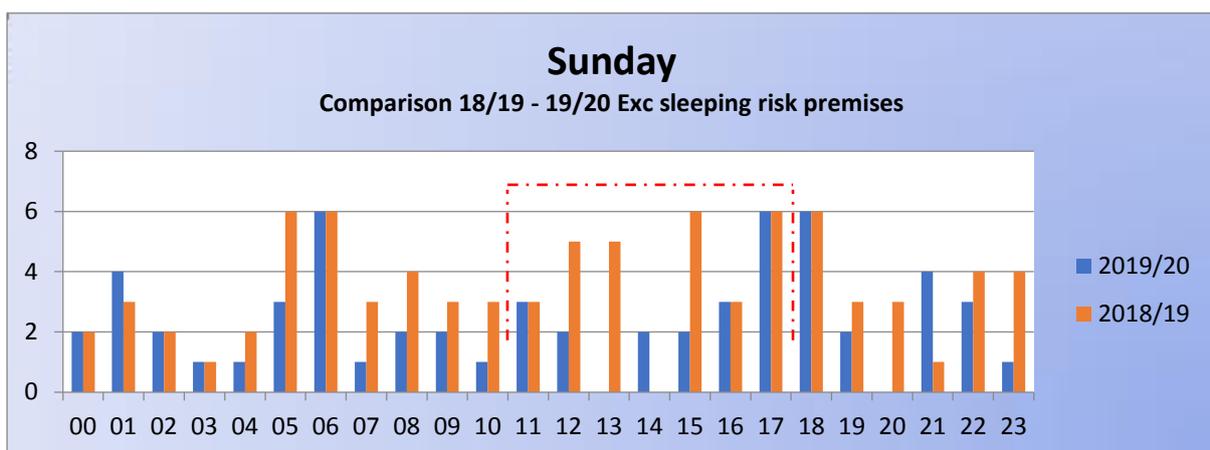


Fig 2

Operating times for trial    - - - -

It is pleasing to note that in 2019/20 following call questioning, where we did not mobilise we didn't subsequently attend a fire incident at the premises.<sup>1</sup>

Focusing in more detail on our operating timeframe, the two charts below Fig 3 and 4 demonstrate reductions in AFAs attended both Mon-Sat and Sundays.

- Mon-Sat has reduced by 17 (9.7%) from 2018/19 and 168 (51.5%) from 2017/18.
- Sunday which has been reasonably static over the preceding five years reduced by 16 (59%) from 2018/19.

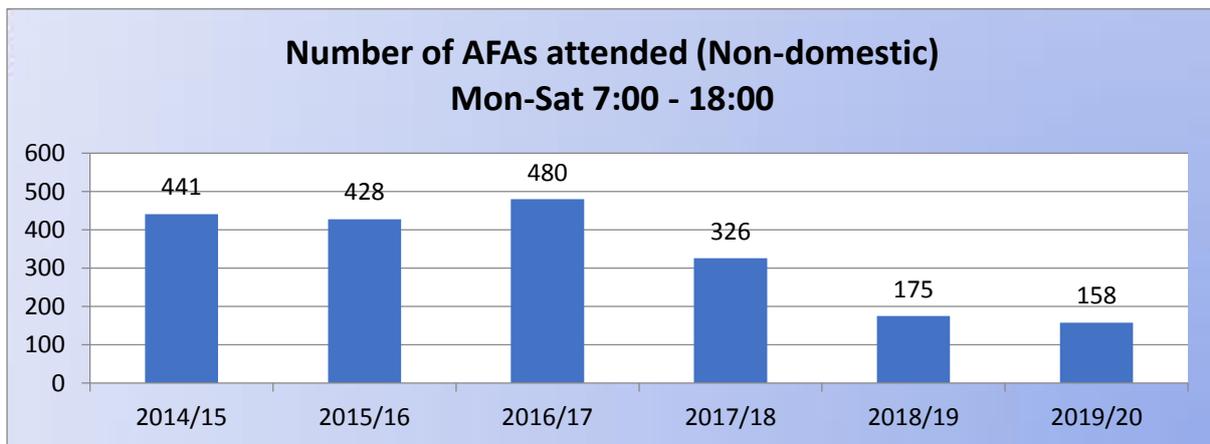


Fig 3

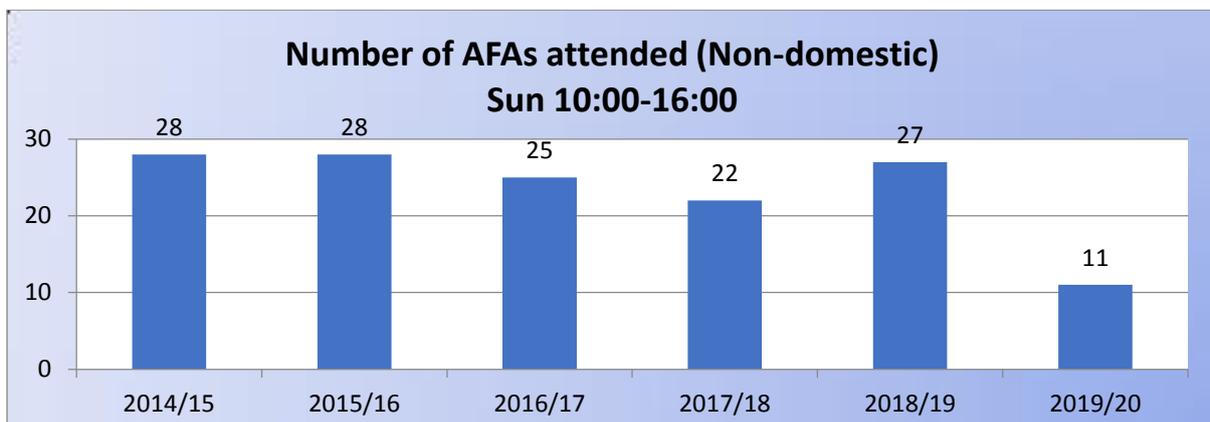


Fig 4

<sup>1</sup> Data for call questioning in relation to further incidents is only available for 2019/20

Across the 24hr period the following graphs demonstrate the decrease across 2015/16 and 2019/20 with a reduction of 14% across all AFAs and a 39% decrease in non-domestic AFAs. Incidents within both areas for 2019/20 are the lowest over the last five years.

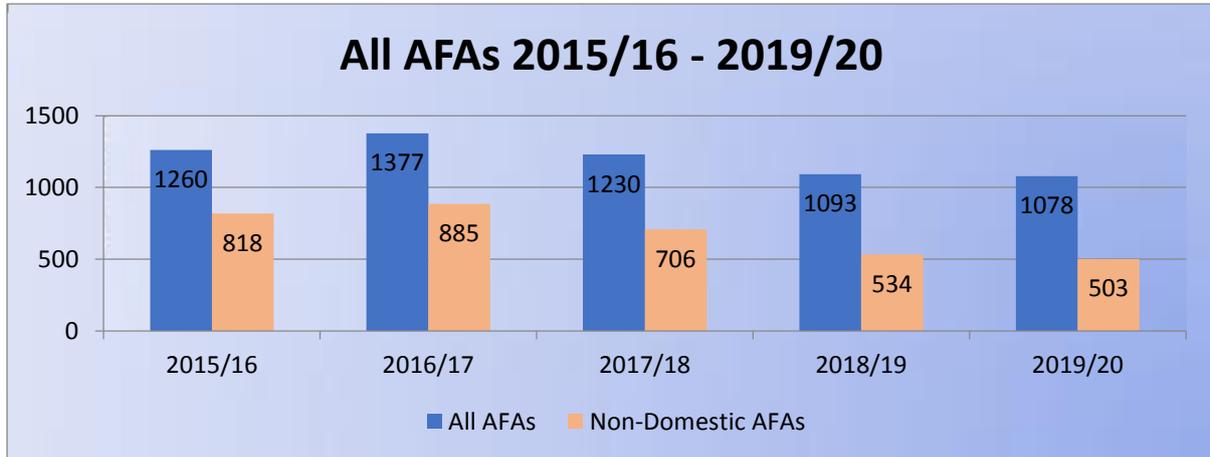


Fig 5

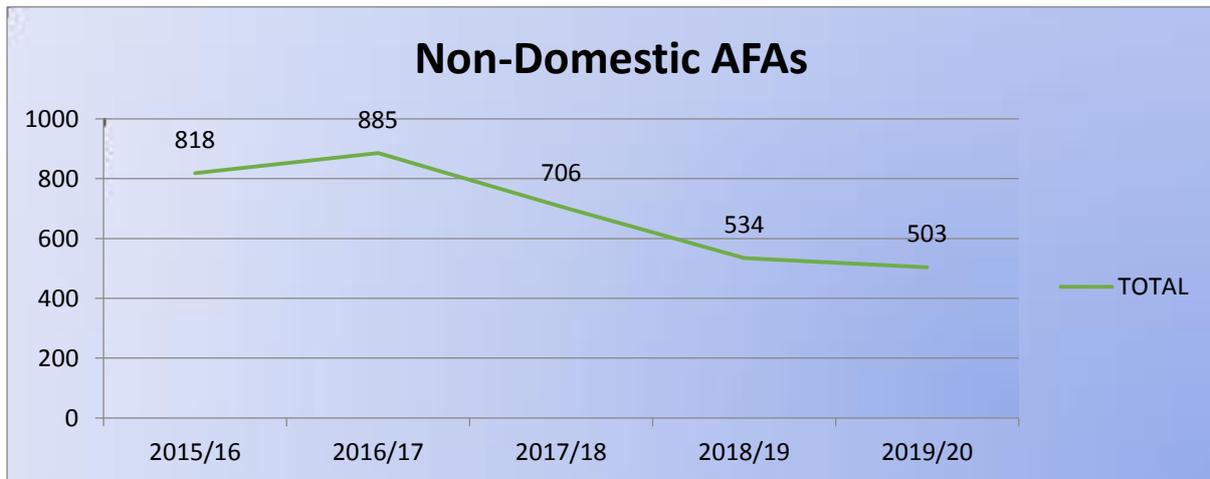


Fig 6

The following tables Fig 7 and 8 illustrate those premises that are performing the most poorly. Its worthy of note that the premises with the worst record is the Municipal Buildings (Middlesbrough Council). However work has been ongoing with many of these premises to address the issue.

