



West Yorkshire
Fire & Rescue Service

PRE-PRO-001 - Post Incident Procedure

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1 Introduction

This document has been commissioned to outline the procedures to follow when conducting the following Prevention activities:

- Hotstrike activity
- Completing a HFSC at a property in which an incident has occurred
- Serious Incident Review
- Dealing with repeat incidents

The purpose of this document is to ensure all district and operational staff are following the same procedures and know what is expected of them when planning, implementing and evaluating these procedures.

Staff should use local intelligence with reference to community cohesion and event planning when following Post Incident Procedures. Event timing should also be considered to ensure that Post Incident action fits with the needs of the target audience.

2 References

For the purposes of this document, the following references are used:

ADC	- Assistant District Commander
DC	- District Commander
DPA	- District Prevention Assistant
DPM	- District Prevention Manager
DRRP	- District Risk Reduction Plan
DSA	- District Support Assistant
FI	- Fire Investigation
FPTM	- Fire Prevention Team Manager
HFSC	- Home Fire Safety Check
IRMP	- Integrated Risk Management Plan
IRS	- Incident Reporting System
LARRP	- Local Area Risk Reduction Plan
NFG	- Notes for Guidance
PPVS	- Partnership, Policy and Volunteering Supervisor
SIR	- Serious Incident Review
SC	- Station Commander
SOP	- Standard Operating Procedure
WYFRS	- West Yorkshire Fire & Rescue Service

3 Risks and Hazards

- **Attacks from Animals –**

It is possible that you may encounter animals whilst carrying out your duties under this procedure. Care must be taken when entering the property of individuals and also when delivering leaflets through letterboxes.

- **Lone Working –**

There will be times when it is necessary for WYFRS employees to be left alone for a period of time whilst completing HFSCs or co-ordinating Hotstrikes from an appliance. The decision to work alone will be made by District Prevention Managers / Station Commanders using [PRE-NFG-058](#) for guidance. Ensure you are familiar with [OHS-POL-14](#) when working alone, completing Dynamic Risk Assessments and avoiding situations that may put you at risk.

- **Letterboxes –**

Letterboxes should be operated in a way that avoids harm; open the letter box carefully and place leaflets through without putting your fingers through the letter box.

4 Fire Investigation

The FI Team will take charge of all investigations post incident; working with partner agencies such as the Police to determine the cause.

DCs and DPMs should work closely with FI when planning post incident actions, to ensure that the work does not interfere with any investigation. Should the nature of the incident relate to crime or suicide, post incident procedures may be delayed. This delay will be determined by the FI Team who will liaise with the Police to ensure our activity can be carried out at a more appropriate time.

Fire Investigation Officers may require the support of DPMs/DCs to complete legal reports after fatal incidents therefore it is vital that information on the Prevention Database and Hotstrike forms are kept up-to-date and accurately reflect all work carried out.

FI will include details of Hotstrikes in preliminary fire investigation reports. This will include details of the number of properties leafleted and HFSC's carried out.

5 Hotstrike

5.1 Introduction

The purpose of an after-incident response or Hotstrike is to ensure that the impact the incident has had locally can be utilised to heighten the awareness of the danger of fire. This means targeting people who may not have been involved in the original fire, but who may have witnessed it or become aware of an incident in their local community. The cause of the fire will influence the fire safety message delivered during the campaign. This gives reassurance to people that action is being taken to reduce the number of fire related deaths and injuries.

5.2 Main Objectives

- To provide prevention information immediately following an incident.
- Identification of a worrying trend or a fire risk 'hot spot'
- To target specific groups or areas identified by call data analysis.
- To raise awareness of the common causes of domestic fires, how to prevent them occurring and the preventative actions people can take to ensure safe evacuation in the event of a fire.
- Develop community partnerships/friendships and work together to make the community a safer place to live.

N.B. It is important to remember that this procedure outlines the minimum areas that should be targeted as a result of Hotstrike activity. All incidents and surrounding areas should be tackled with a "common sense" approach to the outlined areas to ensure maximum impact from the activity.

5.3 Responsibilities

The responsibility for Hotstrike activity lies with the relevant Station Commander (SC), who must in turn keep their District Prevention Manager (DPM) updated with the Hotstrike progress. Should the relevant SC not be available, it is their own responsibility to re-prioritise or deputise accordingly.

