

LFB charges for information

New policy number: **874**
Old instruction number:
Issue date: **8 July 2015**
Reviewed as current: **11 June 2018**
Owner: **Chief Information Officer**
Responsible work team: **Information Management Team**

Contents

1	Introduction.....	2
2	Cost recovery for services and information.....	2
3	Related information.....	2
	Appendix 1 – Information for which a charge is made.....	3
	Document history.....	16

1 Introduction

- 1.1 It is the Brigade's policy to recover costs for a range of services, which include, but are not limited to the charges for information below. This policy provides comprehensive links to policies and documents stating where charges apply.

2 Cost recovery for services and information

- 2.1 The London Fire Brigade (LFB) has the discretion to charge for some services by virtue of the Fire and Rescue Services Act 2004 (as amended by the Localism Act 2011). It is agreed Brigade policy to charge for certain services and information for cost recovery including (but not limited to) the following:
- Use of Brigade equipment to supply or remove water.
 - Clearing of flooded commercial premises.
 - Making structures safe where there is no risk of personal injury to the public.
 - Any special service which is classified as 'miscellaneous'.
 - Incidents involving chemicals/hazardous materials occurring other than in domestic locations.
 - Releasing people from lifts or effecting entry to a lift at non-emergency incidents.
 - Fire investigation reports, including summary reports and scientific advisors reports.
 - Photographs and video footage.
 - Environmental surveys.
 - Fire Safety Primary Brigade Partnership Scheme.
- 2.2 There are a certain exemptions that may be applied to charging. For example, no charges are made at any type of incident while there remains any risk of fire, or a risk to life, see [policy number 402](#) – Charging for special service incidents.
- 2.3 LFB policy (from 1 November 2009) for releasing people from lifts is to charge lift owners or operators on the third lift release at the same building within a twelve month period. See [policy number 663](#) - Shut in lift – attendance reduction policy.
- 2.4 The introduction of a charge for attending automatic fire alarms (AFAs) was introduced in July 2013. See [policy number 848](#) – Charging for automatic fire alarms.
- 2.5 The Brigade is also able to charge for the provision of information and appendix 1 sets out where a charge is levied and the current charge; charges are reviewed annually and normally from 1 April.

3 Related information

- 3.1 The following policies should also be read in conjunction with this policy.
- [Policy number 402](#) – Charging for special service incidents .
 - [Policy number 663](#) – Shut in lift – attendance reduction policy.
 - [Policy number 848](#) – Charging for automatic fire alarms.