With regards to Fig 7, these premises are residential and as such would not be considered within the context of the strategy, unless the actuating device is located within the common areas of the premises. They would be included within any cost recovery policy.

Company	Number of Occasions in last 12 months (1 April 2019 to 31 March 2020)	No of occasions in last 3 months (1 January to 31 March)	Number of Occasions in Last Month (March 2020)
MUNICIPAL BUILDINGS.ALBERT ROAD MIDDLESBROUGH	16	2	
MELROSE HOUSE.MELROSE STREET MIDDLESBROUGH	11		
RIVERSIDE STADIUM.DOCKSIDE ROAD CARGO FLEET MIDDLESBROUGH	10	2	1
EXWOLD TECHNOLOGY.BRENDA ROAD SOUTH GRAYTHORPE IND EST HARTLEPOOL	9	6	
FINE ORGANICS SEAL SANDS ROAD SEAL SANDS BILLINGHAM	6		
STANK HOUSE FARM.KILTON LANE KILTON THORPE SALTBURN	6	1	1

Fig 6

Location	Number of Occasions in last 12 months (1 April 2019 to 31 March 2020)	No of occasions in last 3 months (1 January to 31 March)	Number of Occasions in Last Month (March 2020)
LEICESTER HOUSE.BANGOR CLOSE ESTON MIDDLESBROUGH	14		
NORMANBY COURT.LINDEN CRESCENT MARTON MIDDLESBROUGH	12		
LANCASTER HOUSE.AVONDALE CLOSE ESTON MIDDLESBROUGH	12	1	
FLEET HOUSE.CARGO FLEET LANE THORNTREE MIDDLESBROUGH	12	5	2
YARM LANE STOCKTON	9	4	2
FLORENCE EASTON HOUSE SHEPHERDSON COURT SOUTH BANK	9	4	4

Fig 7

## 5. REDUCING UwFS – BUSINESS SUPPORT

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The Brigade provides numerous ways in which businesses and organisations can interact and obtain fire safety advice. This includes a helpdesk, website, virtual conferencing and site visits. We continue to support, advise and educate businesses and other stakeholders to ensure that appropriate fire warning systems are designed, installed and managed correctly.

When a system fails and the Brigade respond to a premises where it is identified as an UwFS, the organisation can expect the following staged response from the Authority.

### Stages of response

#### Stage 1 – Initial Unwanted Call attended.

The Oic will establish the cause of the actuation and communicate that to the responsible person or their representative. They should provide advice relating to maintenance and testing or where appropriate to the activities being undertaken in the vicinity of the device.

#### Stage 2 – A premises reaches the poor performance thresholds for the number of false alarms in a time period.

- Two or more unwanted fire signals in any period of 4 weeks,
- Three or more unwanted fire signals in any period of 26 weeks,
- For larger premises (Hospitals), poor performance is subject to the number of detectors, or a considered acceptable level by the District Manager in consultation with FE

The District Manager will issue an advice letter to the responsible person, which encourages them to engage with the Brigade to rectify the problem.

#### Stage 3 – Continuation of false/unwanted alarms.

Stage 3 allows the flexibility to initiate proportionate actions to target the poor performing premises; if there is an unsatisfactory response from the premises, a meeting should be arranged to discuss requirements with relevant stakeholder.

A second letter is issued and a meeting should normally be arranged incorporating all appropriate parties to discuss issues and provide direct advice more formally.

#### **Stage 4 – Unsatisfactory outcome or insufficient actions**

For poor performing premises to reach Stage 4, the responsible person or management team would have repeatedly ignored Cleveland Fire Brigade's guidance, advice and prompts to reduce false alarms and their causation.

##### Possible Stage 4 Options

- Action in liaison with Fire Safety, a Fire Safety Audit and appropriate enforcement action using legislation.
- Amendment/reduction of Cleveland Fire Brigade AFA Attendance.
- Non-Attendance at that premises unless the premises can confirm the fire alarm actuation is due to fire.

## 6. LEVYING A CHARGE FOR POOR PERFORMANCE

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Following a presentation in March 2019 highlighting the impact that the UwFS strategy was having on the reduction of AFAs, ELT directed that a consultation with the community should take place with regards to levying a charge for our attendance to poorly performing premises.

The Localism Act 2011 brought into force changes to the Fire and Rescue Services Act 2004 and introduced section 18A, 18B and 18C to enable Fire Authorities to charge in certain circumstances. Under this section Authorities have the ability to charge for responding to a report of a fire where the call was made in the following circumstances:

- There is a report of a Fire
- The premises are not domestic premises
- The report is false
- The report is made as a direct or indirect result of warning equipment having malfunctioned or been miss-installed
- There is a persistent problem

The Protection department commenced the consultation supported by the Risk and Performance and the Communications teams in early February and ran through that month and the early part of March. Approximately 1,200 premises were written to directly requesting their participation; businesses had the ability to respond to the survey via an online link or completing and returning a paper copy.

Although a number of questions were posed there were three main points which we wanted to address:

- Did the community in general and more specifically businesses support the recovery of costs?
- Did they believe that the proposed amount to be reasonable? (set at our special service rate)
- Did they agree that the trigger for the recovery of costs be set at more than four UwFS in a rolling 12month period?

This process received 292 responses, 73 completed online and a further 219 returned the paper survey. The results compiled by risk and performance generally showed good support for the recovery of costs:

- 98% of respondents recognised that it was the business or organisation occupying the premises that had responsibility for maintaining the fire detection and alarm system.
- 68% support the recovery of costs with a further 29% suggesting it would depend on the circumstances.
- 68% also agreed that we should set the levy at our special service rate, for 2019/20 £345 (Inc VAT), with a further 10% suggesting it should be set higher.

Further consultation was undertaken to establish what our community thought. This was performed by the communications team through social media. Questions were kept as close as possible to those utilised within the survey, however, only three main questions were asked.

- If we receive repeated false alarms to the same non-residential property in a 12 month period do you think we should recover the cost from the organisation? Any money recovered could be used to fund public safety initiatives
- What number of false alarm call-outs to a non-residential property in a 12 month period would you class as repeated?
- We have calculated the cost as £345 per incident; do you think this is reasonable to charge an organisation this for a repeated false alarm call to a non-residential property?

We received various numbers of responses to each question and ran the questions on both Facebook and Twitter. Due to the limitations of these platforms we are unable to establish if the same or different individuals answered the questions. However, the responses from the general public demonstrated a strong support for implementation;

- 94% of Facebook and 95% Twitter respondents supported levying a charge for repeat offenders,
- 79% Facebook and 75% Twitter favoured 5 or more repeat calls to commence cost recovery,
- 92% Facebook and 97% Twitter backed the level of charged proposed.

Both Risk and Performance and the Communication teams have prepared reports on their findings and can be found at Appendix 1 and 2 the charge is based on the Brigade's scale of charges found at Appendix 3.

The Local Government Act 2000 provides powers to Authorities to promote economic, social and environmental well-being within their community; it is also clear that these powers are not intended to raise money. The levying of a charge is not proposed as an income generating scheme it would form part of a staged approach to reduce the occurrence of UwFS and reclaim the cost of attendances to these

nuisance calls. Thereby employing our resources more efficiently and effectively seeing a reduction in incidents, reduced appliance movements, increased appliance availability and an increase in prevention and protection activities.

Regionally both Durham and Darlington and Northumberland FRS have already introduced cost recovery, with Tyne and Wear FRS likely to consult on its implementation this year.

## 7. CONSEQUENCE

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We have seen significant improvements in the reduction of UwFS 39% over the last five years. However, during 2019/20 we still mobilised appliances to premises on 503 occasions, where upon our arrival it was determined that the actuations was a false alarm.

These false alarms impact a number of stakeholders, the organisation that experience them will lose productivity whilst the alarm is investigated, the Brigade mobilises appliances which could otherwise be engaged in prevention and protection activities, the community and other road users are put at greater risk as a result of our mobilisation under blue lights.

CFB regulate businesses and organisations on behalf of CFA with regards to the RR(fs)O 2005. Within the FSO there is a requirement under Article 17 - Maintenance for the Responsible Person to ensure that systems are maintained in good order, and an effective state.

*17. - (1) Where necessary in order to safeguard the safety of relevant persons the responsible person must ensure that the premises and any facilities, equipment and devices provided in respect of the premises under this Order or, subject to paragraph (6), under any other enactment, including any enactment repealed or revoked by this Order, are subject to a suitable system of maintenance and are maintained in an efficient state, in efficient working order and in good repair.*

- (2) Where the premises form part of a building, the responsible person may make arrangements with the occupier of any other premises forming part of the building for the purpose of ensuring that the requirements of paragraph (1) are met.*
- (3) Paragraph (2) applies even if the other premises are not premises to which this Order applies.*
- (4) The occupier of the other premises must co-operate with the responsible person for the purposes of paragraph (2).*
- (5) Where the occupier of the other premises is not also the owner of those premises, the references to the occupier in paragraphs (2) and (4) are to be taken to be references to both the occupier and the owner.*
- (6) Paragraph (1) only applies to facilities, equipment and devices provided under other enactments where they are provided in connection with general fire precautions.*

As identified within section 4, we can and do take non-statutory and where necessary statutory enforcement action to drive responsible persons to manage fire safety appropriately. Taking statutory enforcement is generally a last resort, it is time consuming and takes resources away from other activities and can lead to the Authority taking prosecutions against those who do not comply.

