

Term	Definition
Community Fire Risk Management Information System (CFRMIS)	This IT system is a database used to provide premises risk profile data.
Family Group	Refers to Family Group 4 – a group of fire and rescue services who share information on a variety of issues around data and performance in order to achieve best practice.
Fire & Rescue Role Maps	Role Maps (based on National Occupational Standards) have been written for every role, or level, in the Fire Service. In a sense they are extended job descriptions, and detail what individuals must do in order to demonstrate that they are continuously maintaining their competence across the full range of their particular role.
Gartan system	An IT HR management system that we use for the retained personnel. It shows their availability so that managers as well as Command & Control can see at a glance who is available. We also use it as a tool to process retained expense claims.
Imprest account	This is a reference to petty cash which is often termed as imprest as this term explains how it operates – i.e. by replenishment through spend. At any one time the imprest value should equal the amount of cash help plus the value of the receipts held for expenditure made.
SAP	The IT system that the Service uses for administering key functions such as the main accounting system, payroll, and training systems.
Service Level Agreement	A contract between the provider of a service and a user of that service
TOIL	Time off in lieu. This is time accrued outside of normal working hours
USAR	The Hampshire USAR (urban search and rescue) team is one of 21 in the country which form part of the Government's New Dimension programme.