

## Safety of visitors to LFB premises

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# 1 Scope

- 1.1 This policy addresses the health, safety and welfare of visitors to all Brigade premises.

# 2 References

- 2.1 The Health and Safety at Work etc Act 1974, Sections 2, 3, 4, 6, 7, and 8.
- 2.2 The Management of Health and Safety at Work Regulations 1999 and Managing for Health and Safety (HSG65).
- 2.3 Health and Safety Basics for your Business.
- 2.4 The Provision and Use of Work Equipment Regulations 1998 and Guidance L22.
- 2.5 The Workplace (Health, Safety and Welfare) Regulations 1992, as amended by The Quarries, Miscellaneous Health and Safety Provisions Regulations 1995.
- 2.6 Approved Code of Practice and Guidance L24.
- 2.7 The Occupiers Liability Act 1957.
- 2.8 The Occupiers Liability Act 1984.
- 2.9 Policy number 011 – Security at London Fire Brigade premises
- 2.10 Policy number 295 – Procedure for visits to LFB premises
- 2.11 Policy number 445 – Forms of indemnity
- 2.12 Policy number 489 – Premises log book (see also safety rules for contractors; person in control of premises).
- 2.13 Policy number 368 – Health, safety and environmental event investigation policy personal injuries, near misses and traffic accidents.
- 2.14 The General Food Regulations 2004

# 3 Definitions

**Hazard:** Is a **potential** source of harm.

**Risk:** Is the likelihood that the harm from a particular hazard is realised.

**Risk assessment:** Is the qualitative or quantitative evaluation of the chance that a hazard will cause harm.

**Visitor:** There are many different types of visitor for the purpose of this policy:

- LFB employees at premises other than where they work.
- Individuals on pre-determined activities (e.g. Contractors).
- Groups or parties on pre-determined activities (e.g. Schools).
- Visits by politicians (local, LFB, GLA or members of Parliament) in addition to following this procedure must also follow the guidance in reference 2.8.
- Unexpected visitors (e.g. general public making enquiries, trespassers, intruders).
- For the purpose of this procedure the term visitor does not include persons making deliveries or casual callers provided they are escorted while in attendance at an LFB premises.

**Premises:** Any building or part of a building used by LFB to conduct any aspect of its business. It includes all fire stations (land and river), control rooms, offices and workshops.

## **4 Procedure**

### **4.1 Legislation**

This policy takes account of all the legislation and guidance documents included in section 2 above.

### **4.2 Responsibilities**

#### **Head of service**

The Head of service or a person nominated by the head of service is responsible for ensuring that the requirements of this procedure are implemented and that managers have sufficient resources, information and training to enable them to discharge their duties at locations under their responsibility (reference 2.1 to 2.12 inclusive).

#### **Managers**

- All persons in control of premises will ensure that there is a system in place for the recording of all visitors to their premises. In all cases this will include booking the visitors in and out of the premises, and where appropriate the issuing of appropriate passes and/or name badges (reference 2.7, 2.8 and 2.10).
- All persons in control of a premises will ensure suitable and sufficient risk assessments have been completed to mitigate risk to all visitors to the premises (see Appendix 1).
- All managers must ensure that their staff have received sufficient instruction and information to allow them to comply with this procedure, and apply the guidance from the appropriate appendix when dealing with visitors.
- All managers must ensure that all visitors are informed of any hazards that they may encounter (e.g. refurbishment being carried out, bells sounding etc.) and of the procedures that must be followed whilst on the premises including first aid contacts, emergency procedures and the reporting of injuries, (reference 2.7, 2.8, 2.9 2.10 and 2.11).
- All managers should refer to the information in the forms of indemnity (reference 2.9) to determine whether an indemnity form should be completed for any visitor.
- When requests are made for group/party visits all managers will ensure that prior consultation is made with the group/party leader and to ascertain proposed numbers, purpose of visit and any special requirements that will need accommodating to allow members of the group to take part in the visit. The organiser of the party is to be informed that a list of names of all those attending will be required on arrival, and that an indemnity form must be completed and signed before the visit commences (reference 2.9).
- When visitor(s) arrive at premises the manager in charge will allocate an employee to escort the visitor(s) for the duration of their visit. (In the case of contractors, this will require them being shown to the place where work is required). On fire stations, if sufficient personnel are available, the person escorting the visitor(s) is to be left "off the run" for the duration of the visit.
- When this is not possible and all employees are required to attend an emergency;