The introduction of a cost recovery policy would provide the Brigade with an additional method of influencing responsible persons in managing their general fire safety and maintaining specifically automatic fire detection systems more appropriately.

The cost recovery policy would if agreed form part of the UwFS strategy and would be implemented as part of the staged approach outlined within section 4. Responsible persons would be made aware of the policy as part of its introduction through direct mailing, social and conventional media and our website; additionally as premises hit triggers they would be reminded of their management responsibilities and potential consequences of failing to do so.

To provide some clarity on the potential costs to organisations we have applied the same criteria to the UwFS that we experienced last year 2019/20. It should be recognised and considered that some of these premises/responsible persons may have been more proactive in the management and maintenance of their systems if the threat of a charge was communicated as it would be if adopted.

There would have been 11 premises or sites which would have reached the trigger level of five or more UwFS in a rolling twelve month period, resulting in forty occurrences where we would have sort to recover costs, this equates to £25,875.00; the table below breaks down the premises and costs associated.

<b>Premises</b>	<b>N° of Occasions</b>	<b>Total Levy</b>
Municipal Building	16	£8,280.00
Melrose House	12	£3,795.00
Exwold Technology	10	£2,415.00
Riverside Stadium	9	£4,140.00
Fine Organics	6	£2,760.00
Stank House Farm	6	£1,380.00
St. John the Baptist School	5	£345.00
Eston Leisure Complex	5	£690.00
Ormesby Hall	5	£690.00
Toby Carvery, Wolviston	5	£690.00
Ingleby Manor School	5	£690.00
		£25,875.00

N° of Occasions is the total number of UwFS received in the twelve months

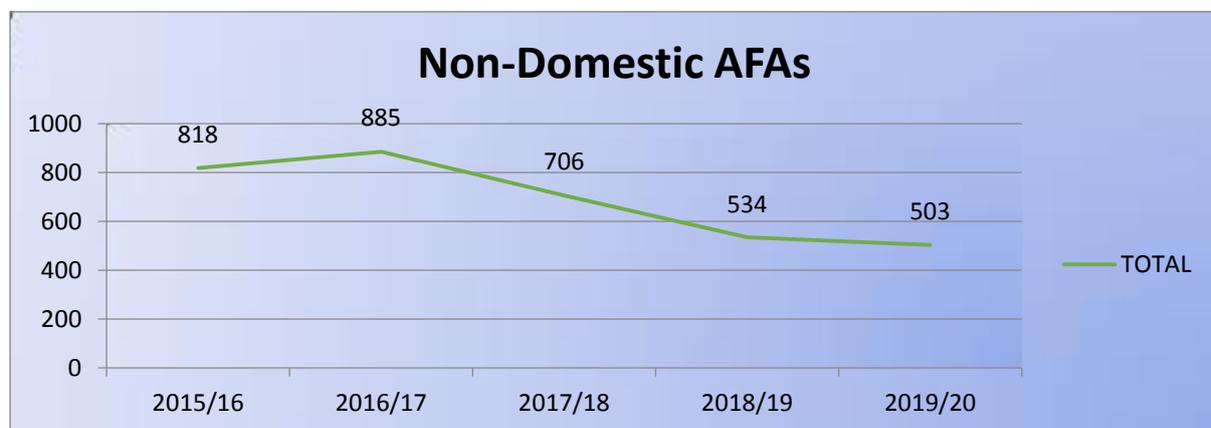
It should be noted that the figures presented in the table above are unlikely to be realised, as the levy will undoubtedly have an influencing factor on the responsible person to take action before a charge is brought.

## 8. SUMMARY

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Our current strategy with the overarching aim of reducing the numbers of Automatic Fire Alarm actuations that the Brigade attends, which are classified as Unwanted Fire Signals, was introduced in October 2017, with adjustments made to the timeframe for a trial period in 2018/19

Since the introduction of our strategy we have seen a steady reduction in the number of AFAs we attend, 39% since 2015/16; however, the graph below demonstrates that this downward trend is starting to plateau. As an Authority and Brigade we must utilise the tools provided to us by Government to maximise the potential of continuing this decline.



The Localism Act 2011 made specific changes to the Fire and Rescue Services Act 2004 to allow FRS to make charges specifically where we respond to false alarms in the following circumstances:

- There is a report of a Fire
- The premises are not domestic premises
- The report is false
- The report is made as a direct or indirect result of warning equipment having malfunctioned or been miss-installed
- There is a persistent problem

The strategy impact assessment delivered in March 2019 recommended that in line with the requirements of the Fire and Rescue Services Act 2004 Section 18A (3)<sup>2</sup>; the Authority should consult with stakeholders on the recovery of costs. That consultation was instigated and the findings endorsed and strongly supported the levying of charges.

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<sup>2</sup> Before a fire and rescue authority begins to charge under subsection (1) or section 5A(1)(e) for taking action of a particular description, the authority must consult any persons the authority considers appropriate.

#### Business engagement:

- 98% of respondents recognised that it was the business or organisation occupying the premises that had responsibility for maintaining the fire detection and alarm system.
- 68% support the recovery of costs with a further 29% suggesting it would depend on the circumstances.
- 68% also agreed that we should set the levy at our special service rate currently £345 (excluding VAT), with a further 10% suggesting it should be set higher.

#### Community engagement:

- 94% of Facebook and 95% Twitter respondents supported levying a charge for repeat offenders,
- 79% Facebook and 75% Twitter favoured 5 or more repeat calls to commence cost recovery,
- 92% Facebook and 97% Twitter backed the level of charged proposed.

It is not the intention to introduce cost recovery as a tool to raise funding; the proposal is in line with recommendations as set out in the CFOA Guidance for the Reduction of False Alarms & Unwanted Fire Signals. Policy will only be utilised were all other remedies have failed through our staged approach of providing advice and support, and were organisations have reached a poor performance threshold;

- Premises would reach a poor performance level after four previous actuations, organisations will be supported to make improvements during our staged response (section 4)
- The levy would be as per our special service charge and would be issued for each actuation per appliance upon reaching the poor performance level on a rolling twelve months.
- Responsible persons will have the option to reduce the PDA or decide to make other arrangements to respond to an actuation.

If the Policy had been in existence and applied as described in 2019/20 then 11 premises/sites would have reached the poor performance trigger, resulting in 40 chargeable events where we would have sort to recover costs, this equates to £25,875.00.

## 9. RECOMMENDATION

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It is recommended that the Authority adopt a policy of cost recovery applying the criteria as outlined within this document; providing an additional tool to influence those responsible for the management and maintenance of their Automatic Fire Detection systems.

## Appendix 1: Unwanted Fire Signals consultation – Social Media

### Aim:

The Communications team and Risk & Performance supported the Fire Engineering department to run a consultation on Unwanted Fire Signals to get views from our communities over suggested changes to our response to Unwanted Fire Signals (False Alarms).

The consultation aimed to find out businesses and the public's views of suggestions about introducing recovery of costs for attending repeated unwanted fire signals (false alarms) at non-residential properties.

### Survey Monkey:

Risk and Performance worked with Communications and Fire Engineering to design a Survey Monkey aimed at businesses. The survey was promoted with business via:

- **Direct Mail** – letters sent to **1,200** businesses by the Fire Engineering team. Businesses could respond via online link, completing and returning a paper version or calling Fire Engineering.
- **Website** – banner on the home page (12 – 29 February 2020), which received **21 clicks**; a link on the Fire Alarms page in the Business section page received **28 visitors** in the period. We created new Consultations page which received **151 hits** in the period.



- **Engagement** – promoted by fire engineering team and station based advisors when out visiting premises or attending business groups
- **Social Media** - link to survey shared on Facebook, LinkedIn and Twitter. Total reach was **3,995** and total engagement **322**.



**TOTAL REACH: 5,223**



**TOTAL ENGAGEMENT: 494**

## Consultation with the public:

In order to gain feedback from the wider public we undertook some social media polls. These polls ran on Facebook (12-24 Feb) and Twitter (12 Feb).

The questions were:

**Q1** If we receive repeated false alarms to the same non-residential property in a 12-month period do you think we should recover the cost from the organisation? Any money recovered could be used to fund public safety initiatives.

**YES / NO**

Facebook	Twitter
497 votes <b>94% YES</b>	56 votes <b>95% YES</b>

**Q2** What number of false alarm call-outs to a non-residential property in a 12-month period would you class as repeated?

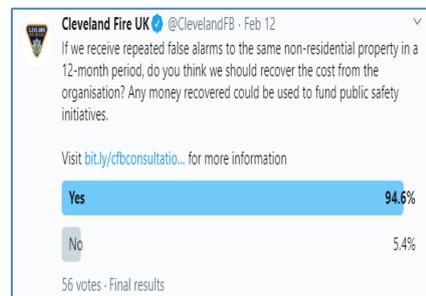
**More than 5 / More than 7**

Facebook	Twitter
192 votes <b>79% YES</b>	32 votes <b>75% YES</b>

**Q3** We have calculated the cost as £345 per incident, do you think this it is reasonable to charge an organisation this for a repeated false alarm call to a non-residential property?