Appendix 1 – Information for which a charge is made



Information for which a charge is made

Report of a fire attended

Description	The report of a fire involving 'property' is available in either paper or electronic format and includes basic details about the fire incident attended by LFB such as where the fire took place, the time LFB were called and the time the fire was under control. The report also provides information about what LFB believes is the most likely cause of the fire.
Charge	<p>£100 (reviewed annually on 1 April) – sample in annex A.</p> <p>Note – The LFB may choose to waive this charge at its discretion for certain agencies (for example, law enforcement agencies (e.g. police and local authorities)), insurers who contribute towards the Brigade's costs under the Metropolitan Fire Brigade Act 1865, loss adjusters (working on the behalf of insurers above), councillors and Members of Parliament.</p> <p>The Brigade will supply a 'confirmation of attendance at an incident' without charge. This is available for fires, false alarms and special services (e.g. flooding, road traffic collisions). You will need to provide an address or location where the incident occurred and the date of the incident. We will confirm whether we attended, the date of the incident, time of call to the LFB, the location attended, and type of incident. A sample of the 'confirmation of attendance' is in annex B.</p>
Eligibility	Reports are issued only to those who have an interest in the property involved in the fire. Ownership, residency or insurable interest would be examples of legitimate entitlement. Reports may be disclosed to other parties who cannot prove their entitlement if such release of would be in the public interest.
Availability	Post or email (in PDF format for incidents since November 2008, scanned copies of the paper forms for incidents prior to November 2008).
Contact	LFB fire reports, Ground floor, 169 Union Street, London SE1 0LL Email: incidentreports@london-fire.gov.uk Telephone: 020 8555 1200 x30422
Requests	A request for a fire report must be made in writing (email/letter) to the address below quoting the full address and date of the fire. A cheque for the charge must accompany the request; the cheque should be made payable to 'LFEPA'.
Notes	There may be changes to a fire report based on later findings and investigations. Where you have received a fire report, and later there is a change to it, then we will aim to notify you of this by sending an updated report without further charge.
<u>Restrictions</u>	<p>A 'report of a fire attended' will not be disclosed while an investigation into an incident is being carried out by a relevant authority (e.g. Police or Health and Safety Executive), or an enforcing authority (e.g. Borough council, or LFB itself) is taking action at the premises involved. The report will only be issued once any such investigation or enforcement action has been completed.</p> <p>Any personal data contained within these reports are exempt from disclosure where disclosure of the personal data would breach one or more of the principles of data protection law.</p> <p>Also excluded from this class are reports containing any other information to which an exemption under the Freedom of Information Act applies (for example, where a police or other investigation may be underway). All exempt information will be removed before copies of reports are provided.</p> <p>The 'confirmation of attendance at an incident' will not give exact address details and only the 'area' in order to comply with the requirements of data protection law. For example, we will confirm that we attended an incident in High Street but not the house number.</p>
<u>Historic reports</u>	Fire reports before 2004 are held by the London Metropolitan Archive (LMA), 40 Northampton Road, Clerkenwell, London, EC1R 6HB (telephone 020 7332 3820) who are prepared to make them available for viewing in their reading room by prior appointment. Reports are filed by date of fire so the LMA's staff will require both the address of a fire and its date to locate a report. The LMA web site is here .

Environmental surveys (petrol tanks and known leaks of petrol into the ground)

Description	Details held on the history of specific premises and whether or not there having been petrol tanks including the number and size of tanks, current usage and any known history of leaks or spillages at the premises. Any personal data contained are exempt from disclosure by virtue of data protection law. . Some other information may also be exempt, either under the Freedom of Information Act or under the Environmental Information Regulations. All exempt information is excluded from this class and will be removed before copies of reports are provided.
Charge	<p>£70 + VAT is the minimum charge for a report with the results of an <i>individual</i> environmental search.</p> <p>Should the search reveal a history of petroleum storage at the premises, the completion of an 'Environmental Survey' (positive response) will attract an additional fee of £70 + VAT (a total of £140 + VAT).</p> <p>There will be an additional charge providing information as an 'express service' (i.e. a response within 3 working days) which is £240 + VAT or copies of plans £5 + VAT (each) in addition to the survey information.</p>
Availability	Email/post
Contact	<p>LFB Petroleum Group, 169 Union Street, London SE1 0LL</p> <p>Email: petroleum@london-fire.gov.uk</p> <p>Phone: 020 8555 1200 x30859</p>
Requests	A request for a petroleum related environmental survey must be made in writing (email/letter) using the address above quoting the full address of the property concerned. You will be advised of the cost once the search is carried out and an invoice will follow under separate cover.
Notes	<p>Please note that the charges as explained under this class of information stand whether or not the search reveals any petroleum history at the premises or not.</p> <p>Charges are reviewed annually and are based on time spent preparing, researching and collating the information.</p>

