

# **Norfolk Fire and Rescue Service's Publication Scheme**

## **What is a publication scheme?**

A publication scheme sets out the kinds of information that a public authority should make available. It is a commitment to routinely and pro-actively provide information to you.

The information should be easy for the authority and any individual to find and use.

## **Why does Norfolk Fire and Rescue Service have a publication scheme?**

Every public authority subject to the Freedom of Information Act 2000 (FOIA) is required to adopt and maintain a publication scheme which describes the information available and where you can find it.

Norfolk Fire and Rescue Service is provided by Norfolk County Council through the Norfolk Fire Authority. Norfolk County Council have a publication scheme, however, in conjunction with Norfolk County Council Norfolk Fire and Rescue Service has decided that as a public authority subject to the FOI Act it will adopt a publication scheme it its own right to improve ease of access.

The requirements for a publication scheme have been set up by the Information Commissioner's Office (ICO).

The ICO has outlined a model scheme that classifies information, states the way authorities can provide information and what they can charge for.

NFRS' publication scheme is based on the ICO model scheme.

## **The commitments of the scheme**

- To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.
- To specify the information which is held by the authority and falls within the classifications below.
- To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.

- To review and update on a regular basis the information the authority makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.

## **The classification of available information**

Available information is identified as being contained within a particular group. These groups are called classifications and there are seven of them that identify what kind of information should be made available:

- **Who we are and what we do** – information on our organisation, locations, constitutional and legal governance
- **What we spend and how we spend it** – financial information, tendering, procurement, income and expenditure
- **What our priorities are and how we are doing** – performance information, plans, objectives and strategy, audit inspections
- **How we make decisions** – policy and decision making processes, consultations
- **Our policies and procedures** – protocols, policies and procedures
- **Lists and Registers** – information required by law to be held, other lists held
- **The Services we Offer** – leaflets, service information, media updates, news, advice and guidance

## **Information that will not generally be published**

There are circumstances under which an authority would not be required to make information routinely available. These are when:

- the information is not held – there is no requirement to create information that does not exist
- disclosure of the information is protected by law – for example the exemptions provided by the Freedom of Information Act 2000 or personal data protected by the Data Protection Act 1998
- the authority cannot easily access the information – for example the information has been archived and is not readily available

Routinely published information should be available as part of an authority's normal business and the information should be easy to access through a website or be easily and quickly sent out by a member of the authority's staff.

## **Availability of information**

In some circumstances information will only be available by viewing it in person. Where this is the case our publication scheme will provide details of how to request a viewing of the information.

Information is provided in its original language. Where we are legally required to provide a translation, we will do so.

Provision of information will be made in accordance with any obligations under disability and discrimination laws and any other legislation.

## **Charging for information**

The majority of our information is freely available at no charge. Where this is not the case you will be told of any associated costs at the time of your request.

Information on our website will be free of charge.

Charges may be made for the provision information in relation to photocopies, postage or costs directly incurred as a result of viewing information.

Any such charges must be legally authorised, justifiable and in accordance with a published schedule of fees, and confirmation of the costs will be given before the information is provided.

## **The publication scheme**

The following pages list the classifications of information that will routinely be made available by Norfolk Fire and Rescue Service, how you can find or obtain the information and whether you would be charged for the information.

This list does not include everything that we hold but is intended to tell you about the minimum amount of information that will be available

## 1. Who we are and what we do

Organisational information, locations and contacts, constitutional and legal governance.