**YES / NO**

Facebook	Twitter
380 votes <b>92% YES</b>	28 votes <b>97% YES</b>



**TOTAL REACH: 17,237    TOTAL ENGAGEMENT: 1,021**

## Appendix 2: Unwanted Fire Signals consultation – Survey Monkey

### Introduction

The Risk & Performance team and the Communications team supported the Fire Engineering department to run a consultation on Unwanted Fire Signals. The consultation asked businesses and the public to provide their views on the recovery of costs for attending repeated unwanted fire signals (false alarms) at non-residential properties.

Fire Engineering distributed the survey and an accompanying letter to 1,200 businesses. The businesses were able to respond via an online link or by completing and returning a paper survey. A copy of the letter and the survey can be found in Appendix A.

From 3 February 2020 and 10 March 2020, 292 responses were received; 73 completed the online survey and 219 returned the paper based survey.

This report looks at each question in the survey and shows the responses to the question in a series of tables, charts and text.

Not all respondents completed every question and, so, for each question, a chart is provided to show the numbers upon which that question analysis is based.

### Q1-3 Who responded?

This section describes who responded to the survey looking at Questions 1 to 3.

#### 1. Please tell us if you are completing this survey as a:

- *Representative of a local business, social organisation or partner agency*
- *Member of the public*
- *Member of Cleveland Fire Brigade staff*

<b>Respondent type</b>	<b>Number of responses</b>	<b>%</b>
Member of Cleveland Fire Brigade staff	8	3%
Member of the public	47	16%
Representative of a local business, social organisation or partner agency	237	81%
<b>Grand Total</b>	<b>292</b>	<b>100%</b>

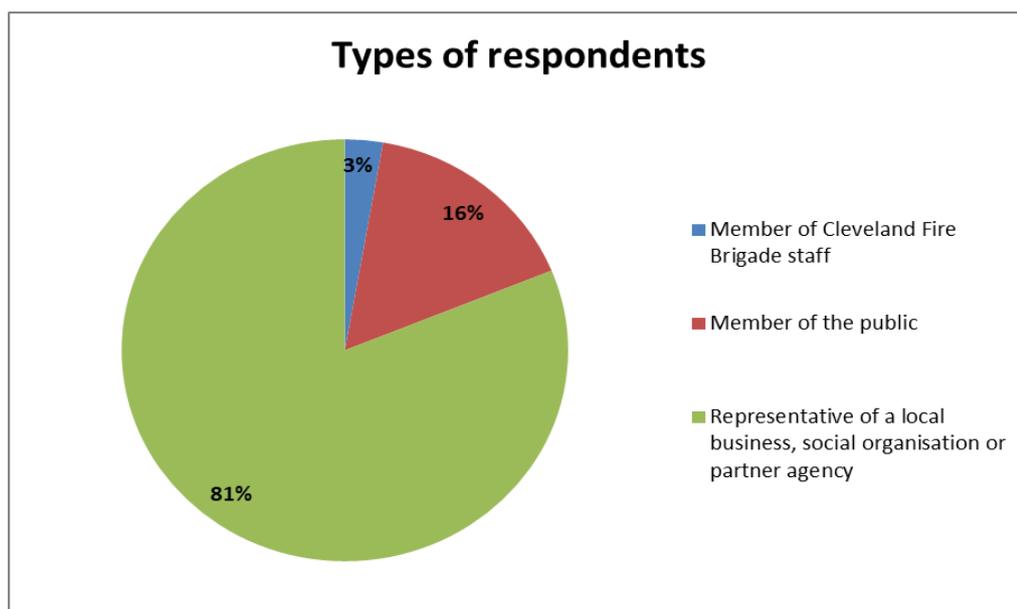


Figure 1 - Types of respondents

**2. Please let us know the name of the organisation you represent**

Question 2 is not included in the analysis but it did enable Fire Engineering to provide responses to queries raised in the survey, when appropriate.

**4. Please tell us what type of organisation you represent**

- Registered social landlord
- Business services
- Manufacturing
- Retailer
- Care organisation
- Alarm receiving centre
- Local Authority
- Other (please specify)

Organisation type	Number of responses	%
Local Authority	6	2.5%
Business services	6	2.5%
Registered social landlord	6	2.5%
Manufacturing	6	2.5%
Alarm receiving centre	8	3.4%
Property management	8	3.4%
Other	13	5.5%
Hospitality	19	8.0%
Retail	23	9.7%
Education	71	30.0%
Care organisation	71	30.0%

<b>Grand Total</b>	<b>237</b>	<b>100%</b>
--------------------	------------	-------------

In the “Other” category, there was a good representation of schools/colleges, property management, hotels and guest houses which have been added to the analysis categories as Education, Property Management and Hospitality.

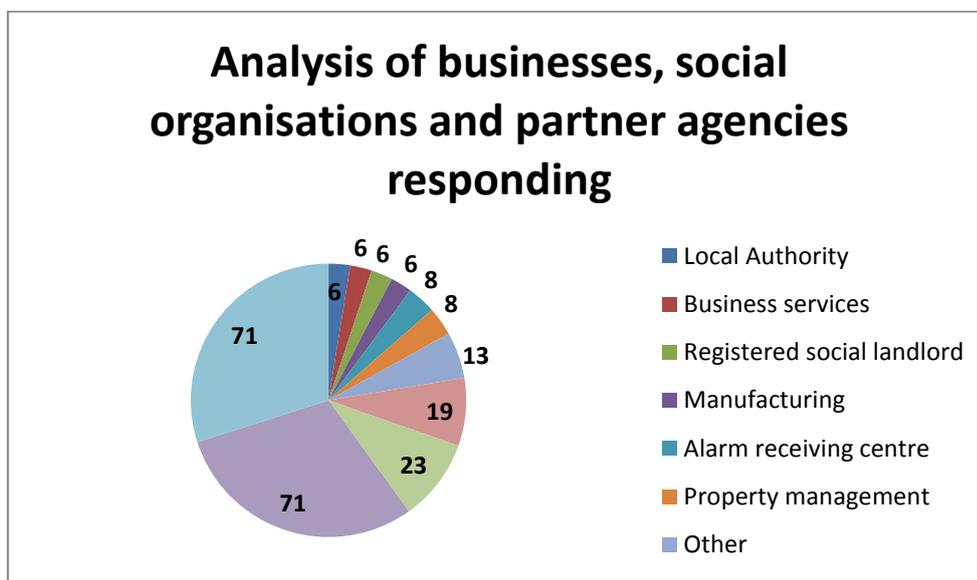


Figure 2 - Analysis of organisation types that provided survey responses

## Q4 Responsibility for reporting that a fire exists

4. Do you agree that the person responsible for the premises is responsible for confirming that a fire exists when a fire alarm system sounds at that premises?

Response	Number of respondents	%
No	33	12%
Other (please specify)	60	21%
Yes	186	67%
<b>Grand Total</b>	<b>279</b>	<b>100%</b>

95% of respondents (279 of 292) answered this question. Of these 66% agreed, 12% disagreed and the remaining 22% had an alternative response.

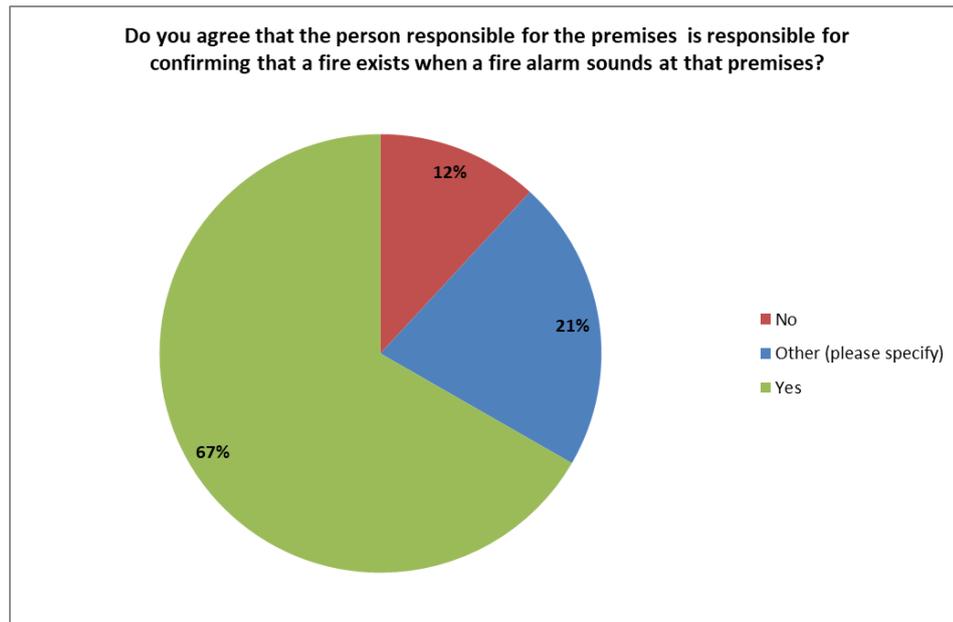


Figure 3 - Responsibility for reporting that a fire exists

The “other” comments for this question were predominately from schools (22) and care organisations (18). The key themes across all “other” responses were:

- 35 respondents explained the alternative arrangements that are in place for notification in their organisation e.g. the nurse in charge;
- 14 expressed concerns about incidents out of hours when no one is on-site;
- 5 indicated that their alarm monitoring company was responsible;
- A property management company highlighted potential issues around shared premises with shared alarms and another indicated that the leaseholder would be responsible.

## Q5 Responsibility for maintaining fire alarm system

5. Do you agree that the person who occupies/owns a premises should maintain their fire alarm system and ensure it has been designed and installed by an appropriately qualified engineer?