Report into a fire investigated

Description	<p>Fire Investigation Reports are detailed reports of the results of an investigation into a fire if the circumstances of the fire are such that a fire investigation team attended. Depending on the circumstances, a short summary version or full prose version may be available. The reports follow a template which covers synopsis, chain of events, evidence collection and conclusions plus any other information relevant to the investigation. A full report will also include photographs.</p> <p>Any personal data contained within the reports are exempt from disclosure where disclosure of the personal data would breach one or more of the principles of data protection law.</p> <p>Also excluded from this class are reports containing any other information to which an exemption under the Freedom of Information Act applies (e.g. where a police or other investigation is underway). All exempt information is excluded from this class and will be removed before copies of reports are provided.</p>
Charge	<p>Charges depend on the type of report requested.</p> <ul style="list-style-type: none"> • Summary report – £100 – sample in annex C • Full report – charge calculated by preparation time (£65 an hour) up to a maximum of £325 (5 hours). • Scientific advisors report (£100) if available <p>Note – that certain agencies are exempt from these charges, namely: - the police, HM coroners, and other fire and rescue services.</p>
Contact	<p>Information access team, 169 Union Street, SE1 0LL</p> <p>Email: IncidentReports@london-fire.gov.uk</p> <p>Phone: 020 8555 1200 extension 30422</p>
Requests	<p>Request for reports should be made in writing (email/letter). Please include the address and date of the fire together with the incident number (if known).</p>
Notes	<p>Charges are reviewed annually and are based on time spent preparing, researching and administration of the fire investigation.</p>

Video footages of incidents attended by LFB

Description	<p>Footage taken by London Fire Brigade (LFB) for inclusion in the video library, of selected and various incidents attended by LFB. Please note, the LFB no longer capture film footage of incidents and events. Generally the video footage is of larger or 'special interest' incidents (e.g. chemical incidents).</p> <p>Either the whole footage or some scenes may contain personal data and may be exempt from disclosure where the release of personal data would breach one or more of the principles of data protection law.</p> <p>Also excluded from this class are reports containing any other information to which an exemption under the Freedom of Information Act applies (e.g. where a police or other investigation is underway). All exempt information is excluded from this class of information and will be removed before copies of reports are provided.</p>
Charge	<p>The LFB no longer have the facility to copy video footage, so requests will have to be fulfilled by an external contractor and the charge for the request will be based on the costs incurred by the LFB.</p> <p>If a search or research is required then we may charge a search fee of £25 (flat rate). You will be informed of charges (based on your request) and will be asked to pay before you are sent the video footage.</p> <p>If you would like to use the footage for, for example, commercial purposes, then you will need to seek our permission before you do so. A reasonable charge may be made and you may need to enter into a licence before such use is permitted. We will inform you of all details.</p>
Availability	<p>Tell us the incident number (if known) and the date and address of the incident. Also tell us whether you would like to receive the footage in any particular format. You will also need to tell us whether you intend to use the footage for personal interest or some other purpose (e.g. commercial purposes).</p>
Contact	<p>LFB Photographic Team, 169 Union Street, London SE1 0LL Phone: 020 8555 1200 x30370 Email: lfphotos@london-fire.gov.uk</p>
Requests	<p>Make contact with the team in the first instance.</p>
Notes	<p>For film footage of the role of the London fire services during the second world war, applicants should contact Photography Archive at the Imperial War Museum (0207 416 5333) who hold the Brigade's film archive for that period.</p>

Still photographs from incidents attended by LFB and LFB events

Description	<p>Photographs taken by LFB for inclusion in the Brigade's photographic library, of selected and various incidents attended, and events organised by LFB. Please note, not all incidents and events are photographed.</p> <p>Generally the photos are of larger fires or 'special interest' incidents (e.g. chemical incidents). Photographs are also taken at some events such as award ceremonies. Some images may contain personal data and will be exempt from disclosure where disclosure would breach one or more of the principles of data protection law. Also excluded from this class are reports containing any images to which an exemption under the Freedom of Information Act applies. All exempt information is excluded from this class and will be removed before copies of reports are provided.</p>
Charge	<p>A selection of images and prints can be purchased directly from the LFB on-line photograph shop at www.lfbphotos.com. Images not available online can be purchased by contacting us. Charges will apply and are similar to those for images available via the web site.</p> <p>The costs of images provided on disc, in electronic format, vary depending on the number requested. Requests for up to 19 images are charged at £5 +VAT per image. Requests for 20 or more images is a £100 +VAT (flat rate). Other prices on application.</p> <p>If a search or 'research' is required to locate images then there may be a search fee of £25 + VAT (flat rate). Applicants will be informed of any charge (based on the request) and will be asked to pay before the images are provided.</p> <p>If you would like to use the photographs for commercial purposes then you will need to seek our permission before you do so. A reasonable charge may be made and you may need to enter into a licence before such use is permitted. We will inform you of all details.</p>
Contact	<p>LFB Photographic Team, 169 Union Street, London SE1 0LL Phone: 020 8555 1200 x30370 Email: lfphotos@london-fire.gov.uk</p>
Requests	<p>Can be made direct to the lfphotos.com web site (for photographs available on the web site), or by email or letter to the above address.</p>
Notes	<p>You will also need to tell us whether you intend to use the photos for personal interest or some other purpose (e.g. commercial purposes).</p>

