LFB
LONDON FIRE BRIGADE

Fire at Lakanal, Havil Street, SE5 on 3 July 2009 – Annexes

Role and actions of the LFB Control Room

Protect – Policy

November 2012

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Annex A
About Lakanal

LFB Annex A – About Lakanal

1. Lakanal is located on the Sceaux Gardens Estate in Camberwell, London SE5 7DP and is bounded by Peckham Road, Havil Street and Dalwood Street. The location of Lakanal (including surrounding streets) is shown in the plan below.

1.

2. Lakanal is one of a pair of 16 storey purpose built residential blocks of maisonettes (called flats in this report). The building was completed in 1960 for the former Metropolitan Borough of Camberwell. The London Borough of Southwark have been the landlord since 1965.

3. Lakanal comprises 14 levels comprising 98 two-storey maisonettes (plus an under-croft and a plant room on the uppermost floor). The building is orientated in a north-south direction (as illustrated on the map above). On each odd numbered floor there are front doors to six flats off the north corridor and eight flats off the south corridor.

4. Within each flat the sleeping accommodation consisting of two bedrooms and the bathroom room are on the lower floor level (i.e. odd numbered floor levels) leading from a small hallway adjacent to the front door. The living room and kitchen are on the upper floor level (even numbered floor levels). The lower floor levels of the flats are two windows bays width, approx. 7 metres wide and extend approx. 5 metres deep from the communal corridor wall to the outer windows sets. The upper floor levels are one window bay wide, approx. 3.5 metres wide and span over the common corridor on the floor below to almost the entire width of the building, stopping short for escape balconies on both the east and west elevations. Access to the upper floor level of each flat is by means f a timber internal staircase to the left of the front door after entering the flat from the communal corridor and into the hallway of each flat.

5. The picture below shows the arrangement of the maisonettes within the Lakanal block, the location of the communal corridor, the lift/stair shafts and the fire escape balconies.

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Fire escape balconies
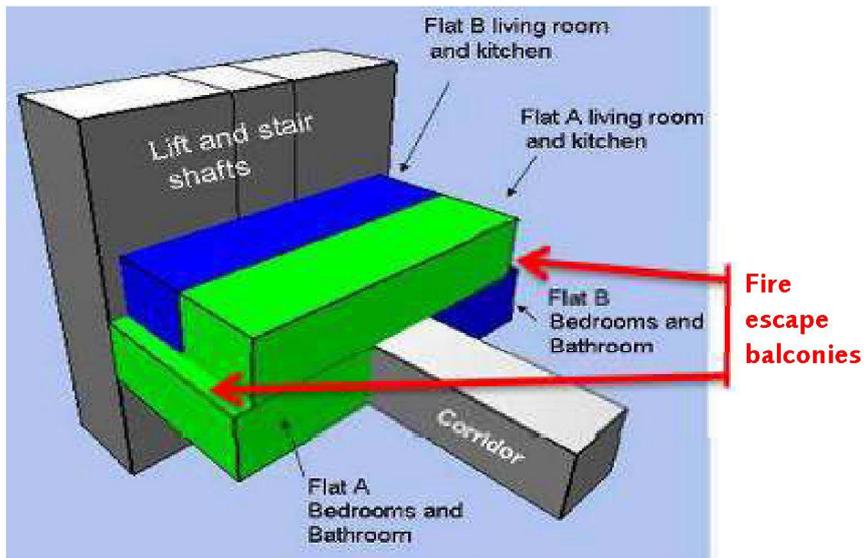
2.

6.   There are four points of escape from each of the flats:

- The front entrance door on the odd numbered floor levels (i.e. the lower level of each flat) leading into the communal corridor.
- An escape 'dwarf' door, approx. 1.2 metres high (half the height of a normal door) which is located beneath the staircase and accessed via bedroom one on the odd numbered floor levels, leading from bedroom one to the communal corridor. (There is an additional 'dwarf' door connecting bedroom one to bedroom two).
- A door to an escape balcony from the kitchen on the even numbered floor levels.
- A door to an escape balcony from the living room on the even numbered floor levels.

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Annex B
Comparison between national guidance and LFB policy and training

National Guidance: Fire Service Circular 10/93 - Appendix B: Fire Survival Guidance Training	LFB Policy, guidance and training notes: 1. Policy 539 'Emergency Call Management' - Appendix 1. 2. Control Training PowerPoint FSG 3. Control trainee handout – FSG	Gap Analysis: Comparison of National Guidance against LFB Policy, guidance and training	Recommendations

FSC 10/93- Appendix B:
1. Introduction – Incident have occurred where Fire Control Operators have been faced with a caller who is trapped by fire in domestic accommodation and in a distressed condition. The first priorities in such a situation must always be to complete the necessary mobilisation of appliances and to try to get the caller out of the premises to safety.
 	
If, however, it is clear that a caller is trapped by fire and in danger, it is desirable for Fire Control Operators to be in a position to give some constructive advice to minimise the hazard to the caller, in addition to offering general reassurance. It must be stressed that such advice is not intended to be given as a matter of course but only on those rare occasions when the situation demands it.
 	
The purpose of this training is to give advice regarding techniques, which may need to be employed, and advice, which may be given in such situations.
	Policy 539 Appendix 1:
	There may be occasions where during the course of handling an emergency call, it is apparent that the caller is trapped inside the premises and cannot escape. Prompts are in place on the computer-aided mobilising system to assist Control Officers in:-
	
	• Providing guidance to maintain the caller's safety.
	
	• Provide reassurance to the caller that help and assistance is forthcoming.
	
	• Strengthen relationship with caller'.
	
	If this is the first call to the incident, complete the call and immediately alert a supervisory Control Officer.
	
	…, the control officer will use the following information to provide guidance and support to the call :
	    • 'Get out and stay out!'
	    • Stay calm and reassuring throughout the call.
	
	In addition, current control training documentation (PowerPoint and handout notes) state clear aims and objectives from the Fire Survival Guidance training session
	PowerPoint slide 2:
	Aim : To enable Control Officers to deal with emergency callers, who are trapped in a fire situation, to be able to assess the situation and give appropriate guidance to the caller as needed
	
	Handout Section 1:
		No Issues Identified however the information is found in a number of LFB documents and needs to be consolidated	The aim of National Guidance 10/93
			Is to be reflected in Policy 539 and supporting training documentation

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	Aim: To enable Fire Control personnel, when dealing with emergency callers who are trapped, to make an assessment of the situation and give appropriate guidance to the caller as required. *PowerPoint slide 2 and Handout section 1:* Objectives To identify those callers who require specific assistance To follow accurately the pre –determined guidelines To assess the information gained and offer appropriate guidance.		
FSC 10/93- Appendix B: 2. Call Handling Techniques – Experienced Fire Control Operators are generally proficient in extracting the relevant information from callers who may be in a distressed or excitable state. The techniques involved may be broadly categorised as 'reactive' or 'pro-active'. The Fire Control, Operator can be entirely reactive if the caller provides all the necessary information in the correct order and without prompting. Where the caller is in danger, it is likely that the Fire Control Operator may have to adopt a fully pro-active technique taking control of the situation. The approach to be adopted will be depending on the nature of the person and their immediate situation. Some assessment of the caller will have to infer from the caller's voice, manner and responses to questions. The caller may be:- • Distressed or in shock	*Policy 539 Appendix 1 does not reference call handling techniques such as 'reactive' and 'proactive'.* *However Training handout section 2 repeats the National Guidance given in 10/93 :* Experienced Fire Control Operators are generally proficient in extracting the relevant information from callers who may be in a distressed or excitable state. These The techniques involved may be broadly categorised as 'reactive' or 'pro-active'. Reactive - the caller provides all the necessary information in the correct order and without prompting. Pro-active - The Fire Control Operator takes full control of the call obtaining incident details as required. *Policy 539 Appendix 1 does not reference any assessment the Fire Control operator will have to make, whereas both Training handout section 2 and training power point slide 10 recognise the importance of assessing the caller:* Assess - The caller may be: • Distressed or in shock	Both 10/93 National Guidance and Local Training handout acknowledge two techniques to use to extract information from callers. Both pieces of literature only supply a brief description of the technique and fail to give examples. LFB Control Training handout differs slightly from 10/93 National Guidance which focuses on the likelihood of using the proactive technique to obtain incident details whereas 10/93 National Guidance recommends adopting a fully pro active technique to take control	The recommendation is that consideration be given to updating National Guidance in FSC 10/93 and FSC 54/04 to include further information on the various techniques that may be required to be used by Fire Control operators to extract information from callers regarding their situation. Information relating to these techniques and how they are currently utilised in Fire Control rooms should be sought and consideration should be given to ascertain the benefits of Fire Control operators varying these techniques whilst talking to the caller instead of just adopting one approach as 10/93 guidance implies. Rewrite of 'proactive' question

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• Incapacitated by alcohol, medication, injury or disablement. • Unable to communicate effectively because of language difficulties, breathing problems, speech impediments etc. • A child or elderly confused person Before any advice can be given, it will be necessary to obtain some basis information about the circumstances and the type of property involved. Some of the information may be apparent from the mobilising procedure but further questions may need to be put at a later stage. It should be appreciated that the caller may well fail to see the relevance of this questioning to their immediate predicament any may become increasingly frustrated and desperate. Questions may need to be asked firmly several times. If after this, no adequate response is gained, no further time should be spent but questioning should switch to a completely different tack possibly returning later to the original line of questioning. The caller may be on the line for a considerable length of time in deteriorating conditions and this will naturally be a highly stressful situation for both the caller and the Fire Control Operator. Callers will tend to become dependant on the Fire Control Operator as being the sole link with normal reality from a threatening and hostile environment. The use of first names in such circumstances may help to calm the caller. As time goes by an emotional link will tend to be established which both parties may be reluctant to break but if the line is cleared, no attempt should be made to	• Incapacitated by alcohol, medication, injury or disability • Unable to communicate effectively because of language difficulties, breathing problems, speech impediments etc. • A child or elderly confused person *Policy 539 Appendix 1 does not specify Fire Control operators need to obtain basic information relating to the type of property the caller is in. Training PowerPoint slide 11 and training handout section 2 both feature :* What type of property is the caller in? • Dwelling House (single/two storey) • Shared House (House of Multiple occupation) • Self contained flat or maisonette • Flat in multi-storey block (which floor/level) *In addition, LFB Training PowerPoint and Training handout section 3 give Fire Control operators a basic understanding of 'Call Psychology and creating a bond'* *PowerPoint slide no. 21:* Call Psychology – Create a bond with the caller:- • Ask them their name and use it. • Tell them your name • Ask the caller to tell you about him or herself.	of the situation. The training PowerPoint (slide 5) offers examples of 'pro active questions' for LFB Control officers to use during these situations however on review these can be developed further to enhance better understanding.	example slide on Training PowerPoint is required. Although both National Guidance 10/93 and training PowerPoint cover the 'assessment' of the caller, no additional training is provided on how to change questioning techniques or different styles of questioning for the Fire Control operator to use if a caller is having problems communicating. The psychology influence is

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telephone the caller back. Leading questions should be avoided, as the caller may tend to give the answers perceived to be most likely to produce the desired response. Attempt should be made to reassure the caller without promoting a false sense of security.	• Reassure the caller that they are going to survive. • Tell the caller the firefighters are on their way and will be there very soon. *Section 3 of training handout offers further advice to Fire Control operators in an attempt to bond with the caller:* *Advice such as* • Reassure them that they are going to survive *and* 'It is not up to operators to judge whether the caller is right or wrong, but to ensure that the caller's needs are met efficiently and sympathetically.	National guidance 10/93 acknowledges the possibility that an emotional bond may be formed between control operator and caller as the call progresses, however emphasises is given to the fact that this relationship may be adverse and lead to the caller providing answers that they believe will be the desired response and caution should be used when offering reassurance in case this leads to a false sense of security. LFB training package tends to encourage a strong attachment between caller and Fire Control operator and reiterates the use of reassuring phrases, which may be construed as offering a false sense of security.	prominent in the LFB policy and significantly less so in the National guidance. Place the LFB training guidance on Call Psychology more into context with 10/93 National Guidance to ensure although the Fire Control operator adopts aspects of reassurance such as exchanging names, other suggested phases used during training do not allow the 'emotional link' to be formed and advice given is proactive and supportive without providing false reassurance.
FSC 10/93 – Appendix B: Fire Safety Presentation	*Policy 539 Appendix 1 acknowledges (bullet point 3) that Fire Control operators 'may be required to*	Policy 539, training PowerPoint and handouts	Policy 539, training PowerPoint and handout to reiterate the

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3. Introduction – If the caller is trapped by fire and unable to make an immediate escape then decision what advice to give, if any, will be a difficult decision based on a limited amount of information and having possibly serious consequences for the safety of the caller. The Fire Control Operator will be required to make rapid judgements whish may well be subject to scrutiny after the event when all the facts are known. Clearly, the Fire Control Operator cannot be aware of all the circumstances and the advice given may unwittingly lead the caller into further danger. Equally though, prolonging the attachment and providing reassurance without giving the advice may lead the caller to remain in a place of danger when escape might have been possible. Overall, it is considered that the giving of recognised fire safety advice contained in the Home Office literature which is widely available to the public, and which the caller may have followed irrespective of the Fire Control Operators advice, would be difficult to criticise after the event. It is therefore appropriate that the Fire Control Operator has a basic understanding of the nature of fires in common types of domestic property and the recognised recommended actions for persons trapped in fire.	*provide guidance to maintain the caller's safety'.* *Policy 539 Appendix 1 does not reference either extant Home office or London Fire Brigade Fire safety advice or guidance.* *Although the initial FSG training, based on National Guidance 10/93, introduced into LFB Control in 1994 included a 1 ½ session delivered by Fire Safety officers, this no longer takes place however Fire Safety information is still provided as part of the training course and is also subject to an Assessment at the end of the course.*	does not convey the 'possibly serious consequences for the safety of the caller'. The relevance of this may have diminished over the years due to the 'successful' outcomes of FSG calls . National Guidance 10/93 advises a Fire safety input to assist Fire Control operators to recognise the recommended actions and advice they need to offer to a caller dependant on factors such as the type of premise combined with the latest fire safety advice.	difficulties of dealing with a FSG as described in National Guidance 10/93. While National Guidance recognises the compartmentation from fire afforded to flats and maisonettes it does not include the guidance as described on the 'Fire Kills' website. It is recommended that consideration be given to including this in National Guidance 10/93 to further support Fire Control operators to engage with callers when assessing the situation and exploring any possible means of escape. It is recommended that all FSG training sessions to contain input from Fire Safety covering aspects of building design and construction, coupled with current Fire safety advice.

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FSC 10/93 – Appendix B: 4. Effects of fire – The fact that fire produce flames, heat and smoke are well known. What may not be appreciated is the relative significance of these factors in relation to people's ability to escape.	*Policy 539 Appendix 1 supplies advice to offer the caller if they cannot escape:* Close doors – Block off the bottom of the door or any other opening where smoke could get in Stay Low – get your face down close to the floor (if appropriate). There is cleaner, fresher, cooler air closer to the floor. Open window – If you can open a window then do so. If smoke or flames appear to come in the window then close it again.	See 4.1 below.	See 4.1 below.
FSC 10/93 – Appendix B: 4.1 Flames - Flames will generally identify the seat of the fire and will tend to be confined to some extent in the room of origin by the walls, floor and ceiling. If doors are closed (even those not designed to withstand fire) this will usually contain the fire long enough for attempts at escape to be made. Flames within vertical shafts such as stairwells are much more serious, they will spread rapidly upwards rendering escape impossible by that route and could seriously delay fire fighting and rescue attempts.	*Policy 539 Appendix 1 makes no reference to flames but does refer to smoke and heat.*	Policy and LFB training information on FSG do not provide information to Fire Control operators relating to flames.	National Guidance 10/93 should be updated to include information of fire behaviour in different types of buildings. Ensure Fire safety presentations include information relating to flames, fire behaviour and advice to offer callers.
FSC 10/93 – Appendix B: 4.2 Heat – Fires release enormous amounts of heat energy. The extremely hot air and gases produced are very buoyant and will tend to collect initially at ceiling level in a steadily deepening layer. Once more, closed doors will tend to restrict the spread of heat for some time. Heat will tend to rise up stairways making escape down the stairway against the flow of hot gases very	*Policy 539 Appendix 1 provides general advice to be given to a caller including a suggestion for heat:* Stay Low – Get your face down close to the floor. There is cleaner, fresher, cooler air closer to the floor. *This is further supplemented with training PowerPoint slide 17:* Protect – Advise caller to :-	See 4.1 above.	See 4.1 above.