- In the case of an organised group: the host employee and leader of the group will be responsible for escorting all people in the group off the premises, ensuring there is safe access/egress of the appliance, where required.
- In the case of an individual visitor: Before the employee attends the emergency they must escort individuals off the premises ensuring there is safe access/egress of the appliance, where required.
- Managers will ensure any other required documentation is completed before the open day is agreed (e.g. Equality Impact Assessments).

### **Employees**

- All employees are obliged to follow the requirements of this policy.
- All employees are required to host visitors to premises in accordance with this procedure and any additional guidance contained in an appendix relevant to the premises. This includes booking visitors into the premises in the appropriate log book, issuing name badges/passes if appropriate, completing and reviewing risk assessments and giving the appropriate safety briefing on visitors arrival. At the end of the visit they must ensure that all visitors are accounted for, signed-out and have left the premises.
- With the exception of contractors (reference 2.10; see also Safety Rules for Contractors), visitors must not be left unattended. If the employee hosting a visitor is required for other duties the responsibility for the visitor must be handed over to another employee.

### **4.3 Records**

All records of visitors in the premises log books, station log books and visitors books will be retained in accordance with the procedures for those documents, (reference 2.7, 2.8, and 2.9).

## Appendix 1 – Risk assessment and safeguarding

### 1 Purpose of risk assessments

Risk assessments support effective planning of visits, help ensure consistency across premises and provide assurance that visits can take place safely without compromising operational readiness or emergency response.

The purpose of a risk assessment is to identify hazards, evaluate the level of risk those hazards pose to visitors, and determine appropriate control measures to prevent harm. Visitors do not have the same knowledge, experience or training as LFB employees and may include children, young people, vulnerable adults, or individuals with physical, sensory or cognitive impairments. As a result, risks to visitors may be higher and require specific consideration and additional controls.

### 2 When risk assessments are required

Risk assessments must be completed, reviewed and must be proportionate to the nature of the visit and the level of risk involved.

- **Ad hoc or casual visitors** and **contractors** may be covered by an existing premises or station risk assessment, if this adequately addresses the risks and controls associated with their presence and activities.
- **Planned visits**, including group visits, organised parties, community groups, educational establishments and open days or social events, must be supported by a **separate, specific risk assessment**.
- A specific risk assessment is always required where visitors:
  - are under the age of 18;
  - are from schools, colleges, nurseries or other educational establishments;
  - include individuals with physical, sensory, learning or mental health impairments;
  - are likely to be unfamiliar with the environment and remain on site for extended periods;
  - will attend activities that are not part of routine office or station business.

Risk assessments must be completed in advance of the visit, shared with relevant staff, and reviewed on the day to ensure they remain valid.

### 3 What risk assessments must assess

Risk assessments for visitors must consider, as a minimum:

- **The characteristics of the visitors**, including age, numbers, supervision arrangements, mobility, communication needs, medical conditions, neurodiversity and any additional support or reasonable adjustments required.
- **The nature and purpose of the visit**, including locations to be accessed, duration of the visit, and any planned activities or demonstrations.
- **Hazards associated with the premises**, such as moving vehicles, operational equipment, uneven or slippery surfaces, noise, manual handling activities, water hazards (river station), machinery (workshops), and emergency alarms (how will visitors with disabilities be evacuated).
- **Operational risks**, including the potential for emergency mobilisations during visits and the arrangements for safely managing or evacuating visitors if this occurs.

- **Safeguarding risks**, particularly for children and vulnerable adults, including supervision ratios, visitor control, restricted areas, and preventing unauthorised access or separation from groups.
- **Emergency arrangements**, including fire evacuation, first aid provision, muster points, and how visitors will be accounted for in an emergency.