Type of information	Definition of information available	Notes	Format	Free or chargeable?
1.1 Structure of the authority	<p>Norfolk Fire and Rescue Service is provided by Norfolk County Council through the Norfolk Fire Authority. It is accountable to the Fire and Community Protection Panel at Norfolk County Council</p> <p>The Fire and Community Protection Overview and Security Panel reviews the effectiveness of policies and decisions after they have been made. These panels are populated by members of the Council who are not members of the Cabinet.</p>	<p>Details on the structure of Norfolk Fire and Rescue Service can be found in the <a href="#">Safety Plan</a>.</p> <p>Norfolk County Council Constitution <a href="#">Appendix 4</a>, section 3 (f)</p> <p>More information and past papers are available on the Norfolk County Council website <a href="#">Overview and Security Panel</a> pages</p>	Phone or write to request a copy	Free
1.2 Staff structure of the authority	<p>Our staff numbers, recruitment information, current vacancies and chief officer's details are included on the website.</p>	<p>An organisation chart is included at Appendix 1 of the <a href="#">Safety Plan</a></p>	Website Hard copy	Free Free
1.3 Contact information	<p>Some of our fire stations are open to the public during office hours or can be contacted for further information.</p>	<p>For general enquiries you can contact us by email, letter, phone call or by clicking <a href="#">contact us</a> for contact details of</p>	Website Hard copy	Free

	<p>These are:</p> <p>Headquarters: Whitegates, Hethersett.</p> <p>Norwich Area Office: Bethel Street, Norwich.</p> <p>Kings Lynn Area Office: Kilhams Way, Kings Lynn.</p> <p>Great Yarmouth Area Office: Friars Lane, Great Yarmouth</p> <p>Thetford: Norwich Road, Thetford</p> <p>Fakenham: Norwich Road, Fakenham</p> <p>Sprowston: Chartwell Road, Norwich</p> <p>North Earlham: Ivy Road, Norwich</p>	<p>Headquarters.</p> <p>You can also use these methods to contact us with a complaint, compliment or comment.</p> <p>Phone: 01603 810351</p> <p>Email: hq@fire.norfolk.gov.uk</p> <p>Letter: Brigade Headquarters Whitegates, Hethersett, Norwich, NR9 3DN</p>		
1.4 Geographical area of operation	<p>Norfolk is Britain's 5<sup>th</sup> largest county with an area covering 2,074 square miles and a population of approximately 850,800.</p> <p>Norfolk Fire and Rescue Service has 41 fire stations and each year we receive 20,725 emergency calls and attend 10,454 emergency incidents</p> <p>Fire and Rescue Service operates within the boundaries of the county of</p>	<p>Our locations can be found on our website by clicking <a href="#">Locations</a>. Click the place-names on the map for details about each station.</p>	Website	Free

	<p>Norfolk, however there are occasions when we give assistance to neighbouring counties.</p> <p>Norfolk Fire and Rescue Service is also a member of the East of England Fire and Rescue Authority Regional Management Board which helps the Services in our region work together.</p> <p>Fire and Rescue Authorities across the country also work closely with Communities and Local Government. They have responsibility for Fire and Resilience.</p>		<p>Website</p> <p><a href="http://www.communities.gov.uk/fire/">http://www.communities.gov.uk/fire/</a></p>	Free
1.5 General outline of responsibilities	<p>Norfolk Fire and Rescue Service core functions are: to respond to emergency calls; to reduce the risk of fires and other incidents through community safety education; to give Community Fire Protection advice; and to enforce legislation when necessary.</p>	<p>Details on how we carry out these core functions are on our website</p>	<p>Website</p> <p><a href="#">Norfolk Fire &amp; Rescue Service</a></p>	Free
<b>2. What we spend and how we spend it</b>				
Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.				
<b>Type of information</b>	<b>Definition of information available</b>	<b>Notes</b>	<b>Format</b>	<b>Free or chargeable?</b>

<p>2.1 Revenue budget and capital expenditure plans</p>	<p>Our budget, how we are funded and plans for capital expenditure.</p> <p>Annual Statement of Accounts.</p>	<p>The budget is contained in section 1.3.5 of the <a href="#">Safety Plan</a></p> <p>The <a href="#">Annual Statement of Accounts</a> is published after the end of each financial year once accounts have been closed and finalised.</p>	<p>Website <a href="#">Norfolk Fire &amp; Rescue Service</a></p> <p>Hard copy</p> <p>Website <a href="#">Norfolk County Council accounts</a></p>	<p>Free</p> <p>Free</p> <p>Free</p>
<p>2.2 Expenses and allowances that can be claimed including those paid to members of the Authority and senior officers</p>	<p>Senior officers may claim expenses in line with Norfolk County Council procedures and limits.</p>	<p>Each month the <a href="#">expenses</a> for all senior staff in Norfolk County Council are published on the council website. This includes expenses paid to the Chief Fire Officer.</p>	<p>Website <a href="#">Norfolk County Council expenses</a></p>	<p>Free</p>
<p>2.3 Procurement procedures</p>	<p>Information on tendering and procurement processes, contractual information and suppliers.</p>	<p>Information about procurement procedures can be found here <a href="#">Supplying the Council</a>.</p> <p>NFRS follow the financial procedures of Norfolk County Council details of which can be found contained within the <a href="#">Council constitution</a> at section 15 and Appendix 16.</p>	<p>Website</p>	<p>Free</p>

