



West Yorkshire  
Fire & Rescue Service

# Operational Procedure No:16 Special Service Calls



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**Making West Yorkshire Safer**  
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## 2 Knowledge Check

Firefighters should have an understanding of all the information within this procedure. However, they must have a good working knowledge of the following:

- [Tactical Guidance.](#)
- [Operational Guidance.](#)
- [Charging Policy.](#)
- [Appendix A Aide Memoir Procedure for SSC's.](#)
- [Appendix B Guidance on Charging Policy for Common Special Services.](#)

WC's/CC's should have an understanding of all the information within this procedure. However, they must have a good working knowledge of the following:

- [Tactical Guidance.](#)
- [Operational Guidance.](#)
- [Charging Policy.](#)
- [Appendix A Aide Memoir Procedure for SSC's.](#)
- [Appendix B Guidance on Charging Policy for Common Special Services.](#)
- [Appendix C Notes for Completion of SSC Forms.](#)
- [Appendix D Form 701 Special Services Report.](#)
- [Appendix E Form 701 C Special Service Report](#)
- [Appendix F Form 701 A.](#)

FDS Officers/TRO should make themselves aware of the following:

- [Tactical Guidance.](#)
- [Operational Guidance.](#)
- [Charging Policy.](#)
- [Appendix A Aide Memoir Procedure for SSC's.](#)
- [Appendix B Guidance on Charging Policy for Common Special Services.](#)
- [Appendix C Notes for Completion of SSC Forms.](#)
- [Appendix D Form 701 Special Services Report.](#)
- [Appendix E Form 701 C Special Service Report](#)
- [Appendix F Form 701 A.](#)

### 3 Introduction

Section 19 of the Fire and Rescue Services Act 2004 (The 2004 Act) allows the Secretary of State, following consultation, to set out by order the services for which a Fire and Rescue Authority (FRA) may charge, and the persons who may be subject to that charge. These issues are further clarified by Statutory Instrument 2305.

The 2004 Act increases the number of statutory duties placed upon FRA's and widens the scope for the range of services that may attract a charge. However, FRA's are prohibited from making a charge for: -

- Extinguishing fires or protecting life and property in the event of fires (except at or under the sea)
- Emergency medical assistance

When personnel and equipment of West Yorkshire Fire and Rescue Service (WYFRS) are employed for services other than fire fighting, those services will be referred to as a Special Service Call (SSC) and may be either emergency or non-emergency.

It is of the utmost importance that the only non-emergency SSC's undertaken are those that are deemed to be appropriate to the role and integrity of the Fire and Rescue Service (FRS). Personnel should be discouraged from performing services that clearly fall within the remit of other trades or organisations.

## **4 Levels of Response**

### **4.1 Response to Emergency Special Service Calls**

Any request to save life, to carry out rescue operations, or to prevent harm to persons, animals, or the environment will be responded to immediately with the appropriate attendance. A response will also be made to prevent serious property or financial loss where the service provided does not fall within the remit of other trades or organisations.

### **4.2 Response to Non-Emergency Special Service Calls**

Other, less urgent services, falling within the scope of the 2004 Act, may be provided subject to the exigencies of the Service. A FDS Officer/Station Manager will normally be instructed to attend in the first instance to determine whether or not a response is appropriate. If a response is to be made the FDS Officer/Station Manager will assess the situation, determine the level of response, and inform Control for mobilisation purposes.

If the information gained during the initial call is such that the immediate response of an appliance(s) is appropriate, Control may use discretion to mobilise immediately without the prior attendance of an officer. The service would then be treated as an emergency.

Appliances mobilised to a non-emergency SSC should be driven at normal road speed without the use of visual or audible warning devices.

The current PDA for a SSC can be found [in Operational Procedure No.1A- Mobilisation and Roles of Incident Ground Resources Appendix 1 Pre-Determined Attendances.](#)

[Knowledge Check](#)

## 5 Tactical Guidance

The Incident Commander (IC) at a SSC is responsible for all WYFRS personnel and equipment. The IC should co-operate fully with other services present and take advice that may be available from specialists from other agencies.

Officers should familiarise themselves with Section 44 of the 2004 Act which relates to the 'powers of firefighters in an emergency etc.' Ultimately these powers will, in certain circumstances, extend to a SSC. This includes entering premises or vehicles by force where to do so would be in the public or environmental interest. In such cases powers may also extend to closing a highway, stopping and regulating traffic, or restricting the access of persons to premises or places. However, where time allows, close liaison with the Police must be the normal course of action.

