



Business Fire Safety Service Standards

The Fire and Rescue Service is the enforcement authority for a wide range of premises under the Regulatory Reform (Fire Safety) Order 2005 (The Order) and other associated legislation. The enforcing authority has the power to inspect premises to ensure compliance with the Order.

The Welsh Fire and Rescue Services' business fire safety departments aim to provide their customers with an efficient and professional service to meet the requirements of the Regulators' Code.

The Regulators' Code (<https://www.gov.uk/government/publications/regulators-code>) provides a framework for how regulators should engage with those that they regulate.

We will carry out a wide range of audits and inspections of premises. Our audit programme is a risk based system whereby we will apply more regulatory scrutiny to those types of premises that pose a greater risk to public safety. Premises of a lower risk will have a lower level of scrutiny. We will inspect premises, particularly following a fire or a fire safety related concern. We will report the outcome of a regulatory audit of the premises in a clear, concise and meaningful way.

We are committed to fair and firm regulation with an underlying principle of proportionality in securing compliance and targeting of enforcement action.

What can you expect from us:

Our role as a fire safety regulator is to work with people and businesses to help them do the right thing for public safety in the premises for which they have responsibility. Where there is a threat to public safety in premises falling within the Order we can use our enforcement powers and in doing so will act proportionately.

Business Fire Safety personnel will work with people, businesses and others to provide advice, information and guidance to help them manage the fire risks in their premises.

We aim to:

- **Provide the right information** – We want to give you the right information in a way that you can understand, to assist in your legal obligation to comply with the Order. We want to make our guidance clear and accessible.
- **Work professionally** – Our staff will be professional at all times and will have the right skills and training to do their job well. When you meet our business fire safety staff you will recognise them by their clothing and they all carry identification cards.
- **Have a good attitude** – We will listen to your ideas and where we can, within the law, adapt our approach to meet your needs in fulfilling your obligation to comply with the relevant legislation. We will help you as far as is practicable.
- **Get the right results** – We will work efficiently to get the right results. We will talk to our customers to help us develop our advice and guidance. This will help us understand what you need so we can improve our services.

Getting in touch with us:

We want to make it easy for you to contact us. You can do this in several ways – email, post, telephone, online or through social media – in the medium of English or Welsh.

We want your feedback

We want you to tell us what you think so we can understand how to improve our services and how you want to work with us. We will listen to what you tell us so we can understand your needs and perceived problems. We will regularly review and act on your feedback and suggestions where appropriate. This will help us understand what you think, how we can improve and how we can get it right first time.

We will be monitoring how we are performing against our standards and targets so that we can check how we are doing. We will publish on our webpages information about:

- How we have performed against the standards and targets in this service commitment
- The most common complaints and how we are addressing them.

Complaints

If you consider that we don't get it right we want you to tell us what happened and how you think we could do things better. You should first contact the person you dealt with and explain to them what went wrong. If you are still unhappy once you have received your response you can escalate your concerns using our complaints procedure.