



HUMBERSIDE FIRE AND RESCUE SERVICE

# CORPORATE ASSURANCE

---

## ENQUIRIES BY THE MEDIA

<b>Owner</b>	<b>Head of Corporate Assurance</b>
<b>Date Written</b>	<b>July 2018</b>
<b>Date Reviewed</b>	<b>September 2019</b>
<b>Date of next review</b>	<b>1<sup>st</sup> September 2022</b>

## CONTENTS

1. Introduction
2. Daily Enquiries
  - Information to be given to the Media
  - Information not to be given to the Media

## **1. INTRODUCTION**

Humberside Fire and Rescue Service will respond positively to enquiries for information from members of the media, subject to legal and confidentiality restrictions.

From time to time members of the media may make requests for information. This may simply be enquiries regarding current newsworthy incidents/events or may be made under the General Data Protection Regulations (GDPR). Any requests for information under GDPR must be referred to the designated Information Officer but must be made in writing. Information regarding operational incidents must originate from the Officer in Charge subject to the constraints of paragraph 2 below.

The Corporate Communications Team should be informed of all Community Safety Events, Charity Fund Raising Events, Open Days or other such publicity events.

Basic press enquiries are handled by Control 24/7. Requests for interviews or further information will be passed to the Corporate Communications Team during office hours or information will be emailed to pick up the next working day.

## **2. DAILY ENQUIRIES**

In order to ensure that the information given is suitable and correct it is necessary that the following guidelines are observed.

Incidents tagged as 'Confidential' should not appear on the website feed. However, should enquiries be received for such incidents, the response should stick to "we attended an incident" and give the time, location and appliances ONLY.

### **Information to be given to the Media**

- The supposed cause provided it has been identified beyond reasonable doubt (other than fatalities or possible fatalities).
- Time of call.
- Number and type of appliances attending.
- Methods used for any rescues.
- Measures taken to bring the incident under control or prevent the situation worsening.
- The time the incident was brought under control.
- Extent of damage in general terms only. **NO ESTIMATE OF FINANCIAL LOSS** should be given. (It is of course more important to indicate what has been saved).

**Information not to be given to the Media**

Under no circumstances should information concerning the following be given without permission from the Duty Principal Officer.

- Full address
- The supposed cause of fire where it is not identified beyond reasonable doubt or where fatalities have occurred or may occur.
- Failure of water supplies or other services or delays in response.
- Where the Service receives interference or criticism from the public, officials or organisations, or from any other source.
- Any matter which may be the subject of subsequent enquiry or litigation.
- Names of civilian or Fire Service casualties. Criticism of actions by occupiers/owners of property, or of design in construction of any particular property, or of processes carried out in connection with the property.
- Any information concerning the location, size or nature of any explosive device.
- Details of suspected suicide attempt and assisting an agency in a recovery of body.
- Details of a bariatric assistance/rescue

**Note:** Information of this kind will be dealt with by the Police.

**Media Cuttings and Clippings**

In order to protect the Service from an infringement of copyright, no member of staff can copy and/or store any physical cuttings or digital clippings from newspapers and magazines in their place of work and/or store on their Service computer, phone or filing systems.

**What is classed as copying**

Copying can be anything from photocopying articles to scanning and emailing them to colleagues or clients. Hosting articles on your shared drive or intranet for others to view or, externally, on your corporate website and Facebook pages. This also includes printing out or emailing articles you receive from your PR or media monitoring agency, including, in some cases, Google Alerts depending on the publisher. Sharing a weblink of news coverage is acceptable, but if anyone copies the headline and content and pastes in to an email or document this would be an infringement of copyright.

**If you require any further guidance/information regarding this document,  
please contact Corporate Assurance**

Humberside Fire & Rescue Service Version 2.0 September 2019	Not Protectively Marked	4 of 4
---	-------------------------	--------