

REDUCTION OF UNWANTED FIRE SIGNALS FROM AUTOMATIC FIRE ALARM SYSTEMS IN DOMESTIC AND COMMERCIAL (NON DOMESTIC) PREMISES

Introduction

This policy is designed to reduce the impact of unwanted calls generated by automatic fire alarm systems on Service Delivery, business and commerce and the safety of the Community.

An “**unwanted fire signal**” is defined by the Fire Industry Association (FIA) as “**Any fire alarm signal other than a genuine fire or test signal**”.

Mobilising to calls generated by automatic fire detection systems will be in accordance with the section dealing with mobilising contained within this policy document.

This policy recognises that key to the effective performance of automatic fire detection and fire alarm systems is the design, installation, commissioning, acceptance and maintenance process. If the protocols described in BS5839:2002 are followed a false alarm issue is unlikely to occur.

Under section 7 of The Fire Services Act 2004 a responsibility is placed on Fire Authorities to make provision for fire fighting and not to attend premises to ascertain if a fire exists. This duty lies with the person whom has responsibility for the premises.

In order to reduce the number of times that fire appliances respond to AFA signals which turn out to be false alarms, RBFRS **will not respond to Automatic Fire Alarms (AFA's) operating in commercial premises between 09.00 hours and 18.00 hours (excluding identified sleeping or special risks) and will reduce the attendance to Domestic AFA's to one appliance between the hours of 08.00 and 21.00.**

The purpose of this policy is to explain the strategy aimed at reducing the incidence of unwanted fire signals generated by automatic fire detection systems in Berkshire.

The policy is divided into 5 main parts:

- Part 1 Improved advice at planning and design stage
- Part 2 Effective local event management and fire alarm testing and maintenance
- Part 3 The use of standard agreements with Alarm Receiving Centres (ARCs).
- Part 4 Improved identification of problem premises, more effective follow-up actions for unsatisfactory premises and use of enforcement powers where appropriate under Regulatory Reform (Fire Safety) Order 2005 (FSO).
- Part 5 Domestic AFA's

Part 1: Improved Advice at Planning and Design Stage

Ensuring that the appropriate guidance and advice is provided within the design and planning stage will reduce the potential for future systems failures. Part 1 of this policy seeks to ensure that, through both statutory consultations and informal advice, that the relevant stakeholders incorporate these considerations into the system design.

All Fire Safety Inspecting Officers (FSIOs) will ensure that relevant technical guidance is provided to the appropriate individuals responsible for all new building projects and alterations to existing buildings.

Advice on how to manage automatic fire alarms will be specifically added to the information utilised by Building Control Liaison Officers and will be incorporated within any responses made in respect to the Building Regulations consultation process.

Specific guidance to support both FSIOs and relevant stakeholders forms part of RBFRS Policy & Procedure documents in the Fire Protection section.

Part 2: Effective Local Event Management, Fire Alarm Testing and Maintenance

Each individual premise should have an emergency fire action plan, which includes arrangements for carrying out a check of the premises if the fire alarm actuates to ascertain the cause of the alarm BEFORE calling the Fire and Rescue Service. This plan must form part of the Risk Assessment under the Regulatory Reform (Fire Safety) Order 2005 (FSO) for the premises and must ensure the safety of persons carrying out such checks.

However, arrangements for taking automatic connections to ARCs off-line during normal working hours are also to be encouraged. This will provide the premises with the ability to effectively manage events during the periods when the premises are occupied, but provide much needed protection whilst they are unoccupied, thus maximising the benefits of installing automatic fire detection systems. Such systems should be subjected to routine testing and maintenance to ensure they remain in good working order. If they fail to achieve the standards of reliance described in BS 5839-Part1 2002, they should be immediately examined and repaired as necessary.

Part 3: Agreements with Alarm Receiving Centres (ARCs)

Considerable benefit can be achieved through the establishment and enforcement of a clearly defined written agreement with the ARC's. The use of such an agreement will ensure a standard approach and consistency for all of the contributing parties. It will also encourage a culture of shared responsibility to addressing systems related issues and, in particular, reducing the incidence of unwanted fire signals.

The Group Manager (GM) Protection will ensure that RBFRS employs a standard agreement when entering into contracts with ARC's. The Standard Agreement together with accompanying standard letter(s) will form the basis of the contract.

The GM Protection will monitor the effectiveness of such agreements and ensure compliance with conditions and advising the Area Manager Prevention & Protection of any potential breaches of conditions.

Part 4: Improved Follow-Up Actions for Unsatisfactory Premises

All persons responsible for buildings and/or premises should take steps to ensure the safety of persons who resort to them. The FSO 2005 defines the 'Responsible Person' & their responsibilities to secure the safety of persons resorting to their premises. This includes a specific requirement for the 'Responsible Person' to maintain a safe

environment in the event of a systems failure, such as a fire alarm system generating a false alarm.

The following actions to be taken by crews attending false alarm calls should, therefore, be adopted with due cognisance of the 'responsible person' responsibilities.

The **primary responsibility for crews** attending any premises where it is believed that an alarm system has generated an unwanted fire signal **is to ensure that it has not actuated because of a fire situation.**

Fire Service Circular 6/1994 identifies that resetting AFD systems on behalf of the owner/occupier has the following potential consequences:

- Removing the responsibility from the owner/occupier to address the problems with the system
- Rendering the Brigade liable in the event of a future failure of the system during a fire situation, and
- Hindering the subsequent efforts of alarm engineers to establish the precise nature of a system fault.

Consequently, the following advice has been provided to Fire Authorities and has been adopted by RBFRS within its SDO 2002/03 Resetting of Automatic Fire Alarm Systems Policy.

Brigades **should not take** on the role of resetting alarm systems as a matter of course, thereby making occupiers of buildings more aware of problems associated with false alarms and more active in dealing with them. However, Fire Alarm Sounders may be silenced.

Not resetting alarm systems forms a central element of this policy. A significant determinant in the ability of the Brigade to reduce UWFS is the ability to ensure that the 'Responsible Person' of relevant premises assumes full responsibility for the maintenance and operation of their fire alarm system.

Crews should refrain from resetting and/or isolating activated fire alarm systems and will seek to identify the cause of the alarm signal. Actions should be limited to silencing the alarm where necessary. Many Fire Alarm Systems will continue to function normally when silenced and subsequent actuation of any other detector or manual call point will cause the alarm to sound normally. However, some will not and this needs to be confirmed by the person responsible from the premises who should be able to provide the relevant information.

The Incident Commander will, where possible, identify the cause of the alarm actuation to the person responsible on the scene and ensure they are informed of their responsibility to contact an engineer to resolve the problem and that the Fire and Rescue Service will not reset the system. They are to be further advised to seek guidance from their engineer prior to resetting the system to ensure appropriate action in respect to their system is taken. The businesses' 'responsible person' will make necessary arrangements to 'protect' the premises prior to the arrival of the engineer.

There is no requirement for personnel or appliances to remain in attendance awaiting the arrival of an engineer.

The Incident Commander is to record details of the event in the premises Fire Safety Logbook giving details of the date, time, location of detector and apparent cause. If no such logbook is provided, the person responsible is to be informed that it is considered to be best practice in line with the Regulatory Reform (Fire Safety) Order 2005 requirements and that they are recommended to do so.

The Protection department and Station Commanders will be notified through the Incident Recording System of AFA activations in commercial premises. The GM Protection in conjunction with Protection Staff and Station Commanders will determine the appropriate action and allocate the task to the relevant Protection office.

Part 5: Domestic AFA's

The Installation of smoke alarms, or automatic fire detection and alarm systems can significantly increase the level of safety by automatically giving an early warning of fire to residents.

Due to the reduction in fitting costs, domestic AFA's are now being more widely found within premises. AFA's fitted in domestic premises must meet the design and installation requirements of BS5839.

ARC's maintain a code of practice, which comply with this standard and give guidance to their operatives as to the methods required for dealing with AFA's in domestic properties.

Domestic Premises – Single Private Dwelling (not vulnerable) All fire alarm signals received from domestic premises should be subject to a call back for confirmation of fire from the ARC. The call back should be limited to 30 seconds if not answered, before passing to FRSs.

Domestic Premises – Vulnerable Persons A vulnerable Person can be identified as a person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation. Call filtering of a fire alarm system monitoring a vulnerable person should not be automatically applied, but considered through an appropriate risk assessment. Where the risk assessment determines that filtering should not be applied, a system should be put in place to 'flag' to the operator that the call should not be filtered before sending through to the FRSs.

ARC's monitoring domestic premises, due to the requirement for their systems to meet the standards with BS5839, have similar expectations to non-domestic premises in relation to:

- Fire Alarm Testing and Maintenance
- Methods for dealing with unwanted fire signals

Premises, which are found to have levels of activation over and above the expectations of BS5839, may following a course of local interventions by ARC's and Fire and Rescue Services be removed by the ARC from their systems.

Procedure

Mobilising to Alarms from Automatic Fire Alarm Systems

There are two primary ways which calls generated by a signal from an automatic fire alarm in domestic and non-domestic premises are received by RBFRS Control Staff:

1. By 999 call from the premises or passer-by, neighbour or the police
2. From an Alarm Receiving Centre.

A reduction in attendance will apply to all non-domestic premises, except in the following circumstances:

Non Domestic Premises

- Where the premises are unoccupied.

- Where the premises are used to house vulnerable persons
- Where a risk assessment by the Fire and Rescue Service indicates an attendance should be made. (Residential Care Homes, Sheltered Accommodation, High Rise Accommodation or Special Risks, within Command & Control systems)
- Where other circumstances determine that an attendance should be made.

RBFRS Control staff will challenge all calls generated by AFA systems in non-domestic premises. This will require the occupier of the premises to check and confirm **without putting themselves at risk** that there is an actual fire at the premises. **If no confirmation of fire is provided from commercial premises, there will be no fire and rescue response.**

RBFRS recognises that the occupants of residential care homes or sheltered accommodation premises may not be in a position to raise an alarm in an emergency. In the event that an AFA signal is received by RBFRS Control room to a residential care home, sheltered accommodation or similar premises, **an appropriate PDA will be made.**

It should be noted that calls received through the 999 system, which have not previously been filtered through an Alarm Receiving Centre, or Telecare Service Provider will be filtered by control operators.

In cases where the call is received from an ARC, the centre operator will be required to confirm with the occupier whether there is an actual fire. Should a fire be confirmed, the full pre-determined attendance for the risk posed by the premises will be sent. **If no confirmation of fire is provided, there will be no fire and rescue response.**

The Brigade Mobilising Officer in Control will always have the discretion to mobilise the full PDA to any premises.

Domestic Premises

See Domestic Premises Flowchart diagram (at end of document):

Calls Received from Alarm Receiving Centres (ARC) Non Domestic Premises

The caller from the ARC will be asked to identify if there is a fire. If there is a **fire**, a full PDA emergency response will be made appropriate to the risk for the premises.

If the caller from the ARC does not know the cause of the alarm and/or is unable to confirm if there is a fire, but the premises are known to be **unoccupied** a reduced PDA emergency response will be made.

If the fire signal is received from a premises, known to be **occupied by vulnerable persons** and the cause of the alarm is not known a reduced PDA emergency response will be made.

In the case of any other **occupied buildings (not occupied by vulnerable persons)**, RBFRS Control staff will ask the ARC to contact the premises to determine the cause of the alarm, and to advise them that **“No response is Being Made by the Fire and Rescue Service unless the presence of a fire is confirmed”**.

If following the check the ARC / occupier calls to confirm there is a fire, the full emergency response will be mobilised as normal. If they confirm the alarm has actuated due to an unwanted fire signal, they are to be informed **‘No Response is being made’**.

If **no call-back** from the ARC or premises is received within 20 minutes, RBFRS Control staff are to make one attempt to contact the premises or the ARC to determine what the situation is and, if there is no fire, to close the incident.

Where there is any doubt about the cause of the alarm, the reduced PDA emergency response will be made to investigate.

Where the Fire and Rescue Service have carried out a risk assessment and as a result have determined that an immediate attendance is deemed necessary to the premises in the event that the fire alarm actuates, a record will be made in the mobilising system. Upon receipt of a call to such premises, a reduced PDA emergency response is to be mobilised.

Call Filtering Non Domestic Premises

See Call Filtering Non-Domestic Premises flowchart (at end of this document).

Calls Received from Alarm Receiving Centres (ARC) Domestic Premises

Call received from domestic premises will be challenged by ARC's. This will require the occupiers of the premises to check and confirm without putting **themselves at risk** that there is an actual fire at the premises.

Information gained by Command and Control will fall within the following categories:

- The occupant confirms that there is a fire within their premises, normal attendance will be mobilised.
- The occupant is unsure or no contact can be made with the premise, an attendance for the time of day will be made with 1 appliance mobilised to an AFA during the hours of 09.00 and 18.00 and 2 appliances to an AFA at night.
- The occupant confirms that there is no fire within their premises, no attendance will be made.

Unlike non-domestic premises, occupancy will not form the basis of any assessment with regard to mobilising appliances.

Mobilisation will be dependent on the information received with Command and Control. An attendance for the time of day will be maintained with 1 appliance mobilised to an AFA during the hours of 09.00 and 18.00 and 2 appliances to an AFA at night.

Calls Received Directly From Occupiers Non Domestic Premises

The caller will be asked to identify if there is a **fire** and if there is, a full PDA emergency response will be made.

Where the caller is unable to confirm there is a fire, the caller from the premises is to be asked if they know what has actuated the alarm. If they do not know, they are to be asked to carry out a check of the premises to determine the cause of the alarm and they are to be advised that **“No response is being made by the Fire and Rescue Service unless the presence of a fire is confirmed”**. The caller is to be asked to call the Fire and Rescue Service upon completion of the check by dialling 999 to confirm the cause of the alarm. Finally, the caller is to be asked for a telephone number for the premises involved.

If the fire signal is received from premises known to be **occupied by vulnerable persons** and the cause of the alarm is not known, a reduced PDA emergency response of one appliance will be made, unless a warden is on site and in attendance at the premises concerned in which case a check should be made as above.

Occasionally, a caller will be from a site comprising more than one building and they may themselves not be in the affected premises but know that it is **unoccupied** at the time, in which case a reduced PDA emergency response will be made appropriate to the risk.

Where the Fire and Rescue Service have carried out a risk assessment and as a result have determined that an immediate attendance is deemed to be necessary to the premises in the event that the fire alarm actuates, a record will be made in the Command and Control system. Upon receipt of a call to such premises, a reduced PDA emergency response is to be mobilised.

If following the check the occupier calls to confirm there is a fire, the full emergency response will be dispatched as normal. If they confirm the alarm has actuated due to an unwanted fire signal, they are to be informed '**No Response is Being Made**', RBFRS Control staff will note the cause to inform any future actions by the Fire and Rescue Service.

However, where there is any doubt about the cause of the alarm, the reduced PDA emergency response will be made to investigate.

If **no call back** is received within 20 minutes, RBFRS Control staff are to make one attempt to contact the premises to determine what the situation is and, if there is no fire, to close the incident. In the event that no contact is made, a reduced PDA emergency response is to be mobilised.

Calls Received Directly From Occupiers Domestic Premises

The caller will be asked to identify if there is a **fire** and if there is, a full PDA emergency response will be made.

If the caller is unsure, an attendance for the time of day will be made with 1 appliance mobilised to an AFA during the hours of 09.00 and 18.00 and 2 appliances to an AFA at night.

If the caller confirms that there is no fire within their premises, no attendance will be made.

Calls received from a Passer By

Where a call is received from a passer-by hearing an alarm, a reduced PDA emergency response will be made (Non Domestic Premises only). RBFRS Control staff will then gather additional information to determine if this is the appropriate response, i.e. the caller may be able to see smoke etc., in which case an enhanced response may be dispatched. Any additional information gathered will be passed to any responding Crew.

Where possible, RBFRS Control staff will contact a keyholder and request their attendance at the premises.

For domestic AFA's a call received from a passer-by will attract an attendance in line with the time adjusted PDA.

Subsequent Calls Providing Additional Information

Where a subsequent call is received from the premises stating that the alarm has been generated by an unwanted fire signal, RBFRS Control staff will cancel Fire Service attendance. RBFRS Control staff will ascertain details of the person making the call and their role within the company and ensure that all relevant information is obtained from the caller to support the assertion that the alarm is an UWFS. If there is any doubt as to the authenticity of the caller or the information received, RBFRS Control staff will mobilise a reduced emergency response.

Where the caller confirms there to be a fire, RBFERS Control staff will mobilise the full PDA for the premises.

Attendance at Unoccupied Non Domestic Premises

Where an attendance is made to unoccupied premises, the caller is to be advised to send a keyholder. Subject to a site-specific dynamic risk assessment, the Incident Commander indicating that there is a fire or reasonable cause to suspect that there is a fire, a forced entry will be made before the arrival of the keyholder.

If the keyholder is not present at the premises within 20 minutes of RBFERS attendance, the Incident Commander may instruct that a forced entry to the premises is made (*in accordance with the FRSA 2004 to enable us to carry out a search of the premises to determine the cause of the alarm*). Whilst waiting for the keyholder, the Incident Commander will instigate a thorough external inspection of the premises, looking for signs of fire. Such signs will include smoke within or issuing from the premises, unusual variations in the external temperature of the premises, discoloration of glass, smell of smoke, etc. In certain circumstances, the pitching of a ladder to ascertain conditions within the building above the ground floor will have to be considered.

The time taken to complete this inspection will vary dependant on the size and nature of the premises.

On completion of this inspection and in the absence of any indication of fire, a standard message "First External Inspection Complete" will be sent to RBFERS Control.

Waiting Procedure

The Officer-in-Charge will not normally wait at the premises for a period longer than 20 minutes.

During this 20 minute wait; the Officer-in-Charge will remain vigilant, continuing to look for signs of fire.

Before completion of the 20 minute wait, the Officer-in-Charge will instigate a second thorough external inspection of the premises, looking for signs of a fire. At the same time, the keyholder situation will be confirmed via RBFERS Control, if this has not already occurred.

On completion of the second inspection, a STOP message including the phrase "Second Inspection Completed" will be passed to RBFERS Control.

The Officer-in-Charge will complete the standard letter (FB153A) and leave it at the premises, in a prominent position.

Copies of the standard letter, plastic bags, and tape should be stowed in the cab of all pumping appliances and the inventory updated. Replacement plastic bags and tape can be ordered from Stores.

Confirmation of False Alarm after an Appliance (or Appliances) have been Mobilised

In all cases when appliances have been mobilised to a call generated by a signal from an automatic fire alarm system and RBFERS Control subsequently receive a confirmation that the signal was generated as a result of a false alarm, RBFERS Control are to instruct the appliance (or appliances) not to proceed to the incident.