The IC's tactical plan may cause damage that is necessary to assist in a rescue.

In such circumstances, where proportional and necessary damage is caused to property, the owner is unlikely to make a successful claim against WYFRS. However, they may have cause to seek compensation from the person rescued or owner of a rescued animal.

IC must ensure they enter details on the Incident Reporting System (IRS) notes. This will assist the WYFRS Corporate services to appropriately deal with any claims/complaints arising from such incidents.

### 5.1 Risk Assessment

When undertaking a SSC particularly in non-emergency situations or those involving animals, ICs must conduct a Dynamic Risk Assessment (DRA) and an Analytical Risk Assessment (ARA), see [Operational Procedure No 1- ICS](#), to identify and record all hazards prior to the commencement of operations. This will ensure that the risk under which they are placing their personnel is not greater than the benefits that would be derived from the service that is being undertaken. If the risks outweigh the benefits then the service should not be undertaken until a safe system of work can be established

## 6 Operational Guidance

### 6.1 Road Traffic Collisions (RTC's)

The majority of RTC's are non-chargeable as they form part of WYFRS's core functions, however some may involve commercial vehicles carrying hazardous substances. In such cases it may be appropriate for the WYFRS to 'stand by' at the scene after performing any rescues, or assist in making the area safe. This latter stage of the incident is deemed to be chargeable.

### 6.2 Lift Rescues

The release of persons trapped inside a defective lift cabin is deemed to be a chargeable service. The charge will be issued to the owner(s) of the lift, or the occupier(s) of the building within which it is situated (see [Appendix B.](#)) The IC must enter onto form 701 the name of the owner/occupier and the full and proper address of the building in which the incident took place. Where the owner does not occupy the property every effort should be made to determine his/her address and this should be recorded on form 701 in addition to the incident address. It is not necessary to provide details of the person(s) released from the defective lift cabin. Rescuing occupants of defective lift cars is a statutory duty for the FRS. As such there is no requirement to obtain a signature or complete form 701A (see [Section 6](#)).

A signature may be sought from the warden or person in charge of the building if available.

### 6.3 Incidents involving Bariatric Casualties

Persons above 20-25 stone/125-160kg are potentially classed as Bariatric and their physical make up or any mobility issues will have a direct bearing on how incidents are managed.

Yorkshire Ambulance Service (YAS) has an obligation under health and safety legislation to have in place safe systems of work and equipment to protect and assist their personnel whilst carrying out the movement of Bariatric persons.

Therefore, WYFRS will only attend when structural intervention and/or specialist techniques are required under the following circumstances:-

- At life-threatening incidents where specifically requested by YAS/HART/Police crews already in attendance.

These incidents will be classed as humanitarian and treated as a non-chargeable SSC. At such incidents a Technical Rescue Officer (TRO) and the Technical Rescue Team (TRT) will be mobilised simultaneously. Crews will play a full part in both the structural intervention work required and the rescue of the casualty.

YAS will be responsible for recovering costs of 'making good' and post incident security.

## **6.4 Deceased bariatric body recovery**

WYFRS have no statutory duty to provide assistance with deceased bariatric body recovery and will not normally be required to assist with:-

- Access/egress
- Structural intervention
- Equipment and personnel for the movement of bodies
- Any other assistance in recovery operations

If WYFRS receive a SSC request to assist with deceased bariatric body recovery a TRO will be mobilised to authorise any attendance. Requests will only be considered from the coroner or undertaker who will be charged.

## **6.5 Persons trapped in machinery**

A call for assistance for persons trapped in machinery will attract a pre-determined attendance of the nearest pump, the TRT and a TRO.

For incidents of this nature a SSC charge will not normally be made where the service is of a humanitarian nature (i.e. the rescue or protection of persons and/or animals from danger) in an emergency situation.

## **6.6 Lifting of incapacitated persons**

The lifting of an incapacitated person in an emergency medical situation, or to prevent that person from coming to harm in the short term is a humanitarian, non-chargeable service. In non-emergency cases the request should be treated as in [Section 3.2](#). Personnel should be wary of attending several incidents of this nature at the same address. Where this becomes apparent, they should report their concerns to their Station Commander who may involve other agencies (social services etc).