Fire Safety Primary Authority Partnership Scheme

Description	<p>The Primary Authority scheme allows businesses that trade across Local Authority borders to form a statutory partnership with London Fire Brigade. Once a business has joined the scheme, the LFB becomes the Primary Authority which provides fire safety advice for the business' property portfolio and co-ordinates relevant regulatory enforcement activity in relation to that business. This applies to all premises which fall under the Regulatory Reform (Fire Safety) Order, 2005 (The Order).</p> <p>The scheme allows the LFB to work with the business partner at a strategic level, reviewing fire safety policies and procedures to help the business comply with the Order. The LFB provides robust and reliable primary advice, in respect of fire safety matters, to it's business partners. If assured advice is issued on specific fire safety matters this advice should be followed by all other fire and rescue services which have the partners business premises located in their geographical area. The LFB coordinates with other fire and rescue services to ensure that the business is treated consistently and that enforcement action is proportionate to the issue.</p>
Charge	<p>Costs relating to the scheme are charged at £68 per hour (reviewed annually on 1st April). Indicative packages have been created which are calculated based on the number of premises within the business portfolio. These packages can be adapted to meet Partners needs following discussion with LFB. Indicative package cost sheets are available on request.</p>
Eligibility	<p>The business must have premises which fall under The Order in two or more Local Authority areas.</p>
Contact	<p>Business Support Group, 2nd Floor, 169 Union Street, London SE1 0LL Email: FRSPartnerships@london-fire.gov.uk Telephone: 020 855 1200 x 31551</p>
Requests	<p>Enquiries can be made in writing, email or by telephone.</p>

Sample 'Report of fire attended'



Report of attendance of London Fire Brigade to a primary fire* incident

Date of report: 07 December 2014

Reference: 151846111/4588

The data presented below have been derived from a computer database. The principal purpose of the database is statistical analysis and to facilitate this analysis, information has been classified into broad categories.

LOCATION AND TIMINGS

Incident number:	151846111
Fire station ground where fire occurred:	Tottenham
Time and date of call to the Brigade:	19:35 hrs 17 September 2014
Origin of call:	Person (mobile)
Was fire a 'late call' (i.e. fire out when Brigade called)?:	No
Recorded time and date of arrival of Brigade:	19:39 hrs 17 September 2014
Recorded time and date incident under control:	23:50 hrs 17 September 2014
Time and date incident closed:	23:50 hrs 17 September 2014
Street:	London Road
Locality:	
Town:	LONDON
County: Post	
Code:	
Type of property where fire started: storeys	Unlicensed House in Multiple Occupation - Up to 2
Did fire have multiple seats?:	No
Estimated time between ignition and discovery of fire:	Immediately
Estimated time between discovery and call to Brigade:	5 to 30 minutes
How was the fire discovered	Person

* A primary fire is one that involves 'property' such as a building or vehicle

FIRE ALARM

Was a fire alarm system present in the vicinity of the fire?:	Yes
Fire alarm type:	Smoke alarm - 1 year battery
Alarm System Location:	Different floor from fire
Did alarm operate?:	Yes, but did not raise alarm
Reason it did not operate or did not raise the alarm:	Alarm was raised before the system operated