Keyholder

The responsible person shall nominate a keyholder who is familiar with the premises to respond to the premises at all times that a signal is generated by an automatic fire alarm system within 20 minutes of alarm activation. Therefore, for unoccupied premises the ARC operator will be expected to alert the keyholder to respond to the premises when a signal from an automatic fire alarm system is received. **If no confirmation of fire is provided, there will be no fire and rescue response.**

Recording of False Alarm Codes

In order to build up an accurate picture of the causes of false alarms, the following Codes are to be used by Officers-in-Charge when passing Stop messages when attending incidents of false alarms caused by automatic fire alarm systems:

Classifications of Unwanted Alarm Signals from Automatic Fire Alarm Systems (other than fires)

EXAMPLES

- | | | |
|-----------|---------------------------------|--|
| 1 – ALPHA | Malicious Call | 4 – ALPHA -*ALPHA – Smoke Alarm – Poor Maintenance |
| 2 – GOLF | Good Intent- Controlled Burning | 4 – BRAVO -*DELTA– Sprinkler – Incorrect Positioning |
| 3 – DELTA | Alarm - Contaminants - Dust | 6 – CHARLIE – Alarm – Cooking/ Burnt Toast |

Code	Level 1 False Alarm:	Level 2 –Type:	Level 3 – Alarm activated by(sub type):	Level 4 – Alarm activated by(category):
1 A	Malicious	By Phone		Incl. break glass call point deliberately set off
1 B	Malicious	By phone, Call NOT Challenged		
1 C	Malicious	Special Service – Not Required		
2 A	Good Intent	Fire/Alarm (human activated)	Smell of burning	Overheating light/fitting
2 B	Good Intent	Fire/Alarm (human activated)	Smell of burning	Overheating appliance
2 C	Good Intent	Fire/Alarm (human activated)	Smell of burning	Fire elsewhere (not at location)
2 D	Good Intent	Fire/Alarm (human activated)	Burnt toast/food	Toaster/toast
2 E	Good Intent	Fire/Alarm (human activated)	Burnt toast/food	Other cooking
2 G	Good Intent	Fire/Alarm (human activated)	Smoke/condensation	Controlled burning/ Bonfires etc
2 H	Good Intent	Fire/Alarm (human activated)	Smoke/condensation	Air conditioning
2 J	Good Intent	Fire/Alarm (human activated)	Smoke/condensation	Steam from vehicles etc
2 K	Good Intent	Fire/Alarm (human activated)	Smoke/condensation	Smoking chimney
2 L	Good Intent	Fire/Alarm (human activated)	Reflected light/sun-light	
2 M	Good Intent	Fire/Alarm (human activated)	Other including no sign of fire	<i>Including use for smoke cloak where a person calls the FRS, burglar alarms, CO2 alarms, Security alarms etc</i>
2 N	Good Intent	Special Service – Not required	Not to be used for AFAs/Fires	
3 A	due to Apparatus	Contaminants	Trips/Insects	
3 B	due to Apparatus	Contaminants	Steam	
3 C	due to Apparatus	Contaminants	Chemicals/aerosols	
3 D	due to Apparatus	Contaminants	Dust	
3 E	due to Apparatus	Contaminants	Smoke Cloak	<i>Where the detector raises the alarm to the FRS</i>
4 A*	due to Apparatus	Smoke alarm	*A Poor maintenance, B Faulty, C Damaged, D Incorrect Positioning, E Unsuitable equipment	
4 B*	due to Apparatus	Sprinkler	*A Poor maintenance, B Faulty, C Damaged, D Incorrect Positioning, E Unsuitable equipment	
4 C*	due to Apparatus	Heat	*A Poor maintenance, B Faulty, C Damaged, D Incorrect Positioning, E Unsuitable equipment	
4 D*	due to Apparatus	Flame	*A Poor maintenance, B Faulty, C Damaged, D Incorrect Positioning, E Unsuitable equipment	
4 E*	due to Apparatus	Other	*A Poor maintenance, B Faulty, C Damaged, D Incorrect Positioning,	