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difficult. Conditions will tend to improve if progress can be made downwards below the level of hot gases.	• Keep low to avoid the heat and smoke • Close doors between themselves and the fire. • Seal door edges with bedding or clothing, wet them if possible • Open window if possible • Breathe slowly		
FSC 10/93 – Appendix B: 4.3 Smoke – In the majority of cases, persons will be trapped by smoke rather than heat or flame. Smoke is produced at a very rapid rate and will fill entire buildings within minutes. Closed doors will slow down the spread of smoke but considerable quantities will still pass around door edges. Near the fire, the smoke will be hot and buoyant collecting with the hot gases at higher levels, but further from the fire as the smoke cools, it will mix with the general air and will be more evenly distributed at high and low levels. As well as causing breathing difficulties, smoke will severely impair visibility producing disorientation even in familiar surroundings and may have severe toxic effects. Psychological studies have shown that people are reluctant to enter even light concentrations of smoke. The toxic effects may result in irrational behaviour and inhalation of hot gases may cause severe damage to the internal tissues of throat and lungs.	*Policy 539 Appendix 1 provides general advice to be given to a caller including suggestion for stopping smoke entering the room:* • Close Doors – Block off the bottom of the door or any other opening where smoke could get in, use bedding, clothing, and towels etc, anything that is to hand. This will reduce the amount of smoke coming in. • Open windows – if you can open the window then do so. If smoke or flames appear to come in the window then close it again. *Training PowerPoint and handout also offer the same advice PowerPoint slide 17:* Protect – Advise caller to :- • Keep low to avoid the heat and smoke • Close doors between themselves and the fire. • Seal door edges with bedding or clothing, wet them if possible • Open window if possible • Breathe slowly	See 4.1 above. National guidance 10/93 refers to the toxic effects of smoke on callers however; these possible changes in caller's behaviour are not acknowledged in training information.	See 4.1 above. Fire safety/fire behaviour presentation needs to include any possible effects of heat and smoke on callers. National guidance 10/93 highlights the possible effects of smoke on callers but fails to offer the Fire Control operator any practical suggestions to deal with these possible changes. Any updates to 10/93 National guidance needs to provide a suggestion that Fire Control Operators should continually re assess the situation, not only to remain aware of changing conditions within the premises but also the state of mind of the caller.
FSC 10/93 – Appendix B: 5. Escape from fire	*Policy 539 Appendix 1 states:* 'Suggest an alternative escape route if normal means of escape is blocked e.g. back door, window, balcony, adjacent balcony, flat roof.'	No gap identified	

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	This is further supported by training PowerPoint slide 7: Can the caller escape to safety? • Yes – advise caller to 'GET OUT AND STAY OUT'		
FSC 10/93 – Appendix B: 5.1 Houses – dwelling houses may be detached, semi-detached or terraced and are generally occupied by a single household. There is usually only one staircase serving the upper floors. Protection of this staircase from fire relies on doors being closed at the time of the fire. A ground floor fire may quickly render the staircase impassable and escape may have to be made via a first floor window. If doors are left, open the nature of modern furnishings will lead to a very rapid spread of fire and smoke throughout the house and the situation at upper floor levels will very quickly become untenable.	*Policy 539 appendix 1 does not directly mention escape from houses but does provide advice to escape from a dwelling of one or two floors:* 'The above is a last resort of escape and only if the caller suggests it (only from one floor level to the next, first floor to ground floor, or an upper floor to a flat roof, balcony or the next level down- do not jump. *Training PowerPoint slide 15 & 16 provide advice on escape from and breaking a double glazed window and lowering yourself from a window.* *Training handout Appendix A and B provide detailed advice on breaking the glass in a double glazed unit and self rescue from a first floor window.*	No gap identified	
FSC 10/93 – Appendix B: 5.2 Houses in Multiple Occupation – These are usually larger type properties occupied by more than one household, each having access to their own bedsitting areas but possibly sharing communal washing, cooking and other facilities. There may or may not be more then one staircase. Some form of fire protection to the escape routes is likely to have been provided if the property extends to the second floor but this may not be well maintained. In practice, the escape routes may not	*Policy 539 Appendix 1 does not refer to escape from houses of multiple occupancy. Training PowerPoint slide 11 asks:* Assess What type of property is the caller in? Dwelling house Shared House (House in multiple occupation) Self contained flat or maisonette Flat in multi storey block (Which floor/level?)	Unlike National Guidance 10/93, LFB training guidance provides a suggestion of the type of premise a caller can be located in, however does not offer any possible layouts for the Fire Control operator to utilise or further explore.	Fire safety session needs to address various types of accommodation. Modernisation of National Guidance 10/93 could be required with a recommendation for Fire safety input to focus on premises and dwelling that are prevalent in their local

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remain free from smoke and fire for any length of time.			communities.
FSC 10/93 – Appendix B: 5.3 Flats and Maisonettes – These consist of a number of self contained dwellings within one building served by one or more common staircases. Lifts may also be installed but these should never be used in a fire situation. A small number of such dwellings will normally open onto a common balcony or landing which will in turn be served by one or more stairways. Individual dwellings will generally be separated from each other and the common landing by fire resisting construction. In multi-storey flats, the staircase will usually be separated from the landing by fire resisting construction. Whilst a fire in an individual dwelling may smoke log, the common landing it should not directly affect adjacent dwellings or the protected staircase. A maisonette has two levels and its own staircase within the individual dwelling and some alternative escape route is normally provided from the level, which does not contain the main entrance. These alternative exits may lead onto a balcony or corridor giving access to a common stairway.	*Policy 539 does not reference flats and maisonettes.* *However, Training PowerPoint refers to generic national guidance (as recommended in FSC 10/93 section 3 para 3) in so far as slide 7 and training handout section 2 states that:* 'For purpose build dwelling flats e.g. high rise blocks, if fire is NOT in caller's flat advise them to remain in their property until the arrival if the Fire Brigade'	No provision or training of possible layouts, escape routes of flats and Maisonettes is provided within Policy 539 and training PowerPoint and handouts	Fire safety session needs to address various types of accommodation. (See above) Although National Guidance 10/93 does reference usual construction and layout of purpose build flats, it does not refer to the current Home office guidelines found at - Escaping from a high-rise building which states: "If there's a fire elsewhere in the building, you are usually safest in your own flat, unless heat or smoke is affecting you. If you are affected, you should get out, stay out and call 999." National guidance on FSG should clarify which elements of national home safety guidance should be incorporated into FSG. LFB training PowerPoint and handout is updated in relation to the incomplete advice currently provided.
FSC 10/93 – Appendix B: 6. Assessing the situation – In order that the appropriate advice can be given, the following information will need	*The assess principle is not dealt with in Policy 539 Appendix 1 when dealing with FSG calls, this is instead dealt with in Training PowerPoint slides 7 –*		Amend Policy 539 to reflect the principle of assess.

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to be obtained if it is not already apparent:- Can the caller escape to safety immediately? If not, what is preventing this? • Fire/Smoke • Locked doors • Obstruction • Incapacitation Is person calling from the house or flat on fire? What type of property is involved? • Dwelling house • Shared house (House in multiple occupancy) • Self contained flat or maisonette • Flat in multi story block • Which floor level? Which room is the caller in? • Hall • Bedroom • Living Room • Front or back? Can the caller reach another room, from which escape might be easier? What materials are available for use in that room to assist with survival or escape?	*14 which all relate to the 'assess' principle:* Assess - Can the caller escape to safety immediately? • Yes – advice caller to 'GET OUT AND STAY OUT', if the fire is not in the callers flat advise them to remain in their property until the arrival of the Fire Brigade. • No – what is preventing this? • Fire • Smoke • Locked doors • Obstruction • Incapacitation What type of property is involved? • Dwelling house • Shared house (House in multiple occupancy) • Self contained flat or maisonette • Flat in multi story block • Which floor level? Which room is the caller in? • Hall • Bedroom • Living Room • Front or back? Can the caller reach another room, from which escape might be easier? What materials are available for use in that room to assist with survival or escape?		National guidance 10/93 and LFB training material recognise the importance of initial assessment as the first stage of a FSG call, however both documents do not convincingly explain the benefits of continual assessment or possible 're assessment' further into the call, to ensure the situation or individual circumstances has not or is not changing.
FSC 10/93 – Appendix B:	*Policy 539 Appendix 1 provides the advice to offer*	FSC 10/93 Appendix B	LFB training literature contains

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7. Giving Advice – The standard advice to persons involved in fire situations is to 'GET OUT AND STAY OUT'. Only when this is not immediately possible will further advice be appropriate.	*callers:*
	
	  • Get out and stay out
	
	Both training PowerPoint and training handout also support this but also offer further advice in relation to caller in High rise premises
	Training PowerPoint slide 7:
	
	Assess – Can the caller get to safety?
	YES
	
	  • Advise caller to 'GET OUT AND STAY OUT'
	For purpose built dwellings flats e.g. high rise blocks, if fire is NOT in callers flat advise them to remain in their property until the arrival of the Brigade.
		sets out that "the giving of recognised fire safety advice contained in Home Office literature ... would be difficult to criticise', paragraph 3 of section '3. Introduction'. As such LFB training materials provides advice to callers living in high rise buildings, not directly referenced in National Guidance 10/93.	parts of current Home office guidelines for 'Planning a safe escape' (found at www.direct.gov.uk/en/homeand community/inyour home/firesafety/dg_071793) which state under 'Escaping from a high-rise building' that, "If there's a fire elsewhere in the building, you are usually safest in your own flat, unless heat or smoke is affecting you. If you are affected, you should get out, stay out and call 999."
			
			National guidance on FSG should clarify which elements of national home safety guidance should be incorporated into FSG.
			
			National Guidance 10/93 should be bought up to date to reflect current Home office guidance in relation to fire safety in the home.

FSC 10/93 – Appendix B: 7.1 Escape – Initial efforts should concentrate on ascertaining whether the caller is able to escape by their own efforts using their normal exit route or perhaps by alternative routes or techniques, which they had not tried or considered. Clearly, the best advice will be for the caller to escape	*Policy 539 Appendix 1 states:* 'Suggest an alternative escape route if normal means of escape is blocked e.g. back door, window, balcony, adjacent balcony, flat roof.' *This is further supported by training PowerPoint slide 8 & 9:*	No gap identified	

National Guidance: Fire Service Circular 10/93 - Appendix B: Fire Survival Guidance Training	LFB Policy, guidance and training notes: 1. Policy 539 'Emergency Call Management' - Appendix 1. 2. Control Training PowerPoint FSG 3. Control trainee handout – FSG	Gap Analysis: Comparison of National Guidance against LFB Policy, guidance and training	Recommendations
from the property immediately where this is possible. If the normal exit route has been found to be blocked, ascertain if alternative exit routes e.g. secondary staircase, back door, balcony or windows opening onto roofs or extensions. As a last resort and in case of imminent danger escape can be made from a first floor window by dropping bedding etc. to break the fall, climbing out feet first and lowering to arms length before dropping bedding to the ground. Situations may occur where escape through windows is impeded by security locks or the presence of double glazed units with no opening lights. The glass may be broken by a firm blow with a hard sharp object aimed at the corner of the pane. Glass left at the edges should be knocked out with the bottom rail covered with clothing or bedding to protect against sharp edges.	Can the caller escape to safety? No What is preventing this • Fire • Smoke • Obstruction • Incapacitation • Locked Doors Is there an alternative means of escape? • Window onto a flat roof • Balcony • Secondary staircase • Other • ***Training PowerPoint slide 14 also recognises imminent danger:*** Is the caller in Imminent danger? YES And proceeds to provide advice in how to break a double glazed window. The placing of cushions etc to break fall. ***Training handouts Appendix A and B follow 10/93 guidance regarding breaking a double glazed unit and escape from a first floor window.***		National Guidance 10/93 only recognises imminent danger and escape from a house. Modernisation of National Guidance 10/93 could be required with a recommendation for Fire safety input to focus on premises and dwellings that are prevalent in the local communities.
FSC 10/93 – Appendix B: 7.2 Protection – Once it has been established that escape is not feasible then advice should turn to protecting the caller as far as possible from the effects of smoke and fire. As soon as possible, the caller should be advised to get	***Policy 539 Appendix 1. states:*** Protect the caller if they cannot escape. ***And provides general advice as prescribed in National Guidance 10/93 to be given to a caller including:*** • Close Doors – Block off the bottom of the door	No gap identified	National Guidance could consider opening windows in some circumstances may allow smoke to enter the room.

National Guidance: Fire Service Circular 10/93 - Appendix B: Fire Survival Guidance Training	LFB Policy, guidance and training notes: 1. Policy 539 'Emergency Call Management' - Appendix 1. 2. Control Training PowerPoint FSG 3. Control trainee handout – FSG	Gap Analysis: Comparison of National Guidance against LFB Policy, guidance and training	Recommendations
down on the floor to avoid the worst of the heat and smoke. As many doors as can be reached between the caller and the fire should be closed. If smoke is penetrating around the door edges these may be sealed with clothing and bedding. They may also be wetted if a supply of water isn't available. Reassuring the caller will be beneficial as people Breathe, more slowly when calm making them less susceptible to the effects of the smoke. If a window is available, preferably one overlooking the street, this should be reached and opened. The air should be clearer immediately below the window as cool air enters to replace the smoke.	or any other opening where smoke could get in, use bedding, clothing, and towels etc, anything that is to hand. This will reduce the amount of smoke coming in. • Stay Low – Get your face down close to the floor. There is cleaner, fresher, cooler air closer to the floor. Cover nose and mouth with a handkerchief or anything else • Open windows – if you can open the window then do so. If smoke or flames appear to come in the window then close it again. **These actions are re iterated in training PowerPoint 17 and handout section 2** **Training PowerPoint 18 also recognises:** Reassure the caller: Reassuring the caller will be beneficial as people breathe more slowly when calm making them less susceptible to the effects of smoke.		
FSC 10/93 – Appendix B: 7.3 Rescue – Once measures have been taken to protect the caller, information can be obtained and advice given to assist any subsequent rescue operation. Effective communication between the Fire Control Operator and the attending appliances will be essential throughout this stage. As far as possible precise information about the location of both the fire and the caller should be obtained and passed to the attending appliances. The caller should be advised to try to attract attention from the window, and to make as much noise as possible if crews are already in	**Policy 539 states:** Assist in Rescue • Obtain location of room – which floor, front or rear of building, which room e.g. bedroom, bathroom • How many people involved? • Attract attention – put a marker of a window e.g. blanket, coat etc, shout to passers by and to fire fighters searching. **Training PowerPoint slide 19 also gives advice on attracting attention and slide 20 concentrates on**	No gap identified	Policy 539 updated to reflect the essential link between Fire Control operators and crews while dealing with a FSG call. Consideration should be given to reviewing National Guidance 10/93 to recognise the roles other Fire Control staff play in supporting a FSG call. These roles will also need training and guidance on what information to pass.

National Guidance: Fire Service Circular 10/93 - Appendix B: Fire Survival Guidance Training	LFB Policy, guidance and training notes: 1. Policy 539 'Emergency Call Management' - Appendix 1. 2. Control Training PowerPoint FSG 3. Control trainee handout – FSG	Gap Analysis: Comparison of National Guidance against LFB Policy, guidance and training	Recommendations
attendance. Sheets or similar may be hung from the window to provide a marker, these will remain visible even if the caller subsequently collapses. To assist the location the caller can be asked to describe what can be seen from the window.	*communications:* • Rescue – Always maintain effective communication with responding appliances – keeping appliances informed of developments e.g. location of persons trapped, will be essential throughout a call to aid rescue.		Additionally, establishing a practical on going communications procedure between Fire Control operator and Fire Fighters using widely understood terminology and promoting an exchange of information should be considered.
FSC 10/93 - Appendix B: 8. Summary – In the light of actual incidents, which have occurred, it is recognised that Fire Control Operators should have some basic knowledge of fire survival techniques. As always, the first priority must be the mobilisation of appliances, followed by the standard fire safety advice 'GET OUT AND STAY OUT'. Only when the caller or the situation clearly requires further intervention by the Fire Control Operators to enable survival should additional guidance be offered. This guidance should be limited to standard fire survival advice suitable adapted to the situation following an assessment, based on information obtained from the caller. The way in which the caller is handled will have to be adjusted according to the circumstances and may vary between 'reactive' and 'pro-active' technique. When advice is given it must be prioritised in the following way:-	***Training handout Section 2:*** Summary No two fire survival guidance calls will be the same and the precise order in which the procedure is applied will depend upon the circumstances at the time. However, it is important that operators confine advice given to that contained in the procedure To recap Fire Survival Guidance consists of four main parts **Assess** Give advice on **Escape** **Protect** the caller Assist the **Rescue**	Policy 539 Appendix 1 does not include a summary however the content is evident throughout LFB documentation.	Ensure Training summary follows 10/93 National Guidance summary reiterating the order of the four basic principles.

National Guidance: Fire Service Circular 10/93 - Appendix B: Fire Survival Guidance Training	LFB Policy, guidance and training notes: 1. Policy 539 'Emergency Call Management' - Appendix 1. 2. Control Training PowerPoint FSG 3. Control trainee handout – FSG	Gap Analysis: Comparison of National Guidance against LFB Policy, guidance and training	Recommendations
1. Check if ESCAPE possible. 2. PROTECT location from fire and smoke' 3. Assist RESCUE operation. Such incidents are few and far between and it is hoped that by participating in the training, Fire Control Operators will be better prepared to deal with such a situation should it arise.			
FSC 10/93 – Appendix 1: *Following the summary to FSC 10/93 Appendix 1 a series of training aids to assist in the training of Control Officers are provided, these reiterate the above guidance in a condensed form for presentation purposes. These have not been introduced here, save for the following section:* EMERGENCY CALL HANDLING TECHNIQUES Prompts To Assist Operators The following prompts could be used as an aide memoire. 1. ASSESS – Escape? Property, location, aids for escape 2. GIVE ADVICE – Get out. Alternative route e.g. window/balcony 3. PROTECT CALLER – Open window, keep low, keep smoke out, breathe slowly 4. ASSIST RESCUE – Keep appliances informed, make noise, window marker	*This four stage process is referred to in 'Training handout Section 2: Summary', see above.*	No gaps identified	
FSC 10/93: "5. Initial / Recruit Training All recruits to fire control should be given a training	*Policy 539 Appendix 1 does not refer to training of Fire Control staff.*	LFB Control currently receive an initial training course, at recruit stage,	

National Guidance: **Fire Service Circular 10/93 - Appendix B: Fire Survival Guidance Training**	**LFB Policy, guidance and training notes:** **1. Policy 539 'Emergency Call Management' - Appendix 1.** **2. Control Training PowerPoint FSG** **3. Control trainee handout – FSG**	**Gap Analysis:** **Comparison of National Guidance against LFB Policy, guidance and training**	**Recommendations**
course lasting a <u>minimum</u> of 3 weeks..." Training requirement – Initial- Training package to be given to all Fire Control personnel Recruit – "Further training on emergency call handling techniques should be given on emergency call handling and fire survival techniques" to be introduced to recruits between 8 – 12 weeks of service, once some initial call handling experience has been gained. "7. Continuation Training ... when the [Control Officer] is attached to the watch, further (continuation) training should be carried out..." Fire Survival Guidance suggests refresher training is recommended at intervals of not more than 12 months. "11. Watch Refresher Training ... emphasis should be given to little used procedures or areas of weakness... It is recommended that a Brigade training Officer should be encouraged to participate in the training to augment the efforts of Fire Control Officers"."	***Initial training was delivered to all control staff in 1994.*** New Entrant – lesson which includes training PowerPoint and training handout is delivered in week 5 of a 10 week course. Watch based continuation training takes place within LFB Control, this does not include FSG training as a formal course. LFB has a dedicated Control training section based within LFB Control.	lasting 10 weeks. Initial training - It is unclear at this time what initial training was provided to control staff in 1994. New Entrants are trained in FSG calls during their New Entrants training, prior to any live call handling experience. Refresher training – There is no refresher training programme specific to FSG, general on-watch training is given.	A review the timetable for New Entrants courses, so FSG lesson is delivered later in the 10 week course, once individuals have gained call handling experience. Introduce FSG refresher training to all Control staff and monitor this via training database to ensure this takes place at consistent periods. National guidance and LFB policy should be reviewed to ensure that they recognise the need for supervisory training to support control officers handling FSG calls.

Summary of recommendations

1. National Guidance should be reviewed and changes proposed in line with the findings of this analysis.
2. Audit current training arrangements within control.
3. Review current documentation.

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Annex C
Control personnel training document "Making People Safe", 1994 (Home Office)

EMERGENCY CALL HANDLING TECHNIQUES

FIRE SURVIVAL GUIDANCE

Index

TRAINING PRESENTATION

The training package to be presented jointly by Fire Control and Fire Safety personnel and to comprise a lecture session of 1 to 1.5 hours followed by a practical roleplay.