2.4 List of contracts and value	Information about our current contracts is under development and will be made public in the future.	Norfolk County Council contracts are made available on the website <a href="#">Contracts Database</a>	Website	Free
2.5 Internal financial regulations and delegated authority	As a part of Norfolk County Council, Norfolk Fire and Rescue Service follow the standards and procedures of the council.			
<b>3. What our priorities are and how we are doing</b>				
Strategies and plans, performance indicators, audits, inspections and reviews.				
<b>Type of information</b>	<b>Definition of information available</b>	<b>Notes</b>	<b>Format</b>	<b>Free or chargeable?</b>
3.1 Strategic plan, business plan, aims and objectives	Norfolk Fire and Rescue Service <a href="#">Safety Plan</a> and explanation guide.  <a href="#">Norfolk County Council Plan</a>	The Safety Plan usually spans 3 years and is updated every third year.  Norfolk County Council Plan is available on the website	Website Hard copy  Website	Free Free  Free
3.2 Reports by external inspectors	The Audit Commission provides independent information on local issues in England. This includes assessments of each area, of different local public services and a wide range of information on how	The Audit Commission has conducted an assessment for our area, you can view the results on the website <a href="#">Oneplace</a>	Website	Free

	these public services are performing.			
3.3 Joint strategies	<p>Regional Management Board</p> <p>USAR</p>	<p>As a region, East of England also has a Regional Management Board of which Norfolk Fire and Rescue is a member together with Suffolk, Cambridgeshire and Peterborough, Luton and Bedfordshire, Essex and Hertfordshire.</p> <p>To deal effectively with large-scale incidents, the UK Government developed a new resource, termed the '<a href="#">New Dimension' Urban Search And Rescue (USAR) capability</a>.</p> <p>Part of a £200m development programme, the USAR Project is made up of 20 units across England and Wales and is aimed at delivering an advanced search and heavy rescue capability to the fire and rescue service.</p> <p><a href="#">Norfolk Fire and Rescue Service's USAR unit</a> is one of the 20 host services.</p>	Website	Free
3.4 Statistical information	National statistics that show how we have performed in a number of	National statistics are provided by the Department for		

	areas.	Communities and Local Government and can be seen on their website <a href="#">CLG national statistics</a>  <a href="#">Statistics</a> on incidents attended for the preceding 3 years 06/07, 07/08, 08/09 and a brief overview of incident types  Performance against emergency standards <a href="#">most recent figures</a>		
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#### 4. How we make decisions

Decision making processes and records of decisions, internal criteria and procedures, consultations. Policy proposals and decisions.

Type of information	Definition of information available	Notes	Format	Free or chargeable?
4.1 Background papers for meetings open to the public	Meetings of Norfolk County Council and its committees are held at County Hall, Martineau Lane, Norwich.  Norfolk County Council has a wide range of committees and panels and, as a matter of policy, papers are made available on the <a href="#">Norfolk County Council website</a> .	A person resident in Norfolk may attend meetings of Overview and Scrutiny Panels and, by giving two working days notice, may ask any question on any matter in respect of their remit.	Website	Free
	The agenda and supporting papers	Panel members and papers	Website	Free

	are posted on the website 7 days before the meeting, minutes of the meeting are posted on the website once they have been agreed.	are on the page for the <a href="#">Fire and Community Protection Overview and Scrutiny Panel</a> .  Some information considered at Norfolk County Council meetings is confidential or exempt under the Local Government (Access to Information) Act 1985 and is not included in the publication scheme.		
4.2 Public consultations	Current consultations being undertaken by Norfolk County Council.  Other consultations carried out by Norfolk Fire and Rescue Service are publicised on our own website as and when applicable.	Current consultations on which you may comment are listed on <a href="#">Norfolk Consultation finder</a>  Norfolk Fire and Rescue Service <a href="#">Consultation page</a>	Website	Free  Free
<b>5. Our policies and procedures</b>				
Current written protocols, policies and procedures for delivering our services and responsibilities.				
<b>Type of information</b>	<b>Definition of information available</b>	<b>Notes</b>	<b>Format</b>	<b>Free or chargeable?</b>
5.1 Policies and procedures for the provision	Information about how we deliver services.	Our <a href="#">Safety Plan</a> and explanation guide gives this information	Website	Free

of services	Enquiries made under the Freedom of Information Act 2000 are dealt with according to Norfolk County Council's policy.	Visit the Council website for <a href="#">Freedom of Information, Data Protection</a>	Website	Free
5.2 Policies and procedures about the employment of staff	<p>All staff will be covered by the policies and procedures of Norfolk County Council. These will be available on the Norfolk County Council website in due course.</p> <p>The Norfolk Fire and Rescue Service website contains information on recruitment, the kinds of role available and current vacancies</p>	<p>You can find out more about <a href="#">becoming a firefighter</a> or <a href="#">working in control</a> on our website.</p> <p>Click for a link to our <a href="#">current vacancies</a></p>	Website	Free
5.3 Customer service	<p>Information on customer care standards to be followed by staff when speaking to or handling an enquiry from a member of the public.</p> <p>Information on compliments and complaints including what to do if you are not satisfied with the outcome of a complaint.</p>	<p>Norfolk Fire and Rescue Service is committed to the Norfolk County Council <a href="#">customer care standards</a>.</p> <p>Those specific to fire and rescue are on page 19.</p> <p>Norfolk County Council website to <a href="#">Have Your Say Contact Us</a> page to find out how to make a Complaint, compliment or comment.</p>		
5.4 Records	Data Retention, Storage, Archive and	This information is not currently		

management and personal data policies	destruction Guides Information security policies.	available but will be published in due course.		
5.5 Charging regimes and policies	Freedom of Information and Subject Access Requests.  Fire Investigation Reports for Insurance purposes	Freedom of Information requests are provided free of charge in most circumstances.  The <a href="#">schedule of charges</a> lists when a charge would be made and what the cost would be.  A charge for each Incident Recording System (IRS) report supplied £46.00. (No VAT charged for this service).  A copy of the report submitted by the Fire Investigation Team at the conclusion of the investigation.  A charge for each Fire Investigation Team Report supplied £78.00. (No VAT charged for this item).		
<b>6. Lists and registers</b>				
Information held in registers required by law and other lists and registers relating to the functions of the authority.				
<b>Type of</b>	<b>Definition of information available</b>	<b>Notes</b>	<b>Format</b>	<b>Free or</b>

information				chargeable?
6.1 Registers open to public inspection (and arrangements for access to the contents)	The current registers of prohibition, improvement and enforcement notice registers issued under the Regulatory Reform (Fire Safety) Order 2005 by NFRS. The registers are maintained under the Environment and Safety Information Act 1988 and contains a summarised version of the notices issued except where the person served has successfully applied for trade secrets to be protected from disclosure.	Available for inspection on request. Inspection can only be made in person.  Applications to be made in writing to:  Fire Safety Administration Fire Intelligence Unit Brigade Headquarters Whitegates, Hethersett, Norwich, NR9 3DN	By inspection in person only	Free
6.2 Register of members' interests	Norfolk County Council Members have adopted and signed up to abide by a <a href="#">Code of Conduct</a> governing their behaviour.	The Code sets out a number of general obligations expected of members. It also requires all members to complete a registration form to register a range of personal interests and to declare these and other interests in any matters that come before them for consideration.	Website	Free
6.3 Register of gifts and hospitality	The <a href="#">Register of Member's Interests</a> is available for inspection during office hours.	This register is held at Norfolk County Hall, Martineau Lane, Norwich and may be viewed on appointment during office	By inspection in person only.	Free

