Unwanted Fire Signals (UwFS) Reduction Policy, Procedure and EIA - 266

The purpose of this policy is to explain the methodology and procedures to reduce the occurrence of unwanted fire signals and associated unnecessary appliance movements, and to ensure attendance is managed on a risk appropriate basis.

OWNER	Head of Prevention & Protection
LAST REVIEW	April 2025
REVIEW DUE DATE	36 months
VERSION CONTROL	Controlled by Corp Docs

CROSS REFERENCES

Regulatory Reform (Fire Safety) Order 2005
Fire and Rescue Services Act 2004
The Control of Major Accident Hazards Regulations 2015
The Radiation (Emergency Preparedness and Public Information) Regulations 2019

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PART 1 – POLICY SECTION

1. Scope of Policy

1.1. It is widely recognised that the installation of modern fire safety management systems and the increasing use of Automatic Fire Detection (AFD) systems, provides the earliest possible warning of fire. They are a key factor in providing an early warning of fire for building occupants. The occurrence of UwFS do however, have a significant impact on fire and rescue service resources, an issue which is addressed through the procedures detailed in this policy.

1.2. The purpose of the UwFS policy is to:

a) Reduce the number of false alarm activations generated by fire detection and fire alarm systems;

b) Deliver significant reductions in appliance movements, unnecessary cost expenditure and disruption to both Cheshire Fire and Rescue Service (the Service) and the business community; and

c) Reduce the risk to the public and firefighters through unnecessary emergency responses.

1.3. This policy explicitly covers the response to UwFS in non-domestic/commercial premises unless stated otherwise.

2. Definition of an Unwanted Fire Signal

2.1. An Unwanted Fire Signal (UwFS) is defined by the British Fire Protection System Association as “any alarm signal other than a genuine fire or test signal”. Any false alarm which is subsequently passed to the fire and rescue service is classed as an “Unwanted Fire Signal”.

3. Impact of Unwanted Fire Signals

3.1. The Service attends hundreds of UwFS every year from premises with AFD systems. On average only 1.8% are found on arrival to be confirmed fires, with less than 1% requiring firefighting action by the Service. Mobilising appliances to each of these calls causes a significant impact on the Service for the following reasons:

- Fire appliances are not available to respond to genuine life-threatening emergencies.
- Responding to UwFS under blue-light conditions poses an unnecessary risk to staff and other road users.
- Operational crews are disrupted whilst undertaking other core tasks such as training and community safety activities.
- Financial costs are incurred for fuel and there is an associated impact on the environment caused by the appliance movements.

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- On-Call firefighters require payment for being alerted and are unnecessarily disrupted from their primary employment.

4. Roles and Responsibilities

4.1. The effective reduction of UwFS is reliant on all members of Service staff who interact with premises where UwFS might activate.

4.2. Fire Control

4.2.1. To receive calls and use these procedures to apply a 'call challenge' as detailed in Appendices 1-4 of this policy.

4.2.2. NWFC will retain responsibility for updating the mobilising system with information relating to specific premises which will assist in the call challenge and enforcement process.

4.2.3. To assist in the monitoring and enforcement process, Control staff will ensure that where possible a specific address is taken during the call handling process. This is particularly important on large sites with multiple occupiers which are often classified as one premises for mobilising purposes.

4.2.4. Where ARCs do not comply with the requirements of the standard agreement, Control staff will inform the relevant Protection Unitary area office.

4.2.5. The Duty Control Manager will monitor the application of this policy by Fire Control Operators and support them in the decision-making process.

4.2.6. The Duty Control Manager will retain the discretion to adapt the mobilised attendance based on information available to them throughout the call handling process, at all times.

4.3. Operational Crews and Incident Commanders

4.3.1. Operational crews will attend AFA calls to which they are mobilised and identify whether the alarm has been caused by an UwFS. The cause will be thoroughly investigated and communicated to the occupier to ensure all reasonable measures are implemented to prevent a re-occurrence.

4.3.2. To accurately record and analyse data relating to UwFS attendances, Incident Commanders should ensure that an accurate address, contact name, cause and location within the building is obtained.

4.4. Protection Station Managers

4.4.1. Protection Station Managers in each Unitary area will have responsibility for ensuring the policy is implemented effectively across their respective Unitary area and will serve as the first point of contact for any queries that their team have regarding its application.

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4.4.2. Each Manager will also ensure that their team monitor the overall performance of the policy in delivering a reduced number of calls.

4.4.3. To ensure continuous improvement, any need for adaptation or change to the policy will be reported to the HQ Team by the Protection Station Managers.

4.5. Fire Safety Inspecting Officers

4.5.1. In accordance with the approach outlined in Section 14, Fire Safety Inspecting Officers will monitor the number of UwFS calls received from premises in their Unitary area and take the action described; including site visits and action planning/enforcement for problem premises.

4.5.2. Where premises have been granted an increase in the Pre-determined Attendance (PDA) for AFA calls, the relevant Fire Safety Inspecting Officers will be responsible (Section 5) for liaising with the Responsible Person. It is likely to be appropriate to provide bespoke advice and guidance to improve fire safety at the premises and reduce the PDA accordingly.

4.5.3. To ensure accurate application of this policy, Fire Safety Inspecting Officers must ensure that they confirm the accuracy of addresses where we have attended UwFS, particularly where activation takes place in complex premises or sites with multiple occupiers.

4.6. Business Safety Manager

4.6.1. The Business Safety Manager will work closely with Corporate Communications to deliver a communications plan which informs both Service employees, individuals responsible for premises in Cheshire and any other relevant stakeholders affected by the policy.

4.6.2. Any communication in relation to UwFS will be congruent with the Service's 4-year Community Risk Management Plan (CRMP) objectives.

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PART 2 – PROCEDURE

5. Pre-Determined Attendance (PDA) to AFA Calls

5.1. For AFAs the appropriate PDA will be mobilised by Northwest Fire Control (NWFC).

5.2. In exceptional circumstances it may be necessary to increase the PDA for an AFA. Such premises would initially be identified by:

a) Operational Crews through the SSRI process, or;

b) Fire Safety Inspecting Officers who will complete a premises flagging request form.