## **6.7 Hazmat Incidents in public, private and commercial premises**

Where appliances are mobilised to non-fire hazmat incidents, and a Special Service is subsequently provided, costs will be recovered. This type of incident will be an emergency SSC and where possible, the IC should try to establish contact with a responsible person from the company or premises involved before leaving the incident ground. That person should sign Form 701A and be issued with a scale of charges Form 701B. The IC should advise them that an invoice will be forwarded from WYFRS headquarters in due course, with full details of costs incurred. If a responsible person is not available to provide a signature, the IC should annotate Form 701 accordingly and costs will be recovered on the basis of a statutory charge (see [Section 5.1 RTC's](#)).

## **6.8 Fuel Spills**

Major or commercial spills of fuel in/on public, private or commercial premises are deemed to be a chargeable service and costs will be recovered. An example of such an incident would be a delivery tanker spilling petrol on a filling station forecourt. All such incidents are treated as emergencies.

Minor, non-commercial leaks of fuel in a public place will also be classed as an emergency and will not attract a charge. Although the quantity of fuel involved in this type of incident may be relatively small, it could pose a serious fire risk to the public if it is petrol. An example of this type of incident may be petrol leaking from a private car parked in a public car park. Additionally, petrol or diesel spills may also create an environmental hazard. Because the incident is classed as an emergency SSC, an immediate attendance will be made.

## **6.9 Dealing with Fumes/Vapours/Gas Leaks**

Requests are often received to attend and investigate premises where there are fumes or vapours present such as 'investigating a smell of petrol or gas.' A Hazardous Materials Environmental Protection Officer (HMEPO) will normally attend such incidents first to determine if the fumes or vapours are hazardous. If so, the officer will determine the appropriate level of response required and inform Control.

This is deemed to be a chargeable service and costs will be recovered where possible. Often the source of fumes/vapours is traced to a location remote from where it was first reported. Where a definitive source of the contamination can be determined, the charges will be levied against the person or organisation responsible for the source. When the source cannot be located, no charges will be raised.

## **6.10 Rescue of Animals**

Requests may be received to assist in the rescue of animals. For further information, see [Operational Procedure No- 09 Animal Rescues](#).

Owner's details including name, address and signature must be obtained if the owner is in attendance for the completion of the Special Services Report Form FS 701 and 701A.

## **6.11 Domestic Flooding**

Domestic flooding is a chargeable service and a signature must be obtained on Form 701A before the service is commenced. Most domestic insurance policies cover this type of occurrence. Even where it becomes apparent that occupiers do not possess any insurance, a signature must still be obtained on Form 701A. The IC must not give any indication or guarantee that a charge will not be levied. Any mitigating circumstances should be reported as in section 5.1. It should be noted that despite the extended powers afforded to operational personnel by the 2004 Act, dealing with this type of incident would not be for the wider benefit of the general public or environment. Therefore, the IC should request and await the arrival of, the Police before attempting any forced entry into a property where the owner is absent.

## **6.12 Persons Locked In/Out**

The release of persons locked inside premises will be classed as a humanitarian service and as such will be non-chargeable.

Requests may be received to provide access to locked premises. Where such requests are clearly of a non-emergency nature they should be passed to the Police.

At the request of the Police, and in the presence of a Police Officer, this service may then be undertaken. Subject to information obtained by the caller/Police, an initial attendance will normally be made by a Flexi Duty System(FDS) officer (see [section 4.2](#)). If the officer deems it appropriate, any subsequent service provided by operational crews will be chargeable to the owner/occupier of the premises. Occasionally, requests may be received to provide access to locked premises in emergency circumstances.

Such requests will attract an immediate attendance. The IC should carefully assess the situation to determine if an emergency situation does indeed exist. Notwithstanding this, the applicant must still be informed that this is a service for which a charge may be made, and a Form of Application (701A) completed as soon as possible. If necessary, the IC should annotate the form appropriately and submit it in accordance with [Section 7.1](#).

## **6.13 Calls to Dangerous Structures**

Initially, this type of incident will be treated as a non-emergency. The FDS Officer attending the incident will decide whether an attendance from WYFRS is necessary, or will advise the owner, occupier or Police of the action to be taken. Any action taken by WYFRS will be chargeable. The responsibility of securing property and maintaining it in a safe condition rests with the owner. Provision is made in Section 58 of the Public Health Act 1936 for a Local Authority to take the appropriate action necessary to prevent danger to persons from buildings or structures. The Local Authority Building Control Surveyor will usually exercise such power.

