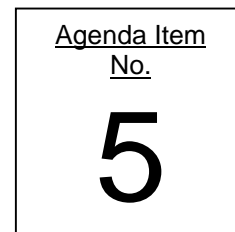


**HERTFORDSHIRE COUNTY COUNCIL**

**CABINET  
MONDAY 23 JUNE 2003 AT 2.00 P.M.**



**FIRE AND RESCUE SERVICE  
CHARGING FOR SPECIAL SERVICE CALLS – DOMESTIC FLOODING**

Report of the Chief Fire Officer

Report author: Peter Hazeldine (01992 507502)

Executive member: Iris Tarry

**1. Purpose of Report**

To seek approval to changes to the policy relating to charging for responding to domestic flooding incidents.

**2. Summary**

Since the introduction of charges for attendance at special service calls a number of concerns have been raised in relation to charging for domestic flooding incidents. Complaints have also been received by both Members and the Service. In view of this the Service is seeking approval to change the policy on charging for special service calls so far as it relates to domestic flooding.

**3. Conclusion**

The Cabinet is requested to approve the following changes to the Service policy on charging for special service calls as recommended by the Fire Service Panel on 28 May 2003:

The need to charge for domestic flooding wholesale is deleted from the Fire and Rescue Service policy for charging for special services with the officer in charge still maintaining the right to charge, if appropriate.

#### **4. Background**

In January 1999 the then Community Services Committee approved the introduction of a charging policy for selected non-emergency special service calls (i.e. services provided other than fires and false alarms which could be carried out by other contractors). However, implementation of these charges has raised a number of concerns over the years in particular in the area of domestic flooding and charges to individuals.

As a result of these concerns and complaints the Service sought the views of the Fire Service Panel on a change in policy so that charges are no longer made for domestic flooding unless it is felt by the officer in charge at the incident that this was being abused. The Panel supported the suggested change of policy and recommended it to Cabinet for approval.

#### **5. Financial Implications**

In 2001/2002 the Service attended 90 domestic incidents and only raised invoices for 19, for a total of £7,697.60, compared to a total income of £60,332.50. The budget is set at a minimum of £40k income, a target which has always been achieved since the introduction of the revised policy.

#### *Background papers*

Report submitted to the Community Services Committee on 14 January 1999