5.3. The process for increasing the PDA for all premises is currently under review by the OPA Department.

5.4. In the interim, approval for an increased PDA should be sought by following the process detailed on the "*Domestic Property Flagging Request"* page that can be found on the Service intranet.

5.4.1. Authorised increases in PDAs only apply on a temporary basis and must satisfy one of the property types posing an increased risk. Typically, this would only be complex premises with a sleeping risk (e.g. a hospital undergoing major construction work) unless otherwise agreed at Technical Policy Group in consultation with OPA.

5.5. Prior to any increase in PDA, locally based Fire Safety Inspecting Officers will liaise with the Responsible Person for the premises to develop a premises-specific action plan. This plan will work to improve the premises' fire safety management systems and return the premises to the standard PDA.

5.6. Upon completion, the respective Protection Station Manager for the Unitary area will notify NWFC of the return to the normal PDA.

6. Call Challenging and Mobilisation

6.1. On occasions when Automatic Fire alarm (AFA) calls are received by the Service, Northwest Fire Control (NWFC) will adopt a call challenging procedure (*APPENDICES 1-4*).

6.2. The call challenge process is designed to enhance the quantity and quality of information regarding the situation, allowing the Fire Control Operator to mobilise the most appropriate operational response. In most circumstances, only when confirmation of a fire can be given by the caller will an operational response be mobilised.

6.3. Twenty-four hours a day, seven days a week there is no automatic attendance to non-sleeping risk premises (except for those listed in

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APPENDIX 5 or as below), unless the caller is at the building and reasonably believes a fire has broken out.

6.3.1. A call received from the CCTV control room in Chester stating that the aspirating smoke detection system situated on The Rows in Chester has activated will be treated as a confirmed fire and full PDA for inside Chester City walls will be mobilised.

6.3.2. Where listed in *APPENDIX 5*, industrial sites which are licensed under either the Control Of Major Accident Hazards (COMAH) Regulations 2015 or The Radiation (Emergency Preparedness and Public Information) (REPPIR) Regulations 2019 are excluded due to their unique off-site risk and will be treated as a confirmed fire and full PDA will be mobilised.

6.3.3. Due to the nature of premises which contain persons who may be asleep or bedridden (listed as "sleeping risk premises" in *APPENDIX 5*), the call challenge procedure will not apply and these premises will be treated as a confirmed fire and full PDA will be mobilised.

6.4. Whilst the process should be adhered to as a form of structured guidance, the Duty Control Manager will at all times retain the discretion to vary the attendance based on the information available to them at the time.

7. Calls Received from Alarm Receiving Centres (ARCs) (*APPENDIX 1*)

7.1. For premises where the AFA signals an ARC, the ARC will contact the premises and confirm fire, prior to informing NWFC. In most situations, this will ensure that the Service is not needlessly informed of UwFS calls, to which no response is required.

7.2. There may be occasions where this procedure is not followed and calls reporting AFA signals will be received from ARCs. In these circumstances the following 'call challenge' should be applied.

7.3. In the case that calls are received from ARCs which have not completed a 'call back' to the premises, the ARC should be asked to make a 'call back' and advise the premises to ring 999 should they discover a fire. If the ARC is uncooperative and refuses to undertake a 'call back', they should be informed that the Service will not be attending and the procedures in Section 8.2 followed.

7.4. If a call is received from an ARC which has not been able to make contact with anybody at the premises, they should be informed that the Service will not be attending, followed by the procedures outlined in Section 8.2.

8. Agreements with ARCs

8.1. To facilitate the call challenging approach, close co-operation will be required between the Service and the various ARCs that monitor

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premises across the county. For the purposes of this policy, the term ARC is inclusive of all Telecare Service Providers who have responsibility for monitoring domestic premises and passing alarm calls to the Service.

The Protection Unitary offices and respective Fire Safety Inspecting Officers are the first point of contact for queries from NWFC and ARCs

8.2. In some circumstances, such as those given in Section 7.4, it may be difficult to apply this policy during the call handling process. In this situation, NWFC Operational Support will email details of any issues encountered to the relevant Unitary Protection office at Cheshire Fire and Rescue Service. Fire Safety Inspecting Officers will then contact the responsible person for the premises to encourage them to liaise with their ARC.

9. Calls Received Directly from Occupiers (*APPENDIX 2*)

9.1. The occupier will be asked to confirm if there is a fire. If it is confirmed, the full PDA will be mobilised for the premises.

9.2. Where the caller cannot confirm the cause of the alarm, they will be asked to investigate and are to be advised that "**No response will be made by the fire and rescue service unless you are able to confirm there is a fire**". Callers must be informed that should they discover a fire they should immediately ring 999 to enable an emergency response to be mobilised.

10. Calls Received from a Passer-by (*APPENDIX 3*)

10.1. On occasions where calls are received from a passer-by to report a fire alarm sounding, the PDA for an AFA will be mobilised. Callers should not be challenged to attempt an investigation as they are unable to represent the Responsible Person and do not have knowledge of the premises fire safety management systems.

10.2. The caller should also be asked if there are any additional signs of fire (e.g. smell of burning, smoke issuing), allowing the Fire Control Operator to mobilise the full PDA if appropriate.

11. Calls Received from Auto-Dial Systems

11.1. When calls are received from Auto-Dial systems and a contactable telephone number is available, the Fire Control Operator should return the call and advise the premises that "**No response will be made by the fire and rescue service unless you are able to confirm there is a fire**". The premises must be informed that should they discover a fire they should immediately ring 999 to enable an emergency response to be mobilised.

12. Calls Received from CCTV Control Room in Chester (*APPENDIX 4*)

12.1. A sophisticated aspirating smoke detection system has been installed in The Rows in Chester. This system has been designed to protect the

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safety of the historical listed buildings; located on Northgate Street, Bridge Street, Watergate Street and Eastgate Street.