The roleplay will assess the instruction given by measuring the students ability to:-

a)   Establish whether the caller can GET OUT & STAY OUT

b)   Recognise unusual responses

c)   Determine the location and situation of the caller; and

d)   Follow the sequence of prompts devised to give appropriate guidance to the caller.

	Subject	Instructor
1.	Fire Control Introduction	Fire Control
2.	Call Handling Technique	Fire Control
3.	Fire Safety Introduction	Fire Safety
4.	Effects of Fire	Fire Safety
5.	Escape from Fire	Fire Safety
6.	Assessing the Situation	Fire Safety
7.	Giving Advice	Fire Safety
8.	Summary	Fire Control
9.	Practical session - roleplay	Fire Control/Fire Safety

TRAINING AIDS

Video: Tape recording and text of actual incident.

    Two film clips will be encompassed onto one video for use by the trainer:-

   * The reconstruction of an event in USA showing an emergency call operator dealing with a person trapped in residential premises

   * "The Front Room Fire" showing the effects of a typical domestic fire

Leaflets: Home Office leaflets "A Fire Survival Guide" and "Fire Safety Advice for Disabled People".

Roleplay: A selection of suitable roleplay scenarios should be prepared for the practical sessions.

EMERGENCY CALL HANDLING TECHNIQUES
FIRE SURVIVAL GUIDANCE

Training Note

Fire Control Presentation

1. Introduction

Incidents have occurred where Fire Control Operators have been faced with a caller who is trapped by fire in domestic accommodation and in a distressed condition. The first priorities in such a situation must always be to complete the necessary mobilisation of appliances and to try and get the caller out of the premises to safety.

If, however, it is clear that a caller is trapped by fire and in danger, it is desirable for Fire Control Operators to be in a position to give some constructive advice to minimise the hazard to the caller, in addition to offering general reassurance. It must be stressed that such advice is not intended to be given as a matter of course but only on those rare occasions when the situation demands it.

The purpose of this training is to give advice regarding techniques which may need to be employed and advice which may be given in such situations.
* Video

2. Call Handling Technique

Experienced Fire Control Operators are generally proficient in extracting the relevant information from callers who may be in a distressed or excitable state. The techniques involved may be broadly categorised as "reactive" or "pro-active".

The Fire Control Operator can be entirely reactive if the caller provides the necessary information in the correct order and without prompting. Where the caller is in danger it is likely that the Fire Control Operator may have to adopt a fully pro-active technique taking control of the situation.
* Video (USA Incident).

The approach to be adopted will depend on the nature of the person and their immediate situation. Some assessment of the caller will have to be inferred from the caller's voice, manner and responses to questions.

The caller may be:-

- Distressed or in shock.

- Incapacitated by alcohol, medication, injury or disablement.

- Unable to communicate effectively because of language difficulties, breathing problems, speech impediments etc.

- A child or elderly confused person.

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Before any advice can be given it will be necessary to obtain some basic information about the circumstances and the type of property involved.

Some of this information may be apparent from the mobilising procedure but further questions may need to be put at a later stage. It should be appreciated that the caller may well fail to see the relevance of this questioning to their immediate predicament and may become increasingly frustrated and desperate. Questions may need to be asked firmly several times. If after this no adequate response is gained, no further time should be spent but questioning should switch to a completely different tack possibly returning later to the original line of questioning.

The caller may be on the line for a considerable length of time in deteriorating conditions and this will naturally be a highly stressful situation for both the caller and the Fire Control Operator. Callers will tend to become dependent on the Fire Control Operator as being their sole link with normal reality from a threatening and hostile environment. The use of first names in such circumstances may help to calm the caller.

As time goes on an emotional link will tend to be established which both parties may be reluctant to break but if the line is cleared no attempt should be made to telephone the caller back. Leading questions should be avoided as the caller may tend to give the answers perceived to be most likely to produce the desired response.

Attempts should be made to reassure the caller but without promoting a false sense of security.

Fire Safety Presentation

3. Introduction

If a caller is trapped by fire and unable to make an immediate escape then deciding what advice to give, if any, will be a difficult decision based on a limited amount of information and having possibly serious consequences for the safety of the caller. The Fire Control Operator will be required to make rapid judgements which may well be subject to scrutiny after the event when all the facts are known.

Clearly the Fire Control Operator cannot be aware of all the circumstances and the advice given may unwittingly lead the caller into further danger. Equally though, prolonging the attachment and providing reassurance without giving advice may lead the caller to remain in a place of danger when escape might have been possible.

Overall it is considered that the giving of recognised fire safety advice contained in Home Office literature which is widely available to the public, and which the caller may have followed irrespective of the Fire Control Operator's advice, would be difficult to criticise after the event.

It is therefore appropriate that the Fire Control Operator has a basic understanding of the nature of fires in the common types of domestic property and the recognised recommended actions for persons trapped by fire.

4. Effects of Fire

The fact that fires produce flames, heat and smoke is well known. What may not be appreciated is the relative significance of these factors in relation to people's ability to escape.

* Video (Front Room Fire)

4.1. Flames

Flames will generally identify the seat of the fire and will tend to be confined to some extent in the room of origin by the walls, floor and ceiling. If doors are closed (even those not designed to withstand fire) this will usually contain the fire long enough for attempts at escape to be made.

Flames within vertical shafts such as stairwells are much more serious, they will spread rapidly upwards rendering escape impossible by that route and could seriously delay fire fighting and rescue attempts.

4.2. Heat

Fires release enormous amounts of heat energy. The extremely hot air and gases produced are very buoyant and will tend to collect initially at ceiling level in a steadily deepening layer. Once more, closed doors will tend to restrict the spread of heat for some time. Heat will tend to rise up stairways making escape down the stairway against the flow of hot gases very difficult. Conditions will tend to improve if progress can be made downwards below the level of the hot gases.

4.3. Smoke

In the majority of cases persons will be trapped by smoke rather than heat or flame. Smoke is produced at a very rapid rate and will fill entire buildings within minutes. Closed doors will slow down the spread of smoke but considerable quantities will still pass around door edges. Near the fire the smoke will be hot and buoyant collecting with the hot gases at higher levels, but further from the fire as the smoke cools it will mix with the general air and will be more evenly distributed at high and low levels.

As well as causing breathing difficulties smoke will severely impair visibility producing disorientation even in familiar surroundings and may have severe toxic effects. Psychological studies have shown that people are reluctant to enter even relatively light concentrations of smoke.

The toxic effects may result in irrational behaviour and inhalation of hot gases may cause severe damage to the internal tissues of throat and lungs.

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5. Escape from Fire

5.1.Houses

Dwelling houses may be detached, semi-detached or terraced and are generally occupied by a single household. There is usually only one staircase serving the upper floors. Protection of this staircase from fire relies on doors being closed at the time of the fire. A ground floor fire may quickly render the staircase impassable and escape may have to be made via a first floor window. If doors are left open the nature of modern furnishings will lead to very rapid spread of fire and smoke throughout the house and the situation at upper floor levels will very quickly become untenable.

5.2. Houses in Multiple Occupation

These are usually larger type properties occupied by more than one household, each having access to their own bedsitting areas but possibly sharing communal washing, cooking and other facilities. There may or may not be more than one staircase. Some form of fire protection to the escape routes is likely to have been provided if the property extends to the second floor but this may not be well maintained. In practice the escape routes may not remain free from smoke and fire for any length of time.

5.3. Flats and Maisonettes

These consist of a number of self contained dwellings within a building served by one or more common staircases. Lifts may also be installed but these should never be used in a fire situation. A small number of such dwellings will normally open onto a common balcony or landing which will in turn be served by one or more stairways.

Individual dwellings will generally be separated from each other and from the common landing by fire resisting construction. In multi-storey flats, the staircase will usually be separated from the landing by fire resisting construction. Whilst a fire in an individual dwelling may smokelog the common landing it should not directly affect adjacent dwellings or the protected stairway.

A maisonette has two levels and its own staircase within the individual dwelling and some alternative escape route is normally provided from the level which does not contain the main entrance. These alternative exits may lead onto a balcony or corridor giving access to a common stairway.

6. Assessing the Situation

In order that the appropriate advice can be given, the following information will need to be obtained if it is not already apparent:-

Can the caller escape to safety immediately? If not, what is preventing this?

Fire Smoke

Locked doors

Obstruction

Incapacitation

Is person calling from the house or flat on fire?

What type of property is involved?

> Dwelling House
> Shared House
> (House in multiple occupation)
> Self contained flat or maisonette
> Flat in multi storey block
> > Which floor level?

Which room is caller in?

> Hall
> Bedroom
> Living room
> > Front or back?

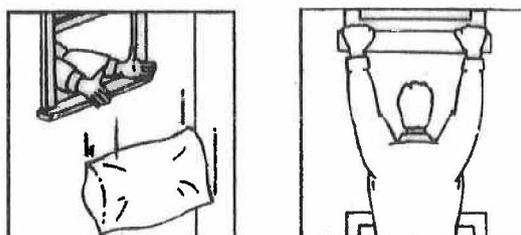Can the caller reach another room, from which escape might be easier?

What materials are available for use in that room to assist with survival or escape?

7. Giving Advice

The standard advice to persons involved in a fire situation is to 'GET OUT AND STAY OUT'. Only when this is not immediately possible will further advice be appropriate.

7.1. Escape

Initial efforts should concentrate on ascertaining whether the caller is able to escape by their own efforts using their normal exit route or perhaps by alternative routes or techniques which they had not tried or considered.

Clearly the best advice will be for the caller to escape from the property immediately where this is possible. If the normal exit route has been found to be blocked, ascertain if alternative exit routes e.g. secondary staircase, back door, balcony or windows opening onto roofs of extensions.

As a last resort and in case of actual imminent danger escape can be made from a first floor window by dropping bedding etc. to break the fall, climbing out feet first and lowering to arms length before dropping to the ground.

Situations may occur where escape through windows is impeded by security locks or the presence of double glazed units with no opening lights. The glass may be broken by a firm blow with a hard sharp object aimed at the corner of the pane. Glass left at the edges should be knocked out and the bottom rail covered with clothing or bedding to protect against sharp edges.

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7.2. Protection

Once it has been established that escape is not feasible then advice should turn to protecting the caller as far as possible from the effects of fire and smoke.

As soon as possible the caller should be advised to get down on the floor to avoid the worst of the heat and smoke.
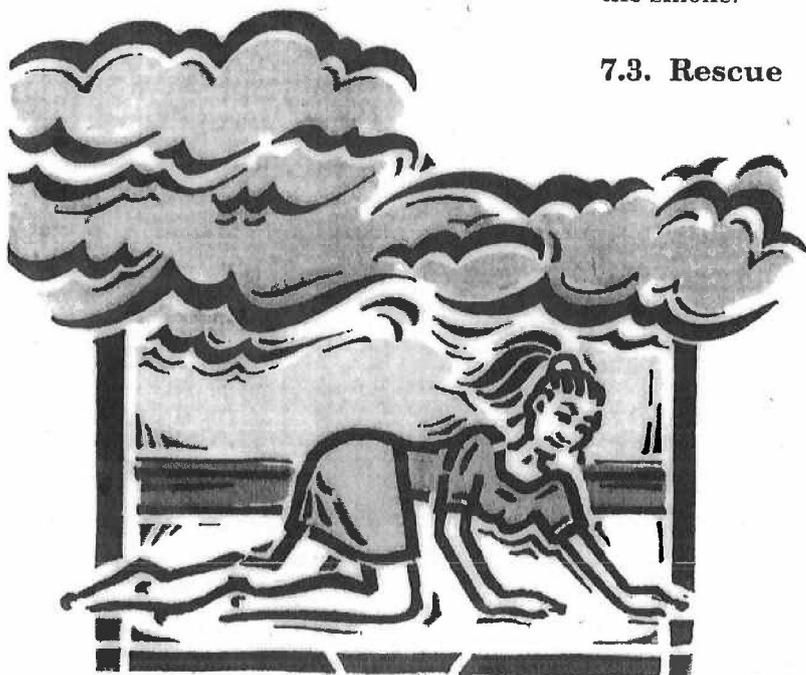
As many doors as can be reached between the caller and the fire should be closed. If smoke is penetrating around the door edges these may be sealed with clothing or bedding. They may also be wetted if a supply of water is available.
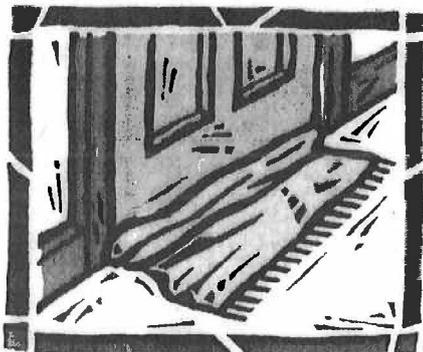
Reassuring the caller will be beneficial as people breathe more slowly when calm making them less susceptible to the effects of smoke.

If a window is available, preferably one overlooking the street, this should be reached and opened. The air should be clearer immediately below the window as cool air enters to replace the smoke.

7.3. Rescue

Once measures have been taken to protect the caller, information can be obtained and advice given to assist any subsequent rescue operation. Effective communication between the Fire Control Operator and attending appliances will be essential throughout this stage.

As far as possible precise information about the location of both the fire and the caller should be obtained and passed on to the attending appliances. The caller should be advised to try and attract attention from the window, and to make as much noise as possible if crews are already in attendance. Sheets or similar may be hung from the window to provide a marker, these will remain visible even if the caller subsequently collapses.

To assist in identifying the location the caller can be asked to describe what can be seen from the window.

Fire Control Presentation

8. Summary

In the light of actual incidents which have occurred, it is recognised that Fire Control Operators should have some basic knowledge of fire survival techniques. As always the first priority must be the mobilisation of appliances, followed by the standard fire safety advice 'GET OUT AND STAY OUT'

Only when the caller or the situation clearly requires further intervention by the Fire Control Operator to enable survival should additional guidance be offered. This guidance should be limited to standard fire survival advice suitably adapted to the situation following an assessment, based on information obtained from the caller.

The way in which the caller is handled will have to be adjusted according to the circumstances and may vary between a "reactive" and a "pro-active" technique.

When advice is given it must be prioritised in the following way:-

1.   Check if ESCAPE possible.

2.   PROTECT location from fire and smoke.

3.   Assist RESCUE operation.

Such incidents are few and far between and it is hoped that by participating in this training, Fire Control Operators will be better prepared to deal with such a situation should it arise.

EMERGENCY CALL HANDLING TECHNIQUES

FIRE SURVIVAL GUIDANCE

MISSION

To enable Fire Control personnel when dealing with 999 callers who are trapped in residential premises to make an assessment of the situation and give appropriate guidance to the caller if required.

OBJECTIVES

1. To identify those callers who require specific guidance.

2. To follow accurately the pre-determined guidance

3. To assess the information gained and offer appropriate guidance

TRAINING REQUIREMENT

Initial:

Training Package to be given to all Fire Control personnel.

Recruit:

Training Package to be introduced to recruits between 8 and 12 weeks of service, once some initial call handling experience has been gained.

Continuation:

Refresher training is recommended at intervals of not more than 12 months.

EMERGENCY CALL HANDLING TECHNIQUES

Prompts To Assist Operators

The following prompts could be used as an aide memoire.

1. ASSESS -	Escape? Property, location, aids for escape
2. GIVE ADVICE -	Get out. Alternative route e.g. window/balcony
3. PROTECT CALLER -	Open window, keep low, keep smoke out, breathe slowly
4. ASSIST RESCUE -	Keep appliances informed, make noise, window marker

EMERGENCY CALL HANDLING TECHNIQUES

FIRE SURVIVAL GUIDANCE

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MISSION

To enable Fire Control personnel when dealing with 999 callers who are trapped in residential premises to make an assessment of the situation and give appropriate guidance to the caller if required.

OBJECTIVES

1. To identify those callers who require specific guidance.

2. To follow accurately the pre-determined guidance.

3. To assess the information gained and offer appropriate guidance.

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The caller may be:-

- Distressed or in shock.

- Incapacitated by alcohol, medication, injury or disablement.

- Unable to communicate effectively because of language difficulties, breathing problems, speech impediments etc.

- A child or elderly confused person.

Can the caller escape to safety immediately?

If not, what is preventing this?

- Fire
- Smoke
- Locked doors
- Obstruction
- Incapacitation

Is person calling from the house or flat on fire?

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What type of property is involved?

- Dwelling House
- Shared House

  (House in multiple occupation)

- Self contained flat or maisonette
- Flat in multi storey block

  Which floor level?

Which room is caller in?

- Hall
- Bedroom
- Living room

  Front or back?

Can the caller reach another room, from which escape might be easier?

What materials are available for use in that room to assist with survival or escape?
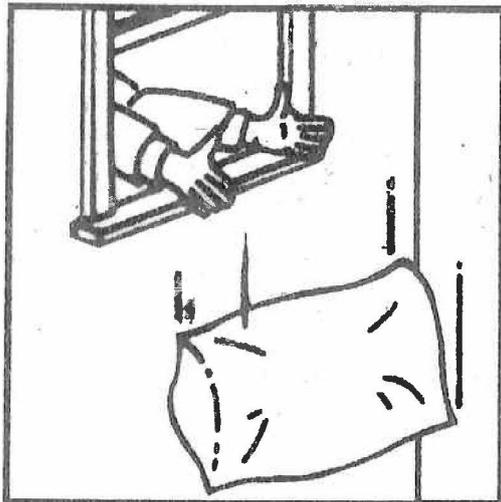
Drop cushion or bedding to the ground to break your fall.
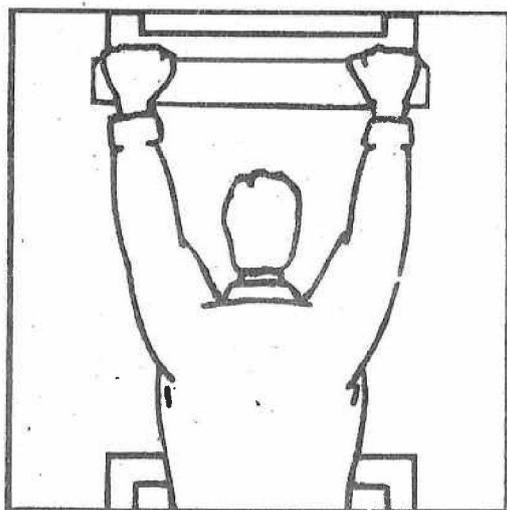
Get out feet first and lower yourself to the full length of your arms before dropping.

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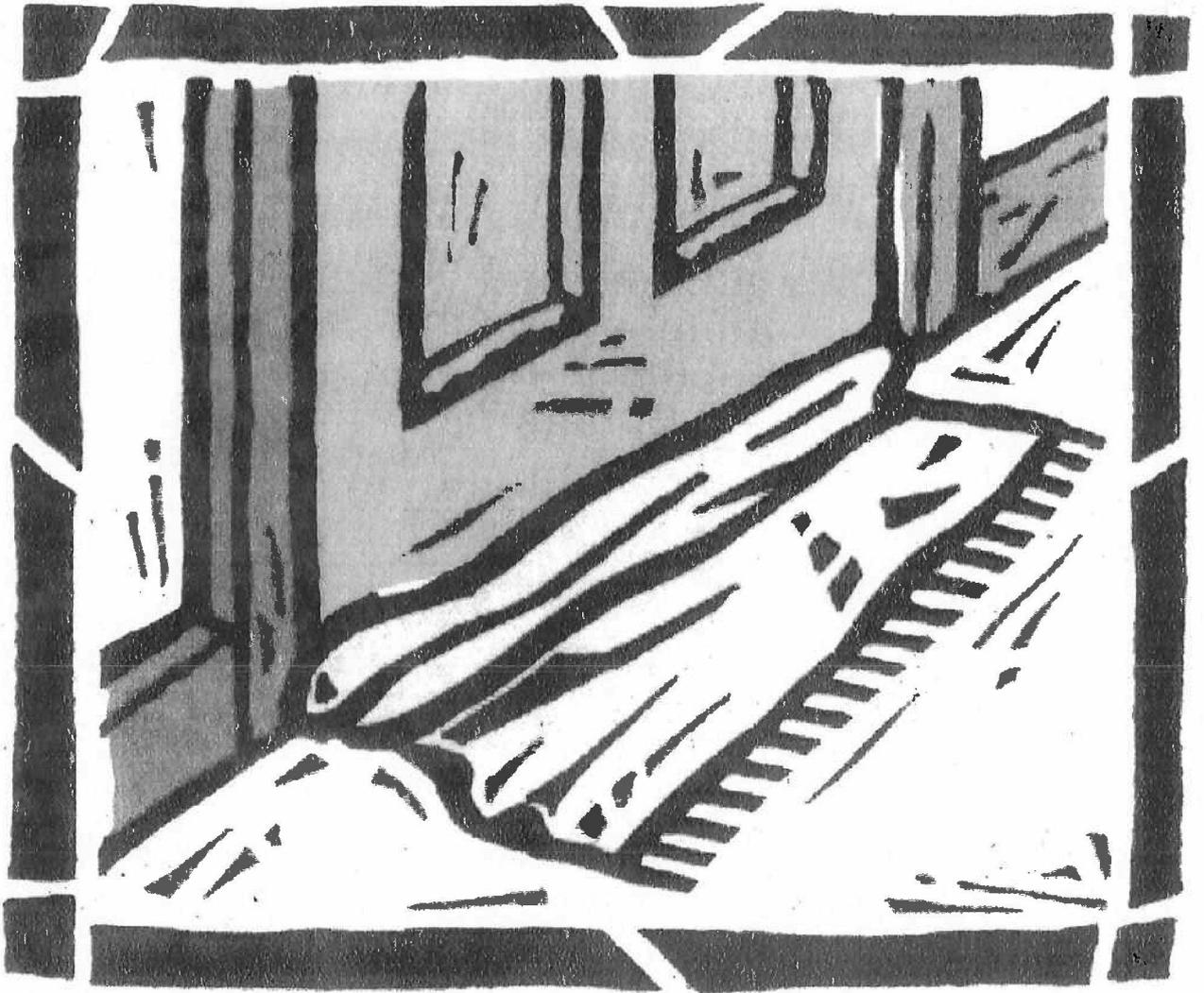
When advice is given it must be prioritised in the following way:-

1.   Check if ESCAPE possible.

2.   PROTECT location from fire and smoke.

3.   Assist RESCUE operation.

The roleplay will assess the instruction given by measuring the students ability to:-

a)   Establish whether the caller can
      GET OUT & STAY OUT

b)   Recognise unusual responses

c)   Determine the location and situation of the
      caller; and

d)   Follow the sequence of prompts devised to give
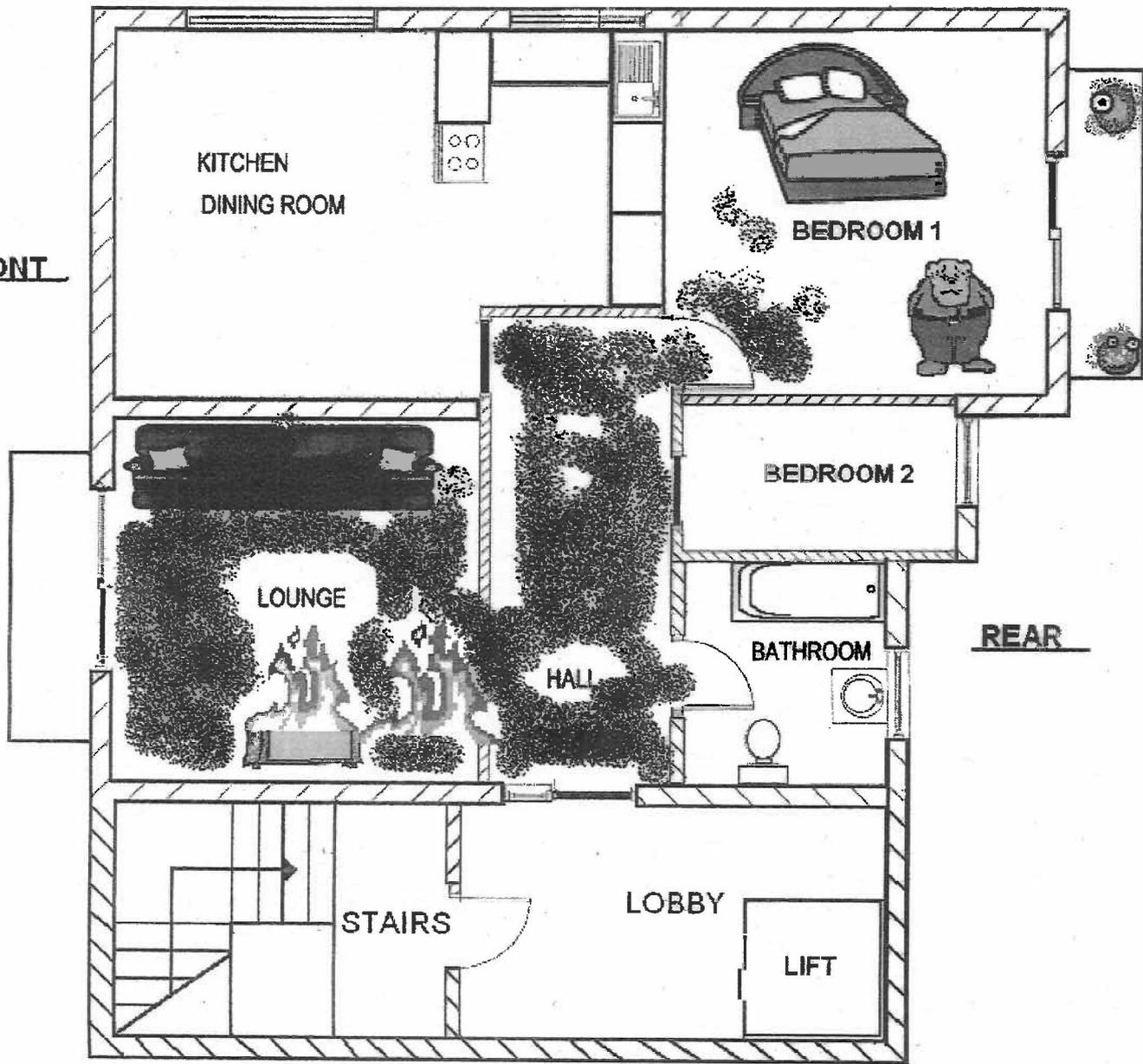   appropriate guidance to the caller.

BATHROOM

BEDROOM 2

LANDING

BEDROOM 1

BEDROOM 3

DINING ROOM
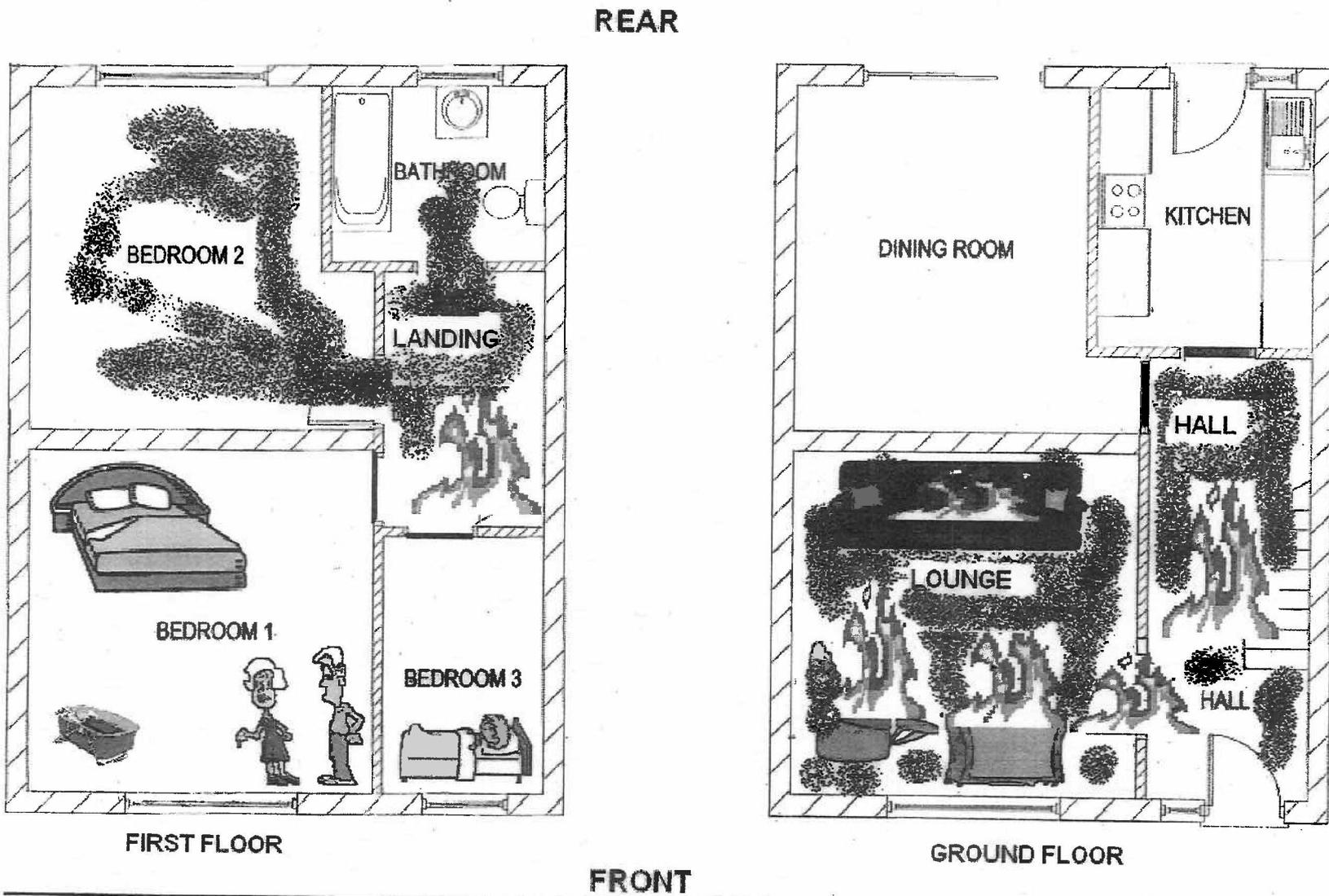
KITCHEN

LOUNGE

HALL

FIRST FLOOR

FRONT

GROUND FLOOR

You are trapped in the dining room on the ground floor at the rear of the building.
It is a semi-detached property with access to the rear garden down the side of the house

FRONT

KITCHEN

DINING ROOM

BEDROOM 1

BEDROOM 2

LOUNGE

HALL

BATHROOM

REAR

STAIRS

LOBBY

LIFT

You live in a flat on the 6th floor of a 10 storey block of flats. You are trapped in the rear bedroom by the thick black smoke in the hallway. There are 2 balconies, one outside the lounge and the other outside bedroom 1.

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BEDROOM 2

BATHROOM

LANDING

BEDROOM 1

BEDROOM 3

FIRST FLOOR

DINING ROOM

KITCHEN

HALL

LOUNGE

HALL
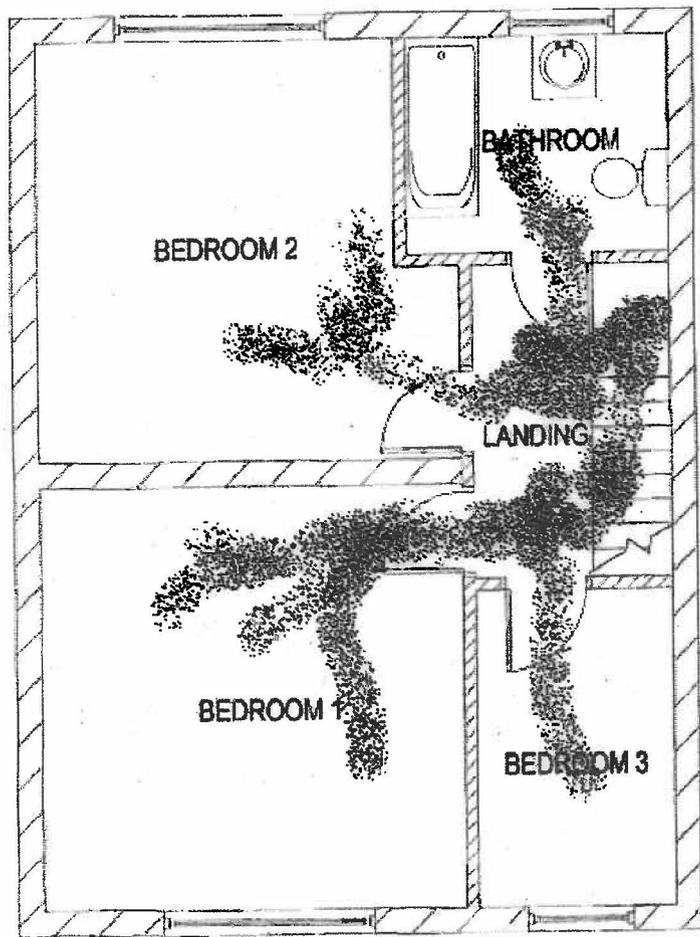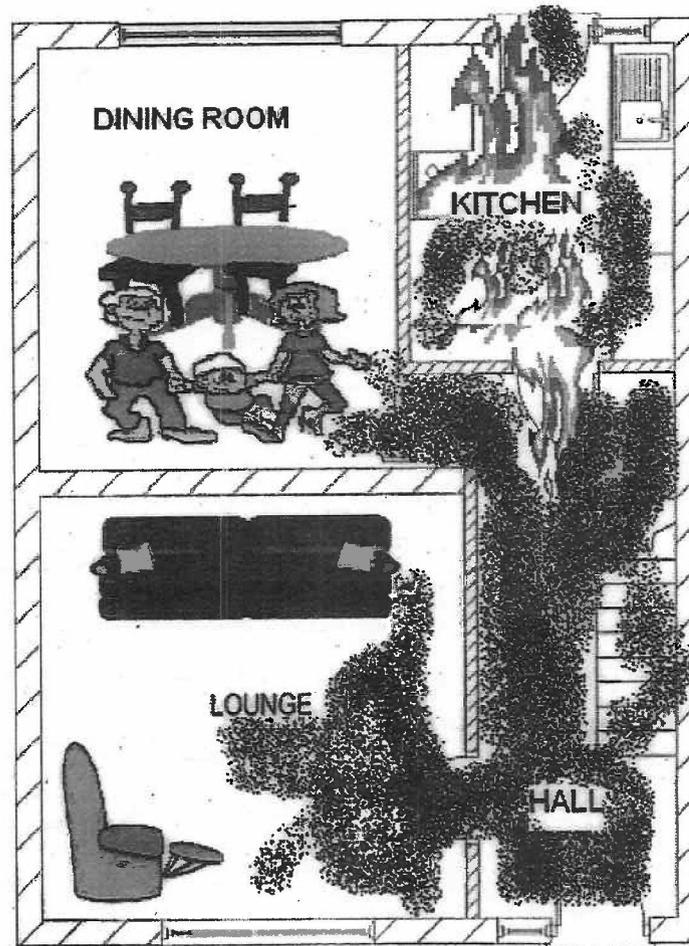
GROUND FLOOR

FRONT

You are trapped in bedroom 1 on the first floor at the front of the building.
It is a mid-terraced property with no access to the rear garden other than through the house.

Annex D
LFB Control officer training presentation and hand-out

Fire Survival Guidance

Aim

- To enable Control Officers to deal with emergency callers, who are trapped in a fire situation, to be able to asses the situation and give appropriate guidance to the caller as needed

Objectives

- To identify those callers who require specific assistance.

  - To follow accurately the pre-determined guidelines.

  - To assess the information gained and offer appropriate guidance.

Fire Situations

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Proactive Questions

- 'We'll get through this together'
- 'Help me to help you'
- 'Stay calm, we are going to help you'
- 'Is your bedroom door shut'
- 'Is there smoke coming in your bedroom window'
- 'Can you work your way to the window'

Basic Principles

- **Assess**

  - Give advice on **Escape**

  - **Protect** the caller

  - Assist the **Rescue**

Assess

Can the caller escape to safety?

YES

- Advise caller to **"GET OUT AND STAY OUT"**

- For purpose built dwelling flats e.g. high rise blocks, if fire is **NOT** in caller's flat advise them to remain in their property until the arrival of the Fire Brigade.

Assess (Cont'd)

Can caller escape to safety?

No

What is preventing this?

- Fire
- Incapacitation
- Smoke
- Locked Doors
- Obstruction

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Assess (Cont'd)

Is there an alternative means of escape ?

- Window onto a flat roof
- Balcony
- Secondary staircase
- Other

Assess (Cont'd)

The caller may be:-

- Distressed or in Shock.
- Incapacitated by alcohol, medication, injury or disablity.
- Unable to communicate effectively due to language difficulties, breathing problems, speech impediments etc.
- A child or elderly confused person.

Assess (Cont'd)

What type of propery is the caller in ?

- Dwelling House

- Shared House
  (House in multiple occupation)
- Self contained flat or maisonette

- Flat in multi storey block
  (which floor/level ?)

Assess (Cont'd)

Which room is the caler in ?

- Hall
- Bedroom
- Dining Room
- Living Room
- Other

Is the room at the Front or Back of the Premises ?

Survival Guidance

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Control Training Officer

Assess (Cont'd)

● Can the caler reach another room from which escape might be easier ?

● What materials are available in the room to assist with survival or escape?

Escape

Is Caller in Imminent Danger ?

YES

Escape (Cont'd)

As a **last resort** advise caller as folows:-

"Open Window. If impeded by security locks or double glazed units with no openings, break glass with firm blow using a hard sharp object aimed at the corner of the pane. Knock out any glass left at the edges and cover bottom rail with clothing or bedding to protect against sharp edges.

Escape (Cont'd)

● Drop cushions or bedding to the ground to break your fall.

● Get out feet first and lower yourself to the full length of your arms before dropping.

Survival Guidance

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Protect

Advise caller to:-

- Keep low to avoid heat and smoke.
- Close doors between self and fire.
- Seal door edges with bedding or clothing, wet them if possible.
- Open window if possible.
- Breathe Slowly.

Protect (Cont'd)

Reassure the caller

Reassuring the caller will be beneficial as people breathe more slowly when calm making them less susceptible to the effects of smoke.

Rescue

Advise caller to:-

- Try to attract attention from a window and make as much noise as possible to aid rescue.
- Hang sheets or similar from the window to provide a marker which will remain visible even if the caller subsequently collapses.

Rescue (Cont'd)

- Always maintain effective communication with responding appliances - keeping appliances informed of developments e.g location of persons trapped, will be essential throughout a call to aid rescue.

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Call Psychology

Create a bond with the caller

- Ask them their name, use it
- Tell them your name
- Ask the caller to tell you about him or herself
- Reassure the caller that they are going to survive
- Tell the caller the fire fighters are on their way and will be there very soon

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Contents

Introduction to Survival Guidance Training Package

Aim

❑ To enable Fire Control personnel, when dealing with emergency callers who are trapped, to make assessment of the situation and give appropriate guidance to the caller as required.

Objectives

❑ To identify those callers who require specific assistance.
❑ To follow accurately the pre-determined guidelines.
❑ To assess the information gained and offer appropriate guidance.

<u>Survival Guidance Techniques</u>

<u>Fires</u>

Experienced Fire Control Operators are generally proficient in extracting the relevant information from callers who may be in a distressed or excitable state. The techniques involved may be broadly categorised as either: -

❑ Reactive - The caller provides the necessary information, in the correct order, without prompting

❑ Pro-Active - The Fire Control Operator takes full control of the call obtaining incident details as required

Ithough one call is likely to be very different from the next the basic principles will remain the same: -

❑ **Assess**
❑ Give Advice on **Escape**
❑ **Protect** the Caller
❑ Assist the **Rescue**

The following guidelines should be followed: -

❑ Can the caller escape to safety immediately?

  ▪ Yes - Advise caller to **'GET OUT AND STAY OUT'.** For purpose built dwelling flats e.g. high rise blocks, if the fire is NOT in the caller's flat advise them to remain in their property until the arrival of the Fire Brigade.

  ▪ No - What is preventing this?

  ▪ Fire
  ▪ Smoke
  ▪ Locked Doors
  ▪ Obstruction
  ▪ Incapacitation

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❑ Is there an alternative means of escape?

- Window onto a flat roof
- Balcony
- Secondary Staircase
- Other

❑ Is the caller:-

- Distressed or in a state of shock
- Incapacitated by alcohol, medication, injury or disability
- Unable to communicate effectively due to language difficulties, breathing problems, speech impediments etc.
- A child or elderly confused person

❑ What type of property is the caller in?

- Dwelling House (single/two storey)
- Shared House (House of multiple occupation)
- Self contained flat or maisonette
- Flat in multi-storey block (which floor/level)

❑ Which room is the caller in?

- Hall
- Bedroom
- Living Room
- Dining Room
- Other
- Front or Back of the premises

Can the caller reach another room from which escape might be easier?

❑ What materials are available in the room to assist with survival or escape?

❑ Is the caller in Imminent Danger?

❑ If Yes, as a **last resort** the caller may be advised as follows:-

- Open a window. If impeded by security locks or double-glazed units with no openings, break glass with firm blow using a hard sharp object aimed at the corner of the pane. Knock out any glass left at the edges and cover bottom rail with clothing or bedding to protect against sharp edges.
- Drop cushions or bedding to the ground to break your fall
- Get out feet first and lower yourself to the full length of your arms before dropping

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❑ Advise the caller to:-

- Keep low to avoid heat and smoke
- Close doors between themselves and the fire
- Seal door edges with bedding or clothing, wet them if possible
- Open window if possible
- Breathe slowly

❑ Reassure the caller. Reassuring the caller will be beneficial as people breathe more slowly when calm making them less susceptible to the effects of smoke.

❑ Advise the caller to:-

- Try to attract attention from a window and make as much noise as possible to aid rescue
- Hang sheets or similar from the window to provide a marker which will remain visible even if the caller subsequently collapses.

❑ Maintain Effective Communication

- Always maintain effective communication with responding appliances - keeping appliances informed of developments e.g. location of persons trapped, will be essential throughout a call to aid rescue.

Although Fire Survival Guidance mainly focuses on the role of the control operator handling the call, the rest of the watch also has a part to play. The primary role is one of supporting the call taker, watching for and recognising any need they may have. This will mainly fall to the individual assigned to the monitoring role that will then request other watch members to carry out tasks related to the call.

Summary

No two Fire Survival Guidance calls will be the same and the precise order in which the procedure is applied will depend upon the circumstances at the time. However, it is important that operators confine advice given to that contained in the procedure.

To recap, Fire Survival Guidance consists of four main parts: -

❑ **Assess**
❑ Give Advice on **Escape**
❑ **Protect** the Caller
❑ Assist the **Rescue**

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Appendix A

Survival Guidance Techniques - Fires

Breaking the Glass in a Double Glazed Unit

Double glazed units can be very difficult to break and callers will need to be given careful guidance before attempting to do so. Before any attempts are made to break the unit, a caller should always consider using one of the opening sections of the window first. If the caller decides their only option is to try to break the unit they should be given the following information before proceeding. A very heavy object such as a hammer will be needed to break the unit, and even then success first time will not be guaranteed. There will also be a risk of injury from flying glass so callers should to steps to protect themselves.

Unless safety glass has been used there will be lots of jagged glass left in the frame, which must be cleared before an escape can be made.

If possible encourage the caller to use a piece of furniture, such as a chair leg first, to strike the corner of the pane. The body of the chair will help to protect the caller from any flying glass. Other articles such, as screwdrivers etc. will need a lot of force behind them if they are to break the unit, and again there will be a risk of injury from flying glass.

Wrap clothing or bedding around hands to protect them and then remove any shards of glass from the frame to reduce further risks of a nasty cut.

Cover the bottom rail clothing or bedding to protect against remaining sharp edges.

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Appendix B

Survival Guidance Techniques - Fires
Self-Rescue from a First Floor Window

If self-rescue has to be attempted, instruct the caller to drop bedding etc. onto the ground below to help break the fall. Climb out of the window feet first, lower body until arms are extended fully, then drop to the ground i.e. hang from the window to reduce the distance between the callers feet and the ground

N.B. When helping a caller to carry out a self-rescue it is important that operators ensure that callers are aware of what is below. Check that the area below is relatively clear of anything that could injure them more seriously perhaps than the fire. Ascertain whether there are any obstacles such as railings, barbed wire, glass frames, greenhouses etc.

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Call Psychology and Creating a Bond

Due to the nature of the situation that the caller has found him or herself in, operators may encounter some difficulty in getting the caller to listen. It must be remembered that the situation will always be as serious as the caller has perceived it to be. It is this perception that will lead to how well he/she reacts. It is not up to operators to judge whether the caller is right or wrong, but to ensure that the caller's needs are met efficiently and sympathetically.

It is important to remember that a caller may be trapped mentally as well as physically. The caller may well be panicking, and will not always want to listen, nor will they be able to see the relevance of the questions being asked. In this event, questions should be repeated calmly and firmly, perhaps two or three times. If there is still no response move on to something else and perhaps return to original questions after. The urge to shout at callers must be resisted as this action may only serve to stop the caller from listening and make them less willing to co-operate.

By shouting, the call takers themselves will have lost control and will no longer be able to offer the support the caller is looking for. It is important to respond to the caller's needs and to ignore the manner in which the request is made. Operators should not react negatively to the fact that the caller is shouting down the phone. Whether the caller explains the situation calmly or shouts it, it is the message that is important and not the manner in which it is being delivered. However, the manner in which the operator delivers their message is important.

To help create a bond with the caller: -

❑ Ask them their name and use it.

❑ Tell them your name.

❑ Ask the caller to tell you about him or herself.

❑ Reassure them that they are going to survive.

❑ Tell them that the fire fighters know where they are and that they will be there very soon.

❑ Explain why you are asking or have asked them to carry out tasks to help them to understand their significance.

If there is no reaction or response from a caller repeat the statement verbatim, maintaining a firm but caring tone of voice.

❑ Always couple the desired action with a reason.

❑ Be calm but firm, using the caller's name where possible.

❑ Never use the offensive command "shut up".

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Supporting Role of Watch

Although Survival Guidance mainly focuses on the role of the control operator handling the call, the rest of the watch also have a part to play. The primary role is one of supporting the call taker, watching for and recognising any need they may have. This will mainly fall to the supervisor who will then request other watch members to carry out tasks related to the call.

- The call taker should alert the supervisor by using the "Call Sup" button on the ICCS.

- The call taker can press the 'Help', ?, ICON on the ProCAD Incident Frame and this will then display some prompt sheets for you to use

- The supervisor should instruct the radio operator to keep the responding appliances updated as required.

    Where possible an operator should be instructed to check the incident log to ensure that mobilising has been completed successfully.

- The supervisor should be ready to reassure the call taker that they are doing well. They should encourage them to continue talking to the caller, suggest further lines of questioning and ensure all stages of Survival Guidance Techniques have been covered.

- An operator should be instructed to inform an ADO and other agencies as required.

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Self Assessment - Questions

1. Within the document "Emergency Call Handling Techniques - Fire Survival Guidance", 4 prompts which can be used as an *Aide Memoir* by a Fire Control Operator are referred to. These prompts are:

   A. Assess, Give Advice, Protect the Property, Assist the Rescue
   B. Assess, Give Advice, Protect the Caller, Assist the Rescue
   C. Assist, Give Advice, Protect the Caller, Assist Rescue
   D. Ask Questions, Give Answers, Protect the Caller, Advise on Rescue

2. If a caller indicates they are able to get out of an upper floor window, what advice can you give them to assist their escape?

   A. Get out onto the window ledge and jump
   B. Get out head first and lower themselves to the ground
   C. Get out feet first and lower themselves to the full length of their arms before dropping
   D. Get out feet first

3. Which **two** factors could prevent a callers immediate escape?

   A. Fire
   B. Hearing problems
   C. Unable to communicate
   D. Obstructed means of escape

4. Which of the following are measures to aid a caller's rescue?

   A. Putting sheets or towels at the bottom of a door
   B. Hanging something white at or out of the window
   C. Laying on the floor
   D. Shouting

5. Why would you advise a caller to put towels or sheets etc at the bottom of a door?

   A. To help attract attention
   B. To help prevent the spread of smoke
   C. To stop the noise
   D. To help prevent spread of fire

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6. A chip pan on fire has been covered with a damp cloth. What is the recommended length of time that it should be allowed to cool down before removing the cloth?

   A. 5 Minutes
   B. 30 Minutes
   C. 35 Minutes
   D. 20 Minutes

7. Where is the best location for fitting a smoke alarm?

   A. On the ceiling as close to the centre of the room as possible but at least 12" away from any wall or light fitting
   B. On the ceiling above the cooker
   C. On the wall as close to the ceiling as possible but at least 12" from any wall or light fitting
   D. On the ceiling as near to the door as possible to cover the entrance to the next room

8. Which **two** item form part of the general safety advice for a bedtime routine?

   A. Ensure all cigarettes are extinguished
   B. Switch off the television
   C. Unplug all electrical appliances not designed to stay on
   D. Switch off lights

9. Which of the following is a fire safety point in relation to Electric Blankets?

   A. Never use an electric blanket - their dangerous
   B. Never use an electric blanket which is stained
   C. Never use an electric blanket that has scorch marks on it
   D. Never use an electric blanket without a plug

10. Which **two** items of general fire safety advice should you give with regards to open fires within a home

   A. Always use smokeless fuel
   B. Always use a fireguard
   C. Take care when preparing toast
   D. Never rest clothes or newspapers on a fireguard

11. At what speed is an Airbag fitted in a vehicle designed to be most effective at?

   A. 40 MPH
   B. 70 MPH
   C. 25 MPH
   D. 100 MPH

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12. Why might a slight burning smell be present following the deployment of an Airbag?

   A.   Deployment may cause scorching of clothing
   B.   It is pyrotechnically fired via a small explosive charge
   C.   TNT is used to 'fire' the bag
   D.   The bag is hot and made of rubber

13. If an accident occurs on the inside lane of a motorway providing casualties can get out of the vehicle they should?

   A.   Make their way past the nearside hard shoulder away from the carriageway and accident
   B.   Remain in the vehicle until the Police arrive
   C.   Make their way past the nearside hard should and to the nearest services to summon assistance
   D.   Leave the vehicle and stand on the hard shoulder until the arrival of the emergency services

14. In which **two** ways can a supervisor support the call taker dealing with a Survival Guidance call?

   A.   Instruct the radio operator to pass on information as required to responding appliances
   B.   Let them know everyone is watching them so a good performance is required
   C.   Reassure the call taker that they are doing well
   D.   Instruct an operator to advise the PFCO that a Survival Guidance call is in progress

1⁵ Which **two** methods could help create a bond with the caller?

   A.   Ask them their name and use it
   B.   If they are panicking tell them to "Shut Up"
   C.   Reassure them that they might survive
   D.   Always couple the desired action with a reason

16. When dealing with a caller attending to a person trapped in a vehicle and having established that their vehicle can be utilised to warn oncoming traffic, what advise should be given to the caller?

   A.   Park approximately 150m from the RTA in centre of lane and activate the hazard warning lights. If possible turn steering wheel so car won't be pushed into traffic ahead if hit. Leave via a safe door away from traffic
   B.   Park in safe place, activate hazard warning lights and warn other vehicles by waving
   C.   Park approximately 15m from the RTA in centre of lane and activate the hazard warning lights. Wait for arrival of Emergency Services
   D.   Park approximately 15m from the RTA in centre of lane and activate the hazard warning lights. If possible turn steering wheel so car won't be pushed into traffic ahead if hit. Leave via a safe door away from traffic

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17. If contact is lost with a caller trapped in machinery due to them losing consciousness the ambulance should be updated immediately as:-

    A. They will need to make a quicker attendance
    B. An Air Ambulance may be required
    C. They will need to call in at a hospital on the way for a specialist item of equipment
    D. A specially trained paramedic will need to be despatched

18. If first aid advice is required during a Survival Guidance Call control should:-

    A. Refer to a First Aid manual and give advice as appropriate
    B. Consider setting up a conference call with the ambulance service
    C. Advise the caller there is nothing we can do until arrival of the ambulance
    D. Ask caller to hang up and dial 999 again, this time asking for the ambulance

19. In all situations when giving Entrapment Guidance it will be necessary to:-

    A. Assess the situation, Prevent deterioration of the situation, Protect the casualty
    B. Assess the situation, Give advice to callers
    C. Assess the situation, Protect the casualty, Prevent deterioration of the situation, Promote rescue of the casualty
    D. Assess the situation, Protect the casualty, Promote rescue of the casualty

20. Which two techniques broadly categorise the way in which an experienced operator will extract information from a caller?

    A. Active, Pro-Active
    B. Pro-Active, Pro-Reactive
    C. Reactive, Active
    D. Reactive, Pro-Active

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<u>Self Assessment - Answers</u>

1.	B		11.	C	
2.	C		12.	B	
3.	A	D	13.	A	
4.	B	D	14.	A	C
5.	B		15.	A	D
6.	B		16.	D	
7.	A		17.	B	
8.	A	C	18.	B	
9.	C		19.	C	
10.	B	D	20.	D	

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Annex E
LFB Reference Information File (RIF) on fire survival, 2007

LFB
LONDON FIRE BRIGADE
making London a safer city

Brigade Control - Reference Information

A-Z index A | B | C | D | E | F | G | H | I | J| K | L | M | N | O | P | Q | R | S| T | U | V | W | X | Y | Z

FIRE SURVIVAL GUIDANCE

Fire Survival Guidance - Advice to Callers
(After Attendance Despatched)

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1. Action by Brigade Control:

[1.1 Advice to be Offered](#)

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2. Information:

NO INFORMATION

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1. Action by Brigade Control:

(1.1) Advice to be Offered:

- "GET OUT and STAY OUT"

- STAY CALM AND REASSURING – throughout the call

- SUGGEST AN ALTERNATIVE ESCAPE ROUTE – if normal means of escape is blocked e.g., back door, window, balcony, adjacent balcony, flat roof.

- AS A LAST RESORT OF ESCAPE & ONLY IF THE CALLER SUGGESTS IT (ONLY FROM ONE FLOOR LEVEL TO THE NEXT i.e. 1st floor to ground level, or an upper floor to a flat roof, balcony to next level down)

  - BEFORE SUGGESTING THIS, CHECK FOR RAILINGS, CELLAR AREAS, CONSERVATORIES OR GREENHOUSES BELOW
  - DROP SOFT ITEMS OUT OF WINDOW e.g. cushions/pillows/bedding to break the fall, do not use a mattress – it may get stuck in the window
  - CLIMB OUT FEET FIRST
  - LOWER TO ARMS LENGTH
  - DROP TO NEXT LEVEL DOWN
  - DO NOT JUMP!

- IF THE CALLER CANNOT ESCAPE – OFFER REASSURANCE – BE POSITIVE!
  (suggested phrases to use)
  - "THE FIRE BRIGADE IS ON THE WAY"
  - "THE FIREMEN/FIREFIGHTERS WILL BE WITH YOU VERY SOON"
  - "LISTEN TO ME, I'M GOING TO HELP YOU"
  - "I'M GOING TO TALK TO YOU UNTIL THE FIREMEN/FIREFIGHTERS GET TO YOU"
  - "DO WHAT I TELL YOU TO DO"
  - "STAY CALM AND DON'T BE FRIGHTENED"
  CONSIDER EXCHANGING NAMES, SPEAK CLEARLY WITH AUTHORITY, REMAIN CALM AND SUPPORTIVE, AVOID USING FIRE BRIGADE JARGON AND BE REASSURING THROUGHOUT THE CALL

- PROTECT THE CALLER – IF THEY CAN'T ESCAPE
  - DOES THE CALLER HAVE ANY DISABLIITY, IS THEIR MOBILITY IMPAIRED, THAT MAY AFFECT THEM CARRYING OUT ANY OF THESE ACTIONS?
  - CLOSE DOORS – Block off the bottom of the door and any other opening where smoke could get in, use bedding, clothes, towels etc. anything that is to hand. This will reduce the amount of smoke coming in

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- STAY LOW – Get your face down close to the floor. There is cleaner, fresher, cooler air closer to the floor. Cover nose and mouth with handkerchief or anything else
- OPEN WINDOW – If you can open a window then do so. Stay on the floor by the window. Fresh air will come in through the open window, and provide an opportunity to attract attention. If smoke or flames appear to come in then CLOSE IT AGAIN

- ASSIST IN RESCUE

  - OBTAIN LOCATION OF ROOM – Which floor, front or rear of building, which room – bedroom, bathroom, lounge or kitchen etc.
  - HOW MANY PEOPLE ARE INVOLVED?
  - ATTRACT ATTENTION – Put a marker out of a window – blanket/coat etc. Shout to passers-by and to firefighters searching

  PASS INFORMATION TO CREWS – Try to get another Con Off to do the messages to Incident Commander, another Con Off to inform Ambulance/Police etc.

- STAY CALM AND REASSURING THROUGHOUT THE CALL

- CONTROL COMMANDERS –

  - IF THE PERSON TRAPPED HAS A DISABILITY OR HAS IMPAIRED MOBILITY, ENSURE THIS INFORMATION IS PASSED TO THE INCIDENT COMMANDER
  - CONSIDER OBTAINING NAMES OF PERSONS INVOLVED IN CASES WHEN MORE THAN ONE PERSON IS TRAPPED
  - PASS INFORMATION OBTAINED TO AN APPROPRIATE CALLSIGN E.G. INCIDENT COMMAND PUMP, COMMAND UNIT

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2. Information:

NO INFORMATION

Approved by: APCon Turner 12/03/07 (AS)

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Annex F
**LFB Policy 539:
Emergency call
management,**
2007

Policy | Procedure

L F B
LONDON FIRE BRIGADE

Emergency call management

New policy number: **539**
Old instruction number: **OPS:A070:a3**
Issue date: **14 November 2007**
Reviewed as current:
Owner: **Head of Service Delivery & Mobilising**
Responsible work team: **Mobilising**

Contents

Review date: **14 November 2010**   Last amended date:

1   Introduction

1.1   The Authority has a responsibility to make arrangements for dealing with emergency calls for the assistance of the Brigade and making an appropriate response under the provisions of the Fire and Rescue Services Act (2004).

Function of the Control Room

1.2   The Fire Service Manual (Volume 1 - Chapter 2, 2.1) states that the primary function of a Control Centre is to provide the essential communications link which enables the provision of emergency firefighting, rescue and humanitarian services to the public when they call for assistance.

1.3   Brigade Control seeks to promptly answer emergency calls and to provide an appropriate operational response. In addition to speed in answering emergency calls, the highest standards of efficiency, accuracy and quality in the service provided are maintained.

1.4   The Fire Service Manual Volume1, Equipment and Media (Communications and Mobilising) and Fire and Rescue Service Circular 54/2004 (Emergency Call Management) also refer.

1.5   This instruction details the Authority's policy for the receipt, processing and management of emergency calls including advice and guidance provided to members of the public when they are unable to leave the premises (in a fire situation), escape from wreckage or are threatening to take their own lives.

2   General

2.1   Brigade Control is the hub of the Authority's emergency communications network, providing emergency call handling facilities, mobilisation of operational resources, liaison with external agencies and a having strategic overview of operations.

Emergency call rates

2.2   Currently millions of emergency calls are made to British Telecom and Cable and Wireless each year. About 50% of this figure are filtered and do not require connection.

2.3   Over a quarter of a million emergency calls are received by Brigade Control each year which vary in seriousness from non-urgent to major incidents. There is no prioritisation in the receipt of emergency calls.

Increases in demand

2.4   Throughout the course of the 24 hour period, there are clearly identified peaks and troughs for the receipt of emergency calls. However, demands upon resources can vary significantly due to abnormal weather conditions, sustained dry weather conditions and other events. These have the potential to cause sudden and dramatic surges in the number of emergency calls received, resulting in high demand.

2.5   Emergency call rates appear to be rising due to:

- An increase in the public's expectations of its emergency services.
- A heightened awareness of community fire safety issues by the public.
- Emergence of the 24 hour lifestyle, e.g. supermarkets, filling-stations, etc.
- Sunday trading of commercial businesses.
- Relaxation of licensing hours in public houses and clubs.
- A massive increase in the number of mobile telephones currently in use.

2.6   Arrangements are in place to monitor events and occurrences likely to result in increased demand, including regular updates from the Meteorological Office. This and other information is used as part of a demand management strategy in determining temporary increases in staffing levels, other resource planning purposes and reciprocal arrangements with other Fire and Rescue Service Control Rooms.

3   Configuration of the Authority's emergency call management system communications network

Public Telecommunications Operators (PTO)

3.1   The Public Telecommunications Operators (PTO) are obliged under the terms of their licences to provide a public emergency call service, by which any member of the public (without charge) can communicate as quickly as practicable with any of the local emergency authorities to communicate an emergency.

Method of call

3.2   The vast majority of emergency calls to the Brigade are by telephone. However, due to the increasingly diverse methods of communication available, it is likely that other forms of contact will be used in the future including the internet, email and text services.

3.3   A sophisticated communications network using multiple routeings is provided, thereby maintaining efficient and resilient arrangements for the receipt of emergency calls at all times. In addition, Disaster Recovery and Business Continuity Plans support these arrangements.

Audio recording of emergency calls

3.4   All emergency calls are audio-recorded. The current retention strategy requires that these recordings are kept for a period of five years.

3.5   Where it is identified that this period should be extended, e.g. calls associated with public enquiries, the appropriate arrangements will be made by the Technical Support Group to ensure their continued retention.

Integrated Control and Communications System

3.6   Emergency calls for the assistance of the Brigade are received through the Authority's Integrated Control and Communications System (ICCS) or Fallback phones.

3.7   The ICCS controls all incoming and outgoing telecommunications and radio traffic.

Automatic Call Distribution (ACD)

3.8   To ensure emergency calls are answered with the minimum of delay, a system of Automatic Call Distribution (ACD) is used. All Control Officers available to answer emergency calls will be logged into the ACD system. This will ensure that calls are distributed evenly and the highest priority call waiting the longest will be the first to be answered. However, calls from the Metropolitan Police Service (MPS) and the London Ambulance Service (LAS) appear in a different queue and can be answered separately.

3.9   ACD provides significant benefits and advantages for emergency call management and speed of answering.

Emergency call overload or spate arrangements

3.10 There may be occasions where the number of incoming emergency calls outnumbers the number of Control Officers available to answer them. This surge in the incoming number of calls may be due to:-

- Multiple calls to multiple incidents
- Multiple calls to a single incident

3.11 When it is identified that these conditions apply, the Control Commander will consider:

- Recall of all on duty shift related personnel to Brigade Control.
- Notifying the duty Brigade Control Senior Manager who may institute a recall of all on duty Control Room staff.
- Liaise with British Telecom and Cable and Wireless and establish critical contact arrangements.
- Consider the introduction of Batch Mobilising Procedure.

Operationally urgent contact arrangements

3.12 During periods of high mobilising activity, e.g. during Batch Mobilising Procedure, an 'Operationally Urgent' line is available to BT and C&W Operators and also the MPS. Following a risk assessment by the Control Commander as to the reasons for the surge in emergency call handling activity, BT and C&W will be advised to use this line during these situations when their Operators have identified a life critical call, e.g. fires or life threatening special services. This will enable these calls to be given a higher level of priority over other calls being handled.

3.13 As this line is not part of the ACD queue, the Control Commander will need to nominate a Control Officer to answer emergency calls on this line.

Critical contact arrangements

3.14 For emergency communication purposes with the duty Control Commander, a 'Critical' line (a standalone telephone on the supervisory team's workstations) is available to BT, C&W and the Metropolitan Police.

3.15 This will be used by BT, C&W and/or the Chief Inspector (MPS/CCC/IR) to advise the Control Commander that problems are being experienced in connecting emergency calls to the Brigade or in the event of wide-scale communications failures.

3.16 It is also used by the MPS to notify the Brigade that particular MPS Operations have been initiated and also feedback information from the Duty Inter-Agency Liaison Officer to the Control Commander when notified of such events.

4 Emergency call management procedures

4.1 Emergency calls are answered promptly by trained, knowledgeable and experienced Control Officers with the appropriate skills, information and technology who are able to resolve the call at the first point of contact.

Salutation

4.2 When receiving an emergency call, the Control Officer will answer "FIRE BRIGADE".

Calls through the 999/112 system

4.3 Emergency calls through the 999/112 system are received from British Telecom (BT) and Cable & Wireless (C&W). Running calls from Fire Stations, i.e. where the caller reports direct to the fire station, may also be received through the 999/112 system (if the running call telephone outside the fire station is used).

4.4 Facilities have also been granted to the London Coastguard of the Marine Coastguard Agency to contact Lambeth Fireboat Station direct either by secondary mobilising telephone or Marine Radio direct to the Fireboat when requesting the assistance of the Brigade to incidents on the River Thames. Details of the River Thames Grid will also be included.

4.5 When an emergency call is connected to the Brigade through the 999/112 system (including those made from Running Call telephone boxes outside Fire Stations), the caller's telephone number will be automatically inserted into the mobilising system 'telephone number' field by Caller Line Identification (CLI).

4.6 Calls are also received through the 999/112 system from auto-dialler devices which provide voice recordings giving details of the incident and location.

4.7 If the emergency call is made from a 'fixed' telephone, the EISEC information for the 'billing' address for the telephone will be displayed. This information is not yet available for calls from cellular telephones and those that originate from C&W.

4.8 The emergency call may be introduced by the telephone company operator. If from C&W, this information is to be recorded.

Diversity of population

4.9 Due to its unique position, in addition to the seven million resident populations, London has an estimated two million transient population of visitors and commuters. Many of these people will not be conversant or have a geographical knowledge of London. The skill of the Control Officer is to obtain the necessary information in order that the correct response can be made.

4.10 London is made up of a diverse population. Currently, it is estimated that over 300 different languages are spoken in the Capital. Control Officers are aware that English may not be the first language of a person attempting to pass an emergency call and therefore have a full and comprehensive knowledge of the procedures and systems that are available to successfully resolve the call.

Interpreter Service

4.11 Agreements are in place for the use of an interpreter service (Language Line).

Calls from the hard of hearing or speech-impaired members of the public

4.12 Emergency calls from the public who have hearing or speech difficulties (including the use of electronic speech devices) are normally received through the Type-Talk service which is a 24 hour nationwide telephone service operated by the Royal National Institute for the Deaf and funded by British Telecom.

4.13 The Typetalk Operator will obtain the information from the caller, use the BT 999 service, and ask for the Emergency Service requested by the caller and for the area in which the telephone number is situated.

4.14 When connected with the Emergency Service, the details will be passed by the Typetalk Operator.

Calls from other authorities and external agencies

4.15 Calls from some external agencies and authorities, e.g. Metropolitan Police (MPS), London Ambulance Service (LAS), Central Fire Alarm Centres and other Fire & Rescue Service Control Rooms (to support the Authority's mutual assistance arrangements on a local, regional and national basis), are received on dedicated ex-directory telephone numbers.

4.16 These calls will normally include the name of the organisation passing the call. The information included may not include a contact telephone number but a reference number or initials.

Calls received from Authority premises (including Fire Stations) by the internal telephone system

4.17 Emergency calls from Authority premises are received on priority number internal extensions in Brigade Control and will be handled in accordance with normal procedures. In addition to Fire Stations, this may include the Brigade Headquarters Switchboard and the Home Fire Safety Risk Assessment Call centre (HFSRA).

4.18 Calls received by R/T from operational resources (Running Calls)

4.19 The R/T Operator will receive details of running calls and process in accordance with normal call handling procedures.

4.20 The R/T Operator will pass any relevant information onto the attending appliance(s).

Calls from organisations using Special Risk/Automatic Fire Alarm (SR/AFA) reference numbers

4.21 In order to facilitate the fast, accurate and complete receipt of information for emergency calls, certain external agencies and organisations have been given the facility to use Special Risk/Automatic Fire Alarm (SR/AFA) reference numbers.

4.22 These SR/AFA reference numbers relate to the address records for the premises of these organisations held on the mobilising system.

4.23 On receipt of an emergency call, the person passing the emergency call will provide a SR/AFA number applicable to the location and type of incident, e.g. "LFB REFERENCE HLUL [*LFB reference number*]".

4.24 The Control Officer will confirm with the organisation the correct location(s), especially for those incidents where attendances need to be made to different locations and also the nature of the incident.

4.25 If the address details require to be changed at any point during the call, the original SR/AFA reference must be replaced or removed before re-validation takes place.

Call handling

4.26 For every emergency call received, the Control Officer must:

- Obtain the address of the incident.
- Establish the reason for the Brigade's attendance.
- Record the key details. .
- Decide upon the action to be taken.
- Record any additional information that supports safe systems of work for responding operational personnel.

4.27 Control Officers have a thorough, detailed knowledge of the Brigade's Mobilising Policy (Policy Number 412 refers) in which the Brigade's response to emergency calls is clearly defined. Where it is inappropriate for a Brigade attendance, the caller will be referred to a service, authority or external agency that may be able to assist.

4.28 Information recorded is in accordance with the Data Protection Act (1998) and Authority Policy.

Standard of service to the caller

4.29 The response to emergency calls involves a complex interaction between the Control Officer, the circumstances of the call and the caller themselves.

4.30 Control Officers receive and process emergency calls with a correct and professional response in line with the highest standards of the Brigade in the quickest possible time. They are highly skilled and competent personnel trained to elicit critical information from members of the public many of who are in dangerous situations and may be distressed, breathless and confused.

Emergency call handling skills

4.31 Quality of emergency call handling in Brigade Control has emerged as an important requirement recognised for its effect on both the public's perception of the Fire and Rescue Service (customer satisfaction) and on efficiency and effectiveness. How effectively the emergency call is handled in terms of questioning and listening skills, capturing information accurately, creating a caring and professional experience are just some of the critical skills required for Control Officers.

4.32 For many members of the public, the making of an emergency call is a major step and can be an unnerving experience for many people.

4.33 The Control Officer is the public's first contact with the Fire and Rescue Service. Good and effective communication skills are essential. This initial point of contact can have a direct bearing upon the manner in which the call is handled and speed of response.

4.34 Control Officers manage emergency calls in a calm, polite and tactful manner using a helpful and empathetic approach. They will vary their style of call handling and questioning skills dependent upon the origin of the call, e.g. member of the public, other emergency service personnel, etc. The skill required of the Control Officer is to:-

- **Listen** – not to make assumptions.
- **Talk**- maintain a dialogue.
- **Record** – key the relevant details accurately in the appropriate place on the mobilising system.
- **Think** – what information is/is not being given and/or what information is required.
- **Make decisions** – Is this call appropriate for the Brigade to attend?

4.35 There are a number of basic concepts and principles used when receiving calls from members of the public:-

- Be aware that each call could be a real emergency for the caller.
- Question the caller fully using 'open' questions.
- Maintain control of the conversation, i.e. take control of the call, control the pace, structure questions accordingly and get the answers needed.
- Be polite and courteous, treating the caller as you would like to be treated.
- Sound positive and interested in what the caller is saying.
- Actively listen and communicate, providing callers with feedback.
- Be firm but polite with abusive or aggressive callers (their situation could be the cause of their behaviour).

- By empathetic and reassuring (especially with distressed callers).
- End the call on a positive note.

Iterative questioning protocols

4.36 The type and style of questioning skills used will vary according to the information required. Careful use of questions will normally result in the required information. The use of 'open' questions will normally provide the necessary level of information, whereas 'closed' questions may (due to the circumstances in which the caller finds themselves) lead to inaccurate or inconclusive information.

4.37 For example:

- **WHAT** - What is the address?
- What road do we come to?
- What road comes off this road?
- What district is it?
- What part of London is this in? (although care may be needed if the incident is located on the periphery of the London area)
- What is the Postal District?
- What is the problem?
- **WHERE**   Where do we come to?
- **WHY** - Why do you need the Fire Brigade?

4.38 Although the task of the Control Officer is to gather information concerning details of the incident, a caller will also often seek information. Specific arrival times are not available and therefore generic statements such as "the Brigade are on the way", "the Brigade will arrive shortly/as soon as possible" may be used.

Completion of call

4.39 Once complete, the Control Officer will repeat back to the caller the address of the call that the Brigade are required to attend and the reason as confirmation that the correct details have been recorded.

Abusive language

4.40 Control Officers are aware that callers may use abusive language due to the nature of calls received and the severity of the situation in which the caller may find themselves. However, continual gratuitous use of abusive language should not be tolerated and advice sought from a supervisory Control Officer as to whether any further details are required and the action to be taken.

4.41 The Health and Safety Executive's definition of work-related violence is "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work", and this explicitly states it includes verbal abuse.

4.42 The Authority does not expect its staff to be subjected to abusive, obscene or aggressive language. However, this needs to be considered in relation to the circumstances affecting the caller at the time.

4.43 There are no clear criteria as to what constitutes an abusive call as some Control Officers may feel less threatened than others by callers shouting, swearing and making insulting and aggressive comments. Individuals may also vary over time as to how they cope with these calls and how long it takes them to recover. In these circumstances, following consultation with a supervisory

Control Officer, it may be appropriate to take a short break or speak to a colleague or supervisory Control Officer.

4.44   In dealing with calls of this nature, the following advice should be considered:

- Not to panic or terminate the call immediately.
- Not to lose your temper or be tempted to react with a similar response.
- Not to take the remarks personally and try not to become upset.
- Be patient as the abuse may shortly stop.
- If the caller does not calm down or their behaviour does not improve, providing sufficient information has been received to conclude the call, clearly advise them that unless they are able to continue the discussion in a civil manner, the call will be terminated.
- Following the call, arrangements should be made with a supervisory Control Officer to listen to an audio-recording of the call as this may identify alternative options in dealing with similar calls in the future.

4.45   Control Officers will not be penalised for terminating calls under the above circumstances, providing they do so in the correct manner and after giving sufficient warning to callers.

Fire Alarm sounders

4.46   There may be occasions where emergency calls are received where the caller is located adjacent to or in close proximity to the fire alarm sounder. This may cause difficulties to the Control Officer receiving the call.

4.47   The headsets issued on a personal basis to Control Room staff are equipped with limiters that are designed to mitigate any undue increase in volume of extraneous noise near the caller.

4.48   In the event that a Control Officer experiences difficulties in obtaining call information under these circumstances, they are to immediately alert a supervisory Control Officer.

4.49   On being notified of such an event, the supervisory Control Officer will:-

- Request a second Control Officer to monitor the call and assist in ascertaining the details and process the call accordingly.
- If it still not possible to obtain the details, the Control Officer will be instructed to cease the call and either use the EISEC information for the incident location or contact the PTO for the address information and process the call accordingly. The instant replay facility may also be used in an attempt to verify the address.
- Following completion of the call, the Control Commander will ensure the details are reported to Administration Section for onward notification to Fire Safety Department.

Validation of emergency call address details

4.50   On obtaining an address, the Control Officer will validate the details against the database of address records held on the mobilising system.

4.51   The Control Officer will question the caller, making the necessary amendments and carrying out further validations until the correct address has been identified. The aim is to obtain a satisfactory address without unnecessary questioning.

4.52   As a guide, the following sequence indicates the type of information to be sought. It must be remembered that the information required will not always be given in the sequence as contained on the mobilising system. The skill of the Control Officer taking the call is to demonstrate flexibility in recording the information given by the caller, having the ability to remember other

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pieces of information and record later in the call, all without necessarily interrupting the flow of the conversation. This may include:

- SR/AFA Number (If appropriate).
- Name of the thoroughfare.
- Number and/or name of premises.
- Name of the district and/or the postal district e.g. Pimlico, Romford, W2 or Brixton SW4.
- Name of an adjacent thoroughfare, nearest side turning if a main road or main road if a side turning.
- Nearby landmark or prominent building that may assist in identifying the location.

4.53 The caller should always be asked to spell the name of the thoroughfare, as it could be mistaken for a similar sounding name, e.g., Dury/Jury, Karoline/Caroline, Arygll/Argyle, Ingatestone/Gatestone, Gordon/Gauden, Colt Street/Three Colt Street, Belvue/Bellvue.

Aids to mobilising

4.54 As part of the address validation process, Control Officers may also utilise the following:

- Geographical Information System (GIS).
- Quick Address System (QAS).
- Enhanced Information Service for Emergency Calls (EISEC).
- Reference Information Files (RIF).
- Work Station Information Folders.
- Brigade Atlas

4.55 Any problems experienced with the validation of addresses in connection with emergency calls are to be immediately brought to the attention of a supervisory Control Officer.

Special Risks

4.56 Calls to specific risks, e.g. airports, the River Thames, motorways, may include information not included above, e.g. direction of travel, rendezvous points, etc. This information is to be recorded in accordance with current procedures.

Nature of incident

4.57 The nature of incident being reported, i.e. why the Brigade is required to attend is to be recorded.

4.58 This information will enable the Control Officer to dispatch the appropriate attendance.

4.59 If during the call, the caller states that there are gas cylinders or other similar hazards present or involved that could constitute a risk to responding operational personnel, the Control Officer will include this information as additional Information, e.g. "CYLINDERS STORED INSIDE PREMISES" or "PERSON BELIEVED INVOLVED".

Duplicate Calls

4.60 A duplicate call is an additional call to the same incident.

4.61 The mobilising system is able to display to the Control Officer details of other incidents being attended in close proximity to their call.

4.62 The Control Officer will decide whether their call is a duplicate based on the following:

- Information received from mobilising system.

- Information received through questioning the caller.
- Information received from other sources e.g. GIS, colleague in control room.
- Confirmation from the incident already being attended.

4.63 If the Control Officer determines their call is the same, this call will be processed as a duplicate and the caller informed that an attendance is on way. Any additional information they feel is of use to the Incident Commander, e.g. a landmark, is to be passed by radio.

4.64 Where the Control Officer considers that a call is the same as an incident being attended but there is slight variation in the location, a radio message should be sent to the Incident Commander giving the address of this call and that it has been taken for the same (as that being attended) and no further attendance has been despatched.

4.65 Where it is probable that a call is the same as an incident being attended but there is more significant variation, a radio message should be sent to the Incident Commander seeking confirmation that this call can be taken for the same (as that being attended). If this confirmation is not obtained, a supervisory Control Officer is to be informed and the call treated as a separate incident and an appropriate attendance despatched. The supervisory Control Officer can decide to make this a reduced attendance to investigate.

Further Actions resulting from duplicate calls

4.66 Information received from the caller or by the number of duplicate calls received may require the following actions to be carried out:

- **Nature of incident** - further information on additional hazards, type of premises or severity of incident may necessitate mobilisation of additional resources to reinforce the initial attendance.
- **Persons involved** - an ambulance should be ordered and the Police informed.
- **Multiple calls to a fire in property (building**) - additional resources in accordance with the mobilising.
- Additional call to fire to which a Restricted or Reduced Attendance has been sent - balance of the full attendance for that address is to be mobilised.
- **Additional call to a Fire Alarm actuating where an additional zone or multiple zones are affected** – balance of the full attendance for that address is to be mobilised minus any aerial appliances
- Additional call to Fire indicating high rise domestic premises (5 or more floors) may be involved – reinforcing attendance to ensure minimum of 3 PA's and a WM attending

4.67 In all of these circumstances, the Incident Commander should be informed by radio of the additional calls and/or resources mobilised.

Doubtful addresses and Incomplete calls

4.68 A doubtful address is where the details supplied by the caller cannot be exactly matched with the information held on the mobilising system.

4.69 An Incomplete Call is where the caller has cleared the line, replaced the receiver or left the line open before a complete address can be obtained.

4.70 The Control Officer will record the details that have been received and (if available) use the EISEC information as the incident location.

4.71 Dependent upon the amount of information received, where the address details relating to a call cannot be matched exactly with an address record a supervisory Control Officer is to be informed. The instant replay recorder may also be used in an attempt to verify the location.

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Following consultation, guidance will be given to what is considered to be the most likely location(s) and an attendance despatched.

4.72 If the level of detail is insufficient to make an attendance or is attended in accordance with the paragraph above, the supervisory Control Officer will (in no particular order of priority):

- Gather all the facts available.
- Use any CLI information that is available.
- Instruct the Control Officer to attempt to recontact the caller.
- Instruct the Control Officer to contact the PTO for any further information.
- Study the address for the possibility of phonetic and/or spelling error.
- Locate the nearest main/side road or landmark using electronic and/or hard copy facilities, e.g. GIS, QAS, Brigade Atlas, etc.
- Refer to the ICCS recording equipment in order to replay and hear the call (if now terminated).
- Contact the station(s) covering the area (if a locality was stated).

4.73 Any or all of these measures are to be taken and if the supervisory Control Officer considers that more than one address could equally well apply, they are to arrange for an attendance to be mobilised accordingly.

4.74 In the absence of any incident description details being provided by a caller the assumption will be made that the incident could be a fire. The Incident Description should include such information and the appropriate attendance for a fire in a premises in that thoroughfare should be mobilised.

Abandoned calls

4.75 An abandoned call is where the caller has dialled 999/112, requested to speak to the Brigade but abandons the call before the PTO is able to connect to the Brigade.

4.76 The PTO will advise Brigade Control of all abandoned calls. All calls are to be recorded.

4.77 The response to abandoned calls from fixed, cellular telephones or public call-boxes will be in accordance with the Authority Mobilising Policy.

Late Calls

4.78 A Late Call is where a fire has occurred, is now completely extinguished and notification has been made to the Brigade.

4.79 Calls are to be recorded including all available information, e.g. when the fire occurred and a response made in accordance with Authority Mobilising Policy.

5 Calls received to incidents out of the Greater London area

5.1 When a call is received to an incident in the area of another Fire & Rescue Service (F&RS), the address will be validated and if an address record exists it will be selected.

Address record exists on the mobilising system - LFB resources recommended

5.2 If a LFB callsign is proposed it will be despatched (if appropriate).

5.3 The appropriate F&RS Control Room within whose area the incident is located is to be informed of the call with the identity of any LFB resources mobilised.

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5.4   Should the F&RS 'owning' the address also mobilise its own resources, the identities are to be obtained, their callsign(s) attached to the incident and details passed to the LFB resource(s) that have been mobilised.

Address record exists - LFB resources not recommended

5.5   If no LFB resources are recommended, the details of the call are to be passed to the F&RS Control Room appropriate to the address.

5.6   Information passed should include that no LFB resource(s) have been mobilised.

5.7   Should the F&RS request a LFB resource (and it is available), it is to be despatched.

Address record does not exist

5.8   Where no address record exists for the address on the mobilising system, other information available including the Great Britain Atlas, QAS, etc will be used to identify the location.

5.9   The appropriate F&RS Control Room will be identified, contacted and passed details of the call, confirming that no attendance has been despatched.

Misrouted emergency calls

5.10   The Code of Practice for The Public Emergency Call Service (PECS) between communications providers and the emergency services outlines the circumstances under which misrouted calls may be received in Control Rooms. A misrouted 999/112 call is one which is routed to a Control Room for which there is no prior arrangement for the reception of 999/112 calls from that calling location.

5.11   Control Commanders are to ensure that emergency calls which have been apparently misrouted are notified to the appropriate PTO for investigation. However, it should be remembered that the BT and Authority boundaries are not co-terminus and a similar situation applies to cellular telephones.

Requests for assistance from other F&RS Control Rooms

5.12   To support the Authority's local, regional and national mutual assistance arrangements, requests for assistance from other F&RS are to be met irrespective of whether a Restricted Attendance is in force at the time.

5.13   Procedures for the receipt of calls, the determination of resources, rendezvous and convoy arrangements utilised in connection with New Dimension incidents are to follow .

Calls where people are unable to escape from the premises or are trapped and unable to escape or those threatening to take their own lives

5.14   There may be occasions where during the course of handling an emergency call, it is apparent that the caller is trapped inside premises, machinery or confined spaces and is unable to escape.

5.15   In addition, Control Officers have experienced taking emergency calls from members of the public threatening to take their own lives. This has included calls direct from members of the public using mobile telephones who are threatening to jump from a building or other structure.

5.16   <u>Prompts are in place on the computer-aided mobilising system to assist the Control Officer in these situations</u>.

5.17   These may be associated with:

- Fires and explosions.
- Transport (road, rail, air and marine).
- Machinery.
- Wreckage.
- Environment.
- Confined Spaces.
- Height.

5.18   The prompts are designed to assist Control Officers in assessing the situation, including:

- Providing appropriate pre-arrival safety advice to callers and the public at the scene.
- Providing reassurance to the caller that help and assistance is forthcoming.
- Obtaining information appropriate to the type of call reported including the location where the people are trapped.
- Improving the quality of information to responders and aid their on-arrival tactics.
- Reducing the risk to responders
- Ensuring the appropriate response is sent
- Improve public safety

5.19   If the caller asks for medical advice, reassure them that medical assistance, i.e. an ambulance will be with them shortly. However, they can be told to breathe slowly, stay calm, stay awake and keep talking.

5.20   The details will be recorded and a supervisory Control Officer alerted. Details will be passed by R/T to the Incident Commander.

Fire Survival Guidance

5.21   Detailed information, advice and guidance for Control Officers concerning Fire Survival Guidance will be found in Appendix '1' of this Note and Reference Information File "FIRESURVIVAL".

Calls from members of the public requiring rescue from non-fire situations

5.22   Detailed information, advice and guidance for Control Officers concerning calls from members of the public trapped in non-fire situations will be found in Appendix '2' of this Note and Reference Information File "NON-FIRE RESCUE".

Calls from members of the public threatening to take their own lives

5.23   Detailed information, advice and guidance for Control Officers concerning calls from members of the public threatening to take their own lives will be found in Appendix '3' of this Note and Reference Information File SUICIDE.

Calls to Chemical Biological Radiological Nuclear (CBRN) incidents

5.24   Detailed information, advice and guidance for Control Officers concerning calls to CBRN incidents will be found in Appendix '5' of this Note and Reference Information File "CBRN".

Call Challenge

5.25   Call Challenge aims to reduce the unnecessary movement of appliances thereby enabling operational resources to be used more effectively, available to attend genuine emergencies and engage in community preventative work.

5.26 Call Challenge consists of a number of pre-determined questions and statements made to the caller by the Control Officer in order to ascertain authenticity if it is believed the call may be a hoax or not genuine.

5.27 It is not mandatory for the Control Officer to go through any or all of the questions/statements; it will depend on the circumstances and their professional judgement.

5.28 There may be a number of reasons that the Control Officer suspects that the call is a hoax including:

- The caller states they are 'phoning from one area when it is known that they are calling from elsewhere.
- Multiple addresses in multiple locations are given.
- The caller simply shouts and replaces the handset.
- The caller states there is a fire but refuses to give an address or gives an address that is some miles from where the call originates.
- The caller has been connected but does not speak to the Brigade when questioned.
- When questioned, the caller discontinues the call.
- Information is provided by the mobilising system indicating that a number of malicious calls have been received from that telephone number or that the telephone number has been subject to Call Challenge within the last twelve months. The information will include the telephone number, EISEC information, incident address, nature of the incident, date, time and incident number together with the stop classification.
- Information is provided by the mobilising system indicating that calls previously received to the validated address given have been malicious within the last fourteen days. The information will include the telephone number, EISEC information, incident address, nature of the incident, date, time and incident number together with the stop classification (see below).
- If the caller makes an admission during the call that the call is a hoax, the requirement to make an attendance is discharged unless the Control Officer believes that an attendance is appropriate.

5.29 The Control Officer will use an agreed set of questions and statements. Detailed information, advice and guidance for Control Officers concerning calls subject to Call Challenge will be found in Appendix '4' of this Note and Reference Information File "CALL CHALLENGE".

5.30 If after going through the agreed questions/statements the caller continues to provide information and insists the call is genuine, denies making a hoax call or there is any doubt at all in the judgement of the Control Officer, an attendance will be made.

Malicious calls

5.31 The Authority has worked with PTO and arrangements are in place for the Control Commander to contact the appropriate PTO and request the disconnection of cellular telephones that have been used to make malicious calls (where two calls have been attended or three calls where no attendance has been made).

5.32 The PTO is also requested to provide details of the subscriber which are then passed to the Police who will liaise with the Crown prosecution Service over the decision to prosecute.

5.33 In particular circumstances, the Authority have worked with the BT Nuisance Call Bureau to deal with hoax calls from subscribers on the BT fixed telephone network (DCOL 9/96 also refers).

Queuing Calls

5.34 Occasionally due to abnormal weather conditions e.g. calls to flooding, strong winds and power outages, an excessive number of calls will be received that have the potential, if attended immediately, to seriously deplete operational resources.

5.35 In these circumstances Control Commanders can make the decision to queue non urgent calls, i.e. not attend a call immediately.

5.36 When the procedure is implemented, Control Officers will be offered the facility to queue non urgent calls.

5.37 During the call handling process, the Control Officer will risk assess the call to determine if there are any special circumstances, e.g. is there a danger of fire, or the type of premises involved that may warrant an immediate attendance.

5.38 If the risk is considered to be high, the Control Officer will mobilise immediately.

5.39 If the risk is considered to be low the call can be queued. Under these circumstances callers must be informed of a possible delay in attending the call and asked to recontact the Brigade if the situation worsens or they no longer require assistance. .

Inappropriate calls

5.40 Emergency calls involving actual or potential risk to life or property, life threatening or saving, rescue operations, humanitarian services and services in the public interest are to be accepted and attended (as appropriate).

5.41 However, some calls are received which do not fall within the categories detailed above, or where it is doubtful or proper for the Brigade to attend or are inappropriate for an attendance.

5.42 Calls that fall within this category are to be referred to an appropriate service, authority or external agency that may be able to assist.

5.43 Whenever callers are referred to other organisations, the caller is to be informed:-

- The Brigade cannot undertake to contact the organisation on the caller's behalf.
- The Brigade cannot accept any liability for any charges which are likely to arise.

5.44 Calls that fall within these categories are to be handled in a positive, helpful and sensitive manner.

Divulging of names

5.45 Authority policy is for Control Officers not to divulge their names if requested by a caller. Should the caller wish to make a complaint and requires a point of reference, the matter should be immediately referred to a supervisory Control Officer.

5.46 The supervisory Control Officer will supply the caller with their role title, e.g. 'Control Commander', 'Officer of the Watch', together with an incident number (if the complaint concerns an operational incident) and ensure the matter is handled in accordance with the Authority's Compliments and Complaints Procedure.

6 Performance Management

Performance Management

6.1 Brigade Control aims to answer emergency calls within set target times and provide an appropriate response. The percentage of emergency calls answered within 7, 10 and 20 seconds are included as part of the Authority's Best Value Review and local Performance Indicators.

6.2 The time taken to handle an emergency call can have a direct influence upon the time of arrival of the appliance at an incident.

Introduction

6.3 In addition to the quantitative standards for call answering set by the Authority, it is also recognised that qualitative sampling of emergency calls is an important requirement recognised for its effect on both the public's perception of Fire Service (customer satisfaction) and on the efficiency and effectiveness of both Control Room personnel and procedures. How effectively the 999 call is handled in terms of questioning and listening skills, capturing information accurately, creating a caring and professional experience are just some of the critical skills required for Control Officers.

6.4

6.5 These are recognised to be high level skills which need to be acquired and maintained by the Control Officer in order to create a consistently positive experience by members of the public when dealing with Brigade Control.

Quality Monitoring

6.6 A system of monitoring and assessing emergency call handling and other related tasks by Control Officers will be introduced within Brigade Control. Each watch and Section will carry out their own assessments and evaluations.

6.7 Separate arrangements will be in place for day-related Control Room staff required to maintain their competence in emergency call handling and incident support.

6.8 Achieving call handling excellence requires continuous personal development involving self assessment for all Control Officers. Supervisory Officers and Operators will use audio recording to evaluate call handling quality and identify individual training needs.

Control Officer Assessment

6.9 In order to successfully monitor an individual's call handling performance, an agreed set of performance and assessment standards are in place (see below).

6.10 Control Commanders and Senior Control Officers have been given guidance in assessing performance to the required standard in line with the Authority's Principles of Best Practice of Assessment (BPA).

6.11 Control Commanders will nominate Senior Control Officers to groups of Control Officers for assessment purposes. This will allow for continuity and consistency in support to Control Officers in completion of their personal development programmes.

6.12 It is recommended that each watch-related Senior Control Officer sample two calls per month for each of their nominated Control Officers according to an agreed schedule.

6.13 This may include a sample of calls for each Control Officer for the following:-

- Emergency calls from members of the public
- Emergency calls from external agencies
- Emergency calls subject to Call Challenge
- Calls where it is not appropriate for the Brigade to attend and are referred to an external organisation or authority.