Control measures must be clearly identified and may include site induction (Appendix 9), supervision levels, restricted access to areas, safety briefings, physical barriers, escort arrangements, signage, personal protective equipment (where appropriate), and clear procedures for managing emergencies.

#### 4 Information and documentation required from visiting groups

Where visits are organised by an external organisation or group (for example schools, colleges, community groups, charities or youth organisations), the station or premises hosting the visit must obtain sufficient information in advance to support effective risk assessment and safeguarding arrangements.

Visiting groups are expected to provide, where applicable:

- **A copy of their own risk assessment** for the visit, including identified hazards and control measures relevant to their group, such as supervision arrangements, behaviour management, medical needs and travel to and from the premises. (You may wish to invite the leader to the station so they are able to complete their risk assessment).
- Details of the visiting group, including:
  - numbers attending;
  - age ranges;
  - supervision ratios and names of responsible leaders;
  - any known physical, sensory, learning or mental health impairments;
  - medical conditions or additional support needs that may affect safety.
- **Confirmation of safeguarding arrangements**, including the identity of the group leader and supervisors and their responsibility for managing and controlling the behaviour of the group during the visit.
- **Confirmation that visitors have been appropriately briefed** by the visiting organisation on expected standards of behaviour and the need to follow instructions given by LFB staff while on Brigade premises.

The information provided by the visiting group must be reviewed by the person organising the visit. **Where the visiting group's risk assessment identifies risks that are not adequately controlled, the visit must not proceed until suitable additional control measures are agreed.**

Provision of a visiting group's own risk assessment does **not** remove or reduce LFB's responsibility to complete and implement its own risk assessment. The LFB risk assessment must always consider the specific premises, activities and operational risks and must take precedence where there is any conflict.

#### 5 Safeguarding considerations

Safeguarding forms an integral part of visitor risk assessments. Where visits involve children or vulnerable adults, additional precautions must be taken to ensure their safety, dignity and

wellbeing. This includes ensuring appropriate supervision, clear accountability for group leaders, controlled movement around premises, and staff awareness of safeguarding responsibilities. Safeguarding risks must be identified, recorded and managed in the same way as other health and safety risks.

## 6 Review, record keeping and sign-off

Risk assessments must be documented using approved templates available via the Templates and Resources app and completed in line with Policy number 673 – Risk assessment procedure. They must be retained in accordance with LFB record management requirements and reviewed if circumstances change or following any incident or near miss.

**Risk assessments should be signed off by the relevant manager e.g. station commander, head of service, ensuring the risk assessment author and approver are clearly documented on risk assessments prior to distribution.**

## 7 Templates and Resources app

The Templates and Resources app, has several template risk assessments that can be downloaded, reviewed and amended to cover the specific visit being undertaken. Ensure the DRAFT watermark is removed and all details are completed, once reviewed.

They are accessible through the Template and Resources app > Health and Safety category

Or

Through the Hotwire page – Station Risk Assessments

The template risk assessments available are;

- Template Open Day Risk Assessment
- Template Children and Youth Visits Risk Assessment
- Template Station Risk Assessment