12.2. The aspirating smoke detection system is made up of independent sampling pipes with multiple sampling holes that will continuously monitor and sample the open air for smoke.

12.3. If the aspirating smoke detection system detects smoke, it will send an alert to the fire alarm panel located in the CCTV control room in Chester.

12.4. Chester CCTV control room will make a 999-emergency call to NWFC informing them of an activation of the aspirating smoke detection system. **This will be treated as a confirmed fire and the full PDA for inside Chester City walls will be mobilised.**

12.5. Chester CCTV control room will pass details such as the aspirator number, street name, post code and any other additional visual information that can be provided. For example, the CCTV operator may be able to pan the camera toward the area of the activation and state that they can see thick black smoke.

12.6. This change in mobilisation should not be confused with NWFC receiving a call from an ARC to an automatic fire alarm activation **within a shop** on The Rows in Chester. Currently without confirmation of fire following an AFA, an AFA PDA response will be mobilised within the Chester City walls.

13. Subsequent Calls Providing Additional Information

13.1. Where an appliance has been mobilised to an AFA call and NWFC receive further information to indicate that this is a confirmed false alarm, the attendance should be cancelled.

14. Process for Protection Officers to action UwFS

14.1. <u>Confirmed UwFS recorded on FireCore</u>

14.1.1. Find these incidents by opening FireCore:

- Clicking on the *Performance* tab
- Under *Manage Incidents and Targets* tab, click on *Manage BV149i*
- Click on drop down arrow next to *Station* tab and press *Group By This Field*
- UwFS for each Station area will now be displayed.

14.2. Fire Safety Inspecting Officers can access IRS for further information such as the address of the premises if this information is missing from FireCore

The Fire Safety Inspecting Officer who is the reference holder(s) for UwFS in each Unitary Office will:

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- Contact the premises to investigate and determine the cause of the alarm and provide advice as required.

- Record any engagement with the premises/Responsible Person on SAFFIRE as an 'Unwanted Fire Signals job' and complete the 'UwFS Log' which is saved in SAFFIRE as a letter template (*APPENDIX 5*).

- Where appropriate, contact the Officer in Charge of the incident to gather further information and discuss the IRS information.

- Seek further advice from their respective Protection Station Manager if they are not satisfied with the proposed action to be taken by the Responsible Person/premises.

- Following discussion and agreement with their Protection Station Manager, Fire Safety Inspecting Officers may email the Fire Analysis team using [redacted] if it is agreed that the wrong type of premises has been captured on IRS and needs to be updated.

14.3. Premises with sleeping risks

14.3.1. If the Service responds to 2 or more UwFS in a rolling 28-day period for sleeping risk premises, the following actions will be taken:

- A Fire Safety Inspecting Officer will contact the premises to investigate the cause of the alarm and where appropriate may consider issuing an action plan to improve reductions.

- In the case of sleeping risk premises, a full Fire Safety Audit will be undertaken if one has not been completed in the previous 12 months.

- The Service will continue to apply the same call challenging procedures (*Sections 6 – 12*) to the property and respond as appropriate.

14.4. For all other premises

14.4.1. If the Service responds to any commercial premises where there is not a sleeping risk, the following actions will be taken. This is to determine why we have attended outside of policy:

- Scrutinise incident information using FireCore and INET viewer electronic database (each Protection Watch Manager has access to INET).

- Contact the Responsible Person to discuss UwFS and reiterate the Service policy for attendance at non-sleeping risk premises.

- Ask the Responsible Person for the premises to speak with their ARC and confirm that the premises is correctly recorded as a non-sleeping risk premises and amend if required.

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- Where no reason for the attendance can be ascertained, the Service response should be referred to the Service's NWFC SPOC.

- Record all action taken on SAFFIRE as an 'Unwanted Fire Signals job' and complete the UwFS log which is saved in SAFFIRE as a letter template (*APPENDIX 5*).

15. Monitoring and Enforcing Premises

15.1. Whilst the 'call challenge' process will reduce the number of UwFS calls attended, some premises may continue to have an unacceptably high number of activations (the call challenge is not applied to sleeping risk premises).

15.2. To target problem premises the Service monitors response to AFA calls and action based on the number of UwFS previously attended at the premises within a set time period.

15.3. For the purposes of monitoring, advising and enforcing complex premises or sites with multiple occupiers, Fire Safety Inspecting Officers should do so in consultation with their Protection Station Manager, who will advise on the application of this policy.

15.4. Hospitals

15.4.1. UwFS in hospitals are managed in accordance with specialist guidance, namely;

- Health Technical Memorandum (HTM) 05-03: Operational provisions Part B – Fire detection and alarm systems including the reduction of false alarm and unwanted fire signal.

15.4.2. The system of management and monitoring of these premises consists of:

- the reference holder(s) in each Unitary Protection office will monitor and record all hospital UwFS on the Hospital UWFS Tracker spreadsheet.

- Each quarter the UwFS data for each hospital will be saved on SAFFIRE.

- Delegates from each Unitary Protection office will attend the quarterly Hospital Working Group to carry out trend analysis and discuss standardised approaches to overcoming recurring activations. Minutes are recorded for each meeting.

- To support the Hospital Working Group agenda, it is expected that the relevant liaison for each Hospital will share monthly, quarterly and annual reports to Cheshire Fire and Rescue Service's Fire Safety Inspecting Officers that outline their UwFS activity and any action taken to reduce these.

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- Fire Safety Inspecting Officers will also attend face-to-face meetings with the relevant liaison for each Hospital, where appropriate.

15.1. Chester Rows – Aspirating System

15.1.1. The project and installation of the aspirating smoke detection system is managed by Chester West and Cheshire (CWAC) Council in conjunction with Charles Thomas Heritage Fire Protection. The Cheshire Fire and Rescue Heritage Project Officer will monitor any UwFS received by NWFC and liaise accordingly with CWAC Council.

