

Freedom of Information request reference number: 8156.1

Date of response: 22/12/2023

Request:

We are a Home Care company doing calls house to house, we were told recently by the Met Police when dealing with someone we believed could be in the house but may have collapsed and to force entry into the home. They responded by saying that their new protocol does not allow this and to inform the fire department. Can you tell me if that is correct, or is there another way of dealing with this?

Response:

With regards to your request, the LFB protocol is that when a person is believed to be collapsed behind a closed door, the London Fire Brigade has an agreement with the Police and Ambulance service to attend the incident. LFB will ensure entry to enable access for the Ambulance service to then be able to treat the casualty. Normally the call should be directed to the Ambulance service who will then inform the Fire service that an attendance is required.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website:
<https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>