## Appendix 2 – Safety of visitors to fire stations

### All visitors

- 1 Any casual visitor calling at a fire station requiring assistance, e.g. calling another emergency service, providing first aid or needing directions should be helped.
- 2 Staff should refer to the information on indemnities whenever a visit is arranged to determine whether an indemnity form should be completed.
- 3 Staff should ensure risks associated with ad hoc visitors, planned group visits and contractors are all documented in a formal risk assessment. Contractors and ad hoc visitors may be covered in the Station Risk Assessment, however, planned group visits should be addressed in a separate risk assessment, especially where visitors are under the age of 18, have mental or physical impairments, and/or are from an educational establishment from nursery age and above.
- 4 All visitors who are likely to remain on a fire station for longer than 15 minutes must be given a comprehensive safety briefing upon their arrival, taking account of any visitors with specific needs as appropriate. This briefing must include:
  - What to do in the event of an emergency, such as an outbreak of fire.
  - The sound of the turn out bells/alarm.
  - Fire exits and muster points.
  - Keeping clear of the bottom of sliding poles.
  - Where to get first aid assistance, if required.
  - The sound and volume of emergency vehicle sirens.
  - A designated safe place to move to when the station's fire appliances are started up and turn out.
  - The operation of appliance bay doors.
  - Any potentially slippery floors.
  - Not to handle equipment or climb on appliances without supervision (this must include instruction to exit/dismount backwards from crew cabs using hand holds).
  - Any other safety advice regarding hazards that are specific to the premises.
- 5 Brigade equipment such as multi-gyms, a hose and branch, and Brigade facilities such as drill towers will not ordinarily be used by visitors. However, if the local sub/station officer has made risk assessments of specific low risk activities, such as assisted use of a hose-reel, and agreed suitable control measures with the station commander and the person in charge of the group or party, then this and similar low risk activities may be undertaken.
- 6 The names of all visitors to a fire station together with the purpose of their visit must be entered in the station log (contractors names are to be entered into the Premises Log Book). A pass and/or a name badge may also be provided depending on local facilities.

### Visiting parties/groups

- 7 Organised parties of people under proper supervision, may be allowed to visit fire stations by the sub/station officer.
- 8 Appliances should not be turned out to give drill demonstrations to visiting parties unless the sub/station officer is satisfied that the party can be positioned such that they will not be struck by water jets or any other item that might fail during the demonstration.

### Sliding poles and pole houses

- 9 If a visitor(s) to a fire station is/are likely to go above the ground floor, pole houses are to be kept locked shut by engaging the door bolts and on-duty personnel informed that the pole houses are "off the run".

**Note:** This and other advice to sub/station officer about the safety of visitors is included in aide-memoire 'A' which has been attached to these appendices.

Safety information for leaders of visiting parties is contained in aide-memoire 'B' attached to these appendices and a copy should be given/sent to the party leader at the time the visit is arranged.

## Appendix 3 – Safety of visitors to the river station

In addition to the precautions required for fire stations visitors to the river fire station must additionally comply with the following:

### All visitors

- 1 An indemnity form must be completed for all visitors who intend to "go underway" on a fireboat (reference 2.9).
- 2 Staff should ensure risks associated with ad hoc visitors, planned group visits and contractors are all documented in a formal risk assessment. Contractors and ad hoc visitors may be covered in the Station Risk Assessment, however, planned group visits should be addressed in a separate risk assessment, especially where visitors are under the age of 18, have mental or physical impairments, and/or are from an educational establishment from nursery age and above.
- 3 Where possible, prior to a visit, visitors should be advised on the wearing of suitable clothing and footwear.
- 4 Prior to boarding, all visitors to a fireboat must be given a comprehensive safety briefing (see section 3 below).
- 5 Brigade operational equipment will not be used by visitors, except essential safety equipment.
- 6 Before visitors go underway, the leading firefighter should ensure they are suitably dressed, particularly their footwear. Visitor's clothing should be capable of dealing with inclement weather conditions.
- 7 All visitors who travel on fire boats must wear a life-jacket.

### All visitors who go underway

- 8 The station log book and two visitor's nominal roll boards will be completed to include all visitors' names before the fireboat gets underway. The station log book and one of the completed visitor's nominal roll boards will be kept at the river station pontoon,
- 9 When the vessel sails with visitors, a telephone or radio message must be sent to Brigade Control giving the number of visitors aboard.
- 10 Further messages must be passed to Brigade Control whenever visitors disembark from the fire boat.
- 11 Prior to going underway, all visitors must be informed that they will be required to disembark if an emergency call is received.
- 12 The person in charge of the fireboat is responsible for the safety of visitors at all times, including disembarking due to an emergency call.

### Safety briefing

The hazards on river stations are unfamiliar to most visitors. Any visitors likely to remain on station for any length of time and go beyond the station office must be informed about the following:

#### All points mentioned in the standard fire station briefing (as appropriate)

For visitors being taken out on the fireboat, while on-board, the briefings will also include the following:

- The crew member responsible for the safety of the visitors at all times, including in an emergency, is identified to the visitors **before** going aboard.
- Correct use of hand grips.

