



HUMBERSIDE FIRE AND RESCUE SERVICE

# Service Improvement

## Special Occasions Policy

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<b>Responsible Person</b>	<b>Head of Corporate Assurance</b>
<b>Date Written</b>	<b>June 2017</b>
<b>Date of Last Review</b>	<b>June 2024</b>
<b>Date of next review</b>	<b>June 2027</b>
<b>EIA Reviewed</b>	<b>June 2024</b>

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## **1. INTRODUCTION**

There are times when the Service will be expected to make special arrangements in response to a particular local or national event. Such occasions might include visits by VIP's, national celebrations, open days, or death of Humberside Fire and Rescue Service personnel. This policy addresses this requirement.

### **Core Code of Ethics**

HFRS has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do; therefore, those principles are reflected in this Policy.

### **National Guidance**

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

## **2. EQUALITY, DIVERSITY AND INCLUSION**

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services or in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

## **3. AIM AND OBJECTIVES**

To ensure that all personnel are aware of the procedures to be followed in observation of the special occasion.

To specify the type of response appropriate to the event by detailing procedures and standards.

## **4. ASSOCIATED DOCUMENTS**

- [Equality Impact Assessment](#)
- Legal References  
There are no specific legislative requirements relevant to this policy.
- National Guidance  
There is no specific National Guidance relevant to this policy.

## **5. GUIDANCE INFORMATION**

### **Flying of Flags at Service Premises**

Flags are not to be flown on Service premises other than where official Service facilities are provided.

## **Union Flag (also referred to as the Union Jack)**

**From 1 July 2021** all Service premises, with flagpoles, will fly the Union Flag/Union Jack in place of the Service Flag. Service Headquarters will fly the Union Flag/Union Jack and Service flags.

The Union Flag/Union Jack will always be flown unless it has been agreed by Strategic Leadership Team that it is replaced by another flag to mark an event or civic pride.

### **Flags flown at Half-Mast**

The Union Flag/Union Jack is to be flown at half-mast:

- From the announcement of the death up to the funeral of the sovereign, except on Proclamation Day when it should be hoisted to the top of the mast at 11:00 a.m. and remain there until sunset.
- On the days of funerals of members of the Royal Family.
- On the days of funerals of foreign rulers, as specified.
- On the days of the funerals of Prime Ministers and ex-Prime Ministers of Great Britain.
- On the day of the funeral of any serving member of Humberside Fire and Rescue Service.
- On instructions from Service Headquarters.
- When the Union Flag is to be flown at half-mast it should first be hoisted to the head of the flagstaff and then lowered to half-mast. When lowering the flag from half-mast at sunset it should first be hoisted to the head of the flagstaff.

### **Service Flag**

The Service Flag will be flown at Service Headquarters on days as directed by the Chief Fire Officer and Chief Executive. This is the red flag with the Service crest on it.

### **Other Flags**

Other flags will be flown at Service premises as and when directed by the Chief Fire Officer and Chief Executive.

If any staff consider that flying a particular flag, other than those listed above, is ~~appropriate~~ a formal request must be submitted to the Chief Fire Officer and Chief Executive in writing no less than six weeks prior to the day of the event in question. Only when a formal response giving approval is issued by the Chief Fire Officer and Chief Executive can the flag be flown.

Further guidance relating to the 'Flying of Flags in the United Kingdom' can be gained from the [Flags & Heraldry Committee](#):

## **6. VISITS TO SERVICE PREMISES**

### **Prominent Persons**

- On any occasion when Elected Members/Councillors or other prominent persons visit a station or section of the Service, a report of the visit must be made to [Corporate Communication](#), who will inform the Duty Principal Officer.
- A brief report, in writing, giving details and the nature of the visit is to be forwarded to the Emergency Response GM at Service Headquarters.

### **Members of the Public**

- Organised visits to Service premises by outside bodies, youth organisations, etc., must not take place without prior approval by the local Station Manager or Emergency Response GM.
- All visitors to Service premises must sign the visitors / contractor's book. Any significant risks on site should be highlighted to the group leader.
- A risk assessment for the event must be completed and recorded using form HS14.

### **General**

Visitors to Stations must be properly welcomed and received. The Officer in Charge (OiC) must realise the importance of extending proper courtesies towards all visitors whether members of the Service or not. When official visits have been arranged, the OiC at the time must make a point of meeting the visiting party outside the station premises and ensuring that a member of the Service remains with the party until the completion of the visit.

The OiC must ensure the health and safety of all visitors. This will include full safety brief on all areas of potential danger, actions to be taken in the event of a fire call and constant supervision by a member of the Service.

### **Commercial Representatives**

From time-to-time representatives from commercial undertakings visit Stations/Sections in an endeavour to sell goods, insurance, etc., to staff. It is not policy to allow visits of this nature and if any difficulties arise, the person concerned must be referred to the local Station Manager (SM).

### **Open Days on Service Premises**

Open days are held to enable members of the public to visit a station, meet members of the Service, and be educated about the service provided by Humberside Fire and Rescue Service.

Open days at Service premises require the prior approval of the Emergency Response GM.

### **Fêtes, Galas, Open Days etc:**

When inviting members of the public onto Service premises for any of the above purposes, all staff are reminded of the Service's duty of care and to avoid acts or

omissions that might injure any member of the public.

A Risk Assessment for the event must be completed and recorded using form HS14.

When arranging for outside agencies to provide displays, such as mechanical rides, bouncy castles etc., the OiC must ensure that the organisers of such events provide appropriate documentation prior to the event. Appropriate documentation includes:

- Public liability insurance
- Maintenance records
- Pre-use safety check list
- Risk assessments

If current, suitable and sufficient documentation is not available, the service provider must not be allowed to operate on Service premises. The OiC will inspect all exhibits and display areas prior to allowing members of the public onto Service premises, ensuring that all items on display are supervised and will not present a hazard to any member of the public. Failure to do so may result in compensation claims against the Service in the event of an accident.

## **Publicity**

The Service's Corporate Communication team must be consulted regarding the advertising of open days. The Team will contact the relevant media and promote the event on the relevant social networking sites. If advertising posters are required, the team can assist in providing them. The organising officer is responsible for the provision and distribution of any public safety advice/information. Advertisement posters can be designed by the Corporate Communication team. At least one month's notice is required to allow for leaflet production and effective publicity.

## **Station Location**

Stations which only have a small residential population in their administrative area should consider restricting the open day to a morning or afternoon. In the case of On-Call stations, an open evening may be more suitable. Decisions about the length of open days should be made following consultation with the GM Emergency Response.

## **Car Parking**

When inviting members of the public onto Service premises, car parking may present a problem. This may cause congestion either on the premises or surrounding roads. Provision may be possible at some sites for the allocation of additional parking spaces. If this is not possible, discussions with the local police must take place to consider if additional parking might impede the flow of traffic or restrict turnouts by appliances. On On-Call stations, parking must also be reserved to enable off-duty staff to respond to their alerter.

## **Inspections**

The OiC will inspect all exhibits and display areas prior to allowing members of the public on to Service premises, ensuring that all items on display will be supervised and will not represent a hazard to any member of the public. Further inspections are to take place throughout the period the station is open to the public.

### **Access to and Exit from Fire Service Premises**

The access and exit routes must be clearly marked to ensure that members of the public do not go into the areas detailed below:

- Those areas not supervised.
- Areas that might present a hazard.
- Those areas in which the presence of visitors might impede the normal response of fire appliances to an emergency callout.

A single access point is preferable to enable staff to monitor the number of people entering and leaving Fire Service premises.

### **Numbers Attending**

If the responsible officer considers that the number of people attending is in excess of the numbers that can be adequately supervised, the number coming on to the premises must be restricted. The single access point will enable the officer to monitor this point.

### **Timetable**

To enable supervision to be continuous throughout refreshment and meal breaks, and whilst crews are responding to incidents, a timetable of events should be planned.

### **Toilets**

If it is intended to provide toilet facilities for members of the public, both male and female toilets, and disabled facilities where available, must be designated and clearly marked.

### **Danger Areas**

The public must not be allowed near to areas of high risk, for example, pole drops, drill towers and kitchens. During open days, first floor levels and all other points of entry to pole drops must be out of bounds to members of the public and, if possible, pole drop doors must be locked shut.

Drill towers and kitchens must also be out of bounds to members of the public, with these areas locked if possible. Members of the public must be under constant supervision when visiting Service premises. Signage must be provided to warn of all hazards.

### **Turnouts**

Officers must be aware of the correct procedure to be adopted if engines from the Station are turned out, if On-Call staff are called in or if engines from other stations attend on standby duties. At the entrance there must be clear written instructions to

members of the public on what to do if the station is alerted:

- i.e., walk quietly to the rear of the engine room or stand still next to the nearest wall, avoid standing in front of engine room doors - an announcement on the station PA system may be appropriate.

All Fire Service staff must be briefed prior to the open day. The brief must include instruction to direct members of the public to safe areas, to be aware that persons visiting the station may well impede their passage to the engines and that the engines may encounter members of the public when turning out. Extra care must be taken by drivers until clear of the station forecourt. In spite of responding to calls, supervision of the public must not cease. Specialist staff in attendance, additional to the duty crew, must also be briefed, i.e. Fire Safety and off-duty personnel.

## **Engines**

If it is intended to allow the public on to engines the following guidelines must be observed:

- Frontline engines must not be used except with the permission of the Emergency Response GM.
- Spare engines may, with the Emergency Response GM permission, be brought into the station specifically for the public to view.
- The engine must be switched off.
- The isolation switch, if fitted, must be in the 'off' position.
- The ignition key must be removed.
- Vehicles fitted with automatic gearboxes must be left in 'Park'. Vehicles fitted with manual gearboxes must be left in gear.
- The wheels of the vehicle must be chocked to prevent the vehicle from moving.
- There is to be a minimum of two personnel with the vehicle at all times whilst it is on display to supervise members of the public.
- Members of the public must be supervised by a member of the Service if being shown around vehicle cabs. Visitors must not be allowed to sit in the driver's seat of any engine, where the risk of causing damage to vehicle controls, switches etc., can occur and possible dangerous situations created if the handbrake is released.
- Vehicles which are not available for inspection by the public will be parked in areas that are clearly marked **'NOT OPEN TO THE PUBLIC'**. Fire Service personnel must be stationed for the specific purpose of preventing members of the public from entering these restricted areas.

## **Equipment on Show**

If the public are to be shown articles of Service equipment from engines, they must be closely supervised by Service staff. Specific items should be placed on show, e.g., branches, breathing apparatus sets, hydraulic rescue equipment etc., each under the supervision of an individual firefighter who can answer questions and demonstrate the uses of equipment on show.

## Mobilising Equipment

Members of the public must not be left unsupervised near any mobilising equipment.

## Drill Displays

When putting on a display of Service drills for visitors at an open day, a safe area must be provided, clearly marked, i.e., bollarded and/or roped off. A uniformed member of the Service must supervise members of the public to ensure they stay in the safe area. Special engines such as Turntable Ladders and Hydraulic Platforms must not traverse their ladders or booms over the safe areas. The safe areas must be clear of vehicle routes to and from the drill ground. Whilst displays are taking place the level of supervision throughout the rest of the Station must not be allowed to deteriorate.

## Special Exhibits

Where fire safety, community advice, recruiting or The Firefighters Charity displays are required, arrangements must be made to staff the displays using fire safety staff and training personnel.

## Guided Tours

Where guided tours are to be provided around Service premises, groups should be kept to a manageable size and each group kept under continuous supervision by Service staff.

## Audio-visual Presentations

Film shows should be organised to a timetable and areas allocated should be clearly marked. The OIC must ensure that the areas are not overfilled with viewers and staff must be available at all times to supervise video equipment.

## Parades

Other than parades at change of Watch, the organisation of parades will be confined to those occasions of a ceremonial nature and for visits of dignitaries and members of the Royal Family, Service displays and funerals.

Since such parades are invariably witnessed by members of the public, it is important that staff taking part present the best possible uniform appearance and that the senior officer of the parade arranges at least one rehearsal before the actual event. This may not be possible in the case of funerals; therefore, arrangements must be made for members of the official contingent to be briefed beforehand.

## Funeral Procedures

Upon the death of a serving or ex-serving member of the Service, the Chief Fire Officer and Chief Executive or his nominee should **consider** offering to the next of kin the Service's involvement in the funeral as follows:

- Serving member dying whilst attending an incident – full Service funeral including parade of staff, use of engines as a hearse and appropriate staff as pall bearers with the cortege passing the appropriate Station where a salute will be given by staff.
- Serving member dying on or off duty - appropriate staff as pall bearers and the cortege passing the appropriate station where a final salute will be given by staff.
- Death of an ex-member - funeral cortege passing the appropriate Station where a final salute will be given by staff.
- In the event of any other member of staff being approached with a request regarding involvement in a funeral, they should contact the Emergency Response GM of the area responsible directly by telephone, or if they are not available, contact the duty Emergency Response GM (details from Control). The Emergency Response GM should consider the points above and should request assistance from the Duty Principal Officer and Corporate Communication Team regarding publicising the event where appropriate.

Appropriate Service Standards of Dress and appearance for Funerals can be found in the Life Critical Condition or Death in Service Policy and Standards of Dress Policy.

### **Mode of Uniform Dress**

Uniform will only be worn in accordance with Service Policy Standards of Dress.

When wearing Fire Service uniform, either on or off duty, staff will be properly dressed according to the occasion and be clean and smart in appearance. The appearance of members of the Service is of the utmost importance in maintaining the reputation of the Service as a well-disciplined, smart and efficient body.

### **Wearing of Orders, Decorations, Medals and Ribbons**

The wearing of orders, decorations, medals and ribbons will be in accordance with Service Standards of Dress Policy.

**If you require further guidance on this document, please contact  
Corporate Assurance**