			E Unsuitable equipment	
6 A	due to Apparatus	Human	Accidentally/carelessly set off	Incl. Break glass call point accidentally set off.
6 B	due to Apparatus	Human	Testing	
6 C	due to Apparatus	Human	Cooking/burnt toast	
6 D	due to Apparatus	Human	Smoking	
6 E	due to Apparatus	External factors	Power surge	
6 G	due to Apparatus	External factors	Storm	
6 H	due to Apparatus	External factors	water supplies – sprinklers only	
6 J	due to Apparatus	Unknown		

Audit and Review

The policy will be reviewed upon the following criteria:

- The issue of relevant national guidance (any future amendments to CFOA supporting documentation).
- Following a relevant corrective action being identified in a Command Debrief report.
- Upon the instruction of the Chief Fire Officer.
- Initially, one year after the implementation of the policy then every three years.

Initial Equality Impact Assessment

Directorate: SERVICE DELIVERY		Department/Section: COMMUNITY SAFETY		Manager Name: OLAF BAARS Author Name: Gene Ashe		Author Telephone No. Author e-mail:	
Name of Policy/Service to be assessed	REDUCTION OF UNWANTED FIRE SIGNALS FROM AUTOMATIC FIRE ALARM SYSTEMS IN DOMESTIC AND COMMERCIAL PREMISES – CALL CHALLENGE / FILTERING			Date of Assessment	17/3/11	Is this a new or existing policy?	Existing
1. Briefly describe the aims, objectives and purpose of the policy/service.			REDUCE UNNECESSARY ATTENDANCE TO FALSE ALARMS				
2. Who is intended to benefit from this policy/service, and in what way?			MORE AVAILABLE CS ACTIVITY TIME NOW AVAILABLE TO THE OPERATIONAL CREWS, AND REDUCED ROAD RISK FOR CREWS AND ALL OTHER ROAD USERS				
3. What outcomes are wanted from this policy/service?			REDUCE THE NUMBER OF AFA INCIDENTS RECIEVED / ATTENDED BY THE BRIGADE				
4. Who are the main stakeholders in relation to the policy/service?			FIRE CONTROL / OPS CREWS / AFA PREMISE MANAGERS		5. Who implements the policy/service, and who is responsible?		SERVICE DELIVERY (AM P&P)
6. Are there concerns that the policy/service has/could have a differential impact on the following groups and what existing evidence (either presumed or otherwise) do you have for this?				Please explain			
Race				N			
Gender				N			

Disability Has this policy been written in line with the 2005/07 – General Guidance for Producing Written Communication, found in the Support Services Manual (If no please indicate justification)	Y	N	
Religion or Belief		N	
Sexual Orientation		N	
Age		N	
<i>literacy, health, poverty, rurality, marital status, responsibility for dependents etc.</i>		N	
Contractual Status (Eg Part Time or Retained etc)		N	
7. Could the differential impact identified in 6 amount to there being the potential for adverse impact in this policy/service?		N	Please explain
8. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group? Have you consulted those who are likely to be affected by the policy/service?			Please explain for each equality heading (questions 6) on a separate piece of paper. N/A
9. Should the policy/service proceed to a full impact assessment?		N	10. Date on which Full assessment to be completed by. N/A
			Date:

I am satisfied that this policy has been successfully impact assessed.

I understand the Impact assessment of this policy is a statutory obligation and that, as owners of this policy, we take responsibility for the completion and quality of this process.

Completing officer name **Gene Ashe** Date **21/6/11**

Line Manager name **OLAF BAARS** Date **21/6/11**

Please note – this impact assessment will be scrutinised by the Equality and Diversity Section who report to the Director of Human Resources and Corporate Management Team via CEEG (Community Engagement and Equality Group).