Requests for resources and staff should be sent to DPMs. DPMs will then liaise with the Fire Prevention Team Manager (FPTM) to negotiate staff allocation. SCs or deputies are responsible for providing direction and contact information to allocated staff.

5.4 Procedure

People are more aware of the dangers of fire in the aftermath of a fire in their immediate community. There is a need therefore to capitalise on this through a swift Hotstrike in the close vicinity by the use of:

5.4.1 Initial Hotstrike

Carried out by the Operational crews who attended the fire, visiting the street where it happened immediately after the incident.

This activity will immediately follow:

- Any significant dwelling fire.
- A fire involving commercial premises in a residential area.
- Any significant incident where it is felt that a hot strike would be beneficial as instructed by the SC, DPM or more senior officers. This could include initiatives from districts other than the one where the incident occurred.

The Initial Hotstrikes will include all domestic premises within an approximate 50 metre radius of the incident in a built up area. In the case of incidents in rural locations, the Incident Commander will determine the size of the area to be covered.

The Initial Hotstrike will involve knocking on doors and speaking to the residents, explaining why we are there, offering to carry out a Home Fire Safety Check (HFSC) and delivering supporting leaflets to premises where no answer is obtained. An adult householder must be in attendance for the duration of the inspection/visit and the contents of the HFSC Procedure will apply in all circumstances. The “Sorry we missed you” leaflet ([Appendix 5](#)) should be used in all Hotstrike activity.

If the incident occurs at night, the domestic premises within a 50 metre radius should be leafleted and the Hotstrike carried out the following morning. Personnel will ensure that they are conscientious about posting leaflets at a later hour and endeavor to make minimal noise.

Where a fire has occurred which resulted in a fatality or serious injury, the initial Hotstrike will be extended to an area approximately 200 metre around the incident. This may be varied up or down by the Station Commander. The stages of the Hotstrike will be co-ordinated by:

- Initial Hotstrike – Incident Commanders
- Follow up Hotstrike – Station Commanders
- District Prevention Manager or District Commander (DC) for Prevention to be notified.

Retained personnel will normally only carry out Initial Hotstrike activity. The follow-up and specific Hotstrikes will be carried out in a retained station area by the Prevention Team or neighbouring parent station crews in liaison with the SC and DPM.

The preliminary fire investigation report will include details of the Hotstrike including the number of properties leafleted and HFSC's carried out.

Where a fatality or serious injury occurs, SCs will liaise with the local Assistant District Commander (ADC) or DPM for support with the resources required to commit to the area. The initial visits should be completed as a matter of urgency during the time of heightened perception. ADCs and DPMs must contact the FPTM to source resources from the central team. In the event

that the FPTM is unavailable, contact should be made with the Partnership, policy and Volunteering Supervisor (PPVS).

Some circumstances may call for the Initial Hotstrike to be delayed due to the nature of the incident (such as crime or suicide). In these circumstances, the SC must liaise with Fire Investigation (FI), who will in turn liaise with the Police to ensure our activity can be carried out at a more appropriate time. Procedure will then continue as normal.

5.4.2 Follow up Hotstrike

A follow up Hotstrike is a more concerted effort within the neighbouring communities over the two or three days following the initial Hotstrike, with support from Prevention Teams and any appropriate community groups or organisations.

As the campaign gets underway, it is important to record all addresses, even those where entry was refused. Once the initial area has been covered, the refused address points should be examined with a view to determining how a concerted effort can be instigated to reach those dwellings. It is possible that these are the most at risk. To assist in communicating with harder to reach communities, the FPTM can be contacted to commission support from the District Support Assistant (DSA) with outreach reports and activity coordination.

5.4.3 Specific Hotstrike

A specific Hotstrike will take place where there have been a number of similar fires across a larger area. It may also be linked to a particular local or national campaign, for example targeting specific causes, IRMP implementation, or in support of DRRP or LARRP objectives.

Where a pattern of secondary fires occur, a hot strike should be carried out advising residents of how to reduce the risk of arson in addition to offering HFSC's as directed by LARRPs, DRRPs or other specific service delivery objectives.

Station and Watch Commanders should take every opportunity to publicise the Hotstrike activities to ensure that maximum impact can be gained from the incident.

