



**NOTTINGHAMSHIRE**  
**Fire & Rescue Service**  
*Creating Safer Communities*

Fire Service HQ  
Bestwood Lodge Drive  
Arnold  
NOTTINGHAM  
NG5 8PD

Tel: 0115 8388205  
Email: [fireprotection@notts-fire.gov.uk](mailto:fireprotection@notts-fire.gov.uk)

Dear Sir/Madam,

From 3<sup>rd</sup> December 2018, Nottinghamshire Fire and Rescue Service (NFRS) will be adopting a new unwanted fire signals procedure. This may affect how we respond to requests for assistance following the actuation of an Automatic Fire Alarm (AFA).

NFRS would like to communicate to you how these changes will affect any requests for assistance that are made via an alarm receiving centre (ARC) or directly by your staff, to our fire control room. We would also like to offer support and guidance as to the measures you may take in ensuring that your business is adequately protected.

To reduce the impact of AFA activations on our organisation, we will be undertaking call challenging 24 hours a day, 7 days a week. This is to enable us to differentiate between a genuine emergency call for assistance and a request to respond to an AFA. This call challenging will place emphasis on the caller to gather additional information through further investigation of the premises. The outcome of this investigation will determine if an attendance is required or not. We will continue to respond to confirmed emergency calls for assistance when a 999 call is made.

NFRS recognise that some premises present a greater risk to life and to the wider economic community of Nottinghamshire, as such we have determined that the following premises types will be exempt from call challenging as part of this procedure:

- Domestic premises including Houses in Multiple Occupation (HMO);
- Residential flats;
- Sheltered housing;
- Residential care and nursing homes;
- Local Primary Care Trust Hospitals and Private Hospitals which have sleeping on site;
- Hotels during night-time hours only (21:00hrs - 08:00hrs) (During the day, hotels will be call challenged.);
- Other sleeping risks;
- Sites that present a greater risk of injury to firefighters due to the hazards on site and where NFRS have gathered detailed risk information;
- Heritage sites listed as Grade 1 or Grade II by Historic England;
- High rise premises with sleeping risk;

- Any premises not conforming to the above criteria but is locally determined to be unsuitable for call challenging

In order to support your organisation in adopting these changes, there are a number of recommendations that we would like to bring to your attention to ensure a smooth transition of this procedure.

- To review the Tri-Service AFA procedure which is available on the NFRS website;
- To communicate these procedural changes to your staff, particularly in relation to call challenging when contacting Nottinghamshire Fire & Rescue Service;
- To advise you in considering additional staff training that may be required to support further investigation of sites following an AFA activation;
- To review any Fire Risk Assessment (FRA) that you have in place to ensure that it continues to be suitable and sufficient;
- To recommend that you consult with any relevant insurance providers regarding these changes;
- To remind you of your legal responsibility under the Regulatory Reform (Fire Safety) Order 2005 to manage and maintain fire safety arrangements appropriately

Nottinghamshire Fire & Rescue Service would like to support businesses and organisations through this transitional period and beyond. If you wish to discuss these changes in further detail or have any questions, do not hesitate to contact us either by email [fireprotection@notts-fire.gov.uk](mailto:fireprotection@notts-fire.gov.uk) or by calling 0115 8388205

Further information and a copy of the AFA Tri-Service procedure is available on our website by visiting <https://www.notts-fire.gov.uk/BusinessSafety/Pages/AFA-Procedure.aspx>

Yours faithfully



Andrew Kelly

Nottinghamshire Fire & Rescue Service  
Head of Fire Protection