

## Effecting entry for persons locked out

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Owner: **Assistant Commissioner, Fire Stations**  
Responsible work team: **Central Operations**

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# Summary

## Effecting entry for persons locked out

This policy sets out the revised Brigade policy on requests to attend premises to effect entry for persons locked out.

### 1 Introduction

- 1.1 Brigade Control will mobilise an appliance only where a danger of fire is claimed, or the control room officer believes there may be a life-threatening circumstance. Calls to affect entry to persons locked in premises will continue to be attended without restriction; including those where a child is locked in, and the parent/guardian is locked out.
- 1.2 If, on arrival at an incident to affect entry for a person locked out, the incident commander can find no evidence of a danger of fire or life-threatening circumstance, no service is to be rendered.
- 1.3 No charge will be made where a service is rendered, or an attendance is made.

### 2 Call handling in Brigade Control

- 2.1 When handling requests for attendance at lockout incidents, the control officer will not question callers to establish whether there is a danger of fire or life-threatening circumstance but will allow the caller to tell them about the prevailing situation. Where there is no danger of fire, an appliance will be mobilised only if the control officer believes that a 'life-threatening' situation exists. Examples of such situations might be:

#### Life-threatening situations

- The caller is elderly or infirm and the weather is inclement.
- The caller needs to gain access to medicine.

#### Mobilising message

- 2.2 The mobilising message will give a description of the nature of any danger of fire or life-threatening circumstance given by the caller to the control officer.

#### Non-attendance alternatives

- 2.3 Where the control officer does not consider it appropriate for an attendance to be made, the caller will be advised to contact:
  - Trade directories such as Google or Directory Enquiries.
  - Local police stations can access a database of 24-hour locksmiths.

### 3 Running call to station

- 3.1 If a running call to a lockout incident is received at a fire station or while on outside duties/mobile, the officer in charge is to ascertain whether there is a danger of fire or a 'life-threatening' circumstance exists. If one of these conditions appears to apply, Brigade Control is to be notified and an appliance will attend.

## **Alternative sources of assistance**

- 3.2 If it is determined that no danger of fire or life-threatening circumstance exists, the caller is to be advised of alternative action, as in paragraph 2.3 above.

## **4 Action by incident commander**

- 4.1 On arrival, the incident commander will, unless a fire has been reported or is evident, establish whether a danger of fire or life-threatening circumstance, as described on the mobilising message, exists. If there is no danger of fire or life-threatening circumstance, the incident commander is to decline to render a service and withdraw from the incident as quickly and tactfully as possible, explaining the Brigade's policy for handling requests for effecting entry for persons locked out. If entry is effected to premises and it is discovered that no danger of fire or other life threatening situation exists, incident commanders should recognise that as there is no procedure for charging, and crews should withdraw tactfully and diplomatically.

### **Establishing identity when rendering service**

- 4.2 Where it appears appropriate to render a service, the incident commander is also to establish the credentials of the person requesting the service. Proof of a right of entry must be established. Where documentary proof of identity and address is not available, it may be confirmed by a neighbour, or the person may describe details of the premises which can be checked by Brigade personnel.

### **Recording proof of identity**

- 4.3 The incident commander will record on Form 4460 the person's proof of right of entry to the premises. If the incident commander considers the circumstances to be suspicious, no service is to be rendered and the police are to be advised that a possible illegal entry is being attempted. The arrival of the police is to be awaited.

**Note:** The police will not attend calls to persons locked out solely to establish a person's identity.

### **Indemnity undertaking**

- 4.4 Once the person's credentials have been adequately established, they are to be advised that an undertaking indemnifying the Brigade against any damage caused is required. Form 4460 is to be used for this purpose.
- 4.5 The incident commander is to ensure that the front page of the Form is completed legibly to show:
- The type of service being given;
  - the address of the incident;
  - the name and, where different from the incident, the address of the person requesting the service.

### **Signature requirements**

- 4.6 The signature of the person requesting the service is then to be obtained and the form countersigned by the incident commander in the presence of the signatory before any attempt is made to render a service. The person requesting the service is to be given the second copy of the form. If the person refuses to sign the indemnity, no service is to be rendered.

## **Assistance to persons under 18**

- 4.7 If the person requiring assistance appears to be too young to be required to sign the form of indemnity (under 18 years old), the incident commander is to use discretion as to whether assistance is given. If it is, the individuals and their parents/guardian's name and address should be obtained. If the person is of an age or condition which requires supervision, the immediate attendance of the police should be requested.

## **Submitting Form 4460**

- 4.8 The first two parts of the of the top copy of Form 4460 are to be completed and the form submitted to relevant Borough Administration Team where it will be filed pending any claim made against the Brigade.

## **5 No service rendered - use of Form 4460**

- 5.1 Where no service is rendered at a lockout incident, a Form 4460 is to be completed as a report of the attendance. The person requesting the service is not required to sign in this instance. These forms are also to be submitted to the relevant Borough Administration Team.

## **6 Form 4460**

- 6.1 Form 4460 Special Service Incident is to be used on every occasion an indemnity is required.

## Document history

### Assessments

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

EIA	09/01/2024	SDIA	16/10/2023	HSWIA	25/09/2023	RA	
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### Audit trail

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

Page/para nos.	Brief description of change	Date
	No changes made to this policy	28/01/2009
Throughout	Control officer replaced by control room officer due to a change in the name of the role	04/06/2010
All	Reviewed as current; no changes made.	30/01/2012
Page 5	Subject list and FOIA exemptions tables updated.	28/10/2014
Page 5	SDIA date added.	03/07/2015
Page 1	Amendments made to PN Owner and Responsible work team due to TMR.	09/10/2015
Throughout Page 3	Removal of references to actions to be taken after 1 April 1997. Change to paragraph detailing alternative sources of assistance.	23/09/2016
Page 1	Owner title/Department name changed in line with the introduction of the London Fire Commissioner which now replaces the London Fire and Emergency Planning Authority.	12/10/2018
Throughout	Amendments made to reflect change in organisational structure.	03/12/2018
Throughout  Page 2, para 3.1	This policy has been reviewed as current with minor changes made.  Crew manager changed to officer in charge.	21/03/2019
Throughout	This policy has been reviewed as current with minor changes to the form to be used made.	09/01/2024

### Subject list

You can find this policy under the following subjects.


## Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

<b>Considered by:</b> (responsible work team)	<b>FOIA exemption</b>	<b>Security marking classification</b>