		<p>hours.</p> <p>Appointments to be made with Member Services Officer in Democratic Services by phone or in writing.</p> <p>All employees of Norfolk Fire and Rescue Service, as employees of Norfolk County Council, must adhere to the council policies. This includes a duty to declare any gifts or hospitality and record them with Democratic Services. These are available to the public for inspection through the Democratic Services office at County Hall.</p>		
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**7. The services we offer**

Information about the services we offer, including booklets and leaflets, advice and guidance, transactions and media releases and newsletters. Generally this is an extension of part of the first class of information. While the first class provides information on the authority's roles and responsibilities, this class includes details of the services the authority provides.

<b>Type of information</b>	<b>Definition of information available</b>	<b>Notes</b>	<b>Format</b>	<b>Free or chargeable?</b>
7.1 Information about the provision of the authority's	Norfolk Fire and Rescue Service provide emergency response including major incidents, community fire safety, fire prevention guidance			

<p>services</p>	<p>and emergency planning.</p> <p>Under the Provisions of the Petroleum (Consolidation) Act 1928, it is an offence to keep petrol (at petrol filling stations) without a petroleum licence being in force. Petroleum licences are granted by the local petroleum licensing authority (PLA).</p> <p>Norfolk Fire and Rescue Service are the enforcing PLA authority in the County of Norfolk.</p>	<p>Visit the website for more information about <a href="#">Petrol licensing</a></p>	<p>Website</p>	<p>Free</p>
<p>7.1 Fire Service Reports on major incidents</p>	<p>A major incident is usually followed by a <a href="#">Fire Investigation</a>. Fire Investigation Reports are not made public as a matter of course, however they can be made available if requested by a professional organisation such as an insurance company or solicitor.</p> <p>The requestor must tell us who they are and why they need the report and they must have a legitimate</p>	<p>Relevant organisations should contact:</p> <p>Fire Safety Administration  Fire Intelligence Unit  Brigade Headquarters  Whitegates, Hethersett,  Norwich, NR9 3DN</p>		

	<p>reason for making the request.</p> <p>A scale of charges applies for supplying these reports.</p> <p>You can keep track on our current incidents on our website</p>	<p>Information about the charges are contained in the document called 'Special services charges' and 'SSE costs table'.</p> <p>Go to our <a href="#">Live Incidents</a> section.</p>		
7.2 Services for which the authority is entitled to recover a fee, together with those fees	<p>Situations in which Norfolk Fire and Rescue Service will charge to provide a non-emergency service. These are known as special services.</p>	<p>Information about our special services and the charges are contained in the document called 'Special services charging' and 'Special services charging schedule'.</p>	Website	<p>Information about charges themselves is free, see Special Services charges document for other costs</p>
7.3 Regulatory responsibilities and procedures	<p>We take enforcement action when we believe that public safety is being put at risk in buildings. This is governed by the Regulatory Reform (Fire Safety) Order 2005 which came into force on 1 October 2006.</p> <p>The Order imposes fire safety duties on non-domestic premises including all workplaces and houses in multiple</p>			

	<p>occupation.</p> <p>Norfolk Fire and Rescue Service is an 'enforcing authority' for the purposes of the Order and our responsibilities are to enforce any provision or regulation that falls within the Order.</p>			
7.4 Leaflets and explanatory booklets	<p>Current advice and guidance on fire safety for the home or business, produced for the public.</p> <p>Guides can be read on screen or printed out and are available in a range of languages.</p>	<p>Our website contains a range of information and downloadable leaflets for all aspects of <a href="#">Prevention and protection</a></p> <p><a href="#">Fire safety in the home</a></p> <p><a href="#">Fire safety in business</a></p> <p><a href="#">Training</a></p> <p><a href="#">Community fire safety.</a></p> <p><a href="#">Youth development</a></p>	Website	Free
7.5 Media releases	<p>Our current <a href="#">media releases</a> are also included on our website.</p>		Website	Free