BUILDING OCCUPANCY

Was anyone in the building at the time of the fire?:	Yes
Household occupancy at the time of the fire:	Couple both under pensionable age with no children
Is the building normally occupied?:	Yes - occupied

FIRE FOLLOWING A ROAD TRAFFIC COLLISION

Was a road traffic collision also involved?	Yes
Number of cars/small vehicles involved in the RTC:	1
Number of large vehicles involved in the RTC:	0
Number of motorbikes involved in the RTC:	0
Vehicle(s) from which person(s) were extricated:	
Vehicle type:	Car
Position of vehicle:	On wheels
Extrication method used:	B post rip
Approx time taken for extrication:	16 - 30 minutes

FIRE FIGHTING ACTION

Main action to fight the fire taken before arrival of the Brigade:	None
Reason for any delay in starting fire fighting by Brigade:	Nodelay
Main fire fighting action used by the Brigade:	Main branch/Jet (J)
Number of pumping appliances that attended:	5
Was use made of any manual fire fighting equipment provided in the property:	No
Were building fire fighting facilities used:	No

Were active fire fighting systems present: No

BUILDING DETAILS

Did Regulatory Reform Order appear to apply: No

Any means of escape irregularities noted:

Effectiveness of any building compartmentation:

Was there any special method of building construction involved: None

CAUSE AND DAMAGE

Supposed motive for the fire: Accidental

(The motive for a fire can rarely be determined with certainty. The most likely motive is recorded for Brigade and government statistical purposes only)

Supposed action or defect that led to the fire: Vehicle crash or collision

Make/model of faulty appliance (where known) if applicable: VAUXHALL Astra

Most likely caused by: Adult (18 - 64)

Supposed source of ignition: Engine, fuel line or pump

Powered by: Not applicable

Item ignited first: Wiring insulation

Item mainly responsible for spreading the fire: Upholstered furniture

Were there any hazardous materials involved?: Yes

Name and UN Number: 1203 PETROLEUM SPIRIT

Cause of any rapid fire growth: No rapid fire growth

Was there an explosion?: No

Room/compartment where the fire started: Bedroom

Heat and/or smoke damage only?: No

Estimated size of fire on arrival of Brigade: Limited to room of origin

If adjacent property involved on arrival, how far away was it: No other property affected

Approximate extent of damage by fire and heat once fire under control: Limited to floor of origin (not whole building)

If adjacent property involved once under control, how far away was it: No other property affected

Approximate area damaged by fire (m²): 6 - 10

Approximate area of the room/compartment where fire started (m²): 6 - 10

Sample 'Confirmation of incidents attended'



Confirmation of attendance of London Fire Brigade to a fire incident

Date of report: 23 December 2014
159923131/8566

Reference:

The data presented below have been derived from a computer database. The principal purpose of the database is statistical analysis and to facilitate this analysis, information has been classified into broad categories.

Incident number:	159923131
Fire station ground where fire occurred:	Enfield
Time and date of call to the Brigade:	14:38 hrs 19 November 2014
Origin of call:	Person (land line)
Recorded time and date of arrival of Brigade:	14:42 hrs 19 November 2014
Recorded time and date incident under control:	14:52 hrs 19 November 2014
Time and date incident closed:	15:30 hrs 19 November 2014

(The address below may not be shown in full as it could result in the disclosure of personal data under data protection law)

Street: London Road

Locality:

Town:

ENFIELD County:

Middlesex Post Code:

Type of property where fire started: Single shop

Supposed motive for the fire: Accidental

(Note that the motive for a fire can rarely be determined with certainty and is not the subject of extensive enquiry by the Brigade at fires of this type. The most likely cause that can be ascertained while at the scene of the fire is recorded for Brigade and government statistical purposes only)

This document produced by Incident Reports Section (telephone 020 8555 1200 ext 30385)

© LFEPA Not to be copied or reproduced without prior permission

Sample 'Summary report into a fire investigated'



Fire Investigation Team

Report of fire showing supposed cause and summary information

This report is based on information currently available and may be subject to change.