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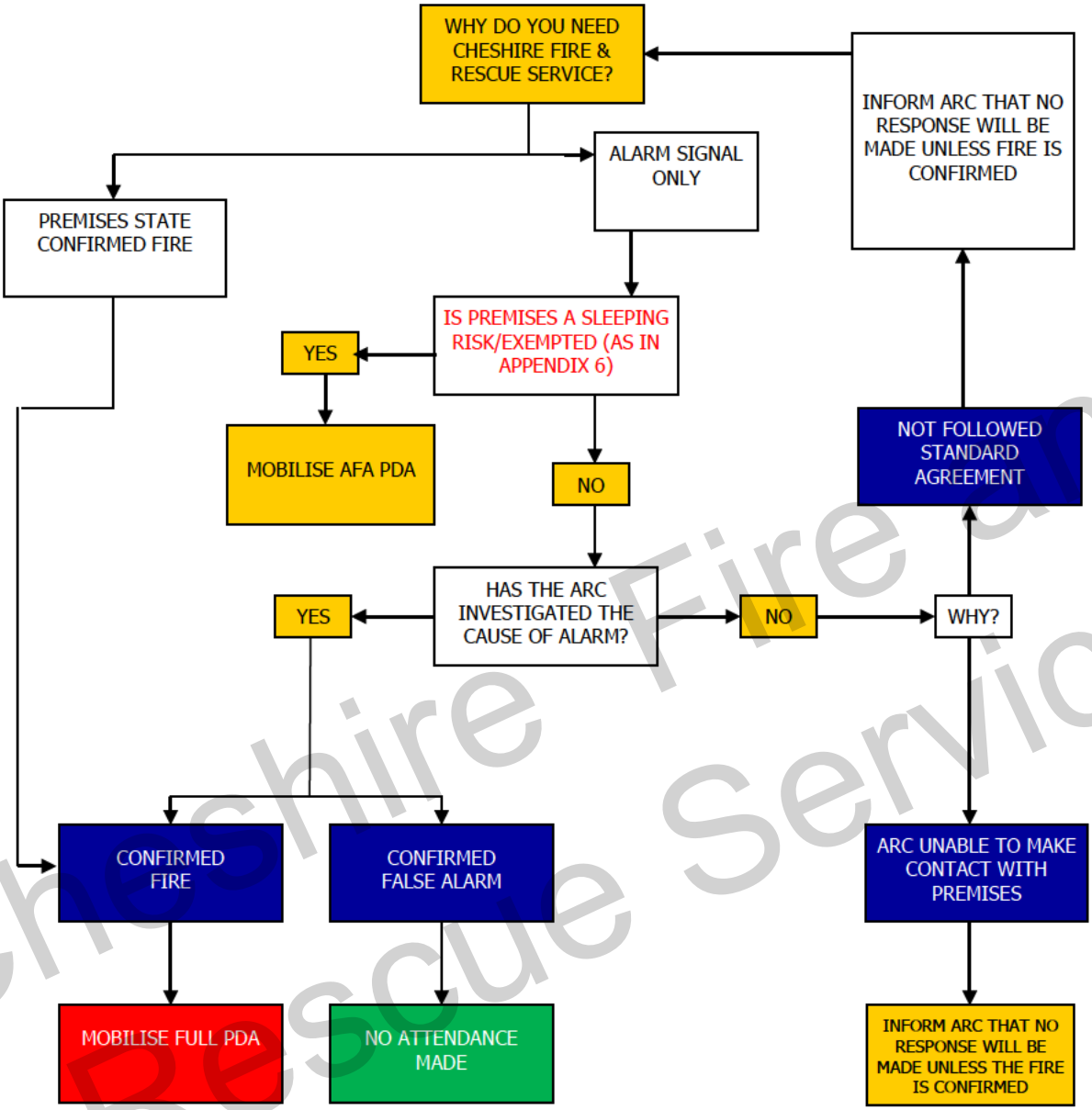
PART 3 – APPENDICES

APPENDIX 1 – Calls Received from ARCs Flowchart



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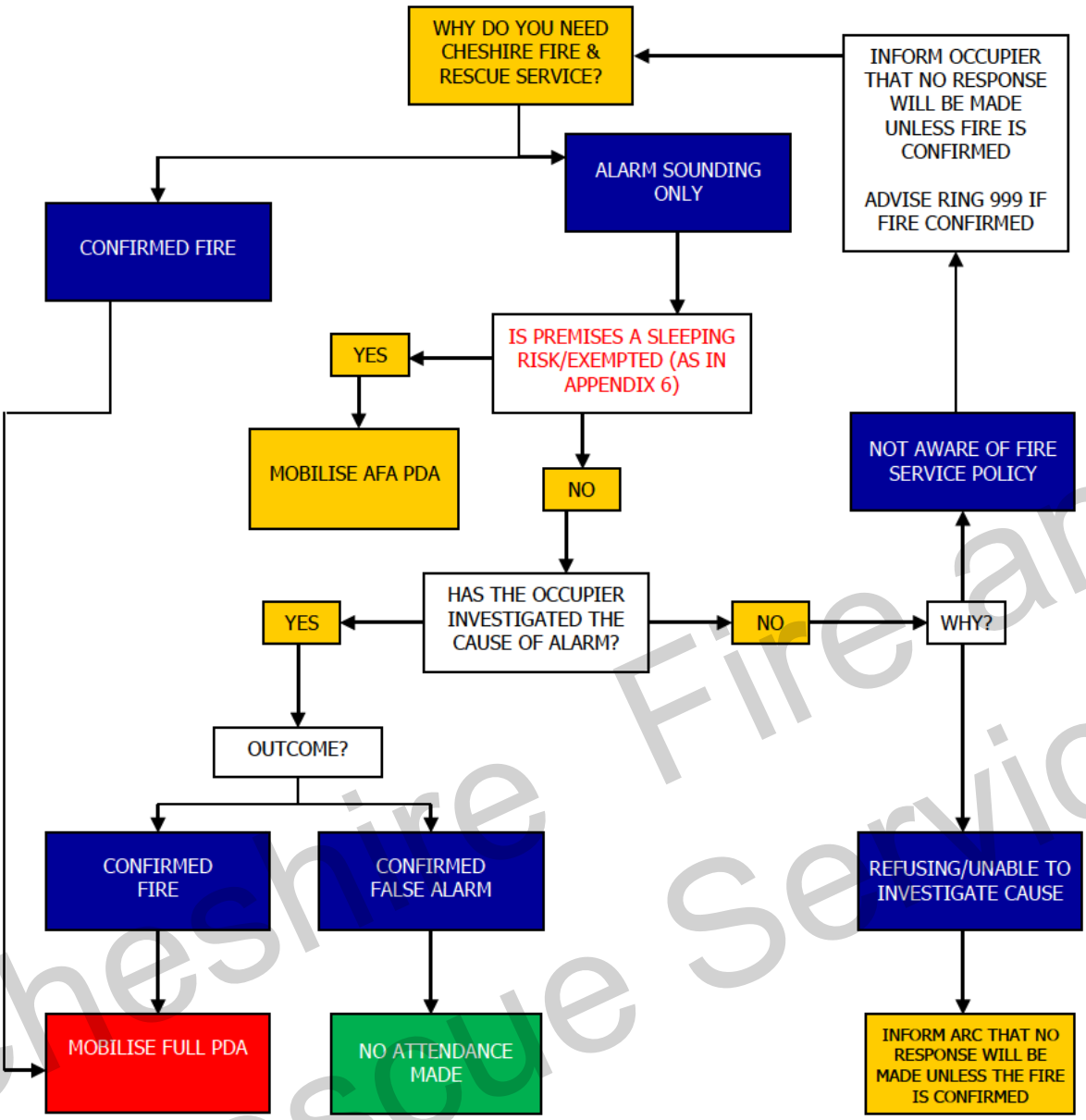
APPENDIX 2 – Calls Directly from Occupiers Flowchart



