



## RVP and marshalling

A number of positive entries on the incident monitoring process database (IMPD) over the last six months have highlighted that incident commanders (IC) are successfully assessing resource needs and making early requests for additional specialist and pumping appliances.

To continue improving the management of incidents, ICs are reminded that they should include the nomination of a suitable rendezvous point (RVP) when requesting additional resources. This enables Control to add the RVP to the call slip which reduces radio traffic. Details of the route, entry points or road junctions should be included wherever possible

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## Sectorisation at incidents

A number of entries on the incident monitoring process database (IMPD) in recent months have highlighted that sectorisation of incidents is not always being completed according to operational guidance, is sometimes initiated late, and occasionally completely absent. The purpose of sectorisation is to assist an incident commander (IC) with safe management of the incident ground. Operational guidance is provided in

Policy 434 Sectorisation at incidents. Incidents can be managed by using two classifications of sector:

- Operational sectors – which are physical areas on the incident ground.
- Functional sectors – where management of support functions such as 'water' are designated.

Both types of sector can be employed at the same incident. Sector commander tabards

(available on all command units) should be worn by officers undertaking the role in order to clearly identify their location and authority on the incident ground.

Where there are three or four sectors at an incident, or at an incident that is spread over a large area, an IC may consider implementing an operations commander to manage their span of control. It is unlikely that the role of the operations commander would be below that of group manager.

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Operational News reflects important operational issues for staff. Topics are identified from our robust audit and review processes which include performance reviews of command and operations, supplemented with articles on new equipment or procedures that reduce risk. Where appropriate training packages on page 4 provide further information on the topics covered.



## RVP and marshalling (continued)

and particularly when attending chemical incidents.

The following points should be considered when selecting an RVP/marshalling area:

- An RVP should not have a detrimental effect on access or egress to the incident.
- The site should have adequate access and space for the number and type of resources requested. Command unit crews are able to advise on the number of appliances in any pre-determined attendance.
- The site should have an adequate turning area.
- The site should be capable of supporting the combined weight of appliances.

The IC must also consider the early appointment of a marshalling officer to ensure effective deployment of personnel and equipment. The appointed person will need to be briefed on the IC's plan, expectations and methods of communication.

## RAPID DEPLOYMENT OF BA TEAMS



In July 2011 the Health and Safety Executive (HSE) provided the results of their management inspection of the London Fire Brigade. One of the suggestions for improvement included in the HSE report was that the Brigade should clarify its position on rapid deployment. The inspection found evidence to suggest that an informal means of rapid

deployment does occur and that it is widespread across the Brigade.

Inspectors were given numerous accounts of where, on arrival at an incident with "persons reported", BA wearers have self-deployed to undertake a snatch rescue. In these cases, firefighters had dropped their tallies on the floor, left them on the garden wall, or handed them to the driver and then entered the building before the entry control officer (ECO) had set up entry control.

Whilst this is done with good intentions, it raises concerns about the safety of crews and level of control being exercised as the incident commander (IC) or ECO would be unable to locate the deployed BA teams in an emergency. Neither would they know their times of whistle.

To reiterate the Brigade's position; rapid deployment is not an approved safe system of work and ICs and crews should follow existing BA operational procedures PN 466. The policy clearly states that personnel are only to be committed to an incident in BA on the instructions of the IC once the required level of BA control is in place.

## BRIEFING AND DEBRIEFING BA TEAMS

The topic of briefing was addressed in Operational News 18 where staff were reminded of the need for comprehensive briefings to ensure the safe and successful resolution of incidents.

Another suggestion for improvement in the Health and Safety Executive report following their management inspection of the Brigade was that our policy on the briefing and debriefing of BA wearers needs to be better understood and implemented. The Operations Review Team have also recognised that BA teams are not always receiving detailed briefings on the tasks required or debriefings about the outcome of their actions, consequently vital information may have been missed.

Staff are reminded that the decision

making model provides a method of briefing personnel and other agencies that reduces the risk of information not being communicated.

