



Sent by Email:

To: Mr Stephen Whiteside

Email: Stephen Whiteside request-380251-7d3d660f@whatdotheyknow.com

Knowledge Management Team
Hampshire Fire and Rescue Service HQ
Leigh Road
Eastleigh
Hampshire
SO50 9SJ

Direct Dial Tel: 023 8062 6850
Fax: 023 8062 6718
Email: FOI@hantsfire.gov.uk

Date: 6 February 2017

Enquiries To: Information Governance
& Audit Co-ordinator

Our Reference: FOI 104 16-17

Extension: 3940

Your Reference: MOU

Dear Mr Whiteside

Freedom of Information Act 2000

I am writing in respect to your recent application for the release of information held by the Authority.

You asked:

I am advised that the Memorandum of Understanding signed by the Authority's Property Services Manager on 16 April 2012 is still current.

Pages 42 –45 of the document describe 'Local Specific Arrangements' between fire authorities and water companies, covering the following details:

- Notification of Proposed New Mains
- New Hydrant Installation
- Fire Hydrants Inspection and Testing
- Fire Hydrants Maintenance and Repairs
- Notification to Fire Authorities of Water Shutdowns
- Workmanship and Materials
- Charges
- Local Liaison and Contacts
- Disputes Procedure

As I understand it, the operational area of HFRS covers that of at least four Water Companies ... Bournemouth Water, Portsmouth Water, South East Water and Southern Water.

Please provide a copy of all such 'Local Specific Arrangements' between the Authority and a Water Company, from 2012 to present.



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Currently Hampshire Fire and Rescue Service (HFRS) does not have in place any 'Local Specific Arrangements' with water companies that provide water in Hampshire. We do have Service Order 7/3/4/4 (please see attachment) that covers many of the areas discussed. Work is currently being progressed to review the Order and improve our links with the water companies, ensuring there is a good level of information sharing.

Regarding your question around 'reasonable times' for firefighting provision, there are no specific national standards. Each Fire and Rescue Service has developed their own set of response standards in which they aim to arrive at the scene of an incident within an acceptable, timely manner. Informed by a comprehensive review of risk in our community, HFRS has produced an [Integrated Risk Management Plan \(IRMP\)](#) which sets out our goals and how we plan to continue to make life safer for everyone in Hampshire. In support of these aspirations, HFRS set a stretching target to get a resource to all critical incidents in eight minutes on 80% of all occasions. All of our front-line response vehicles carry a firefight capability which allows them to initially work independently of an external supply of water.

Any future correspondence you may have with HFRS in relation to this matter should be sent to the Information Governance and Audit Co-ordinator at the above address.

If, for whatever reason, you are unhappy with our response to your application you are entitled to pursue any dissatisfaction through HFRS Complaints Team. The Complaints Team can be contacted by writing to Hampshire Fire and Rescue Service, Headquarters, Leigh Road, Eastleigh, Hampshire, SO50 9SJ.

Should you still remain dissatisfied you can appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Hampshire Fire and Rescue Service Information Governance & Audit Co-ordinator
Data Protection, Freedom of Information & Environmental Information Regulations

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