## **6.14 Requests from West Yorkshire Police**

Any request for assistance from WY Police will usually be accommodated and any equipment requested by the Police will be made available subject to the operational exigencies of the Service. Where safe to do so, such equipment may be positioned by WYFRS personnel for use by WY Police personnel. Joint operations of this type involving both Emergency Services will be non-chargeable. The IC must ensure that a full, dynamic risk assessment is carried out before the service is performed. The safety of WYFRS personnel during the performance of this type of service must never be compromised.

## **6.15 Use of Water for SSC's**

When it is necessary to take water from public hydrants in connection with a SSC, the person requesting the service must obtain prior permission from the relevant water company. The permission must be obtained in writing and should state the quantity of

water that may be taken. The IC must see this written permission prior to undertaking the service, which is chargeable.

Whenever water is provided for the purpose of a SSC the attention of the applicant should be drawn to the conditions of acceptance on Form 701A, in particular,

**Quote: 'The Fire and Rescue Service accepts no responsibility for the purity of water carried or supplied for domestic or other reasons.'**

Where services involving prolonged pumping operations are required, the use of a pumping appliance should be avoided and portable equipment used where possible.

#### **6.16 Water (Drinking)**

Drinking water for human consumption should not be supplied unless required by the relevant water company, or government authority. Persons requesting a supply of drinking water should be advised that they may make application for such a supply to the appropriate water company. They may be given the name and address of the water company plc. and their telephone contact number.

#### **6.17 Water (Non-Drinking)**

If it is quite clearly stated in writing that the water is not required for human consumption but for other domestic use, and the person requiring the service has obtained approval of the Environment Agency or the relevant water company, the request may be submitted to the First Call Officer for approval. A record of the amount of water used will be maintained and the Environment Agency/water company informed after the completion of the service. It should be made clear to the originator of the request, that water supplied for domestic use of this nature will not, under any circumstances, be delivered into domestic water systems or wells from which drinking water might conceivably be obtained. Forms 701 and 701A should be completed and signed to this effect.

#### **6.18 Polluted Water**

Requests to pump polluted water are to be discouraged and must not be undertaken without prior approval of the First Call Officer unless, following a dynamic risk assessment, it is deemed necessary by the IC to take immediate action to prevent serious loss. On return to station the pump and associated equipment must be thoroughly cleaned and flushed through.

#### **6.19 Pumping Water (Carbon Monoxide Poisoning)**

Operational personnel must remain vigilant when using equipment with a combustion engine. There is a potential for dangerous levels of carbon monoxide (CO) accumulating in poorly ventilated areas.

Personnel must also be aware of the potential of dangerous levels of CO accumulating in areas which may not be directly involved in operations e.g. entrainment into nearby ventilation systems.

A risk assessment must be carried out prior to using the equipment, paying particular attention to the adequacy of ventilation. Personnel must give consideration to the use of alternative equipment to avoid the build up of CO.

If a combustion engine must be used in an enclosed area then effective control measures must be implemented prior to use.

## **6.20 Recharging of BA Cylinders/Compressed Air Cylinders**

Private individuals and industrial/emergency organisations may, on occasions, request the recharging of air cylinders. All new requests for this type of service should be made to the First Call Officer, who will determine if the use of WYFRS resources is appropriate. The refilling of cylinders must always be performed on a chargeable basis.

Under no circumstances should a cylinder be refilled where the applicant cannot provide a current and official hydrostatic pressure test certificate for the cylinder in question.

## **6.21 Special Service Requests Made Directly to Fire Stations**

Requests for a non-emergency SSC that are made directly to a fire station may be accommodated, subject to operational exigencies. The type of service requested must be appropriate to the WYFRS and prior approval must be obtained from the First Call Officer before any undertaking is given to perform the service in question.

If approved, the service may only be provided subject to the prior completion of the Form of Application (701A).

Where it is apparent to the Station Manager/Watch Manager that an immediate turnout would enable serious loss to be averted, there will be no requirement to contact the First Call Officer. Control should be informed of an emergency SSC and be provided with the incident details.

Requests for a non-emergency SSC that are made directly to a fire station may be accommodated, subject to operational exigencies.