5.5 Planning a Hotstrike

The Hotstrike Planning Spreadsheet should be used to plan the area to target during a Hotstrike. This will require an incident number and desired radius. This spreadsheet can be accessed via the "Toolkit" section of WY Firespace. The guidance for this can also be found on the Toolkit page. ([Appendix 1](#)). This version of the Spreadsheet should be the only one used for this activity. The resulting spreadsheet will inform users of previous activity in the Hotstrike area. The report should be run, printed and completed accurately during a Hotstrike; this will allow activity to be entered into the Prevention Database correctly.

NB: Please be aware that the Hotstrike Planning Spreadsheet may take a while to process data once you have selected 'Generate Address List'. During this time, you should not click or do anything else until the process has finished.

The Notes for Guidance [PRE-NFG058 Direct Home Approach/Hotstrike Health and Safety Considerations for DPMs and SCs](#) must also be utilised alongside Risk Assessment 36-CA-17 Home Fire Safety Check (Direct Home Approach/Hotstrike). The NFG is intended to aid SC's and DPMs with a consistent approach to decision making affecting peripatetic staff.

5.6 Recording of Hotstrike Activity

Hotstrike leafleting should be recorded as an Initiative on the Prevention Database and all information relating to leafleted properties should be inputted in full.

HFSCs as a result of a Hotstrike should be entered onto the Prevention Database as normal, with the "Method of Contact" section of each case being recorded as "Hotstrike". This will then prompt for the related incident number to be recorded. For more information, see [Appendix 6 – How to Record a Hotstrike/General Leaflet Distribution](#).

Data gathered as a result of Hotstrike activity will be analysed to inform future service delivery therefore it is essential to complete all fields within the Prevention Database accurately.

5.7 Support and Assistance

Questions relating to Hotstrike activity should be forwarded to the SC in the first instance with support from the DPM and FPTM.

Assistance with recording information on the Prevention Database is available from the Data Team at FSHQ.

6 Completing a HFSC at a Property in Which an Incident Has Occurred

6.1 Introduction

Completing a HFSC at a property in which an incident has occurred allows for the identification of higher risk individuals and premises, and refers individuals for the implementation of further measures to reduce the risk of future incidents. It is a requirement for all Operational personnel to ensure that a HFSC is completed after every domestic dwelling incident that is attended. This can include those incidents that are recorded on IRS as being false alarm.

6.2 Procedure

A HFSC should normally be carried out in full at the property with the attendance of one adult member of the household. Intervention measures should be applied in all circumstances including the installation of working smoke detection. The standard HFSC Policy will apply in all circumstances.

A full HFSC should be carried out at a property in which an incident has occurred within 72 hours of the incident taking place, even if this requires another watch to take up the task on behalf of the attending watch.

If you are not able to carry out a HFSC, an e-mail should be sent to the relevant DPM to inform them of the individual's situations and the reasons for a HFSC not being completed.

NB: HFSCs are not required in cases where a Safeguarding Cause for Concern form has been completed. *Please see the [Safeguarding Procedure](#) for more information.*

6.3 Recording of HFSC Activity

A HFSC should be recorded onto the Prevention Database as soon as possible to ensure that the information gathered from the inspection is passed to the appropriate team within an acceptable time frame. This will allow for carrying out further interventions if required.

- HFSCs at a property in which an incident has occurred should be recorded as a HFSC on the Prevention Database and the "What Prompted Contact" box should read "After a Fire". This will prompt the entry of an Incident number.
- If the HFSC is not completed fully (eg. The occupant was taken to hospital so did not receive the education part of the HFSC), the "Visit Type" on the HFSC screen must be recorded as "After Fire Visit (Detectors Only)".
- Information relating to IRS should be inputted in full.

Data gathered as a result of HFSC activity will be analysed to inform future service delivery therefore it is essential to complete all fields within the Prevention Database accurately.

6.4 Support and Assistance

If Operational teams become aware of an individual who would be considered very high risk, then support and advice should be sought from the SC in the first instance. DPMs, The FPTM and District Prevention Assistants (DPAs) will provide secondary support when required. DPMs have access to further interventions via the approved methods of gaining additional Prevention personnel to address any identified issues on an ad hoc basis.

Questions relating to HFSC activity should be forwarded to the SC in the first instance with support from the DPM and FPTM.

DPMs or the First Call Area Manager should be informed directly should concerns of Safeguarding be identified (For more information, refer to the [Safeguarding Procedure](#)).

Assistance with recording information on the Prevention Database is available from the Data Team at FSHQ.

7 Serious Incident Review

7.1 Introduction

To ensure that WYFRS has effective governance framework in place to review and learn from any fire related death, serious injury or near miss. It has been agreed to implement a Serious Incident Review (SIR) Panel. This Panel will meet on a quarterly basis and will be chaired by the Fire Safety Area Manager.

Immediately following, or within 5 working days of a Serious Incident (if possible), an SIR meeting should be convened to discuss the case and agree on actions to be taken. This will be chaired by the relevant DPM in consultation with other relevant departments/individuals.

7.2 Procedure

The following procedure should be applied after all fire related death, serious injury or near miss (*All immediate activity, e.g. [Hotstrike](#), to be carried out as per normal procedure*). Should the incident relate to crime or suicide, all Post Incident Procedures may be delayed until it is appropriate to continue. This will be decided by FI in cooperation with the Police.

The DPM will convene an SIR meeting within 5 working days of the incident, membership as detailed in the Terms of Reference ([Appendix 2](#)). The decision on whether an incident is a serious near miss, and needs an SIR meeting to be convened will be made in consultation between the relevant Fire Investigation Officer, the Incident Commander and the DPM.

The purpose of the SIR meeting is to:

- gather all of the immediate findings relating to the incident and activities undertaken
- agree an action plan for managing any immediate impact

- ensure lessons learned are captured, communicated appropriately and acted upon

A template agenda has been produced to ensure all relevant areas are discussed ([Appendix 3](#)).

Discussion around the cause of the incident should not in any way jeopardise the outcome of the Coroners Hearing, particularly where there may be other agency involvement.

An Action Plan should be agreed at the interim meeting, using the Action Plan Template ([Appendix 4](#)), and uploaded into the relevant District folder in the Serious Incident Review document library on the Prevention Team site on FireSpace. The Action Plan should be owned by the DPM. If there are no agreed actions from the meeting, this decision should be recorded. Actions from the meeting should be circulated within 5 working days of the interim meeting.

7.3 Serious Incident Review Panel

The SIR Panel will meet on a quarterly basis, with the main aim of overseeing progress and outcomes from the SIR Action Plans ([see Terms of Reference](#)). The Prevention Policy Assistant will be responsible for convening the meeting, circulating the agenda and all relevant papers, and ensuring Panel members have access to all of the relevant SIR information via FireSpace. DPMs are responsible for ensuring that all relevant papers are made available to the Prevention Policy Assistant within a reasonable time of the arranged meeting.

The relevant DPM will be responsible for ensuring any actions agreed by the Panel are progressed in their District and for feedback at the subsequent meeting date.

8 Repeat Incidents

Repeat incidents from a particular address or individual can increase the risk to WYFRS staff in the community, and increase operational costs. Statistically, it is more likely that a person will suffer a fire related injury as a result of repeat incidents. Should WYFRS staff become aware of repeat incidents at a local level, the relevant DPM should be informed immediately. It is then the DPM's responsibility to investigate the cause of these incidents and develop relevant measures to control this issue. It is recommended that DPMs contact the FPTM to source support from specialist Fire Prevention Assistants with a view to reducing risk associated with repeat incidents.

8.1 Identifying Repeat Incidents

Repeat incidents can be identified in the following ways:

- Station Commander reports on IRS
- Information from Data Team
- Partnerships – eg. Police may notify crews
- Friendships
- Communication between crews
- Local knowledge of both crews and Prevention staff

8.2 Repeat Incident Reporting

If you become aware of a repeat incident, you should contact your DPM who will arrange for the incidents to be investigated. DPMs will then work with WYFRS teams and partners, to ensure relevant action is taken and prevention methods are put in place.

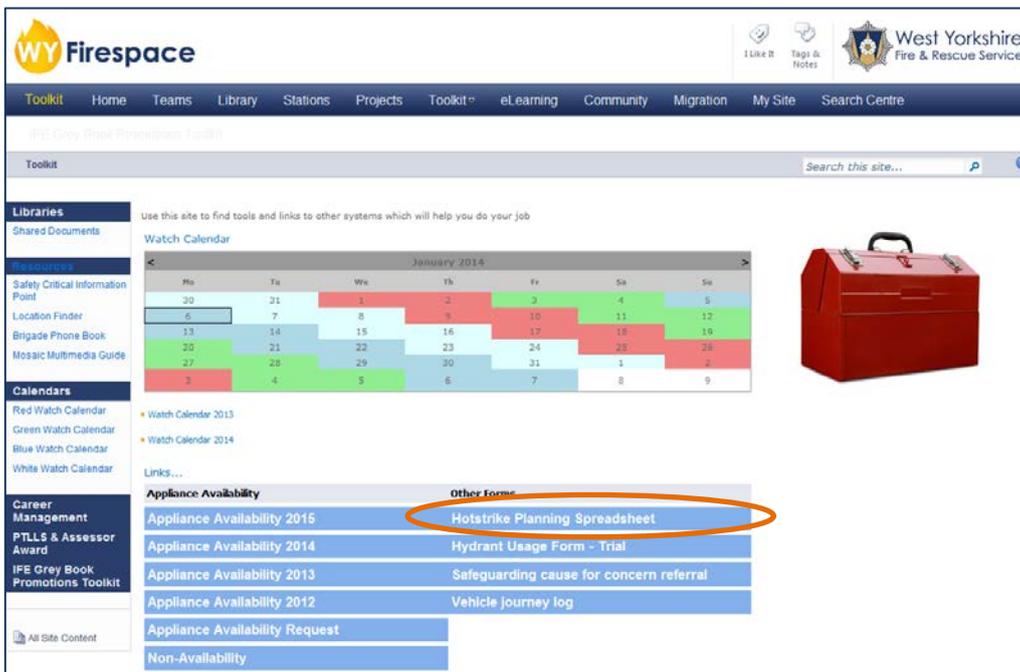
9 Appendix

9.1 Appendix 1 - Hotstrike Planning Spreadsheet Guidance

How to Use the Hotstrike Planning Spreadsheet

Step 1

The Hotstrike Planning Spreadsheet can be found under the “Toolkit” section of WY Firespace.



Step 2

In the spreadsheet, you will need to enter the Incident number and click on “Get IRS details”; this will populate the “Incident address”, “Easting” and “Northing” fields.

Hotstrike Addresses

The screenshot shows a form titled 'Hotstrike Addresses'. The 'Incident number:' field and the 'Get IRS details' button are circled in orange. Below the incident number field is a large text area for the 'Incident address:'. Further down are fields for 'Easting (6-fig X-Coord):', 'Northing (6-fig Y-Coord):', and 'Radius (metres):', each with a corresponding input box and a 'View defined area on map' button. At the bottom right is a 'Generate address list' button.

Step 3

Input the desired radius of the search in to the “Radius (metres)” field. This will then specify how far away from the incident point the addresses will be returned for.

Incident number:

Incident address:

Easting (6-fig X-Coord):

Northing (6-fig Y-Coord):

Radius (metres):

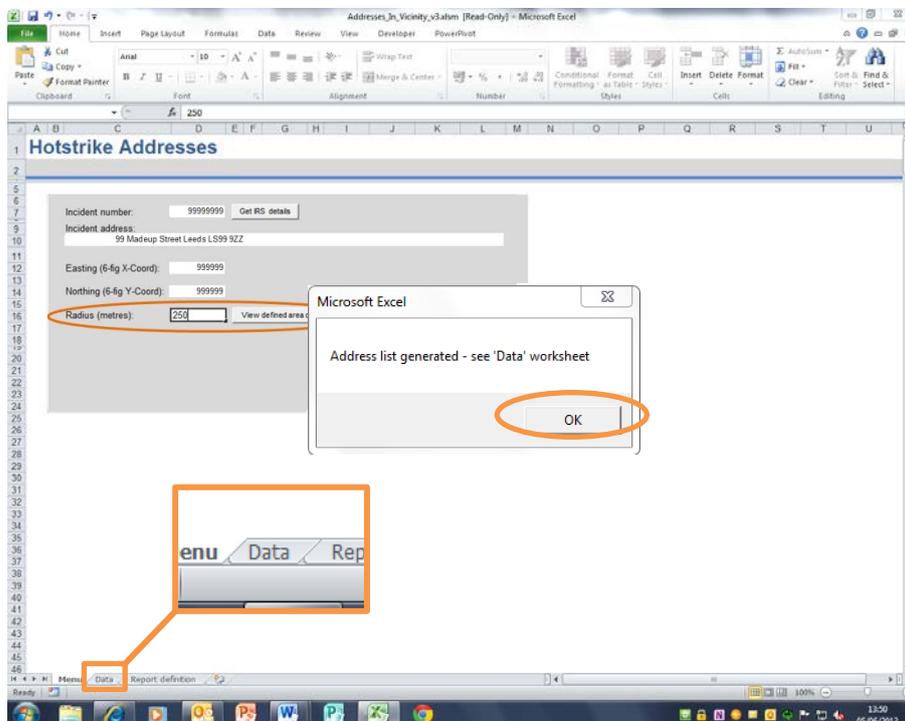
A map of the area to be searched can be viewed by clicking the “View Defined area on map” button. This will show a map with the search area highlighted as a green circle.



Image blurred for Data Protection

Step 4

When you are happy with the coordinates and radius set, click the “Generate address list” button. This will now search for addresses within the area specified and may take a number of minutes. During this time, you should not press or do anything else while processing is taking place. Once the addresses have been retrieved click OK on the message and navigate to the “Data” tab at the bottom of the spread sheet.



On the data page the “HFSC Completed” field on the right will show the latest visit date of any previous HFSCs, if there are any. If there are too many or too few addresses on the data page, then simply return to the menu page and adjust the radius value accordingly.