- Correct use of safety rails.
- Any slippery surfaces.
- Dangers of noise of siren (shock).
- Location of life rafts and procedure to be adopted in an emergency.
- Information about who will be in charge of the raft.
- Information on the correct wearing and use of the life-jacket.

## Appendix 4 – Safety of visitors to offices

### All visitors

- 1 All office premises will have a designated (and signed) reception point to receive visitors, as close as possible to the main point of entry. In large office premises, the reception point should be immediately recognisable to visitors because of the attendance of security staff and/or a receptionist. In smaller premises, it may be necessary to nominate members of staff near to the main entrance to receive visitors at the entrance and escort them to a holding area/reception point nearby.

### Visitors passing beyond reception point

- 2 If a visitor has to proceed beyond the reception point a record of their attendance must be made including the following details:
  - their name;
  - their organisation/company;
  - name of staff member being visited;
  - the date and time of attendance.
- 3 All visitors should wear a visitor's badge/pass that includes the details above. This will identify them as a visitor and indicate to staff that they may need directing if there is an emergency evacuation. The pass should include details of the office/premises where the pass is valid and a summary of the emergency procedures for the premises. Visitor's passes should only be valid on the day of issue.
- 4 The member of staff being visited should then be contacted and requested to attend the reception point to meet their visitor. Any member of staff escorting visitors within the offices should follow normally used safe routes to the place of the visitor's business, to avoid unnecessary risk of injury.
- 5 When the visitor's business is completed and they are returned to the reception point, the accompanying member of staff should retrieve the visitor's pass and return it to reception point staff.
- 6 When unexpected visitors arrive at the entrance or reception point of office premises, the designated security/reception staff should clarify the visitor's business and contact staff of the relevant section by telephone (if available), or through Teams Chat or Email.
- 7 If the visitor is expected/welcome, the procedure set out above should be followed. If the visitor is not expected/welcome at the time, the visitor should be provided with contact details and asked to book an appointment.
- 8 Planned group visits should be addressed in a separate risk assessment, especially where visitors are under the age of 18, have mental or physical impairments, and/or are from an educational establishment from nursery age and above.
- 9 If the purpose of the visit is for any other reason than for routine office business, a risk assessment should be completed by the manager in charge of the visit and the risk assessment provided to the Person In Control.

## **Appendix 5 – Safety of visitors to brigade control (LOC, Merton) and the Control Operational Resourcing and Events (CORE) Team**

- 1 Visitors to Brigade Control and the Control Operational Resourcing and Events (CORE) Team should be dealt with in a similar manner to visitors at offices.
- 2 Organised visits by groups to these premises should be dealt with in the same way as similar groups are dealt with on fire stations.

## Appendix 6 – Safety of visitors to workshops

Visitors to workshops should be dealt with in a similar manner to visitors at offices. If the workshop is an integral part of a fire station then the precautions required for visitors to fire stations should be included in any risk assessment, safety briefing/local procedures as appropriate.

### Visitors passing beyond the reception point

- 1 Any member of staff escorting a visitor within a workshop premises should follow normally used safe routes to the place of the visitor's business.
- 2 Visitors are only allowed to enter the "working" areas of the workshops with the duty manager's permission. Once permission has been granted, visitors must be accompanied by a member of workshop staff at all times and given a safety briefing before entering. This should include a warning about potential hazards such as:
  - moving equipment and/or vehicles;
  - slippery floors;
  - trip hazards;
  - heavy and sharp objects;
  - overhead machinery;
  - compressed air and air line equipment;
  - hot surfaces;
  - sudden, loud noises;

### Visiting parties/groups

- 3 Requests for visits by organised parties/groups will only be accepted if the visitors have designated people to supervise the group during the visit.
- 4 Visits from groups will usually only be approved if they are for educational purposes.
- 5 An indemnity must be completed for parties of visitors, before the visit takes place (reference 2.9).
- 6 Staff should ensure risks associated with ad hoc, planned group visits and contractors are all documented in a formal risk assessment. Contractors and ad hoc visitors may be covered in the Building Risk Assessment, however, planned group visits should be addressed in a separate risk assessment, especially where visitors are under the age of 18, have mental or physical impairments, and/or are from an educational establishment from nursery age and above.

## Appendix 7 – Safety of visitors at open days and social events

### General control of an event

- 1 The person in control of the premises is responsible for the supervision of the arrangements for holding open days/social events.
- 2 There will be a named person responsible for organising the open day/social event (main organiser).
- 3 The station commander/workshop manager in conjunction with the main organiser must be sure that any entertainment provided is safe for both visitors and participants.
- 4 Organisers of an open day/social event must ensure that sufficient personnel are available to provide supervision for the visitors throughout the event.
- 5 The main organiser must pass details of the event to the authority insurance officer, at Treasury Management Section, Finance and Contractual Services Department, at least one month before it takes place, so that special insurance cover can be organised if necessary,
- 6 The main organiser of the open day/social event must take all reasonable measures to secure orderly conduct throughout the event to secure the safety of visitors and avoid nuisance to local residents and causing embarrassment to the Fire Authority. Circumstances likely to cause nuisance or embarrassment include:
  - loud and continuous noise;
  - smoke drift from displays;
  - visitor parking which creates road congestion hazards or prevents access to and from neighbouring property.
- 7 The main organiser of an open day/social event should maintain a general overview of the numbers attending the event to avoid overcrowding and ensure visitor safety, and be able to close the gates/doors to prevent further visitors entering if necessary. Off duty personnel should be used for this purpose, reliance on crews' on-call is not considered a satisfactory arrangement.
- 8 During open days there should be a designated and signposted first aid post, attended by a person qualified to give first aid, equipped with a standard first aid kit. Also consider providing additional items in hot weather conditions such as bottled water.
- 9 At the conclusion of an open day or social event the main organiser will carry out a check of the whole premises and any outbuildings to ensure that all visitors have left, and that equipment is undamaged and stowed in its correct place before the premises is returned normal.

### Safety of visitors and determination of risk

- 10 Risk assessments and control measures for open days/social events, must be agreed by the person in control of the premises and the main organiser.
- 11 Template risk assessments covering a range of activities held at stations are available through the Templates and Resources app. The templates can be downloaded via the Template & Resources app > Health & Safety category. Ensure you remove the DRAFT watermark and update with the missing data.
- 12 Guidance in completing risk assessments is available in Policy number 673 – risk assessment procedure.

- 13 When completing risk assessments two distinct groups have to be considered: the visitors and the people involved in the setting up, running and dismantling of the event. It is important to consider:
- The possible effects of the event or display on the visitors; who will be unfamiliar with the processes involved and will not have the benefit of protective clothing.
  - The possible effects on Authority employees carrying out an event or display.
- 14 Further guidance and advice regarding risk assessment is available from HSS.

### **Restricting visitor access**

- 15 Written instructions will be provided by the station commander/workshop manager, having taken account of the local situation, to ensure that operational mobilisation can still take place during the open days/social events. This includes visiting "special" appliances as well as appliances based at the station. Areas where visitors are not allowed are to be designated before the open day/social event and notified to the duty watch, in writing, by the responsible manager.
- 16 Areas of fire stations and workshops where visitors are not to have access must be locked shut for the duration of the open day/social event. These areas include: pole houses, multi-gyms room, BA maintenance rooms, gear and locker rooms, all store rooms and kitchens. However, visitors may have access to these areas if they form part of a supervised display or demonstration and a local procedure ensures that visitors are supervised during the event and then escorted away from the area at its conclusion.

### **Displays and side-shows**

- 17 Displays at fire stations demonstrating fire brigade activities invariably contain hazards, e.g. a mock up road traffic collision or deep fat fryer demonstration. An assessment of the risk to visitors must be made by the station commander, approved by the group commander, to ensure the safety of visitors during the demonstration. This assessment must include: a suitable contingency plan, provisions for a safety barrier/cordon, emergency escape routes and emergency first aid.
- 18 The use of bouncy castles and similar equipment (fly-on-the-wall or elastic rope) are activities which require competent setting-up and supervision. They should only be used on Authority premises in strict accordance with guidance from the industry advisory body, the Performance Textile Association. The most up to date guidance can be found at [www.pipa.org.uk](http://www.pipa.org.uk). If operating one of these attractions it is necessary to check if any insurance provided by the benefactor's of any funds raised will cover the attraction. If an attraction is being operated by a third party they must provide proof of public liability insurance. Before arranging for one of these attractions the guidance of a competent person should be followed.

### **Food and drink**

- 19 All operational personnel on duty must comply with the restrictions regarding the consumption of alcohol which is contained in Policy number 550 – Alcohol and drugs policy.
- 20 In order to comply with the food safety legislation (reference 2.12) only food and drink that comes from a recognised supplier (e.g. a supermarket or cash and carry outlet) that is pre-packaged into individual portions may be sold at open days/social events. This includes individual packets of sweets, crisps or biscuits, and drinks in individual cans, bottles or sachets. Food and drink that requires heating or reheating cannot be provided unless the person(s) heating the condiments have certificates to prove they have completed and passed an appropriate course in food handling, and that the requirements of the regulations regarding the storage, handling, heating and serving of the food and drinks will be complied with. Samples of

food prepared have to be retained and surrendered to Environmental Health Officers should they require such samples for the purposes of investigating complaints of illness.

- 21 The station commander/workshop manager must be satisfied that any external caterers used to provide food or drink for the event are reputable. Any application to sell food or drink must be supported by the production of a food hygiene certificate or diploma from awarding bodies including the Chartered Institution of Environmental Health, the Royal Institute of Public Health and Hygiene or the Royal Society of Health and comply with Regulations, (reference 2.12)

## Appendix 8 – Safety of visitors third party insurance

- 1 Where liability was accepted, the Brigade would meet third party claims against it as a consequence of injury, loss or damage from a specific budget established for the purpose, up to the level of excess.
- 2 Where liable, claims above the specified amount would normally be met through insurance arranged with a commercial insurance company, provided that the activity being carried out at the time was a normal operating function (this includes local community safety/engagement activities). Therefore any activity which is not a normal operating function, such as an open day or social event, must be notified to the Authority's commercial insurers, otherwise the insurers may not accept third party liability.
- 3 Details of special events should be forwarded at least one month before the event to:  
  
The Insurance Officer  
Treasury Management Section,  
Finance and Contractual Services Department,  
Union Street
- 4 It is in the Brigade's interests to off-set liability to certain third parties by ensuring that visitors complete a prescribed form of indemnity. This generally applies to all visitors who wish to use our resources for commercial or personal gain. Officers/managers responsible for visitors at their place of work should refer to Policy number 445 – Forms of indemnity (reference 2.9).
- 5 Further advice about completing indemnities is available from Legal Services at Brigade Headquarters.

## **Appendix 9 – LFB Staff aide-memoire A- Safety of visitors to fire stations**

### **Record of the visit**

Enter details of all visitors in the station diary and/or log as follows:

- For individuals – the name of each visitor and the purpose of their visit.
- For parties – the organisation, the leader's name, plus the names of other visitors, dates and times of visits.

### **Indemnities**

Where possible, indemnity forms should be completed prior to the visit commencing rather than the day of the visit.

### **Safety briefing**

Safety briefing must include the following:

- What to do in the event of an emergency, such as an outbreak of fire.
- Fire exits and muster points.
- Where to get first aid assistance, if required.
- The sound of the turn out bells/alarm.
- Keeping clear of the bottom of sliding poles.
- The sound and volume of emergency vehicle horns and wailers.
- A designated safe place to move to when the station's fire appliances are started up and moved when turning out.
- The operation of appliance bay doors.
- Any potentially slippery floors.
- Not to handle or climb onto appliances and equipment unsupervised.
- To dismount backwards from appliance cabs, using hand-holds.
- Any site specific safety advice about any other hazards specific to the premises.

### **Sliding poles**

Visitors are forbidden to use sliding poles. Pole houses must be bolted shut when:

- Visitors are likely to be on upper floors of the station.
- Organised parties are on station.

### **Visitors using Brigade equipment and facilities**

If the sub/station officer has made a risk assessment of a specific activity and determined it to be low risk, (such as visitors using a hose-reel assisted by a firefighter), the suitable control measures previously agreed with the station commander should be implemented and the low risk activity can go ahead.

### **Visiting parties/groups**

At least one member of staff should stay with parties of visitors in hazardous areas of fire stations, so try to arrange one over minimum riders on duty. If this is not possible, plan for a turn out by telling the party leader to gather the group/party together and to escort them out of the station as quickly as possible.

## Appendix 10 – LFB Staff aide-memoire B – For leaders of parties visiting fire stations

### Introduction

This aide-memoire is provided in support of the Visitors to LFB Premises Procedure and is designed to assist people leading organised parties visiting a fire station. Although this information is beneficial for all parties, it is particularly aimed at organised groups of children, as young people are unlikely to appreciate the dangers that may be encountered in the fire station environment.

It is separated into two sections; before the visit, and during the visit.

### Before the visit

#### Party numbers:

- There is no preferred number of visitors in a party but it can be difficult for people in large groups, such as over 24, to hear all that is being said by the host.
- Names of all party members must be provided before the visit.

#### Leader and supervisors:

- It is most helpful to the fire station sub/station officer to have a single point of contact, so please nominate one person as the party leader.
- The ratio of supervisors provided by the visiting organisation should depend on the age and/or manageability of the people in the party, but for children should be no less than 1 adult for every 6 children.
- It is important that people nominated as supervisors understand their role. We would like the leader and supervisors to enjoy the visit, but they must also monitor and control the actions of their sub-group.

#### Indemnity:

- The party leader will be asked to complete an indemnity form on behalf of the visiting organisation, (reference 2.9).

### During the visit

#### Safety briefing:

- On your arrival you will be given a safety briefing about the potential dangers in the fire station, its facilities and equipment. This should be heard and understood by all of the party, especially the party leader and supervisors.
- Leaders/supervisors have responsibility to ensure that members of the party follow the instructions given during the safety briefing.
- Visitors **will not** be allowed to use the sliding pole – please do not ask.

#### Firefighters called out:

Should the firefighters be called out during your visit and we have no-one to leave with you, your visit will end at that time. The leader and supervisors must gather the group together and leave the fire station using the normal pedestrian entrance/exit door.

## Document history

### Assessments

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

|     |            |      |                |       |            |    |     |
|-----|------------|------|----------------|-------|------------|----|-----|
| EIA | 30/01/2026 | SDIA | L - 03/03/2026 | HSWIA | 22/06/2016 | RA | N/A |
|-----|------------|------|----------------|-------|------------|----|-----|

### Audit trail

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

| Page/para nos.                     | Brief description of change   | Date       |
|------------------------------------|---|------------|
| Throughout<br>Page 1               | References to cancelled policy 599 removed and replaced with policy 953 – Security at LFB premises.<br>Policy title amended to reflect the abolition of LFEPA.  | 21/10/2019 |
| Throughout                         | Policy number 953 deleted and replaced with an updated version of Policy 011 as requested. Link and references updated to reflect this.                         | 30/10/2019 |
| Page 8                             | References to Resource Management Centre replaced with the Control Operational Resourcing and Events (CORE) Team.   | 29/07/2025 |
| Throughout<br>Throughout<br>Page 5 | Reviewed as current with changes made.<br>Additional information added about required risk assessments.<br>Appendix 1 – Risk Assessment and Safeguarding added. | 14/04/2026 |
|                                    |   |            |

### Subject list

You can find this policy under the following subjects.

|                           |          |
|---------------------------|----------|
| Health and safety at work | Visitors |
| LFB premises              |          |
|                           |          |
|                           |          |

### Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

| Considered by:<br>(responsible work team) | FOIA exemption | Security marking<br>classification |
|---|----------------|------------------------------------|
|   |                |                                    |
|   |                |                                    |