The type of service requested must be appropriate to the Fire and Rescue Service and prior approval must be obtained from the First Call Officer before any undertaking is given to perform the service in question.

If approved, the service may only be provided subject to the prior completion of the Form of Application (701A).

### [Knowledge Check](#)

## 7 Charging Policy

The overwhelming majority of SSC's will fall into one of two categories:

- Chargeable.
- Non-chargeable.

However there will be occasions where, at a single incident, a proportion will and a proportion will not be chargeable. The IC must assess each incident individually to determine the scale of charges to be issued (see [Section 5](#) and [Appendix B](#) for examples). With the exception of the prohibitions referred to in Section 1, all SSC's are potentially chargeable. However, a charge will normally not be made where the service is:

- Of a humanitarian nature (i.e. the rescue or protection of persons and/or animals from danger) in an emergency situation. The only exception to this is the rescue of a person(s) trapped in a defective lift car. This service will attract a charge.
- To give practical assistance to the community during periods of extreme environmental conditions (e.g. wide area flooding, tornados, etc.).
- Provided in response to a reasonable\* request from a charitable organisation.
- Provided to make safe minor, non-commercial spills of petrol or diesel in a public place.
- Provided in response to a reasonable\* request from other emergency services.

\*Reasonable - There will be occasions when requests are received where it would be more appropriate for another organisation to provide the service. Additionally, other requests may be received to perform a service that would take a disproportionate amount of time and/or physical resources to achieve. Operational exigencies of the Service must always be given priority and where there is any doubt as to what may constitute a 'reasonable' request; the First Call Officer should be contacted for further guidance.

### 7.1 Reporting of SSC's and Guidance on Charging

An operational Special Services Report Form 701 (see [Appendix D](#)) should be completed on all occasions when a SSC is carried out; with the exception of RTC's, as these are now part of WYFRS's core functions. In these circumstances the incident should be recorded as a SSC on the IRS only.

In addition to Form 701, a Form of Application (701A appendix F), and a Scale of Charges (701B [Appendix G](#)) must be issued where necessary. Forms 701, 701A and 701B will be carried on all appliances and kept at all stations.

Form 701A is a pre-carbonated sheet in duplicate. In all circumstances where a signature is requested on Form 701A, the applicant must be informed that a charge will be made for the services provided before they sign the form and before any action is taken by WYFRS. The top copy is handed to the applicant after they have signed it, and the bottom copy is attached to Form 701.

Whenever an applicant signs Form 701A they must also be provided with a Scale of Charges (Form 701B) and guidance given where appropriate. With the exception of the circumstances listed below, the completed paperwork is to be forwarded via the Station Manager, to the Finance Section at WYFRS headquarters.

Emergency SSC's will usually fall into either the chargeable or the non-chargeable category; although there may occasionally be a combination of both (see [Appendix B](#)). The IC will always deal with an emergency situation immediately, even where the service provided is of a chargeable nature (e.g. Chemical spillage on public highway).

SSC's of this type are performed in the public and/or environmental interest, which, from a legal standpoint, allows a WYFRS to make a statutory charge, irrespective of any request to carry out the service by an owner/occupier, etc. Even though a signature will not be required at such incidents, the IC should make every effort to obtain one after the incident and/or provide as much information as possible on Form 701. This will help determine who is responsible for payment and therefore assist in cost recovery.

The vast majority of non-emergency SSC's are performed at the request of an individual or organisation (e.g. domestic flooding.) In such cases the established procedure of obtaining a signature on form 701A from the applicant should be followed, where by the signature forms the basis of a consensual arrangement and the paperwork is effectively recording the agreement in the event of a later dispute. For a non-emergency SSC a signature must always be obtained from the applicant in advance of the service being provided.

There may be occasions where, on arrival at a SSC that has been requested on a non-emergency basis, the IC determines that the service required needs to be performed immediately in the public or environmental interest. In these circumstances the service will be treated as an emergency SSC. Where the incident takes place on private property personnel must familiarise themselves with Section 44 of the Fire Services act) in case they experience any difficulty in gaining access to the scene.

On occasion, a request may be received from someone without a permanent, local, address: e.g. travelling show people, circus, etc. In such instances the applicant or representative of the organisation requesting the service must, in addition to signing Form 701A provide an official order in writing detailing the full address of their registered office.

