



## Northamptonshire Fire and Rescue Service

**Please ask for:** Service Information Team Leader  
**Tel:** 01604 797000  
**Our ref:**  
**Your ref:** N/A  
**Date:** 11 September 2019

If you have any difficulty in obtaining the above telephone number please email [enquiries@northantsfire.gov.uk](mailto:enquiries@northantsfire.gov.uk).

Dear

### **Re: Request for information (our ref: NFRS2019-75-77)**

I am writing in response to your request for information under the Freedom of Information Act 2000, received 13 August 2019. Our response is provided below:

*Please could we request answers to the following based upon the December 2018 Medicines and Healthcare products Regulatory Agency (MHRA) report on emollient flammability:*

*Q1 Has this information provided by the MHRA been implemented across your Fire and Rescue Service to advise staff?*

Within Northamptonshire Fire and Rescue Service (NFRS) information has been provided to Fire Investigation teams, Prevention and Protection teams and Community Risk Group (CRG) Management teams via email.

*Q2 How has this been implemented? Please also provide details of any future intentions.*

Safe use of emollient creams is already part of NFRS' high risk home safety visits particularly where individuals are smoking; advice was updated to include all emollients not just paraffin based ones on 08 January 2019. As our visits roll out across the county, this advice will remain part of the visit where it is relevant to the occupier.

*Q3 Has this information provided by the MHRA been implemented across your Fire and Rescue Service to advise the public on how to use emollient skin products safely?*

NFRS had previously been promoting safe use of emollient creams but in particular response to this report sent out a press release and social media posts (10 January 2019) to highlight the issue, update advice given and to lend support to improved labelling. An email was sent on 08 January 2019 to the county's Adult Safeguarding Board to draw attention to updated advice amongst partners to ensure they are all aware.

*Q4 How has this been implemented? Please also provide details of any future intentions.*

Please refer to the answers provided for Q2 and Q3.

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If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2019-75-77.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email [enquiries@northantsfire.gov.uk](mailto:enquiries@northantsfire.gov.uk) or alternatively write to the address below:

Service Information Manager  
Northamptonshire Fire and Rescue Service  
Moulton Logistics Centre  
Moulton Way  
Northampton  
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF