

# Charging for special service incidents

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Responsible work team:	Information Management Team

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# Key point summary

## Charging for special service incidents

- This section summarises the policy on charging for special services.
- The Brigade do not charge for effecting entry for persons locked out but this service is only to be provided in certain prescribed circumstances.

### Special services subject to charges:

- Use of Brigade equipment to supply or remove water.
- Clearing flooded premises.
- Making structures safe where there is no risk of personal injury to the public.
- Any special service classified as miscellaneous.
- Incidents involving chemicals/hazardous materials occurring other than in domestic locations (from 1 October 1997).

### Exclusion from charges - chemical incidents

- Incidents where there is a fire or immediate danger of fire.
- Incidents in domestic premises.
- Incidents where immediate action is required to save life or avoid immediate and imminent risk of injury.

### Exclusion from charges - others

- There is danger of fire.
- Elderly, disabled or infirm persons are involved.
- Persons are in receipt of unemployment benefits, income support or training grant.
- Persons are full-time students.
- There are other humanitarian or safety reasons.

Attendance will be mobilised to any request.

Ensure that the Form 2416 pad is completed before providing the special service.

# 1 Introduction

- 1.1 It is the Brigade's policy to recover costs by charging for certain special services. These include:
- Use of Brigade's 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' when reported on the incident recording system.
  - Incidents involving chemicals/hazardous materials occurring other than in domestic locations (from 1 October 1997).
- 1.2 The Brigade does not charge for effecting entry but this service is only to be provided in certain prescribed circumstances (see Policy number 220 – Effecting entry for persons locked out).
- 1.3 Different exclusions from charge apply to chemicals/hazardous materials incidents and other potentially chargeable special services and these are dealt with separately in this policy.

## 2 Charges

- 2.1 For the current year (2025/26) the cost recovery charge for undertaking chargeable special services are as follows:
- Special service(s) at domestic premises – £467.00 (+VAT) per incident.
  - Special service(s) at commercial premises – £467.00 (+VAT) per pumping appliance, per hour (or part thereof).
- 2.2 These charges are revised each year (effective on 1 April) in line with the Brigade's costs and cost-recovery policies.

## 3 Chemical/hazardous materials incidents

- 3.1 Established operational procedures are to be followed to resolve the incident, see in particular Policy number 602 – Incidents involving ionising radiation, Policy number 98 – Fire and incidents involving biological risks, Policy number 796 – Hazmats; fires and incidents involving hazardous substances and Policy number 519 - Incidents involving asbestos.

### Exceptions to charging

- 3.2 The Brigade charges for services rendered at chemical/hazardous materials incidents except where:
- There is a fire or immediate danger of fire.
  - The incident takes place in domestic premises.
  - Immediate action is required to save life or avoid immediate and imminent risk of injury.

### Additional guidance

- 3.3 In relation to paragraph 3.2 above the following additional guidance is provided:
- A hazardous materials and environment protection officer (HMEPO) will attend chemical incidents to advise the incident commander on the satisfactory conclusion of the incident.
  - Fire or immediate danger of fire should be taken to include incidents such as those involving leaks of mains or other flammable gases or ruptured fuel tanks or lines in motor vehicles.
  - Domestic premises should be taken as private residential accommodation and will include houses in multiple occupation and care premises (e.g. old persons' homes, sheltered

accommodation and hospices). Where the premises are being put to commercial use (that is where a trade or business is being carried out from part of the premises, perhaps a garage or shed) and the incident occurs in that part of the premises, a charge should be made unless one or more of the other exclusions applies.

- Premises providing commercial residential accommodation e.g. hotels, hostels and hospitals, will generally attract a charge.
- Incidents involving vehicles on a road are to be regarded in the same way as commercial premises for charging purposes.

### **Action by incident commander**

3.4 **At domestic premises** - The incident is to be dealt with in accordance with established procedures.

- A responsible person is to be identified and advised that an undertaking indemnifying the Brigade against any damage caused is required. Form 2416 is to be used for this purpose but, before asking the responsible person to sign, the incident commander must strike out paragraph (i) of the form relating to payment of a charge.

3.5 **At other locations** - The incident is to be dealt with in accordance with established procedures.

- Unless a fire is evident or is reasonably believed to have broken out, the identity of a responsible person should be established as soon as possible and Form 2416 completed accordingly. Where the incident involves a vehicle, other than within premises, the driver would be considered the responsible person. Other examples include:
  - train on track                  driver or guard
  - aircraft                          pilot, co-pilot or purser
  - boat/ship                        captain or mate
- Once a responsible person has been identified they should be advised whether a charge will be recommended. Agreement to pay and an indemnity against any damage caused is required. Form 2416 is to be used for this purpose.
  - The identified responsible person should also be advised of the extent of the Brigade's services, for example if the situation will be made safe but materials will not be removed from site.
  - Where a responsible person is not available, (for example where the driver of a vehicle may have been removed to hospital) information on the person to be charged should be obtained from whatever source is available and entered on Form 2416.
  - The incident commander is to make sure that the front page of the Form 2416 is completed legibly to show the address of the incident, the name and address of the person/organisation receiving the service and the rate of charge. A brief description of the service rendered is to be entered on the form. A detailed description of the action taken, including the substances involved, is to be given in the remarks section of the form.
  - The signature of the person receiving the service is to be obtained and the form countersigned by the incident commander in the presence of the signatory. If the person refuses to sign and the incident does not fall within one of the exemption criteria set out in paragraph 3.2 above, no service is to be rendered.
  - Details of the appliances in attendance are to be entered in the appropriate section of the Form 2416. These details can be obtained from the appliance status changes table on the incident report produced by Brigade Control.
  - Form 2416 must be completed during the same shift and forwarded without delay to the Area Performance Management Team who cover the Borough in which the incident

occurred in order that the Brigade may comply with VAT regulations, which require invoices to be raised within 14 days of the service.

### **Invoicing by Area Performance Management Team**

- 3.6 Where a charge is to be made, it is to be based on the scale of charges set out in paragraph 2.1. Details entered by stations on the Form 2416 should be checked against the incident reports and amended if necessary before the invoice is completed.

### **Invoice queries**

- 3.7 Invoices may be queried or rejected by the recipient on the grounds that exclusions from charge applied. If this occurs, the relevant papers should be referred to the Chemical Section, who will seek the advice of the Brigade's scientific adviser. The outcome of these enquiries will be passed to the Area Performance Management Team who cover the Borough in which the incident occurred for appropriate action to be taken to either cancel the invoice or proceed with recovery of the debt.

## **4 Potentially chargeable special services (other than chemical incidents)**

### **Exceptions to charging**

- 4.1 Charges are to be made in respect of services rendered at incidents covered by paragraph 1.1 of this policy, except where:
- There is a danger of fire.
  - There are elderly, disabled or infirm persons involved.
  - Persons are in receipt of unemployment benefit (Jobseeker's Allowance), income support supplement or training grant.
  - Persons are full time students (at least 21 hours study per week for at least 24 weeks per year).
  - There are other humanitarian or safety reasons.

### **Action by Brigade Control**

- 4.2 An appliance will be mobilised to apparently urgent calls, except that a senior officer of at least station commander role will normally be mobilised to non-urgent requests for assistance at flooding incidents made by commercial or industrial undertakings to assess the situation before an appliance is despatched.

### **Running call to station**

- 4.3 Following notification to Brigade Control an appliance will attend.

### **Action by incident commander**

#### **Domestic premises - Identify responsible person**

- On arrival the incident commander will, unless a fire is evident or is reasonably believed to have broken out, establish the identity and status of the person requesting the service and record this on Form 2416.

#### **Commercial premises - Identify responsible person**

- When chargeable special services occur at commercial premises the identity and status of the person requesting assistance is to be ascertained and recorded on Form No 2416. A station

commander will normally have been ordered to flooding incidents at commercial premises before an appliance is sent.

#### **Domestic and commercial premises - Indemnity and undertakings to pay**

- Once the person's identity and status have been established adequately, he or she is to be advised that an undertaking indemnifying the Brigade against any damage caused and agreeing to pay any charge which may be made is required. Form No 2416 is to be used for this purpose.
- The incident commander is to ensure that the front page of the Form 2416 is completed legibly to show:
  - The type of service being requested.
  - The address of the incident.
  - The name and, where different from the incident, the address of the person requesting the service.
  - The rate of charge (this information is not required where no charge is to be made).
- The signature of the person requesting the service is then to be obtained, whether or not the service is chargeable, and the form countersigned by the incident commander in the presence of the signatory before any attempt is made to render a service. If the person refuses to sign the undertaking, no service is to be rendered by the Brigade.

#### **Assistance to persons under 18**

- 4.4 If the person requiring assistance appears too young to be required to sign the form of undertaking (under 18 years old), the incident commander is to use discretion as to whether assistance is given. Where it is, the individual's name and their parent's or guardian's name and address are to be obtained. This service will be considered humanitarian and will not attract a charge. In the event of the person being of an age or condition that requires supervision, the immediate assistance of the police should be requested.

#### **Use of Form 2416 at non-chargeable incidents**

- 4.5 Incident commanders are to ensure that both sides of Form 2416 are completed at all potentially chargeable special service incidents, whether a charge is to be made or not. A form is not required where no service is attempted except as set out in paragraph 4.8 below.
- 4.6 Form 2416 is to be completed at every special service incident which is to be classified as 'miscellaneous' when reported on the incident recording system regardless of whether a service is rendered. The remarks section of the form should be used to describe fully the type of service involved. The form need not be signed by the person requesting the service if no service is rendered.

#### **Exclusion from charge - humanitarian grounds**

- 4.7 If, in the opinion of the incident commander, a humanitarian reason exists for waiving the charge, this recommendation, together with brief supporting details, should be entered on the form. The decision to waive a charge will be taken by the relevant Borough Administration Team.

#### **Evidence to verify receipt of benefit or student status**

- 4.8 Where no charge is recommended because paragraph 4.1 applies, the incident commander should indicate on the form whether evidence to verify the claim had been witnessed. Full time students may be identified if the college identity card shows clearly that they are full time rather

than part time students. Alternatively, they may be able to produce a certificate issued by their college to enable them to claim exemption from council tax; this indicates their full time status.

### **Invoicing**

- 4.9 Form 2416 must be completed during the same shift and forwarded without delay to the Area Performance Management Team who cover the borough in which the incident occurred in order that the Brigade may comply with VAT regulations, which require invoices to be raised within 14 days of the service.
- 4.10 Those who have received assistance from the Brigade but whose circumstances do not fall within the criteria outlined in paragraph 4.1 will be sent an invoice. The Brigade's policy will be detailed in writing with the invoice to ensure that those entitled to receive a free service have an opportunity to seek the waiving of charges.

## **5 Policies affected**

- 5.1 Form 2416 (Rev 4) is to be used on every occasion an indemnity is required for any type of special service. All stocks of Forms 2416 and previous revisions are to be destroyed on receipt of Form 2416 (Rev 4).

## **6 Related information**

- 6.1 This policy should be read in conjunction with Policy number 663 – Shut in lifts – attendance reduction policy and Policy number 848 – Charging for AFAs.

# Document history

## Assessments

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

EIA	26/08/08	SDIA	L - 30/01/23	HSWIA	31/01/23	RA	N/A
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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
Page 3 Para 2.1	"pumping appliance" replaced with "operational vehicle"	28/04/2010
Page 3 Para 2.1	Service charges updated from 2005/06 to 2009/10 figures.	18/08/2010
Throughout Page 3 Para 2.1 Throughout	Policy reviewed as current, changes made as below. Service charges updated from 2010/11 to 2011/12 figures. Reference to Borough Teams replaced with Area Performance Management Teams.	27/04/2011
Page 3 para 3.1	PN527 has been replaced with PN796 .	20/02/2013
Page 8	SIA date added.	28/01/2014
Page 3 para 2.1 Page 7 para 6	The current year has been updated as well as the charges for special services. New paragraph 6 – Related information added.	19/02/2014
Page 2 Page 4 para 3.4 3.7 and 3.8	Information removed from the last paragraph on this page. Information from all three paragraphs has been removed please read to familiarise yourself with the content.	10/04/2014
Page 8	Subject list and FOIA exemptions tables updated.	22/12/2014
Page 3, para 2.1	Charges updated from £295 to £298. Reviewed as current.	07/07/2015
Page 3, para 2.1	Charges updated from £298 to £326. Reviewed as current.	22/04/2016
Page 3, para 2.1	Charging figures updated in line with 2017/18 charges. Reviewed as current.	22/05/2017
Page 3, para 2.1	Charging figures updated in line with 2018/19 charges. Reviewed as current with changes made.	07/06/2018
Throughout	Changes have been made to owner title, team and department names to reflect the abolition of the London Fire and Emergency Planning Authority, now replaced with the London Fire Commissioner.	16/11/2018
Page 3, para 2.1	Charges updated from £333 to £339.	20/05/2019
Page 3, para 2.1	Charges updated from £339 to £346.	19/06/2020
Page 3, Para 2.1	Charges updated from £346 to £364. Reviewed as current with no further changes.	01/12/2022
Page 3, para 2.1	Charges updated from £364 to £430.00.	03/05/2024



Page/para nos.	Brief description of change	Date
Page 3, para 2.1	Charges updated from £430 to £467.	20/05/2025

## Subject list

You can find this policy under the following subjects.

Incident management	Floods
Special services	Forced entry
Incident management	Mobilising
Civil disturbances	Event planning

## Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

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