Occasionally, a service is provided that would normally attract a charge where the IC may be of the opinion that, due to '*mitigating circumstances*', the charges should be waived. Under no circumstances should any undertaking be given to the applicant regarding the possibility of a charge not being made.

A signature must still be obtained on form 701A and the IC should indicate clearly on Form 701 the reason for making the recommendation to waive the charge.

The form, suitably annotated by the respective Station Manager, should then be forwarded to the District Group Manager. This is the only occasion when Form 701 should be sent for consideration to line GM. On all other occasions, the completed Form 701 should be forwarded directly to the Finance Section at WYFRS headquarters.

## [Knowledge Check](#)

## 8 Appendix A: Aide Memoir Procedure for SSC's

The following categories of SSC will not attract charges: -

- Of a humanitarian nature\* (i.e. the rescue, or protection of persons and/or animals from danger) in emergency situations.
- Community assistance during extreme environmental conditions.
- Non-commercial spills of petrol or diesel in a public place.
- Provided in response to a reasonable request from a charitable organisation.
- Reasonable requests from other Emergency services.

All other services will normally be chargeable and efforts should be made to recover costs. Wherever possible, a signature must be obtained on Form 701A prior to the performing of the service. This must always be the case for a non-emergency SSC. At an emergency, where a signature is unobtainable, the IC should make a suitable comment on Form 701. Where "services are not required" - do not submit Form 701.

Form 701 to be completed on all occasions when a service is provided except RTC's (other than those involving clearance of hazardous substances).

### **Non-chargeable SSC**

Form 701 forwarded to Finance Section, WYFRS Headquarters.

### **Chargeable SSC**

Form 701 and bottom copy of form 701A forwarded to Finance Section, WYFRS Headquarters.

### **Normally chargeable SSC - IC recommends no charge.**

Form 701 and bottom copy of Form 701A should be forwarded to the District Group Manager, for arbitration prior to forwarding to Finance Section WYFRS Headquarters. NB In such circumstances the IC should not give any undertaking to the applicant that the SSC will incur no charges and a signature must be acquired as normal, before the service is undertaken.

[Knowledge Check](#)

## 9 Appendix B Guidance on Charging Policy for Common Special Services

Example of action taken by fire and rescue authority	Chargeable or Non-chargeable?	Person(s) who may be charged
Containment and clearance of debris, spillages, discharges or leaks from a vehicle, storage tank or pipe other than petrol or diesel (see below).	Chargeable.	The owner, occupier or operator of any premises or vehicle which, prior to the incident giving rise to the charge, contained or conveyed the material to be contained or cleared, or the person who requests the service or to whom the service is provided.
Dealing with hazardous vapours or contamination caused by spillages/leakages where the contamination or leak is remote from where the vapours are reported.	Non-chargeable where the source of the vapours cannot be identified.  Chargeable where the source is definitively identified.	Not applicable.  The owner, occupier or operator of any premises or equipment identified as the source of the spill or leak.
Road traffic collision involving chemical tanker where driver of tanker is trapped. Driver is released, but crews then 'stand by' for safety reasons during clean-up operations by commercial contractor.	The time spent and the physical resources/equipment used in releasing the driver are non-chargeable (humanitarian). The time spent and the physical resources/equipment used in 'standing by' are chargeable.	The owner, occupier or operator of any premises or vehicle which, prior to the incident giving rise to the charge, contained or conveyed the material to be contained or cleared, or the person who requests the service or to whom the service is provided.
Road traffic collisions – rescue of trapped person(s) or attendance due to serious threat of fire	Non-chargeable.	Not applicable.
'Making Safe' or removal of dangerous structures (e.g. unstable, domestic chimney stack).	Chargeable.	The owner, occupier or operator of the structure or premises where the structure is located, or the person who requests the service or to whom the service is provided.

Dealing with petrol/diesel spillages/leaks etc. from vehicles or machinery where the petrol/diesel leaking was being carried for commercial reasons (e.g. leakage from bulk tank of commercial tanker, or spillage from tanker or pump on filling station forecourt).	Chargeable.	The owner, occupier or operator of any premises or vehicle which, prior to the incident giving rise to the charge, contained or conveyed the material to be contained or cleared, or the person who requests the service or to whom the service is provided.
Provision or removal of water (including domestic premises).	Chargeable.	The owner, occupier or operator of any premises in relation to which the service is provided, or the person who requests the service or to whom the service is provided.
Effecting entry to premises (including domestic premises) other than in emergency circumstances (e.g. chip pan left on cooker).	Chargeable (where IC assesses that no emergency is evident).	The owner, occupier or operator of any premises, or the person who requests the service or to whom the service is provided.
Effecting egress for person(s) locked inside premises (other than lift cabins – see above).	Non-chargeable.	Not applicable.
Rescuing animals in danger.	Non-chargeable.	Not applicable.
Rescuing persons from dangerous structures (e.g. collapsed scaffolding).	Non-chargeable.	Not applicable.
Providing practical assistance to the community during extreme environmental conditions (e.g. wide area flooding, tornados, etc.).	Non-chargeable.	Not applicable.
Minor, non-commercial fuel spillages in a public place (e.g. petrol or diesel leaking from the fuel tank of a private car on public highway).	Non-chargeable.	Not applicable.

### [Knowledge Check](#)

## 10 Appendix C Notes for Completion of SSC Forms

It is the policy of the West Yorkshire Fire and Rescue Service to charge for SSC's except in those circumstances detailed elsewhere in this document.

The following details are to assist officers during the calculation of charges to be made:

- On the majority of occasions, full costs for the service provided will usually be recovered. On suitable occasions, however, discretion may be applied to only recover costs for the actual equipment used, e.g. a portable pump.
- Charges will be applied in whole hours only. (e.g. 30 mins will be charged as 1 hour, 2 hours and 10 mins will be charged as 3 hours, etc).
- Where necessary, the IC should obtain a signature from the applicant on Form 701A, the top copy of which should be issued to the applicant with a copy of the scale of charges (Form 701B).
- The time the signature was obtained must be entered immediately below the signature in the space provided. In the case of a non-emergency SSC, the signature must be obtained before the service is performed.
- The IC must always advise the applicant regarding the equipment and staff necessary to provide the service, and where possible, the probable duration of the incident (including travelling time from station & cleaning time).
- The applicant may then calculate the approximate charge likely to be incurred for the provision of the service, and advise the IC whether to continue. In instances when the provision of the service takes longer than originally anticipated, wherever possible, the applicant should be consulted periodically and confirmation should be obtained by the IC to continue with the service.
- There is no requirement to complete Form 701A for services performed to assist the Police.

[Knowledge Check](#)

## 11 Appendix D Form 701 Special Services Report

Incident No		Station Ground	
Address of Incident		Date of Call	
		Time of Call	
Name & Address Of Owner Occupier or Operator		Method of Call	
		Incident Commander	
Trade or Business			
Nature of Incident			
Cause of Incident			
Services Rendered			
Name & Address Of Persons Rescued or Released			
Officers Attending	Name	Rank	Role

APPLIANCES (CALL SIGN)	TIME MOBILE	TIME OF ARRIVAL AT INCIDENT	TIME OF RETURN TO STATION	NUMBER OF CREW ON APPLIANCE

Appliance	Equipment Used

TICK BOX IF ADDITIONAL INFORMATION SHEET 701C IS USED   
 USE FORM 701C IF ENVIRONMENTAL CONSUMABLES ARE USED

**FURTHER INFORMATION**

**RECOMMENDATION**                      **CHARGEABLE**                       **NON-CHARGEABLE**

SIGNED (Incident  
 Commander).....DATE.....

Comment of Station Manager

SIGNED (Station  
 Manager).....DATE.....

- Non-chargeable – Approved
- Chargeable – Issue Invoice and SSC Standard Letter (1)  
 (tick relevant box)

SIGNED.....District Group Manager

[Knowledge Check](#)

## 12 Appendix E Form 701 C Special Service Report

### ADDITIONAL INFORMATION SHEET

APPLIANCES (CALL SIGN)	TIME MOBILE	TIME OF ARRIVAL AT INCIDENT	TIME OF RETURN TO STATION	NUMBER OF CREW ON APPLIANCE

Appliance	Equipment Used

### ENVIRONMENTAL CONSUMABLE ITEMS

Item	Quantity used	Item	Quantity used
Absorbents		Plastic sheet	
Booms		Plug and Dyke	
Cushions		Clan unisafe binder	
Plastic bags		Polybooms	
Cable ties		Other	
Labels		Other	
Dammit mats		Other	

# 13 Appendix F Form 701 A

## CONDITIONS OF ACCEPTANCE OF CHARGEABLE SPECIAL SERVICES

### 1 Damage to Fire and Rescue Authority Property

Where Fire and Rescue Authority equipment or appliances are damaged from any cause during the carrying out of a service or are damaged or lost whilst on loan, the applicant will be responsible for reimbursement of the actual expenditure incurred to repair or replace equipment so damaged.

### 2 Damage Caused to Non-Fire and Rescue Authority Property

The Fire and Rescue Authority does not accept liability for the repair or replacement of any object, appliance or other equipment damaged or lost during the performance of a Special Service.

### 3 Labour and Materials

The Fire and Rescue Authority cannot undertake to supply labour or materials other than normal equipment or staffing to enable a Special Service to be undertaken. Such facilities must be provided, where required, at the applicant's own cost.

### 4 Water Supplies

Where supplies of water are required from systems, reservoirs or pools under the control of a Water Undertaking, Canal Authority, or other owner, the applicant must furnish an authority for taking such supplies when requested to do so. The payment for the water will be the responsibility of the applicant and the Fire and Rescue Authority cannot undertake to act as an agent in any connection therewith. The Fire and Rescue Authority accepts no responsibility for the purity of water carried or supplied for domestic or other reasons.

### 5 Components and Spares

Any components or materials required for the repair, servicing or recharging of appliances or installations owned or under the supervision of the applicant for a service must be provided or paid for by the applicant.

# West Yorkshire Fire & Rescue Service

## APPLICATION FOR SPECIAL SERVICE

INCIDENT NUMBER .....

DATE.....

I/We the undersigned hereby apply for the performance of the services stated below and undertake to meet, where appropriate, the proper charges on the official scale.

### DETAILS OF SERVICE REQUIRED:-

I/We acknowledge that the West Yorkshire Fire and Rescue Authority do not accept liability for any injury to person or damage or loss to property arising out of the provision of the special service applied for.

I/We have read and understood the attached Conditions of Acceptance of Chargeable Special Services and agree to be bound by them.

SIGNED: .....

TIME OF SIGNATURE:.....

For & on Behalf of

(PLEASE PRINT)

Full Name & Address including .....  
Post Code to which the account .....  
is to be forwarded: .....

Contact Telephone Number: .....

(THIS COPY TO APPLICANT)

Form 701A Rev 06/08

STATION:.....

# West Yorkshire Fire & Rescue Service

CALL NO:.....

## APPLICATION FOR SPECIAL SERVICE

ACCOUNT NO:.....

INCIDENT NUMBER .....  
DATE.....

Personnel & Equipment Used	Tick Box	Time in Hours	For use at Headquarters	
			Rate of Charge	Amount
Aerial				
Major Pump (including combination appliances)				
Special Appliance				
Demountable Unit				
Prime Mover				
Portable Pump				
Vehicle (carrying)				
Fire-fighter				
Deployment and Recovery of High Volume Pump				
Operation of High Volume Pump				
USAR Consumables				
Chemical Protection Suit				
Charging CA Cylinders				
<b>Total (inc VAT)</b>				

I/We the undersigned hereby apply for the performance of the services stated below and undertake to meet, where appropriate, the proper charges on the official scale.

### DETAILS OF SERVICE REQUIRED:-

I/We acknowledge that the West Yorkshire Fire and Rescue Authority do not accept liability for any injury to person or damage or loss to property arising out of the provision of the special service applied for.

I/We have read and understood the attached Conditions of Acceptance of Chargeable Special Services and agree to be bound by them.

SIGNED: .....

TIME OF SIGNATURE:.....

For & on Behalf of

(PLEASE PRINT)  
Full Name & Address including  
Post Code to which the account  
is to be forwarded:

.....  
.....  
.....  
.....  
.....  
.....

Contact Telephone Number:

**(THIS COPY TO APPLICANT)**

Form 701A Rev 06/08

[Knowledge Check](#)

## 14 Appendix G Form 701 B

### FORM 701B SCALE OF CHARGES FOR SPECIAL SERVICE CALLS

Please [click here](#) for the latest form

Alternatively go to the WYFirespace site (Homepage), click on Forms (down the left hand side) then click on Finance and finally click on 701B.

A handwritten signature in black ink, appearing to be 'PP' followed by a stylized surname.

PP  
Deputy Chief Fire Officer