



Community Safety Protection – Our Charter

Hampshire and Isle of Wight Fire and Rescue Service's (HIWFRS) Community Safety Protection team are committed to providing you with an efficient, courteous, helpful, and professional service. We will support those we regulate to make sure people are safe in case of fire. This document outlines how we will achieve these aims and what standards we will meet.

What you can expect from HIWFRS

We proactively regulate on a risk-based and intelligence led approach to protect people in case of fire. We will deal with breaches of the law proportionately in line with our Enforcement Policy, supporting businesses to achieve the standards required.

In the provision of our services, we will:

- act with integrity including being open, honest, and consistent in everything that we do
- treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias
- support businesses to understand their regulatory responsibilities

When we are required to visit your premises, our officers will:

- give you notice that we intend to visit your premises, dependant on the nature of our visit
- be courteous and polite
- identify themselves by name, carry their identification/authorisation cards and produce them for you on request
- explain the reason and purpose of the visit
- provide details of how you can raise any concerns you may have, including how to appeal against our regulatory decisions and our conduct

Where you need advice to help you meet your legal obligations we will:

- provide clear, reliable advice that supports safety and assists businesses in meeting their statutory obligations
- understand the needs of businesses when providing advice and solutions
- distinguish legal obligations from good practice advice
- acknowledge your request for advice and complaints made to us in line with our procedures

When we require you to act to remedy unsafe conditions and non-compliance we will:

- explain the nature of the risk
- detail any actions required and decisions that we have made
- agree timescales and expectations for making improvements that are reasonable to you and us
- explain the next steps if you do not make these improvements

We want you to be confident in talking to us, whether you would like further help or to challenge something we have asked you to do. In the first instance please contact the person you have been dealing with [or contact us via our website](#).

More information can be found on the NFCC Website (<https://www.nationalfirechiefs.org.uk/Better-regulation>) and Engineering Council UK website (<https://www.engc.org.uk/standards-guidance/guidance/statement-of-ethical-principles>).