



| | | | |
|---------------------------|--------|----------------------|------------|
| Document reference | FS003 | Document type | Policy |
| Version | 6 | Date of issue | April 2026 |
| Classification | Public | | |

FS003 Risk Based Attendance Policy

1. Purpose and Scope

The purpose of this document is to outline the Risk-Based Attendance Policy (RBAP) that Tyne and Wear Fire and Rescue Service (TWFRS) will implement when providing its statutory services to the community. This policy establishes a framework aimed at reducing unnecessary mobilisation to incidents and enhancing resource allocation, all while ensuring public safety and adherence to statutory requirements

2. Definitions

AFA: Automatic Fire Alarm: a system which automatically detects a fire condition and actuates a fire alarm signal device.

RBA: Risk Based Attendance: resources required for each premises type based on the risk to firefighters and occupants

PDA: Pre-Determined Attendance: resources required that have been agreed in advance for each incident type

Call Challenge: A process applied by Control to determine whether mobilisation is required.

3. Legal and Regulatory Requirements

- Fire and Rescue Services Act (2004)
- Regulatory Reform (Fire Safety) Order 2005 (as amended)

4. Exclusions from this policy

4.1 This policy does not cover:

- All single private domestic dwellings and sheltered accommodation schemes
- Other residential premises such as hostels, hotels and care homes
- Registered Control of Major Accident Hazards (COMAH) sites

5. Other Exemptions that may apply

- Premises who have successfully applied to TWFRS for an Exemption (Automatic Fire Alarm Exemption or Exceptional Exemption)
- Premises identified by Fire Crews as requiring an Operational Exemption

6. Principles of the policy

6.1 Legislative Underpinning

- TWFRS approach is guided by the Regulatory Reform (Fire Safety) Order 2005 (as amended) and the Fire and Rescue Services Act 2004.
- It incorporates best practices from NFCC guidance, including the UwFS Reduction Strategy.

7. Responsibilities

- The Fire and Rescue Services Act 2004 sets out the core duties of FRS's (e.g. firefighting and responding to emergencies) but it **does not require attendance to AFA activations in isolation.**
- **Responsible Persons (RP) have a legal responsibility** outlined in the Regulatory Reform (Fire Safety) Order 2005 for maintaining fire alarm systems to the appropriate standards.

8. Response Parameters

8.1 From 1st April 2025, TWFRS:

- Extended 'Call Challenge' hours to 06:00 to 20:00, seven days a week, including bank holidays for all commercial premises without sleeping risk
- Responding:
 1. Between 20:01 – 05:59.
 2. On receipt of a 999-call confirming fire or signs of fire.
 3. When an exemption has been granted.

8.2 From 1st April 2027 TWFRS intends to:

- Consider extending 'Call Challenge' to 24-hours for all commercial premises without a sleeping risk
- Responding when:
 1. A 999 call confirms fire or signs of fire.
 2. An exemption has been granted.

9. UwFS Alignment

9.1 This policy aims to:

- Reduce unnecessary mobilisation to premises with frequent false alarms.
- Hold RPs accountable for repeated UwFS incidents through education, audits and enforcement actions.

9.2 This policy aligns with the Protection Fire Standard 8:

- Plan and deliver engagement with those who are responsible for keeping relevant premises safe to provide advice and education in a constructive and helpful way on matters relating to fire safety, petroleum, and explosives legislation, including:
 - Working to reduce the number of Unwanted Fire Signals (UwFS) that are generated from premises protected by automatic fire detection and fire alarm systems;

10. **Accountability and Responsibility**

- **Deputy Chief Fire Officer:** Responsible for policy compliance and monitoring
- **Area Manager (Community Safety):** Ensure implementation and oversight
- **Group Manager (Fire Safety):** Regular policy reviews and updates
- **Fire Safety UwFS Reduction Team:** Monitor and address repeat activations

11. **TWFRS approach to UwFS reduction**

11.1 Data-Driven Approach

- Frequent monitoring of UwFS data to identify high-risk premises.
- Collaboration between Fire Safety, Prevention and Education, Service Delivery, Control and Corporate Communications to target persistent issues.

11.2 Stakeholder Engagement

- Proactive engagement through social media, event attendance and educational materials.
- Written communication with RPs of premises with persistent issues.

11.3 Proportionate Response

- Mobilisation of resources will follow PDA criteria based on risk.

12. Authority for Issue

| | | | |
|--------------------------------|--|-------|--------------|
| Policy | FS003 Risk Based Attendance Policy | | |
| Classification: | Public | | |
| Version Number: | 6 | | |
| Version Date: | April 2026 | | |
| Author: | Head of Fire Safety | | |
| EIA Completed | Yes | Date: | April 2026 |
| Consultation: | Staff | Date: | n/a |
| | Unions | Date: | n/a |
| | SLT | Date: | January 2025 |
| | ELT | Date: | March 2025 |
| | FA | Date: | n/a |
| | Legal Services | Date: | n/a |
| | Other(s) | Date: | n/a |
| Authorisation: | Paul Russell | Date: | April 2026 |
| Implementation: | ELT | Date: | March 2025 |
| Review Cycle: | 1 year | Date: | March 2027 |
| Link to Strategy: | This policy relates directly to the Authority's Community Risk Management Plan and Protection Plan 2026 - 2030 | | |
| Links to other policies | <ul style="list-style-type: none"> • The Risk Based Inspection Programme | | |