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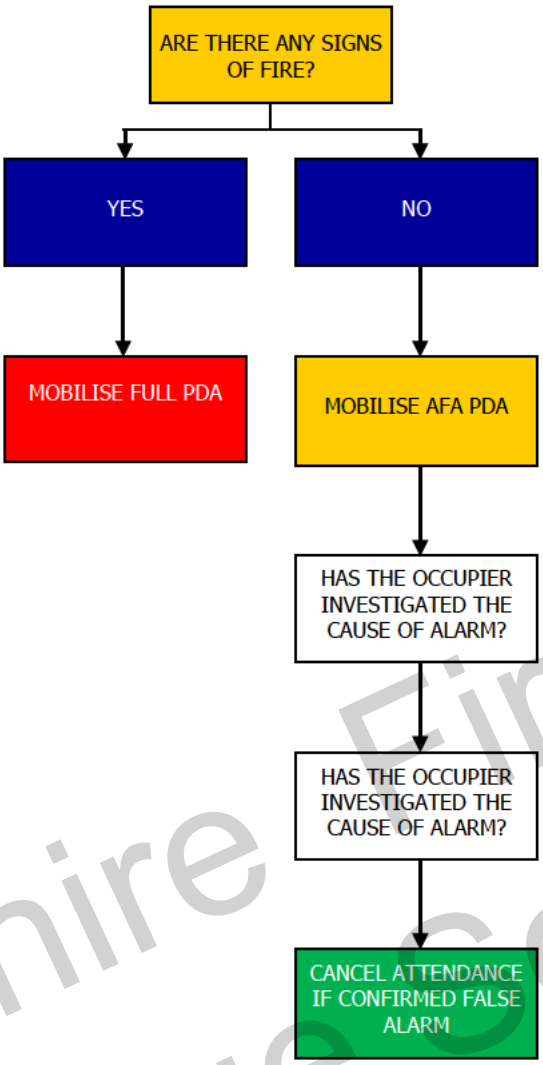
APPENDIX 3 – Calls from Passer-by Flowchart



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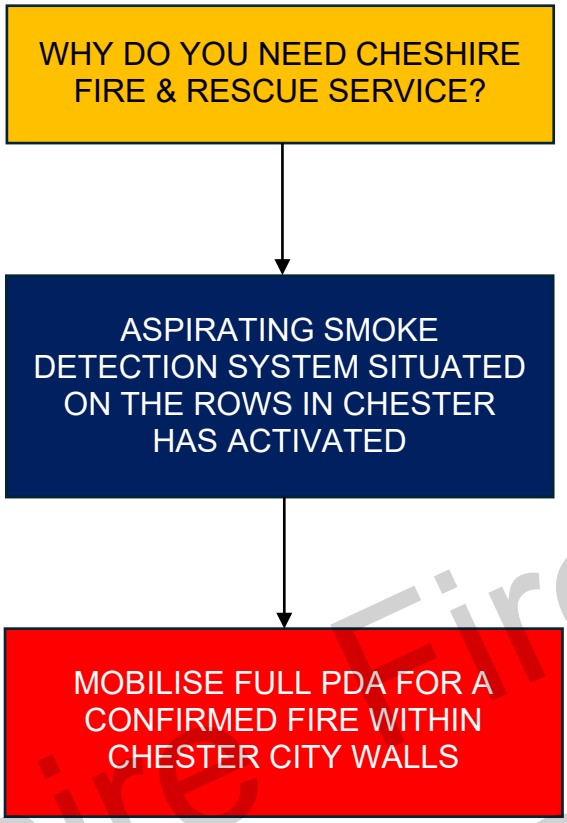
APPENDIX 4 – Calls from CCTV Control Room in Chester Flowchart



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APPENDIX 5 – List of sleeping risk/exempt premises

Boarding House/B&B for homeless/asylum seekers
Boarding House/B&B other
Boarding School accommodation
Chester Rows & premises within City walls
Children's Home
COMAH Sites and REPPIR sites
Domestic Premises
High-Rise Buildings
Hospital
Hostel (e.g. for homeless people)
Hotel/motel
Nurses'/Doctors' accommodation
Nursing/Care Residential Home
Other holiday residence (cottage, flat, chalet)
Other Residential Home
Prison
Retirement
Student Hall of Residence
Young offenders' unit
Youth hostel

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APPENDIX 6 – UwFS Log – Letter template on SAFFIRE

UWFS LOG: <<PREMISES_ID>> <<PREMISES_OCCUPIER>>
<<PREMISES_ADDRESS_HORIZONTAL>>

INSPECTING OFFICER: <<CURRENT_USERNAME>>

UNWANTED FIRE SIGNAL (UWFS) DETAILS

Date and time of UWFS: [DATE]

Incident Number of UWFS: [INCIDENT NO.]

Description of UWFS:
[DESCRIPTION OF UWFS FROM FIRECORE]

Reason for Activation (i.e. cooking fumes): [INSERT CAUSE]

Reason for Attendance (i.e. ARC did not follow procedure): [INSERT REASON]

Was the RP aware of the Fire Service attendance: YES / NO

Is the RP aware of the UWFS policy: YES / NO
If NO, explain and signpost to website - *www.cheshirefire.gov.uk/fire-protection/engagement/false-alarms/*

ACTIONS TAKEN

[DESCRIPTION OF ACTION TAKEN INCLUDING DATES AND ORDER OF EVENTS]

Was this a valid 149? YES / NO
If NO, has the Officer in Charge or Organisational Intelligence been contacted to amend the record? YES / NO

Is a Fire Safety Audit required: YES / NO / DEFERRED

ANY OTHER COMMENTS

[DETAILS OF ANY OTHER RELEVANT INFORMATION]

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PART 4 – EQUALITY IMPACT ASSESSMENT

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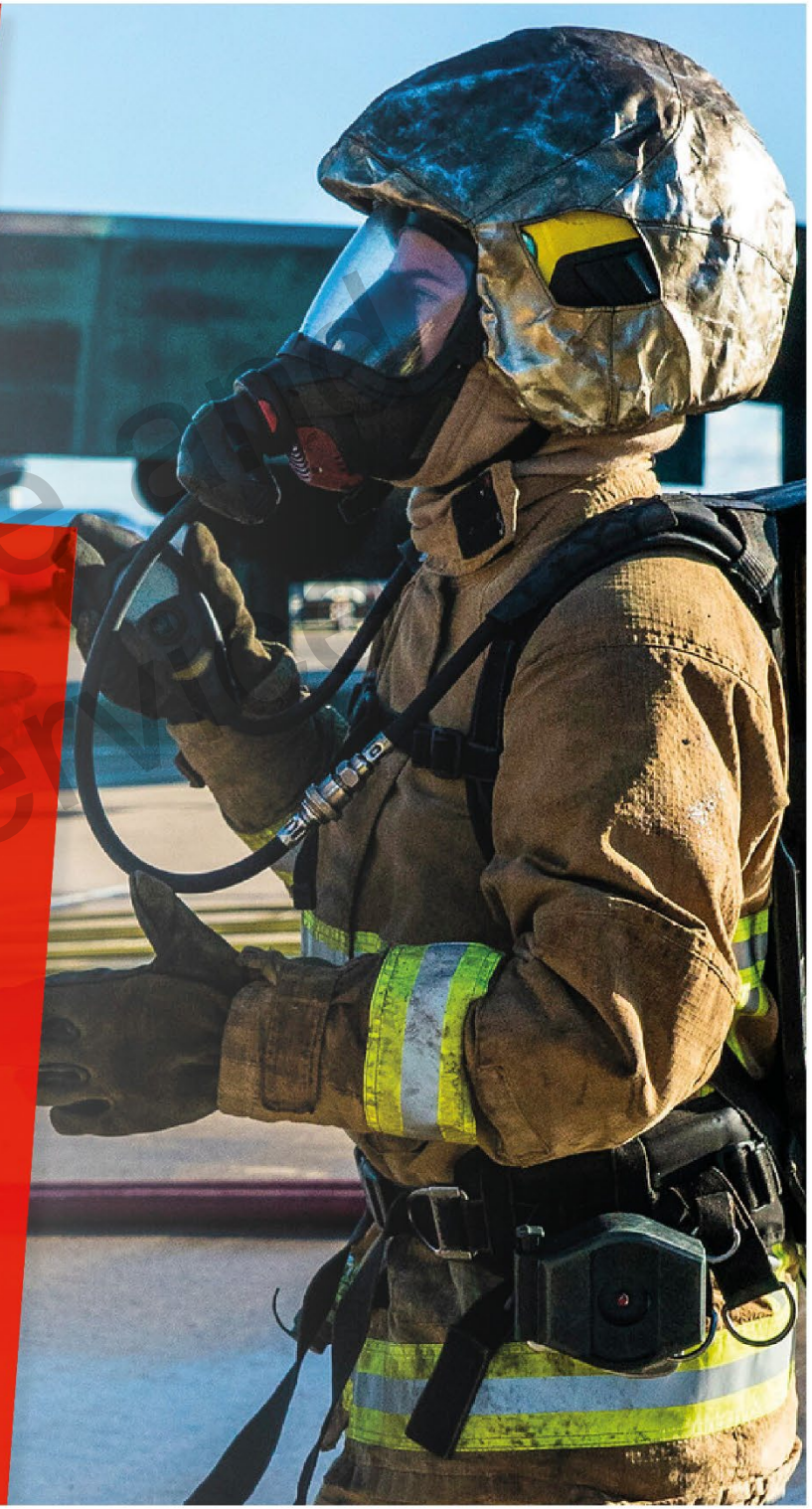
EQUALITY IMPACT ASSESSMENT (EIA)

Unwanted Fire Signal (UwFS) Reduction Policy



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Introduction

By undertaking Equality Impact Assessments (EIAs) the Service will have a better understanding of the risks presented to its workforce and communities, with specific emphasis on the consideration of those with protected characteristics under the Equality Act 2010. This will then inform any necessary changes to policies and practices, working arrangements and will also ensure that there are no unintended consequences in terms of discrimination relating to any new working arrangements, activities, policy changes and/or reasonable adjustments.

Process

It is essential that where working practices and/or service delivery methods change, the Service can provide assurance by reflecting on the potential impacts of the changes and demonstrating that it has done the due diligence to promote equality and inclusion.
Assessing the impact of changes is a continuous process not only to ensure that mitigating actions are effective and being carried out, but also to identify any consequences or likelihood of risks evolving or changing over time. The EIAs will also help to inform future decisions on the effectiveness, efficiency and sustainability of the changes.
The following process should be followed for the production and sign-off of EIAs and the monitoring of the risks and associated mitigating actions and proposed changes contained within them.

Stage 1 – Assess & Record

Where required, each service area should carry out an EIA to identify and record any changes that have been implemented or will be implemented.

The EIA template within this document has been developed to help structure the assessment. This is not a tick box exercise so professional judgement will be required to ensure that assessments are comprehensive and relevant.

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Assessments should be co-produced with staff involved in the delivery of the activity, policy or procedure to ensure that experience and knowledge is shared and included in any mitigation plans. Completion of the EIA template does not end the process. Further assessments will be required to ensure the scale, likelihood and level of impact is not increasing and that the mitigating actions/changes are making a positive impact. The output of Stage 1 is the completion of a comprehensive impact assessment with the level of risk and impact measured for review by the Head of Department.

Stage 2 – Analyse & Report

The Head of Department reviews draft assessments and analyses the totality of the impact risks across their services/function. This will:

- Enable a robust peer review and scrutiny on the assessment and mitigation plans.
- Provide direction and decisions within the remit of the Head of Department's resources.
- Identify actions or interdependencies with other areas of the business.

Stage 3 – Overview & Decision

The Equality, Diversity and Inclusion (EDI) Advisor will review the EIAs in conjunction with the relevant Head of Department and maintain an overview of the impact risk across the wider organisation.

The level of risk and likelihood of occurrence will help to identify themes and potential solutions and will confirm the level of oversight needed for implementation of actions and mitigation plans – Service or departmental level.

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This will also prompt direction where required in respect of any necessary escalation to SMT for decision or investment.

Stage 4 – Mitigate & Control

Mitigation actions/changes should be developed/implemented with monitoring and review processes in place.

The frequency of the monitoring and review process should be considered in line with the assessed level of risk. i.e. if risk was deemed to be high then more frequent checks and balances need to be put in place to monitor the result of implementation of the changes.

Consideration should be given to the following questions:

- Are the changes/mitigating actions happening and working?
- Has the consequence/impact changed since the last review?
- Has the likelihood of the impact changed since the last review?
- What additional support/resource/action is required to manage the risk?

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Impact Assessment Form

Once completed, please store on Corporate Docs, Cheshire Planning System and return to [redacted]

Name of policy / initiative / service to be impact assessed	Unwanted Fire Signals (UwFS) Reduction Policy, Procedure & EIA
Core Value being addressed	The purpose of the UwFS policy is to: • Reduce the number of false alarms activations generated by fire detection and fire alarm systems; • Deliver significant reductions in appliance movements, unnecessary cost expenditure and disruption to both Cheshire Fire and Rescue Service (the Service) and the business community; and • Reduce the risk to the public and firefighters through unnecessary emergency responses.
Department / function carrying out the assessment	Prevention and Protection Department
Who is responsible for the implementation of the policy / initiative / service? (function head /department manager)	Head of Prevention and Protection
Who is involved in the impact assessment?	Protection Department staff Fire Safety Inspectors Fire Investigators Equality, Diversity and Inclusion Advisor People & Organisational Development Department Operational Policy & Assurance Department
What are the aims / objectives / expected outcomes of the policy / initiative / service?	Reduce the number of false alarm activations generated by fire detection and fire alarm systems; The policy facilitates the delivery of this service. The EIA will specifically identify the equality needs and potential impacts on people that come under one or more of the protected characteristics outlined in the Equality Act 2010.

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Who is intended to benefit from the policy?	Cheshire Fire and Rescue Service, members of the community, the business community and statutory and third sector partners, through continuity of our protection activities.
Is the policy/initiative/service for external or internal purposes?	This Equality Impact Assessment will focus on internal CFRS workforce and external members of the wider community.
Does this policy/initiative/service affect the on-call duty service?	No
Are other organisations involved in the delivery? If yes please state who:	Yes, North West Fire Control (NWFC)
What information / past experience do we have i.e. a similar initiative and what did this information tell us? (info can be demographic data i.e. census findings, research findings, comparisons between similar policies in our Service and other services, survey data, equality monitoring data, ad hoc data gathering exercises)	- Internal Equality Monitoring Data - Office for National Statistics Public Health England (Equality related data) - National Fire Chief Council (NFCC) Guidance /EIA Examples - Previous EIA featuring similar risk factors and considerations Staff survey results
Has a similar assessment been conducted by other Fire and Rescue Services or local authorities in respect of a similar policy / initiative / service? If yes – is it possible to adapt / incorporate findings	Yes – most other Service's have an UwFS policy/procedure. However, this will be bespoke to their Service processes and procedures. Where findings can be incorporate, they have been.
Date of next policy / initiative / service review (if applicable)	Controlled by Corp Docs

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Impact Assessment

The impact assessments will be based on the red, amber, green (RAG) risk scoring as follows:

LIKELIHOOD				
Unlikely	**Low probability**	**Possible**	**High probability**	**Almost Certain**
1	2	3	4	5
VL	L	M	H	VH

IMPACT		
5	VH	Catastrophic – legal action (discrimination claim)
4	H	Major – serious matter that may lead to negative publicity and disciplinary action within service context
3	M	Moderate – external complaint or internal grievance
2	L	Minor – Additional small amendment or changes to policy, initiative or service.
1	VL	Little impact – minor considerations only required.

			IMPACT				
			VL	L	M	H	VH
			1	2	3	4	5
LIKELIHOOD	VH	5	5	10	15	20	25
	H	4	4	8	12	16	20
	M	3	3	6	9	12	15
	L	2	2	4	6	8	10
	VL	1	1	2	3	4	5

Overall Rating	Description	Monitoring
1 – 5 Manageable Risk	The risk may be so low that we choose to accept it and instead simply record that the risk has been identified and that due to its low likelihood or impact no further action will be required. Alternatively, minor considerations may be needed on implementation.	Department will maintain oversight and continue to manage locally
6 -10 Medium	The EIA owner will need to consider slight amendments or further controls to the substance of the policy/initiative/service to take account of any issues identified OR GM to confirm that all reasonable steps have been taken to mitigate the risk and no further reasonable action is possible	
12 – 15 High	The policy / initiative / service cannot be rolled out until detailed external and/or internal consultation has taken place with those that the policy / initiative / service affects.	Updates provided to the EDI Advisor
16 – 25 Very High	Take immediate action. If legal action is certain to occur then we cannot go ahead with the policy / initiative / service, without fundamentally changing it. If even with this mitigation, the impact remains severe, then consultation with internal and/or external groups will need to go ahead.	

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Outlined below are relevant groups who or factors that may be affected by the policy / initiative / service and suggested impacts (please note that these suggestions are not exhaustive and you will need to consider whether there are any further impacts). Enter a commentary explaining the potential risks/impacts both on employees and external community groups. Specify any controls which are currently in place or that will be put in place to address and mitigate these impacts. Please document all impacts, both negative and positive.			
Protected Characteristics or EDI theme			**Impact/risk**
Age (younger, older or particular age group)			The age of inspecting officers within the department varies greatly, however, there are no foreseen impacts on these characteristics from our unwanted fire signals activity. When carrying out any investigations into unwanted fire signals activations, the service considers the fire safety of people of all ages who are likely to use a building / premises.
Likelihood	**Impact**	**Overall**	
1	**1**	**1**	
Disability (physical, sensory, long-term illness, hidden, neurodiversity)			The policy and procedures will be implemented by Protection employees. Individual personal risk assessments would be conducted for any members of the team who have a disability and/or health condition to ensure that adjustments and additional control measures, if required, are considered and implemented.
Likelihood	**Impact**	**Overall**	
1	**1**	**1**	
Mental health (anxiety, depression, isolation, bipolar, serious mental illness)			The policy and procedures will be implemented by Protection employees. Information required as part of our investigation into unwanted fire signals will be gathered over the phone or premises visits. Some elements of unwanted fire signals may carry a mental and/or emotional burden for some members of staff as they may find the incorrect type of alarm systems in a 1premises and therefore this will require issuing of notices and may increase anxiety for some members of staff, particularly those who do dislike confrontation. Line manager support is available when issuing notices.
Likelihood	**Impact**	**Overall**	
2	**2**	**4**	

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Gender re-assignment / identity (someone in transition or who has transitioned from one gender to another)				There are no foreseen impacts of this particular characteristic. The policy and procedures do not adversely impact individuals on the basis of gender re-assignment or gender identity.
Likelihood	Impact	Overall		
1	1	1		
Marriage/civil partnership (applies to same-sex as well as opposite sex couples)				There are no foreseen impacts of this particular characteristic.
Likelihood	Impact	Overall		
1	1	1		
Pregnancy and maternity (Pregnancy, maternity leave, breast-feeding)				The policy and procedures will be implemented by Protection employees. Full risk assessments will be undertaken on any staff members who are pregnant and reasonable adjustment will be made to working arrangements where needed. It is not foreseen that this policy will have a detrimental impact in relation to the wider community in relation to Pregnancy and maternity.
Likelihood	Impact	Overall		
1	1	1		
Race (Ethnic origin, nationality, colour, including gypsies and travellers)				The policy and procedures will be implemented by Protection employees. There are no foreseen impacts of this particular characteristic.
Likelihood	Impact	Overall		
1	1	1		

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Religion/Belief System (Christian, Muslim, Hindu, Jewish, Buddhist etc.)			The policy and procedures will be implemented by Protection employees. Staff manage their own diaries and therefore members of the department who have religious affiliations and particular belief systems can conduct work streams around important religious festivals and celebrations. It is not foreseen that this policy will have a detrimental impact in relation to the wider community in relation to Religion or belief systems.
Likelihood	**Impact**	**Overall**	
1	**1**	**1**	
Gender (male, female or gender non-binary or fluid)			The policy and procedures will be implemented by Protection employees. Our current inspection teams feature staff who identify as male or female and there are no foreseen impacts on gender from our unwanted fire signal activity. It is not foreseen that this policy will have a detrimental impact in relation to the wider community in relation to gender.
Likelihood	**Impact**	**Overall**	
1	**1**	**1**	
Sexual Orientation (Gay, Lesbian or Bisexual)			The policy and procedures will be implemented by Protection employees. Although we acknowledge hate crimes can occur in the community, there are no current risks identified or reported by staff based on their sexual orientation. The sexual orientation of people we will come into contact with during a visit is unknown to protection officers.
Likelihood	**Impact**	**Overall**	
1	**4**	**4**	
Geography and Deprivation (does the service or policy affect lower income people or those who live in areas of disadvantage?)			The policy and procedures will be implemented by Protection employees. Information required will be gathered during investigation gathering into unwanted fire signals. Premises visits will be generated by the unwanted fire signal activation. No geographical area is directly targeted. It is not foreseen that this policy will have a detrimental impact in relation to the wider community in relation to Geography or Deprivation.
Likelihood	**Impact**	**Overall**	
1	**3**	**3**	

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Occupation (internal – shift systems, working patterns etc. External – shifts, retired etc.)			The UWFS policy is applied consistently, and assessments and procedures are in place to ensure that the service can meet its statutory duty whilst also offering assurance to staff in relation to their safety in the work place and whilst engaged in activity within the community.
Likelihood	**Impact**	**Overall**	
1	**4**	**4**	

What other positive outcomes or changes will need to be taken as a result of any points identified by this impact assessment?

This EIA ensures that any risks related to equality interest groups are identified. This process helps to inform our planning and staff know what to consider when engaging and communicating with businesses we come in to contact with.

Head of Department Review and Sign off

Name_____ **Date**_____

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