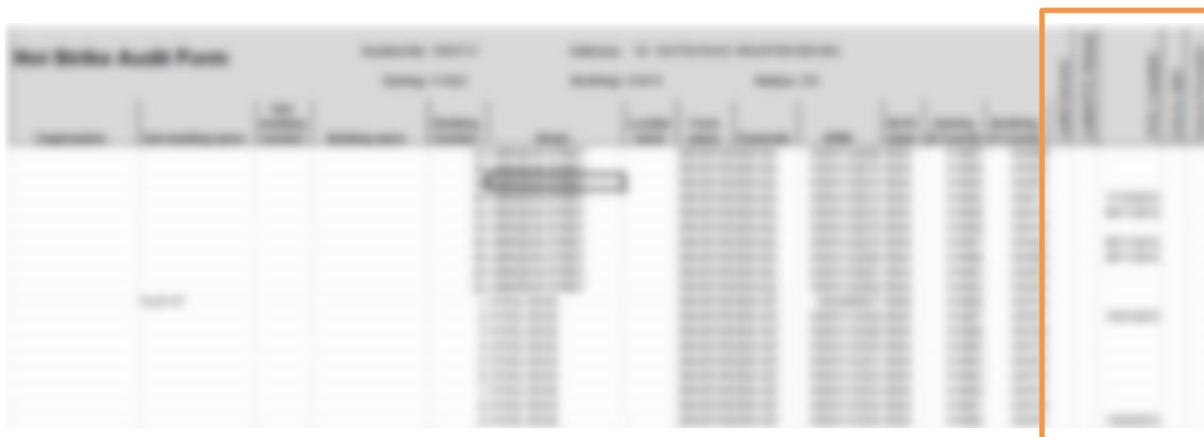


Image blurred for Data Protection

9.2 Appendix 2 - Serious Incident Review Panel Terms of Reference

1. To provide an effective governance framework in the event of a fire related death, serious injury or near miss.
2. The DPM within the relevant district will take on the role of Lead Officer and will take responsibility for communicating with the relevant individuals and co-ordinating joint action immediately following an occurrence.
3. The Lead Officer will convene an **interim meeting** of the group within 5 working days (wherever possible) of an FDI occurrence in order to:
 - Report on the immediate findings – cause/effect/patterns/trends/other agency involvement
 - Review the immediate activity undertaken by the Service – Hot strikes / After fire visit
 - Agree and implement an action plan to manage the immediate impact of the FDI occurrence and to ensure that any lessons learned from the incident are captured and communicated appropriately
4. To convene quarterly as a Panel to scrutinise activity in order to:
 - Maintain an awareness of:
 - ❖ progress of on-going investigations
 - ❖ Outcome of Fire Investigation reports
 - ❖ Outcome of Coroners hearings
 - Oversee the progress and outcome of action plans
 - Gain an understanding of trends / risks and opportunities arising using information from completed investigations
 - Oversee the media and communications plan developed to address any issues arising from an and commission Corporate Communications as appropriate
 - Identify and progress any:
 - ❖ Operational issues arising.
 - ❖ Prevention and Protection issues arising.
 - Commission reports as required by other stakeholders and partners
5. The quarterly meetings will be chaired by the Fire Safety Area Manager.
6. Members of the **Panel** will be:

- Fire Safety Area Manager
- Prevention Manager
- District Commander (Discretionary)
- District Prevention Managers
- District Prevention Assistants
- Fire Prevention Team Manager
- Partnerships, Policy & Volunteering Officer
- Policy Assistant
- Lead Fire Investigation Officer (SC) or appropriate representative
- District Support Assistant
- Other members by invitation, e.g. Fire Protection Manager

7. Members of the **interim meetings** will be the appropriate individuals from the Panel:

- District Prevention Manager (Chair)
- Incident Commander (Watch Commander/Crew Commander)
- District Prevention Assistant
- LARRT Lead Station Commander
- Fire Investigation Officer(s)
- Fire Prevention Team Manager
- Fire Protection Manager (if relevant)
- Other members by invitation

8. All information and actions arising from the Panel will be accessible on FireSpace, with access restricted to Panel members only.

9.3 Appendix 3 - Serious Incident Review Interim Meeting Agenda Template

Fire Death and Serious Injury Review

INTERIM MEETING

AGENDA

ATTENDANCE:

District Prevention Manager (Chair)
District Prevention Assistant
LARRT Lead Station Commander
Fire Investigation Officer
Fire Prevention Assistant (if relevant)
Fire Prevention Advisor (if relevant)
Fire Protection Manager (if relevant)

STANDING ITEMS:

1. Immediate Findings from Incident:
 - Incident details and possible cause
 - Lifestyle / high risk factors, trends, WYFRS and other agency involvement
2. Immediate activity undertaken – Hot Strikes / High Risk After Fire Visit / Fire Protection visit
3. Any immediate media or communications requirements
4. Lessons learned from the incident – WYFRS / other agency
5. Action Plan agreed with timescales – Lead Officers identified
6. A.O.B

9.4 Appendix 4 - Serious Incident Review Interim Meeting Action Plan Template

Serious Incident Review Action Plan

Name:				Age/D.O.B	
Address:				Postcode:	
Incident Number:		Date/Time of incident:		WYFRS previous Involvement:	
Attending FI:		Smoke Detector in situ:		Smoke Detector Actuated:	
Suspected Cause:		Injuries:		Lead and timescales:	
Action Points:			Action Plan Outcome		
Attendees at Meeting:					
Apologies:					
External Attendees:					

9.5 Appendix 5 - Sorry We Missed You Leaflet

Home fire safety advice

West Yorkshire Fire and Rescue Service would like to offer you **FREE** home fire safety advice.

To arrange a visit you can contact us on:

0800 5874536

or book online via www.westyorkfire.gov.uk
(click on the 'Book Online' link found on the top right of the homepage)



 **West Yorkshire**
Fire & Rescue Service

Making West Yorkshire Safer
www.westyorkfire.gov.uk

9.6 Appendix 6 – How to Record a Hotstrike/General Leaflet Distribution

The houses that are leafleted during a Hotstrike or any Initiative can be recorded within the Prevention Database, along time allocated to the activity. This should be our only way of recording Hotstrikes and will allow us to accurately record and report on action taken.