Incident number: 198561101

Date and time of call: 24/11/2014 22:31

Address of incident: 99 London Road

Type of property: House - single occupancy

Room/place fire started: Bedroom

Approx year of construction: 1950

Was there a fire alarm system: No

Most likely motive for fire: Accidental

Source of ignition: Batteries, generators

Fire caused by: Electrical fault

Powered by: Electricity

Supposed cause: Faulty fuel supplies – Electricity

Make/model (defective appliance):

Material of item ignited first: Plastic - raw material only

Percentage damage to item ignited first: 100%

Material mainly responsible for development of fire: Bed/mattress

Summary of incident:

Fire originated in bedroom of property. No evidence of smoking or use of candles in room of origin.

Occupant stated there was a four way adaptor plugged into a single socket which was supplying both the television and phone charger, both of which were turned on. Mobile phone was intact but television sustained extensive damage, though many of the plastic components survived. Other than its metal components there was nothing left of the four way adaptor and the phone charger could not be located. Only the pins of the plug from the television remained. Burn patterns indicated that the fire started low down in the area of the chest of drawers - which is where the adaptor had been. With the available evidence a fire in the TV cannot be discounted but the most likely cause is a fault in the four way adaptor.

Were sample(s) taken for analysis: No

This report is produced Fire Investigation Team, Dowgate Fire Station ☎☎☎☎ 020 8555 1200 ext 35700

© London Fire and Emergency Planning Authority

Do not reproduce this report or disclose it to others without written permission.

Approximate area of the floor where fire started (m²):21 - 50

Approximate extent of total area damaged by fire, heat and smoke (m²):11 - 20

Number of floors/decks in building/ship above
ground floor (ground floor only = 0): 2

Approximate extent of area
damaged by fire: (Outdoor fires
only) (m² or whole hectares)

Number of floors/decks below ground/main deck
(ground floor = 0): 0

Floor/deck where fire started: 0

VEHICLE DETAILS

Vehicle registration (number plate):

Vehicle Identification Number (VIN):

Manufacturer:

Model:

Had the vehicle been reported missing
to the Police?: No

Did the vehicle appear to be abandoned?: No

PEOPLE INVOLVED

Number of people evacuated without Brigade
assistance (dwelling fires only): 2

Number of people evacuated with Brigade
assistance (dwelling fires only): 0

Approximate number of people evacuated with
Brigade assistance

Reason for any delay to building evacuation: Evacuation, but no delay

Estimated time for completion of building evacuation: Immediately

Number of fatalities: 0

Number of persons injured
(including those both injured and rescued): 1

Number of persons rescued uninjured: 0

This document is produced by Incident Reports Section (telephone 020 8555 1200 ext 30422)

© LFEPA Not to be copied or reproduced without prior permission

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	17/07/2015	SDIA	13/08/2015	HSWIA		RA	
-----	------------	------	------------	-------	--	----	--

Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Page 9	Minor amendments to wording in table in Appendix 1.	29/07/2015
Page 16	SDIA date added.	21/08/2015
Page 4 Page 6	Fire report charge changed from £93 to £97 Fire investigation summary report charge changed from £93 to £97. Fire investigation full report charge changed from £57 to £62 and £285 to £310. Scientific advisors report charge changed from £95 to £97	21/04/2016
Throughout	Charging figures updated in line with 2017/18 prices. Reviewed as current.	22/05/2017
Throughout	This policy has been reviewed as current with charging figures updated in line with 2018/19 prices. Minor amendments made to email and telephone contacts. Changes made to reflect the abolition of LFEPa now replaced with London Fire Commissioner (LFC).	11/06/2018
Appendix 1	Minor change in 'Charge' information (waiver).	24/09/2018
Throughout	Amendments made to reflect the abolition of the London Fire and Emergency Planning Authority, now replaced with the London Fire Commissioner. Please see audit trail for further details.	12/11/2018

Subject list

You can find this policy under the following subjects.

Special charges	Cost recovery
AFA's	

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification