



LONDON FIRE BRIGADE

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LONDON FIRE COMMISSIONER

London Fire Brigade is run by the London
Fire and Emergency Planning Authority

Date 23 December 2011

Dear,

Brief for CFRAU regarding National Fire Survival Guidance for control operators

Following the Lakanal fire the LFB has reviewed the content of the national fire survival guidance techniques for control staff. This review has identified two extant documents, which cover fire survival guidance principles. These are FSC 10/93 and FSC 54/04. However, FSC 54/04 does not refer to FSC 10/93 and it is not clear how they relate to one another. We would suggest that the relationship between FSC 10/93 and FSC 54/04 is worthy of review and in any review of the provision of fire survival guidance should also consider the following:

1. Call Handling Techniques: Further guidance could be provided on call handling techniques used to deal with callers requiring fire survival guidance (FSG): 'pro-active' and 're-active' questioning techniques may be further enhanced to contain examples of using such techniques providing scenarios based on FRS experiences.
2. Provide guidance to maintain the caller's safety: A review of fire safety advice to reflect more current Fire Safety developments which could further support Fire Control operators to engage with callers when assessing the situation and exploring any possible means of protection and escape.
3. Effects of smoke: It would be beneficial for national guidance to include further advice for Fire Control operators on how to deal with callers suffering from the possible psychological and physical effects of heat and smoke.
4. The four principles / Assessment: Updated national guidance could recommend that Fire Control Operators should continually 're-assess' the situation throughout the call, to remain aware of any changing conditions within the premises and the physical and/or mental state of the caller.
5. Fire Safety: A recommendation for Fire safety input to focus on premises and dwellings that are prevalent in local communities. Additionally, national guidance should be available for all types of premises and recognise that different advice is needed for houses, flats, other residential and commercial buildings etc. For example, FSC 10/93 does not appear to provide advice for callers in high rise premises.
6. Communication between the Control room and the Incident ground: Further guidance on effective communications between the Control room and the incident ground, identifying key

information required on the incident ground, consideration given to developing new uniform terminology and education to promote a two way flow of information between incident ground and Control room.

7. Supervisory role(s): In addition to recognising the role other Fire Control operators can play in a FSG call, national guidance could go further to recognise and develop training for the supervisory role within the Control room to better reflect current practices. The Supervisory role should be able to offer support to control operators handling FSG calls and act as a conduit for information between call taker and the incident ground.

This information is provided in good faith based on the knowledge at this time. We would of course be happy to discuss and assist in developing the above with you further.

Yours sincerely,

Ron Dobson
London Fire Commissioner