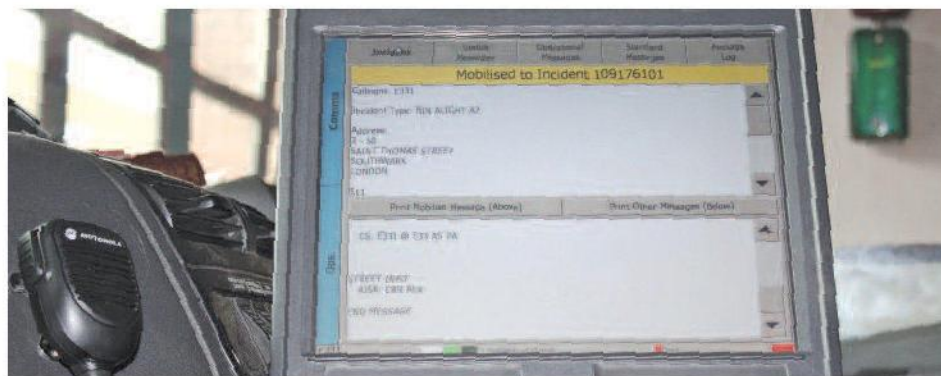
The incident commander (IC) is always responsible for establishing operational tactics and including these in the briefing and debriefing of BA teams. It is not the role of the entry control officer (ECO) to brief or debrief BA teams. At smaller incidents involving a limited number of teams being deployed, it might be possible and appropriate for the IC to position themselves in such a way that enables them to brief and debrief the BA teams. At larger or more complex incidents this will not be possible, either due to the geographic layout of the incident ground or the number of

reporting lines that the IC has to deal with. The IC should therefore delegate the responsibility of briefing and debriefing to an appropriate officer (not the ECO) who should liaise directly with the IC. It is good practice to record the briefings to BA teams and the outcomes of debriefings on entry control boards or incident command wallets.

It is essential that all information obtained from teams being debriefed is passed to the IC and is used to update the overall incident tactics. Emergency BA teams and BA teams waiting to be committed into the hazard zone should also ensure that they monitor radio traffic so that they have an understanding of the hazards and conditions they may face when committed.



## MOBILE DATA TERMINALS



The mobile data terminals (MDTs) hold a large variety of information from different sources. Comments collected via the incident monitoring process database (IMPD) are reviewed regularly to ensure that the data on MDTs is useful and relevant and to identify any potential problems with out-of-date or missing data. All data is held on the MDT itself and the availability of a radio signal is not needed to ensure access. The MDT is updated regularly and this will happen when the appliance is parked in the appliance bay using the station's wireless network. This article summarises the various types of information held on the MDT as well as how often they are updated. Issues with the MDT can continue to be reported via the IMPD, or directly via the MDT email address.

- **Maps:** There are a number of different maps on the MDTs, and depending on how far a user zooms in or out, a different layer will be visible. An updating process will be rolled out in spring 2012 which should allow maps to be updated every three months. The medium scale map layers are also being replaced with new maps based on the 'A to Z' atlas.
- **Operational risk information:** The vast majority of the hazard icons that are on the MDT maps are directly connected to the Station Diary. The information accessible through the MDT is a copy of that which is entered by watches through the operational risk database (ORD) and the ORD forms are linked to the outside duty visit appointments in the Station Diary. The accuracy and currency of local

hazard information collected and inputted by station based staff is vital. This information is presently updated into the MDTs twice each week, so a watch could expect any new or edited information they enter to appear on their MDT no later than the next tour.

- **Autodata:** Crews sometimes report that a vehicle is missing from the Autodata database. This data is supplied by a company that specialises in providing information about road vehicles to many customers, from mechanics to emergency services. The version which is presently on the MDTs has recently been updated (November 2011), and the Brigade receives updates every six months so there could be a delay in new vehicles appearing.
- **Chemical data:** ChemData is available on the MDTs but it has not been incorporated into operational procedures. This will soon change and the Brigade is moving towards using this national product. ChemData is updated twice a year.
- **Hydrants:** The hydrant information is updated from the Water Office system weekly.
- **Domestic oxygen (O2) cylinders:** The Brigade is provided with details of oxygen cylinders supplied by the NHS to patients every three months. The O2 icons on MDT maps use this data. This is the most comprehensive and up-to-date set of locations available.
- **Policy notes:** There is a key point summary on the MDTs which are updated as part of the regular review of policies.

## Operational effectiveness

The Brigade welcomes feedback from staff who believe that their operational experience can identify beneficial changes to operational procedures, equipment and training.

The incident monitoring process database (IMPD) has been in existence since 2005 and is used by operational staff to record exceptional performance by teams and individuals on the incident ground and at training events. It is also used to record observations relating to organisational issues such as the effectiveness of operational policies and procedures, liaison with other agencies and the effectiveness of the equipment that we use. The Brigade now wishes to expand the use of the database to include feedback on potential improvements based on operational experience.