Response	Number of respondents	%
Other (please specify)	6	2%
Yes	273	98%
<b>Grand Total</b>	<b>279</b>	<b>100%</b>

95% of respondents (279 of 292) answered this question. Of these 98% agreed, 0% disagreed and the remaining 2% had an alternative response.

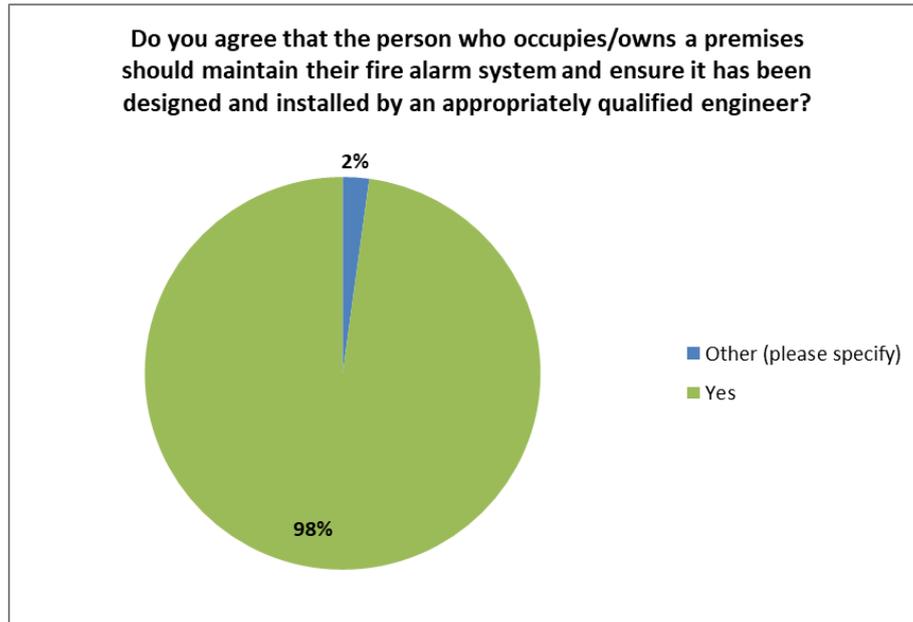


Figure 4 - Responsibility for maintaining fire alarm system

There were 5 “other” comments provided for this question. The key point was that, for leaseholders, responsibilities will be determined in the terms of the lease.

## Q6 Support for recovery of costs

*6. In the event of repeated false alarms, we may begin to recover costs from organisations for attending false alarms when there is no fire. Any monies recovered may be used to fund Public Safety initiatives for prevention and protection. As a member of our community, would you support this decision?*

Response	Number of respondents	%
No	8	3%
Depends on the circumstances	84	29%
Yes	200	68%
<b>Grand Total</b>	<b>292</b>	<b>100%</b>

All 292 respondents answered this question. Of these 68% agreed, 3% disagreed and the remaining 29% had an alternative response.

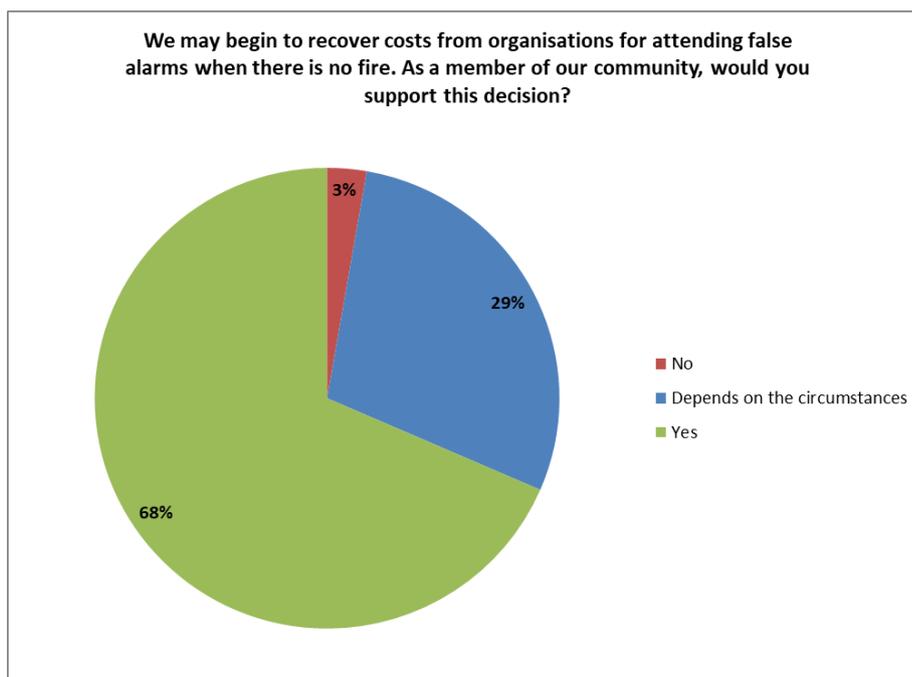


Figure 5 - Support for recovery of costs

There were 40 comments for this question that were predominately from schools (11), care organisations (6) and hospitality (6). The key themes across these responses were:

- 10 respondents expressed concern that malicious false alarms were beyond their control and this suggests some clarification is required around this matter;
- 8 respondents expressed concerns about ensuring the safety and evacuation of their residents/customers/pupils;
- 6 respondents were generally supportive but suggested that some discretion was required to allow organisations time to get any faults repaired;
- 3 respondents identified financial concerns for their organisation with regard to this proposal.

## Q7 Do you believe the proposed amount is reasonable?

7. Our Service Charge for an incident is currently £345 (inclusive of VAT) per fire engine per hour or part hour. We propose to recover costs at this rate. Do you believe the amount is reasonable?

Response	Number of respondents	%
Too little (0-20)	14	5%
Slightly too little (21-40)	15	5%
About right (41-60)	195	68%
Slightly too much (61-80)	18	6%
Too much (81-100)	43	15%
<b>Grand Total</b>	<b>285</b>	<b>100%</b>

98% of respondents (285 of 292) answered this question.

This question provided a slider to indicate whether you thought the amount reasonable where 0 was Too little, 50 was about right and 100 was too much. The average value of the response values was **54** which reflecting that the respondents broadly agreed with the proposed charge. Slightly more thought the charge was too much compared to those who thought it was too little.

Dividing the responses into categories covering scores in bands of 20 from “Too little” to “Too much” as shown in the table above; 10% thought the amount too little and 21% thought the amount too much. 68% thought the amount was about right.

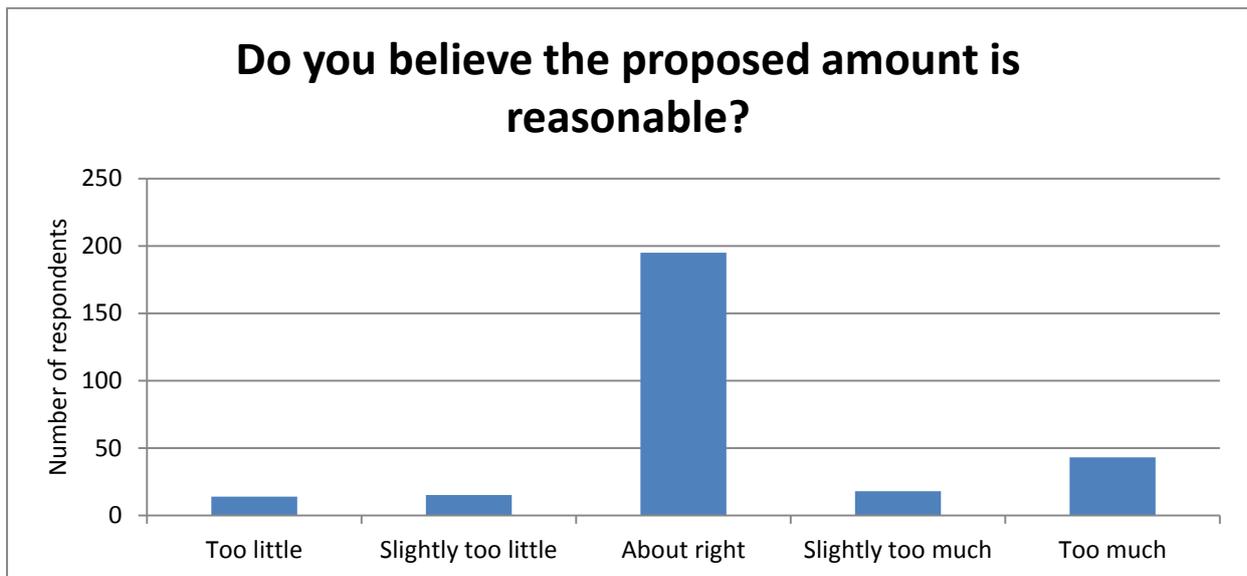


Figure 6 - Do you think the proposed amount is reasonable?