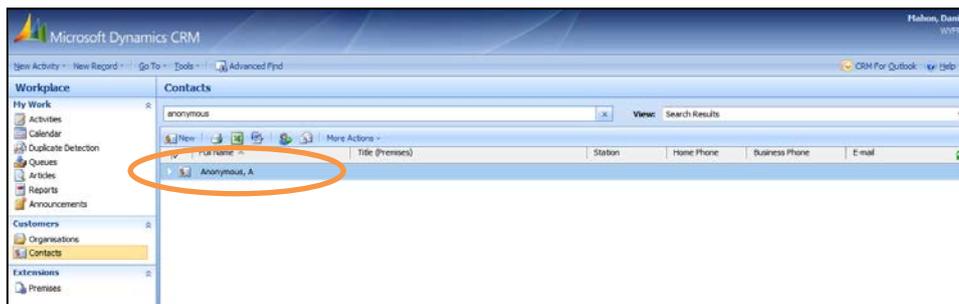
There are three steps to recording a Hotstrike, these are:

- Locating a **Contact**.
- Creating an Initiative **Case**.
- Creating and completing an Initiative **Record**.

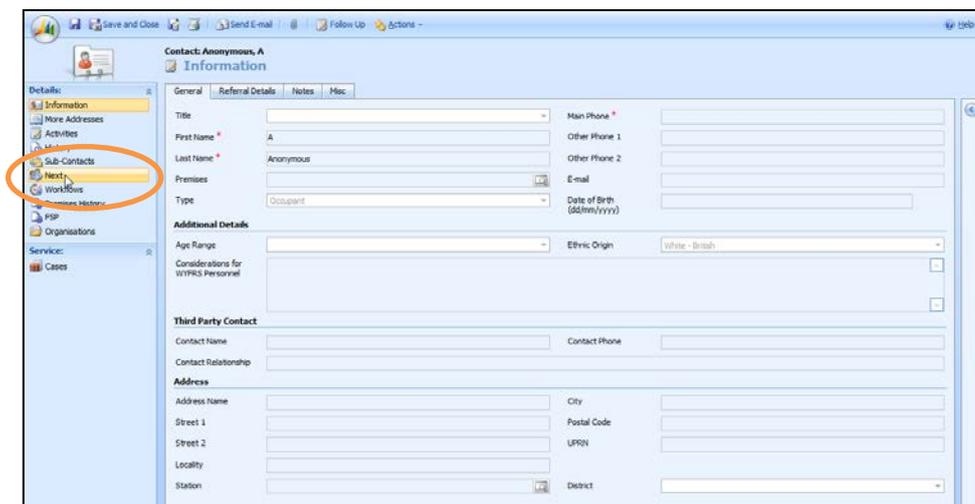
1 - Creating a Contact

Open up the Prevention Database and navigate to the **Contacts** list

In **Contacts**, search for the contact “**Anonymous, A**” and double click to open.



Do not make any changes to the “Anonymous, A” contact screen, click the **Next** button to move through to the case screen.



2 - Creating an Initiative Case

On the **Case** screen:

1. Select **Initiative** from the **Subject** list
2. Set **What Prompted Contact** to '**After a Fire**', this will cause a new box to appear below.
3. In this new box, record the **Incident Number**
4. Set **Method of Contact** to '**Hotstrike**'
5. Set the **Referral Date** to the **date of the incident**
6. Enter the **Station** and **District** of the incident
7. Click **Save**, then click **Next**

3 - Creating and Completing an Initiative Record

On the **Initiative** screen:

1. Select **Hotstrike** from the **Type** list, this causes a new section to appear at the bottom of the screen. In this section you can record the **Street Names** and **house numbers** leafleted
2. Add **officer details** and **time**
3. When complete, set the **Status Level** to **Completed**

The screenshot displays the 'Initiative: Hotstrike - Wakefield' information screen. The form is divided into several sections:

- General Information:** Title (Hotstrike - Wakefield), Type (Hotstrike), Date (01/07/2011), Station (Castleford 82), District (Wakefield), and Status Level (Completed).
- Partners:** Six partner fields (Partner 1 to Partner 6) are visible, each with a search icon.
- Comments:** A large text area for entering comments.
- Officer Time:**
 - Officer 1: Blue Watch, Castleford. Travel Time: 20, Time: 240, Total Time: 260.
 - Officer 2: Travel Time: 0, Time: 0, Total Time: 0.
 - Officer Number: t/WC Todd, Appliance: 8201, Grand Total: 260.
- Street Information:** Fields for Street Name and Houses Leafleted are present at the bottom, but the data is blurred for protection.

Image blurred for Data Protection