An example of how such improvements can be made is the current trial of incident information boards allowing information to be recorded at a bridgehead or other scene of operations. This equipment is being trialled as a direct response to comments received from firefighters.

The information recorded on the IMPD is analysed every quarter to establish any trends; the findings are presented to the Operational Directorate's Coordination Board for discussion and subsequent recommendations.

Suggestions can be attached to a particular incident or training event number by accessing the IMPD through the incident monitoring system (IMS) icon on a computer desktop and adding a comment within the organisational observation reporting pane. Firefighters should discuss their ideas with either the crew or watch manager who can access the database on their behalf.

A user guide to help you access this area can be found following [http://hotwire/operations/iris/media/IMP\\_User\\_Guide\\_ver\\_0\\_8.pdf](http://hotwire/operations/iris/media/IMP_User_Guide_ver_0_8.pdf)



## WATCH TRAINING PACKAGES

Training packages, associated with operational news issues, are available for your immediate use. They can be accessed via an ICON on your desktop which links to all the current training materials related to the items below and previous packages. Additionally there are links to trainee packages and support material. Just click on this ICON on your desktop.



Training Support  
Shortcut  
2 KB

Red represents training themes are mandatory for all watches.

Amber represents training themes are mandatory for all watches to which they are relevant. These will be detailed within the training guidance.

Green represents optional and can be included in the watch training programme at the discretion of the WM based upon identified watch training needs.

Article	Training	Guidance and supporting information	STEP – Recording reference (Create on STEP)
<b>Sectorisation at incidents</b>	Article and package	Policy 434 – Sectorisation at incidents Training support pack (sectorisation at incidents) available through training support icon – training presentations – operational news training This is a new package	Lecture incident management – incident command/incident command procedures/sectorisation at incidents – 434 Lecture/training notes/training/sectorisation at incidents
<b>RVP and marshalling</b>	Article	Policy 162 – Officer responsibilities at incidents	Lecture/people – employment/duties of officers/officer responsibilities at incidents – 162
<b>Rapid deployment of BA teams</b>	Article	Policy 466 – Respiratory protective equipment – breathing apparatus – operational procedures	Lecture/BA/entry control boards/stage I (ECB) Lecture/assets – equipment/PPE – BA wearers guidance/BA – 466
<b>Briefing and debriefing BA teams</b>	Article	Policy 408 – Incident command	Lecture/incident command – command procedures/incident command procedures/incident command – 408
<b>Mobile data terminals</b>	Article	Policy 748 – Mobile data terminals (748) Training support pack (mobile data terminals parts 1 and 2) available through training support icon – training presentations – operational news training. This will take you to the knowledge centre where the packages are stored as a resource	Lecture/assets-equipment/vehicle equipment/mobile data terminals (MDTs) – 748 Lecture/training notes/training/mobile data terminals parts 1 and 2
<b>Operational effectiveness</b>	Article	Policy 414 – Incident monitoring process Further information can be obtained from the Incident monitoring process database user guide – available at: <a href="http://hotwire/operations/iris/media/IMP_User_Guide_ver_0_8.pdf">http://hotwire/operations/iris/media/IMP_User_Guide_ver_0_8.pdf</a>	Lecture/incident command – command procedures/incident command procedures/incident monitoring process – 414

A range of practical drill options for the above subjects are recordable under – drill/\*use pull down list for appropriate drill.

## SENIOR OFFICER COMPUTER BASED TRAINING (CBT)

Computer based e-learning training packages are available for your immediate use. They can be accessed via an ICON on your Desktop which links to the Brigade's knowledge centre.



Training Support  
Shortcut  
2 KB

Article	Training	Guidance and supporting information	Knowledge Centre – Recording reference
<b>Firefighting shafts</b>	CBT package	Bespoke e-learning modules with support materials are now available through the knowledge centre which is accessible through the training support icon on your desktop.  These e-learning packages are mandatory for all group and station managers. They must be completed within three months of the publication of this Operational News.	All package completions will be recorded on individual training records (ITR) which will be updated on a monthly basis allowing managers to monitor progress.
<b>Sandwich panels</b>	CBT package		
<b>On arrival, knowledge and tactics</b>	CBT package		

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