

Policy Note

Chargeable Services

Introduction

This policy sets out the service intent regarding the arrangements for charging for services. A separate [Operational Information Note \(OIN\)](#) will provide details and procedures.

Contents

1.	Policy Statement	1.0 Policy Statement
2.	Associated Documents	2.0 Associated Documents
3.	Document History	3.0 Document History

1. Policy Statement

1. This policy relates to chargeable services that may be undertaken by NFRS. Charges will be levied in line with the powers set out within section 18A, 18B and 18C of the Fire and Rescue Services Act 2004.
 - 1.1. Chargeable services will fall into a number of categories and may involve the mobilisation of fire and rescue service personnel, appliances or equipment. These may be employed for purposes other than firefighting; this may be to save lives, however in addition to emergency response other non-emergency services can be provided when it is possible to do so without causing disruption to the operational efficiency of the Service.
2. **Non - chargeable services**

2.1. Examples of action taken by NFRS without charge in this category are:

- Rescuing individuals, or protecting individuals from serious harm, in the event of an emergency
- Emergencies resulting from road traffic collisions
- Emergencies resulting from rail or aircraft incidents
- Hazardous materials incidents where there is an immediate threat to life, health or injury exists (only during the emergency phase of the incident).
- Emergency medical assistance
- Emergencies resulting from events of widespread significance
- Emergencies which have occurred as a direct result of severe weather
- Making dangerous structures safe (e.g. wall/roof) where there is a risk to public safety (a charge will be applicable if structures are dangerous due to poor maintenance)
- Providing assistance to Police and emergency support to other agencies
- Action taken as enforcing authority for the purposes of the Regulatory Reform (Fire Safety) order

Note: The above list is not exhaustive.

Where an emergency incident becomes a non-emergency service, i.e. because the immediate threat to life, health or injury has been alleviated, Incident Commanders (ICs) should send a message to Fire Control at the earliest opportunity to confirm when the emergency phase of a special service has ceased. Where this is not possible, the time of when the emergency phase finished should be stated on the [FB009](#), this will ensure that accurate invoices can be prepared in order to recover costs.

3. Chargeable services

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

Examples of this category are:

- Lift releases (no life or fire risk)
- Effecting entry (no life or fire risk)
- Flooding incidents – non-emergency
- Hazardous material incidents where no threat to life, health or environment exists.
- Making dangerous structures safe (where no public safety issue exists)

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

3.2. In addition to the direct charge for the service rendered, NFRS will charge for appliances, personnel, the recovery, cleaning or repair of equipment as a direct result of its use, this includes:

- Repair, cleaning, servicing and testing of equipment
- Compressed air cylinder recharge
- Replacement/cleaning of Gas Tight Suits (GTS)
- Replacement of equipment (e.g. salvage sheets, oversize drums)

Note: The examples given above are not exhaustive.

3.3. Where the Service is attending an incident of a non-emergency nature, the IC should seek advice from a Station Manager (SM) or above, via Fire Control to determine whether a charge should be levied. Where doubt exists the responsible person receiving the service should be advised that a charge may be levied for the service in line with the scale of charges as set out in [FB009\(a\)](#) (Chargeable Services Charges) booklet and they should be given a copy of the [FB009\(a\)](#) booklet. The responsible person should then sign a completed [FB009](#).

4. Other chargeable services

4.1. NFRS may also offer other services of a non-statutory nature that are chargeable.

Examples of these include:

- Fire appliance hire (per hour)
- Water pump hire (per hour)
- Loan of equipment
- Hire of fire service personnel (per hour)

5. Administration Charges

5.1. NFRS regularly receive requests for copies of fire reports and fire investigation reports. The Service Information Team (SIT) will action all requests and levy a charge as appropriate, in line with the scale of charges.

2. Associated Documents

Document Title	Version	Published
OIN Chargeable Services	8.0	26/09/2024

This Version No.		8.0	
Summary of changes		Updated links and formatting	
Versions	Date	Modified by	Changes
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Department		Joint Operations Team	
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