## Q8 What is your view of the proposed trigger point for cost recovery at 5 call outs?

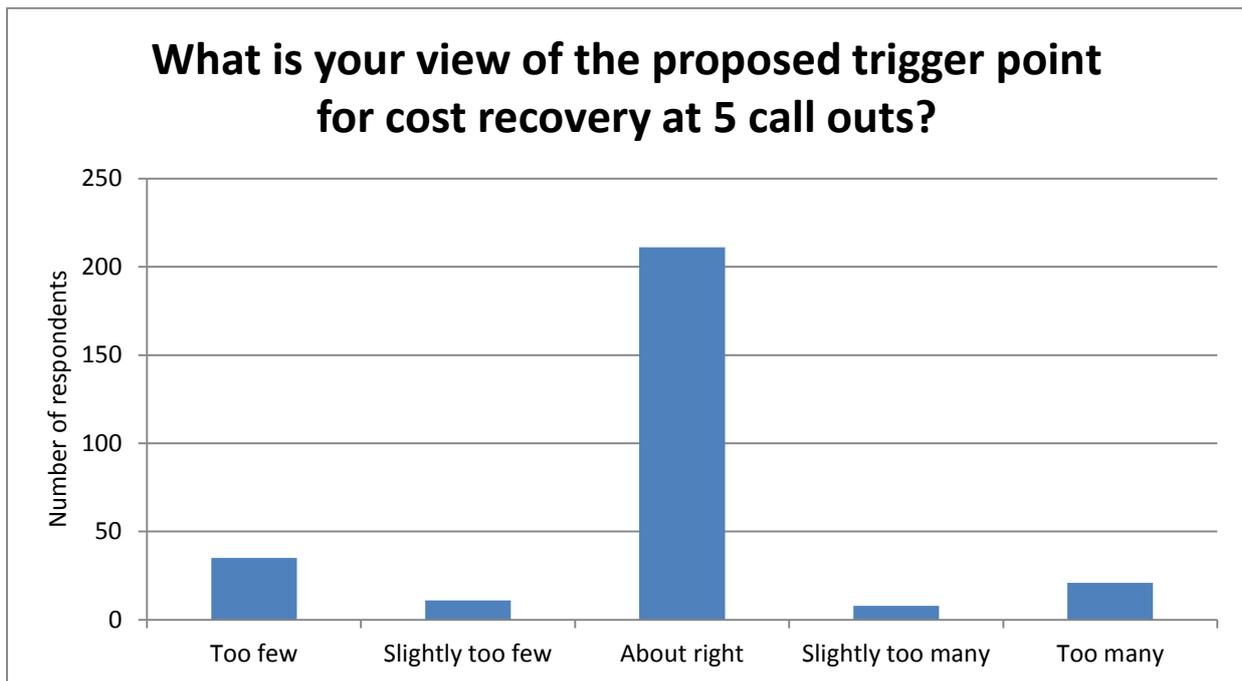
8. The charge will be applied for the fifth false alarm attended within a 12-month period and for all subsequent false alarm call outs within a rolling 12 month period. What is your view of the proposed trigger point for cost recovery at 5 call outs?

Response		Number of respondents	%
Too few	(0-20)	35	12%
Slightly too few	(21-40)	11	4%
About right	(41-60)	211	74%
Slightly too many	(61-80)	8	3%
Too many	(81-100)	21	7%
<b>Grand Total</b>		<b>286</b>	<b>100%</b>

98% of respondents (286 of 292) answered this question.

This question provided a slider to indicate whether you thought the amount reasonable where 0 was Too few trigger calls, 50 was about right and 100 was too many trigger calls. The average value of the response values was **48** which reflecting that the respondents broadly agreed with the number of trigger calls. Slightly more thought the trigger number was too few compared to those who thought it was too many.

Dividing the responses into categories covering scores in bands of 20 from “Too few” to “Too many” as shown in the table above; 16% thought the number of trigger calls was too few and 10% thought the number of trigger calls was too many. 74% thought the number of trigger calls was about right.



**Figure 7 - What is your view of the proposed trigger point?**

## Q9 Other comments on the consultation

9. Do you have any other comments to make on this consultation?

69 organisations provided comments on the consultation

Organisation type	Number of organisations commenting	% of other comments
Education	19	28%
Public	12	17%
Care organisation	9	13%
Alarm receiving centre	7	10%
Hospitality	5	7%
Retail	4	6%
Other	4	6%
Registered social landlord	3	4%
Business services	2	3%
Property management	2	3%
Staff	2	3%
Local Authority	0	-
Manufacturing	0	-
<b>Grand Total</b>	<b>69</b>	<b>100%</b>

The key themes in the comments were:

- 17 (25%) of the 69 comments were supportive of the Brigade consultation;
- 13 (19%) of the comments suggested that the trigger should be a lower number of callouts;
- 7 (10%) of the comments related to malicious false alarms and some clarity on this matter is required.

## Appendix A - Unwanted Fire Signals consultation letter

Dear Sir/Madam

### **CONSULTATION: Unwanted Fire Signals (false alarms)**

Cleveland Fire Authority (CFA) reviewed Cleveland Fire Brigades response to Unwanted Fire Signals (UwFS) or false alarms in 2017 to drive a reduction in attendance.

Since this review the number UwFS has reduced, however in 2018/19 Cleveland Fire Brigade received **535 calls** to premises where no fire existed; accounting for 6% of the total emergency calls received and deploying over 1100 appliances.

UwFS are a drain on our time and resources and prevent us from attending real incidents or undertaking prevention and protection activities, which potentially puts lives at risk. They reduce businesses productivity and profitability, and can breed complacency.

In order to further reduce these calls the CFA is proposing the introduction of the recovery of cost associated with attending UwFS by repeat, persistent offenders.

The [Localism Act 2011](#) introduced changes to the Fire and Rescue Services Act 2004 for this purpose. Section 18 was introduced which allows Fire and Rescue Authorities to charge for responding to a report of a fire where the call was made in the following circumstances:

- There is a report of a Fire
- The premises are not domestic premises
- The report is false
- The report is made as a direct or indirect result of warning equipment having malfunctioned or been miss-installed
- There is a persistent problem

Our current strategy has exemptions e.g. sheltered housing, blocks of flats, hospitals and other sleeping accommodation as well as some heritage buildings. However **cost recovery would apply to all premises types** with the exception of private dwellings. Cost of recovery would be introduced for repeat, persistent offenders only.

As part of the consultation process we would appreciate your feedback and enclose a copy of our survey on this issue. You can also respond electronically by visiting – [www.surveymonkey.co.uk/r/CG6GDQN](http://www.surveymonkey.co.uk/r/CG6GDQN)

If you have any questions or wish to discuss this further please do not hesitate to contact [fireengineering@cleveland.gov.uk](mailto:fireengineering@cleveland.gov.uk) or call 01429 872311.

Yours faithfully

**For CHIEF FIRE OFFICER**

## Appendix 3: Scale of charges

### Cleveland Fire Brigade Special Services – Scale of Charges 2019/20

Calls for Special Services will be charged for in accordance with the following scale, with effect from 1<sup>st</sup> April, 2019. Charges will be for actual time taken, with a minimum charge equivalent to one hour in all instances.

**PERSONNEL**..... £43.20 per staff hour – minimum charge 1 hour -  
irrespective of rank.

#### **TRANSPORT (running, pumping or standby and inclusive of equipment)**

Pump or Tender Appliance..... £302.10 per hour – minimum charge 1 hour -  
(4 or 5 Riders) (inclusive of personnel)

Environmental Protection Unit,  
Turntable Ladder or..... £302.10 per hour – minimum charge 1 hour -  
Hydraulic Platform (inclusive of personnel)  
(2 Riders)

Portable or Transportable..... £46.10 per hour – minimum charge 1 hour.  
Pump Unit

Cars and Light Vans £25.60 per hour + driver – minimum charge 1  
hour

Lorries £51.20 per hour + driver – minimum charge 1  
hour

#### **EQUIPMENT HIRE**

Hose per length..... £25.20 per day or part thereof

#### **MISCELLANEOUS**

Recharging Extinguishers..... Staff hours rates - minimum 1 hour,

Applicant to supply recharge

Recharging C.A. Cylinders..... £25.60 per cylinder

Hose testing per length..... £25.60 per cylinder

Hose repairs per patch..... £25.60

Chemical Suits – Cleaning & Testing.. £179.50 per suit

Loan of unusual equipment/

Unusual services..... At discretion of Chief Fire Officer

Consumables..... At cost

#### **ADMINISTRATION**

On cost charge..... 15% - subject to a maximum of £100

**All of the above charges are subject to VAT at the standard rate.**

**This Scale of Charges may be amended from time to time, following the appropriate approval of the Fire Authority.**

## Appendix 4: Risk Matrix

Descriptions of the Risk Matrix and Potential Impacts of the Risks, Severities and Likelihoods

<b>Likelihood</b>	<b>Probable (5)</b>					
	<b>Possible (4)</b>					
	<b>Unlikely (3)</b>					
	<b>Very Unlikely (2)</b>					
	<b>Negligible (1)</b>					
		<b>Insignificant (1)</b>	<b>Minor (2)</b>	<b>Moderate (3)</b>	<b>Significant (4)</b>	<b>Catastrophic (5)</b>
	<b>Severity / Impact</b>					

<b>People</b> 	<b>Firefighter</b> 	<b>Property</b> 	<b>Heritage</b>  Heritage	<b>Environment</b> 	<b>VFM</b> 	<b>Risk to Organisational reputation</b>  Protecting local communities	<b>Overall Risk</b>
							
<b>HML</b>	<b>HML</b>	<b>HML</b>	<b>HML</b>	<b>HML</b>	<b>HML</b>	<b>HML</b>	<b>HML</b>

### Likelihood Descriptor

<b>Probable</b> (Score 5)	Intelligence from national or local fire statistics, or partner organisations, indicate that a significant number of fires or other emergencies / problems have occurred, in the previous five years that have required Fire and Rescue Service attendance. Local statistics or knowledge indicates that malicious fire setting is a problem in this area.
<b>Possible</b> (Score 4)	Intelligence from national or local fire statistics, or partner organisations, indicate that a significant number of fires or other emergencies have occurred that have required FRS attendance.
<b>Unlikely</b> (Score 3)	Intelligence from fire statistics or partner organisations indicate minor evidence of fires or other emergencies / problems within similar sites or buildings elsewhere within area, or nationally/internationally, during the last 10 years.
<b>V. Unlikely</b> (Score 2)	Intelligence from fire statistics or partner organisations indicates little evidence of fires or other emergencies/problems within similar sites or buildings elsewhere within area or nationally/internationally during the last ten years.
<b>Negligible</b> (Score 1)	Intelligence from fire statistics or partner organisations indicates no evidence of fires or other emergencies/problems within similar sites or buildings within the area or nationally/internationally during the last ten years.

### People Safety Descriptor

<b>Catastrophic</b> (Score 5)	Very large numbers of people in affected areas (s) impacted. Significant number of fatalities, large number of people requiring hospitalisation with serious injuries with long term effects.
<b>Significant</b> (Score 4)	Significant number of people in affected area impacted. Multiple fatalities, multiple serious or extensive injuries, significant hospitalisation and activation of Major Incident procedures across a number of hospitals.
<b>Moderate</b> (Score 3)	One or two fatalities or a single family group number of fatalities with some casualties requiring hospitalisation and medical treatment. Activation of Major Incident procedures in one or more hospitals.
<b>Minor</b> (Score 2)	Small number of people affected no fatalities and a small number of minor injuries requiring first aid treatment.
<b>Insignificant</b> (Score 1)	Insignificant number of injuries or impact on health. No fatalities or serious injuries.

### Firefighter Safety Descriptor

<b>Catastrophic</b> (Score 5)	Exposure to hazards could result in very large numbers of emergency responders being impacted. Significant number of fatalities, large number of personnel requiring hospitalisation with serious injuries with long term effects.
<b>Significant</b> (Score 4)	Exposure to hazards could result in a significant number of emergency responders being impacted. One or more fatalities, multiple serious or extensive injuries and significant numbers requiring hospitalisation.
<b>Moderate</b> (Score 3)	Exposure to hazard resulting in death or serious injury is unlikely. Could result in emergency responder's impacted requiring medical treatment and hospitalisation.
<b>Minor</b> (Score 2)	Exposure to hazards resulting in death or serious injury is unlikely. Could result in less serious minor injuries requiring first aid treatment.
<b>Insignificant</b> (Score 1)	Exposure to hazard resulting in injury is unlikely.

### Environment Descriptor

<b>Catastrophic</b> (Score 5)	Serious long term impact (Environmental Agency Category 1) on environment and/or permanent damage.
<b>Significant</b> (Score 4)	Significant impact (Environmental Agency Category 2) on environment with medium to long term effects
<b>Moderate</b> (Score 3)	Limited impact (Environmental Agency Category 3) on environment with short term or long term effects
<b>Minor</b> (Score 2)	Minor impact (Environmental Agency Category 4) on environment with no lasting effects
<b>Insignificant</b> (Score 1)	Insignificant effect on environment with short term or long term effects

### Value for Money Descriptor

<b>Catastrophic</b> (Score 5)	Serious impact on the local and regional economy, business environment and infrastructure. Some serious long term potentially permanent loss of production with some structural change. Extensive clean up and recovery costs.
<b>Significant</b> (Score 4)	Significant impact on local economy, business environment and infrastructure. Medium term loss of production. Significant extra clean up and recovery costs.
<b>Moderate</b> (Score 3)	Limited impact on local economy, business environment and infrastructure. Some short term loss of production Possible additional clean-up costs.
<b>Minor</b> (Score 2)	Negligible impact on local economy, business environment and infrastructure and costs easily absorbed.
<b>Insignificant</b> (Score 1)	Insignificant impact on local economy, business environment and infrastructure. Minimal or zero costs incurred

### Property descriptor

<b>Catastrophic</b> (Score 5)	Extensive damage to properties and built environment requiring major demolition. General and widespread displacement of more than 500 people for prolonged duration and extensive personal support required. Serious damage to infrastructure causing significant disruption to or loss of key services for prolonged period. Community unable to function without significant support.
<b>Significant</b> (Score 4)	Significant damage that requires support for local responders with external resources. 100 – 500 people in danger and displaced for longer than one week. Local responders require external resources to deliver personal support. Significant impact on and possible breakdown of delivery of some local community services.
<b>Moderate</b> (Score 3)	Damage that is confined to a specific location, or a number of locations but requires additional resources. Localised disruption of <100 people for 1 – 3 days. Localised disruption to infrastructure and community services.
<b>Minor</b> (Score 2)	Minor damage to properties, minor displacement of a small number of people for < 24hours and minor personal support required. Minor localised disruption to community services or infrastructure for <24hours.
<b>Insignificant</b> (Score 1)	Insignificant number of people displaced and insignificant personal support required. Insignificant disruption to community services including transport services and infrastructure.

### Heritage Severity Descriptor

<b>Catastrophic</b> (Score 5)	Where there is a potential total loss /damage of a historical structure and / or content(s) or site of special scientific interest with national significance that can have a serious economic and/or social impact on the community either locally, regionally, nationally or in some cases internationally. With some long term potential permanent impact and loss with extensive clean up and recovery costs.
<b>Significant</b> (Score 4)	Where there is a potential of a significant loss / damage of an historical structure and/or content(s) or site of special scientific interest with national significance that can have a significant economic and/or social impact on the community either locally, regionally, nationally or in some cases internationally. With significant potential long term impact and loss with extensive clean up and recovery costs.
<b>Moderate</b> (Score 3)	Where there is a potential of limited loss of a historical structure & / or content(s) or site of SSI with national significance that can have an economic and/or social impact on the community either locally, regionally, or in some cases nationally. With a potential long term impact and loss with limited clean up and recovery costs.
<b>Minor</b> (Score 2)	Where there is a potential of loss to part of a historical structure and/or content(s) or site of SSI with national significance that can have an economic and/or social impact on the community either locally, regionally, or in some cases nationally. With a potential short term impact and loss with small clean up and recovery costs.
<b>Insignificant</b> (Score 1)	Insignificant potential impact on structure and content(s) or site of special scientific interest with national significance and therefore no impact on the community.

### Risk to Organisational reputation descriptor

<b>Catastrophic</b> (Score 5)	Serious impact on external reputation irrevocably destroyed or damaged. Severe impact on staff turnover and ability to recruit suitable and high quality applicants.
<b>Significant</b> (Score 4)	Significant impact on external reputation, considerable effort and potential expense required to recover, major impact on staff turnover and ability to recruit suitable and high quality applicants.
<b>Moderate</b> (Score 3)	External reputation damaged, some effort and expense required to recover, moderate impact on recruitment and staff turnover
<b>Minor</b> (Score 2)	Negligible impact external reputation little effort required to recover, minor impact on staff retention & recruitment
<b>Insignificant</b> (Score 1)	Insignificant or no impact reputation, no effort or expense required to recover, no impact on staff retention or recruitment

### Risk Matrix Cost Recovery.

<b>Likelihood</b>	Probable (5)					
	Possible (4)					
	Unlikely (3)	● ●	●			
	Very Unlikely (2)		●	●		
	Negligible (1)	○ ●				
		Insignificant (1)	Minor (2)	Moderate(3)	Significant (4)	Catastrophic (5)
<b>Severity / Impact</b>						

<b>People</b> 	<b>Firefighter</b> 	<b>Property</b> 	<b>Heritage</b> 	<b>Environment</b> 	<b>VFM</b> 	<b>Risk to Organisational reputation</b> 	<b>Overall Risk</b>
●	●	●	○	●	●	●	
<b>L</b>	<b>L</b>	<b>M</b>	<b>L</b>	<b>M</b>	<b>L</b>	<b>L</b>	<b>Low</b>

## Appendix 5: Equality Impact Assessment

Directorate	Department/Section	Managers Name	Contact details
Protection	Fire Engineering	SM S Simpson (112)	Ext 4110
<b>Title of policy/service/practice/procedure/action (*referred to as the policy)</b>			
<b>Unwanted Fire Signals Strategy Cost Recovery</b>			
<b>Is this policy proposed, new, existing or changing?</b>			
Review of existing Strategy			
<b>Describe the key activities/aim/objectives of the policy</b>			
<p>The overall objective of the Unwanted Fire Signal Strategy review is to support the achievement of the Authority's Vision to make a positive difference to the safety and quality of every local citizen; and the places where they live and work by building upon the existing prevention, protection and emergency response work that is presented in our Community Integrated Risk Management Plan 2018-22.</p> <p>This strategy supports the delivery of our Strategic Goal 'Safer Stronger Communities' by a reduction in the number of attendances at UwFS</p> <p>The introduction of a charging scheme is an additional tool which will encourage businesses to manage their fire alarms appropriately in order to reduce the number of false alarms they generate. It should not be viewed as an income generation stream but a process to enable us to recover costs where we have committed resources which, had the call not been received, would have been available for other real emergencies.</p> <p>The aim of the Unwanted Fire Signal Strategy is to see the number of calls from alarm systems reduce, thereby reducing the impact on business, other building users as well as the fire service. Cleveland Fire Brigade will continue to support building managers by providing guidance and advice on reducing unwanted calls from fire alarm systems.</p>			
<b>Who are the main stakeholders in relation to the policy? E.g. Authority, employees, partners, community.</b>			
<p>The key stakeholders are;</p> <ul style="list-style-type: none"> <li>• CFA in approving the review of the existing UwFS strategy</li> <li>• ELT in championing and directing the strategy and delivery of services</li> <li>• All employees in driving, developing, monitoring and evaluating the strategy.</li> <li>• Partners through collaboration, partnership development and delivery of services and activities</li> <li>• Business Owners and members of the public in being service users and the shaping of future developments through customer feedback</li> </ul>			
<b>Evidence to support the policy. E.g. community &amp; employee profiles, data sources, research &amp; consultation, minutes.</b>			
<p>Consultation with businesses, LA's, Cleveland Police, NHS Trusts and the wider community            Fire Services Act 2004, RR(FS)O 2005, Fire &amp; Rescue National Framework for England, Localism Act 2011, NFCC priorities position statements and guidance, HMICFRS Inspection focus, CFBs CIRMP Outcomes, Vision, Mission, Goals and Values, Incident statistics and our Performance Management Framework.</p>			
<b>What are the impacts for the organisation/employees or community?</b>			
<b>Due regard must be given to all of the protected characteristics and diversity related matters.</b>			
Age: Positive impact due to additional resources being available to complete additional community activities.			
Gender (including gender identity): As above			
Sexual orientation: As above			
Disability (including non-visible): As above			
Race (including ethnicity): As above			
Religion or belief: As above			
Transgender: As above			
Marriage & Civil partnership: As above			
Pregnancy & Maternity: As above			
Any other diversity related matter:			

<b>What action, if any, will be required to balance any impact identified above?</b>	
N/A - Positive impact for members of the community as a reduced number Unwanted Fire Signal calls will mean a reduced disruption to operational crews undertaking other core tasks such as community safety activities, Arson Reduction work and Fire Safety Audits. No mitigation actions required.	
<b>Community Cohesion. Are there any other socially excluded groups? Will the policy have an impact on relationships between or within communities?</b>	
Positive impact anticipated as the UwFS strategy will enable resources to be focused on attending actual incidents or undertaking Fire Prevention and Protection work as well as reducing risks to firefighters and the general public by reducing the number of mobilisations under blue light conditions. It is anticipated that this strategy will have a positive impact on community cohesion and relationships.	
<b>Is there any potential for adverse or positive public or media attention?</b>	
Potential for negligible negative impact from media due to perceived lack of response to incidents and charging for what is already seen as a service that has been paid for. Positive public and partnership as the strategy will enable resources to be focused on attending actual incidents or undertaking Prevention and Protection work as well as reducing risks to firefighters and the general public in mobilising and attending unnecessary calls under the blue light conditions.	
<b>Are there any financial implications or cost benefits to the policy?</b>	
Positive Impact is anticipated as a result of responding to fewer false alarm calls. Positive financial impact on businesses due a reduced number of interruptions to business / services. Positive impact from costs being recovered from poor performing repeat offenders which can be re-invested into prevention and protection activities.	
<b>Are there any Key Performance Indicators relevant to the policy? Examples: Local/National strategies, frameworks, benchmarking, KLOE, CAA, legislation etc.</b>	
Full details of all performance measures detailed within Brigades Performance Management and Assurance Frameworks and associated national FRS Statistics' Of specific interest the following KPIs will be used:- <ul style="list-style-type: none"> <li>• HMICFRS inspection regime</li> <li>• Number of UwFS received</li> <li>• Number of attendances at Non Domestic UwFS</li> <li>• Percentage of eligible AFA's where no fire is confirmed.</li> </ul>	
<b>Given all of the information does this policy require a FULL EIA? This may be required if the impact is discriminating under legislation, individuals, groups or communities will be negatively disadvantaged or impacted, the policy is of high significance and has widespread consequences. Example; new fire stations.</b>	
Not required	
<b>How will the policy be communicated to those involved?</b>	
A variety of methods will support the communication of this strategy; <ul style="list-style-type: none"> <li>• Internal comms through FISH, Comms Forum, Firewire, District meetings.</li> <li>• Partnership comms through meetings and presentation at Safer Partnerships.</li> <li>• Public communications through the Brigade website and where applicable public interaction.</li> <li>• All commercial Premises, ARCs, LA, Cleveland Police and NHS Trusts will receive a formal letter highlighting the changes to our Policy.</li> </ul>	
<b>How and when will the policy be evaluated and reviewed?</b>	
The UwFS Strategy is reviewed annually which will include the impact that this strategy has had. Evaluated annually by Head of Fire Engineering, in-conjunction with the District Managers, Risk & Performance and reported to Area Manager responsible for Prevention and Response	
<b>Action Taken &amp; Future Plans – including review date(s)</b>	
Actions <ul style="list-style-type: none"> <li>• Performance monitoring with District Managers</li> <li>• Performance monitoring at Directorate meetings</li> <li>• Full strategy review</li> </ul>	Timescales <ul style="list-style-type: none"> <li>• Monthly</li> <li>• Quarterly</li> <li>• Annually</li> </ul>
<b>EIA Review Date</b>	April 2020

## Appendix 6: Business Case

### Cleveland Fire Brigade - BUSINESS CASE



Protecting local communities

<p><b>1. Proposal Name:</b> Unwanted Fire Signals Strategy: Introduction of Cost Recovery</p>
<p><b>2. Proposal Description:</b></p> <p>The overall objective of the proposed strategy change is to see the number of AFAs reduce, thereby reducing the impact on business, other building users as well as the fire service.</p> <p>The proposal is to complement the existing arrangements and introduces a levy for attendances at premises as a result of UwFS where a poor performance threshold has been reached. The charge is not proposed as a method of raising funds, it is intended to recover the cost of attending these nuisance calls.</p>
<p><b>3. What is the issue that the proposal is intending to address?</b></p> <p>UwFS are considered a drain on the services resources. Responding to false alarm calls diverts the services resources away from attending actual incidents or undertaking Fire Prevention and Protection work as well as introducing risks to firefighters and the general public in mobilising and attending unnecessary calls under the blue light conditions.</p>
<p><b>4. What is the opportunity that the proposal is intending to address?</b></p> <p>The introduction of cost recovery would be utilised as a method of influencing change in organisations approach to dealing with UwFS. It will form part of our staged response to this issue. It would allow the Authority to claim back from the duty holder the costs of attending calls to premises where no fire exists. The levy would be set at our special service rate and trigger at more than five occurrences in a rolling twelve months.</p>
<p><b>5. What are the financial implications of this proposal?</b></p> <p>There are no direct financial implication, staff time to review Policy and Procedural documents, write to organisations to inform them of changes and undertake internal development to raise awareness within the Brigade.</p> <p>There are positive financial aspects regarding the introduction of this policy, the main reason of introducing this policy would be to utilise it as a tool to influence change, which in itself is likely to reduce calls thereby reducing appliance movements, creating a saving. Additionally where a charge is levied the Authority will recover the cost of all appliances that attended.</p> <p>Looking over the previous year there are a number of schools and Local Authority premises which would have been impacted by the levy Middlesbrough Council to the sum of £8,280.00</p>

<p><b>6. Are there any personnel implications with this proposal?</b>  The personnel implications will be limited to a number of procedural changes within the Fire Engineering Department, Risk and Performance, Finance, Station level and Fire Control.</p> <p>There will also be training implications across a number of departments, stations personnel and in Fire Control, to ensure the incident details are being recorded correctly.</p>
<p><b>7. Are there any community safety implications associated with this proposal?</b>  There will be positive community safety implications resources can be directed to undertake Fire Prevention and Protection activities rather than attending false alarms. Any recovery of costs can be directed towards prevention and protection campaigns.</p>
<p><b>8. Are there any physical implications associated with this proposal?</b>  N/A</p>
<p><b>9. Are there any environmental implications associated with this proposal?</b>  Current Government guidelines promote the reduction of emissions and the carbon footprint from commercial premises and businesses across the country.</p> <p>There will be a positive environmental implication due to a reduced number of vehicle movements that can lead a significant reduction in the levels of emissions which in turn will have a big impact on the Brigade's Carbon Footprint.</p>
<p><b>10. Will organisational performance be affected by this proposal? If so how and to what level?</b>  It is anticipated following the introduction of cost recovery in support of other measures, that further reductions in attendance at UwFS calls will be made. Conversely and increase in prevention and protection activities, training and development as well as appliance availability to respond to real incidents. Would be expected</p>
<p><b>11. What is the expected outcome from the proposal?</b>  Enhanced performance, due to a reduced number of mobilisations, regarding Prevention and Protection work, additionally we would expect a reduction in the disruption to station routines and training.</p>
<p><b>12. Does the proposal link to/impact on any other proposal already in place?</b>  The proposal is part of the UwFS strategy impact assessment and review and proposes to enhance and build upon the existing call challenge arrangements in place.</p>
<p><b>13. Are there any risks associated with the proposal that may affect successful completion?</b>  The findings of the Survey and Social Media consultations, demonstrated very positive support for the introduction of cost recovery, however similarly to when we introduced the existing strategy it is likely to attract some negative publicity from certain elements of the business fraternity, which has the potential to inflict reputational damage to some extent.</p>

**14. What consultation has been carried out? Give the outcomes from that consultation!**

The Protection department with support from the Risk and Performance and Communications teams carried out a consultation with our partners, businesses, Brigade employees and members of the public the methodology included:

- A survey Monkey questionnaire which was managed and compiled by Risk and Performance - 292 people responded directly or indirectly to the survey
- A Social Media survey which was managed and compiled by the Brigade's Communications Team - 1021 engaged through social media

The consultations indicated that there was overwhelming support for the introduction of a Cost Recovery as part of the Unwanted Strategy. 94% of the returns on social media supported the introduction of cost recovery with 68% of those who replied by means of the Survey Monkey were also in favour.

**15. Who will sponsor the proposal through implementation?**

ACO Carl Boasman

**16. What are the timescales for proposal implementation if approved?**

Taking into account the procedural and training requirements it is anticipated that the timescales for the implementation of the proposal will be in the region of 12 months.