6.14 When assessing Control Officers against the Authority Emergency Call Handling Standards, the following criteria will be used:

Emergency call handling skills

6.15 In handling the emergency call, did the Control Officer:

- Demonstrate good and effective communication skills?
- Vary their style and questioning protocol according to where the call was originating, e.g. member of the public, another emergency service, fire station, etc, and where necessary were the questions put to the caller fully using 'open' questions.
- Manage the emergency call in a calm, polite and tactful manner using a helpful and empathetic approach?
- Show an understanding and awareness that this could be a real emergency for the caller.
- Remain focussed and maintain clarity and control of the conversation, i.e. take control of the call, control the pace, structure questions accordingly and get the answers needed or was there loss of control by the Control Officer.
- Demonstrate politeness and courtesy, treating the caller with respect and dignity.
- Sound authoritative, positive and interested in what the caller was saying.
- Actively listen and communicate, providing callers with feedback.
- Show a firm but polite attitude with abusive or aggressive callers whose situation could be the cause of their behaviour.
- Adopt a non-judgemental and adaptable attitude.
- Adopt a confrontational and aggressive attitude.
- Show empathy, reassurance and ease the caller's distress (especially with distraught and highly agitated callers).
- On completion, repeat back the address of the call and the reason for attendance as confirmation that the correct details have been recorded.
- Demonstrate to the caller that an appropriate response will be made.
- Install confidence in the caller and end the call on a positive note.

Receipt of call
- Use the correct salutation?
- Intercept the BT/C&W Operator in order to progress the call?
- Record the details accurately, timely and completely on the New Incident Format (NIF)?
- Unnecessarily ask or repeat questions of the caller of information previously supplied?
- Record the appropriate information?

Address, incident and response validation
- Obtain the full address of the incident, including side turnings, etc.
- Quickly establish the reason for the Brigade's attendance.
- Accurately record the key details.
- Quickly demonstrate effective and efficient address validation techniques in order to obtain the correct response from the gazetteer?
- Decide upon the action to be taken.
- Record any additional information that supports safe systems of work for responding operational personnel.

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- Use the correct Incident Type Code (ITC).
- Despatch the appropriate response or refer the caller accordingly?
- Carry out the necessary incident support actions?

Speed in call handling
- What was the time lapse between call answering and despatch of resources?
- All calls above the average call handling time will be reviewed by Operators and Supervisory staff..

Call Challenge
- Was it identified that the call could be subject to Call Challenge and (if so) were the agreed statements and/or questions asked of the caller?

Fire Survival Guidance
- Identify that the call required Fire Survival Guidance and tactics were required and demonstrated where the information could be found on the mobilising system.

Mobilising Policy
- Demonstrate knowledge of the Authority Mobilising Policy, e.g. when to attend or when to refer the call to another authority or external agency?

Diversity
- Demonstrate an understanding of the facilities available to resolve the call when originating from someone unable to speak English?
- Demonstrate an understanding of receiving a call from the Typetalk Service?

Monitoring of Authority Call Handling Policy

6.16   The implementation of the Call handling Policy will allow the following:

- Regular screening/training of Control Officers on attitudes and aptitude and how to handle stress.
- Establishing good and best practice.
- The maintenance of high quality standards – continuous review and appraisal of call answering and call control techniques.
- Implementation, compliance and continuous improvement.
- Monitoring of call handling, answering.
- Regular audit of policy to monitor and improve efficiency and effectiveness of call management systems.
- Any apparent decreases in quality will be investigated by a Brigade Control Senior Manager.

Categorisation structure

6.17   A revised categorisation structure is issued with this instruction.

Appendix 1 – Fire Survival Guidance

There may be occasions where during the course of handling an emergency call, it is apparent that the caller is trapped inside the premises and cannot escape. Prompts are in place on the computer-aided mobilising system to assist Control Officers in:-

- Providing guidance to maintain the caller's safety.
- Provide reassurance to the caller that help and assistance is forthcoming.
- Strengthen relationship with caller'.

If this is the first call to the incident, complete the call and immediately alert a supervisory Control Officer.

If this is a subsequent call to the incident, record the details pass to the R/T Operator.

For both of the above instances, the Control Officer will use the following information to provide guidance and support to the caller:

- 'Get out and stay out!'.
- Stay calm and reassuring throughout the call.

Suggest an alternative escape route - if normal means of escape is blocked e.g., back door, window, balcony, adjacent balcony, flat roof.

- The above is as a last resort of escape and only if the caller suggests it (only from one floor level to the next, first floor to ground level or an upper floor to a flat roof, balcony or the next level down).
- Before suggesting this, check for railings, cellar areas, conservatories or greenhouses below. Drop soft items out of window e.g. cushions / pillows / bedding to break fall, do not use mattresses - they may get stuck in the window. Climb out feet first, lower to arms length, drop to next level down - do not jump!

If the caller cannot escape, offer reassurance, be positive! (suggested phrases to use)

- "The Fire Brigade is on the way".
- "The firefighters will be with you very soon".
- "Listen to me, I'm going to help you".
- "I'm going to talk to you until the firefighters arrive".

Protect the caller if they cannot escape

Does the caller have any disability that may affect them carrying out any of these actions?

Close doors - Block off the bottom of the door or any other opening where smoke could get in, use bedding, clothes, towels etc. anything that is to hand. This will reduce the amount of smoke coming in.

Stay low – Get your face down close to the floor (if appropriate). There is cleaner, fresher, cooler air closer to the floor. Cover nose and mouth with a handkerchief or anything else.

Open window– If you can open a window then do so. Stay on the floor by the window. Fresh air will come in through the open window, and provide an opportunity to attract attention. If smoke or flames appear to come in the window then close it again.

It should be sensitively established if the caller have any disability that may affect them effecting their own rescue or carrying out any of these actions.

Assist in rescue

- Obtain location of room - which floor, front or rear of building, which room, e.g. bedroom, bathroom, lounge or kitchen etc.
- How many people involved?
- Attract attention - put a marker out of a window, e.g. blanket, coat, etc. Shout to passers-by and to firefighters searching.

General

- Stay calm and reassuring throughout the call.

Appendix 2 - Calls from members of the public requiring rescue from non-fire situations

There may be occasions where during the course of handling an emergency call, it is apparent that the caller is physically trapped and unable to free themselves in a:

- Transport.
- Machinery.
- Wreckage.
- Environment.
- Confined Spaces.
- Humanitarian.

If this is the first call to the incident, complete the call and immediately alert a supervisory Control Officer. If this is a subsequent call to the incident, record the details pass to the R/T Operator.

For both of the above instances where the caller is unable to escape, the Control Officer will use the following information to provide guidance, reassurance and support to the caller If the caller cannot escape using the following positive suggested phrases to use:

- "The Fire Brigade is on the way"
- "The firefighters will be with you very soon"
- "Listen to me, I'm going to help you"
- "I'm going to talk to you until the firefighters arrive"
- "What happened?"

Assist in rescue

- "Can you free yourself?"
- "What is trapping you in the wreckage?"
- "Are you injured and/or are you in pain?"
- "Is what is trapping you stable?"
- "Are you on your own or are there others involved?"
- "If yes, are they conscious?"
- "Everyone is coming to help you"

It should be sensitively established if the caller have any disability that may affect them effecting their own rescue or carrying out any of these actions.

Medical advice

If the caller asks for medical advice, stay calm and reassure them that medical assistance, i.e. an ambulance will be with them shortly. However, they can be told to breathe slowly, stay calm stay awake and keep talking

Appendix 3 - Calls from members of the public threatening to take their own lives

Control Officers have experienced taking emergency calls from members of the public threatening to take their own lives. This has included calls direct from members of the public using mobile telephones who are threatening to jump from a building or other structure.

Dealing with these calls over the telephone is difficult due to their unpredictability, no matter what the Control Officer says or does.

Inevitably, a call such as this has the potential to affect the Control Officer's feelings of responsibility or helplessness. However, guidance and information from the Authority's Advisory and Counselling Service (ACS) indicates that another person's wishes and intended actions about ending their own life is their own responsibility. It is not always the support that is available to those in great distress that counts, but what support they can actually make meaningful use of at the time.

Control Officers must remain mindful of the above as it will help to contain their anxieties by reducing their sense of responsibility and help them to remain calm, maintain focus and concentration.

In trying to decrease the likelihood of a caller taking their own life, the key point throughout the conversation is for the Control Officer to focus on encouraging the development of the caller's connection or relationship with the Control Officer. In this way, the Control Officer will help the caller to become more calm, self-contained and less distressed and liable to do something reactive.

The following are some considerations and ideas that may be helpful when receiving emergency calls to such situations:-

- Remember – the fact that the caller is calling and wanting to speak is a clear sign they are wanting and asking for help. Keeping this in mind may help the Control Officer's confidence in dealing with the situation.
- Ask the person for their name and confirm it is in order for you to call them by their name. The Control Officer may also wish to provide their first name. At an appropriate point, tell them you are glad they called but that you are concerned the contact could be lost for any reason, e.g. break-up of mobile telephone communication. This will help to build rapport.
- Ascertain exactly where they are, noting the level of dangerousness and position.
- If the person is in a highly dangerous position, e.g. the ledge of a building, ask them to step backwards away from the edge. This will help to convey a sense of concern and assist in the Control Officer's concentration on what is being said.
- Acknowledge that the caller needs help. If the call involves the person threatening to set light to themselves, ask them to put the flammable liquid, matches, etc. (as appropriate) to one side whilst you and they talk. This will help to ease the immediacy of the situation.
- Maintain a calm tone of voice throughout the conversation.
- Acknowledge their distress and their need for someone to listen to them.
- Ask them to talk about what is happening for them at the moment. Relate to them with respect, acknowledge their needs and how they might be feeling, e.g. "sounds like you are angry/frustrated/upset, etc.)
- Ask them to relay their story that brought them to this moment
- Concentrate on making comments and asking questions that will calm the distress and avoid those that may cause an increase
- If in great distress, encourage them to engage in some simple breathing techniques
- When the timing is right, ask if there is anyone you can call on the caller's behalf to talk to or provide support
- Look for clues as to the person becoming amenable to the idea of staying alive

- Encourage the caller to initiate some follow-up or support arrangements

During the receipt of such a call, the Control Officer will make immediate arrangements to alert a supervisory Control Officer and/or neighbouring Control Officers.

Due to the demanding nature when receiving calls such as this and putting the Control Officer at risk from 'compassion fatigue', the Control Commander will ensure that appropriate support arrangements are put in place for the Control Officer(s) involved. This may include a 'hot' debrief, later debrief, discussion with peer or supervisory officers or contact with the Authority's ACS.

Appendix 4 - Call Challenge

Call Challenge aims to reduce the unnecessary movement of appliances thereby enabling operational resources to be used more effectively, available to attend genuine emergencies and engage in community preventative work.

Call Challenge consists of a number of pre-determined questions and statements made to the caller by the Control Officer in order to ascertain authenticity if it is believed the call may be a hoax or not genuine.

- I believe this is a hoax call. Do you wish to continue?
- Hoax calls are taken seriously. Do you know that your voice is being recorded and if this is a hoax call may be made available to the Police?
- If this is a hoax call, the Police will play a recording of this call in the local schools (where this is appropriate) in order to attempt to identify who made the call.
- Do you realise that if this is a hoax call you may be prosecuted?
- I have information that you are calling from telephone number [*as displayed in the CLI information*] and that this telephone number is situated at [*as displayed in the EISEC information - if available*]. This is a long distance from the address that you are reporting. Do you wish to continue?
- What is your name?
- (*If a Public Callbox*) - Do you know that many public callboxes are covered by Closed Circuit Television Cameras and, if this is a hoax call, the pictures may be used in court?
- A number of calls have been made from this mobile telephone number (*if appropriate*) and it is believed this is a hoax call. Do you wish to continue?

It is not mandatory for the Control Officer to go through any or all of the questions/statements; it will depend on the circumstances and their professional judgement.

There may be a number of reasons that the Control Officer suspects that the call is a hoax including:

- The caller states they are 'phoning from one area when it is known that they are calling from elsewhere.
- Multiple addresses in multiple locations are given.
- The caller simply shouts and replaces the handset.
- The caller states there is a fire but refuses to give an address or gives an address that is some miles from where the call originates the caller has been connected but does not speak to the Brigade when questioned when questioned, the caller discontinues the call.
- Information is provided by the mobilising system indicating that a number of malicious calls have been received from that telephone number or that the

telephone number has been subject to Call Challenge within the last twelve months. The information will include the telephone number, EISEC information, incident address, nature of the incident, date, time and incident number together with the stop classification

- Information is provided by the mobilising system indicating that calls previously received to the validated address given have been malicious within the last fourteen days. The information will include the telephone number, EISEC information, incident address, nature of the incident, date, time and incident number together with the stop classification (see below).

Appendix 5 - Calls to Chemical Biological Radiological Nuclear (CBRN) incidents

It is critical that the Control Officer receiving an emergency call is able to identify at an early stage whether the incident has the potential to be of a CBRN nature due to the information received, e.g. explosion, smell of chemicals, gas cloud, powder release.

The call may also include information that persons are collapsing or having breathing difficulties.

A supervisory Control Officer is to be alerted. After despatching the attendance, if the caller is willing to stay in contact and are in what they believe to be in a safe place, the following questions should be asked and any information passed by radio to the Incident Commander.

If at any time the caller indicates it is unsafe for them to talk, e.g. a change of circumstances, they should be advised that they should end the call and proceed to a place of safety.

The following information should attempt to be obtained:-

Casualties

- Number involved/affected.
- How are they injured/affected.
- Are they inside/outside the building.

Cause

- Explosive device.
- Release from cylinder or container.
- Impact from aircraft or vehicle.

Type of material

- Gas/liquid/solid.
- Size, colour and markings of any container.
- Quantity.

Environment

- Unusual smoke or fog.
- Colour.
- Odour, taste, noise.
- Effects on vegetation or wildlife.

Any information obtained should be immediately passed by radio to the Incident Commander. Additional resources may need to be mobilised and resources already attending may need to be re-directed.

Where appropriate, the following safety advice should be passed to the caller:

- Keep upwind from visible gas cloud
- If indoors, close all doors and windows and seal them where possible
- Do not smoke
- Advise against re-entering affected area
- Monitor TV and Radio for further information
- If the caller considers that they may have been affected, reassure them that the Fire Brigade and Ambulance will shortly be in attendance

Document History

Impact assessments

An Equality or Sustainability Impact Assessment was completed on:

Equality Impact Assessment	17/09/2008	Sustainability Impact Assessment	

Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date

Corporate subject list

You can find this policy under the following subjects.

Level 1	Level 2
Incident Management	Incident Command

Annex G
Operationally urgent audio traffic related to the Lakanal incident
(3 July 2012)

LFB Annex G – Operationally urgent calls related to the Lakanal incident (3 July 2012)

This appendix should be read in conjunction with the outline of mobilising procedure in section B of this report.

KEY: + (in right margin) = a single call has been split to better show activity; RT = Radio Telephone (Main scheme radio); T/M = telephone (landline or mobile);

Message type: Information passed = message from Control incident ground or others; Status update = an appliance/officer reporting mobile to incident, arrival at incident, etc. No response = calls where an appliance or officer did not respond; Make-up = request to mobilise more resources from the incident; Informative = message from the incident ground.

Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name	
16:22:21	00:07	RT	E371	Control Officer	Status update	E371 Status 3	LB	
16:22:34	00:10	RT	E372	Control Officer	Status update	E372 Status 2	LB	
16:22:54	00:17	RT	Control Officer	E371	Information passed	Multiple calls received - further attendance sent	LB	
16:23:19	00:23	T/M	SCO Stratford Fallback	Control Commander	Administrative	PM offer to take calls	HS	
16:23:41	00:15	RT	E355 E371	Control Officer	Status update	E355 Status 2, E371 Status 3	LB	
16:23:59	00:17	RT	E351 E352	Control Officer	Status update	E351 Status 2, E352 Status 2	LB	
16:24:16	00:19	RT	E371	Control Officer	Make up	Make Pumps 4	LB	
16:25:05	02:14	T/M	SCO (OOW)	LAS	External agency	LAS informed of persons involved / request to attend	DR	
16:25:45	00:32	RT	Control Officer	E351	Information passed	Flat 79 (Info regarding occupant) / E351 status 3	LB	
16:25:50	00:07	T/M	CU4	Control Officer	Status update	CU4 Status 2	VB	
16:26:26	00:16	RT	Control Officer	E355	Status update	E355 Status 2	LB	
16:27:02	00:11	RT	E352	Control Officer	Status update	E352 Status 3	LB	
16:27:19	00:53	T/M	Control Officer	Police	External agency	Police informed of 4PF	NDM	
16:27:54	00:29	T/M	OK16	Control Officer	Status update	OK16 Status 2	JB	
16:28:26	00:07	RT	Control Officer	E351	No response	No response	LB	
16:28:33	01:14	T/M	SCO (OOW)	Police	External agency	Police informed LAS attending	DR	
16:28:39	00:09	RT	E355	Control Officer	Status update	E355 Status 3. Offered to take message for E351	LB	
16:28:54	00:30	RT	E355	Control Officer	Request	Flat 79 (Info regarding occupant) E355 to pass message on	LB	
16:29:21	01:56	T/M	OE70	Control Officer	Press	OE70 Ordered as Press Officer	RC	
16:29:50	00:57	T/M	SCO (OOW)	ORT	Information passed	ORT informed of 4PF - 26 calls received	PWR	
16:29:56	00:25	RT	E351	Control Officer	Incident Commander	E351 ICP - WM Howling Incident Commander	LB	
16:30:46	00:07	RT	Control Officer	E351	No response	No response	LB	
16:32:37	00:18	RT	Control Officer	E352	No response	No response - E372 offered to pass message on	VB	
16:33:00	00:41	RT	Control Officer	E372	Information passed	Flat 79, 68 (Info regarding occupants)	VB	
16:34:21	01:31	T/M	Control Officer	OE57	Information passed	OE57 Status 2 advised of 2 FSG calls	TW	
16:35:20	00:07	RT	Control Officer	E351	No response	No response	VB	
16:35:29	00:08	RT	Control Officer	E351	No response	No response	VB	
16:35:40	00:14	RT	Control Officer	E372	No response	No response	VB	
16:36:14	00:07	RT	Control Officer	E372	No response	No response	VB	
16:36:25	00:07	RT	Control Officer	E351	No response	No response	VB	
16:36:44	02:10	RT	Control Officer	Any mobiles	Status update	OK16 Status 3	VB	+
16:36:44	02:10	RT	Control Officer	Any mobiles	Make up	Make Pumps 6 - E351 (WM Howling)	VB	+

Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name	
16:36:44	02:10	RT	Control Officer	Any mobiles	Information passed	Flat No. 68 (sitting room), 79 (cannot open front door), 80 (heavy smoke logging) - Info regarding occupants passed to E351)	VB	+
16:36:44	02:10	RT	Control Officer	Any mobiles	Status update	CU4 Status 3	VB	+
16:36:44	02:10	RT	Control Officer	Any mobiles	Information passed	E361 - person now out of lift		
16:38:56	00:26	T/M	Control Commander	SOM (LT)	Information passed	LT informed 6PF - multiple FSG calls - will attend Control	HS	
16:39:08	00:56	RT	Control Officer	H242	Ordering	H242 - 6PF	VB	
16:40:08	02:08	T/M	Control Officer	TWA	External agency	TWA turncock requested for 6PF	RC	
16:40:54	00:22	T/M	OE70	Control Officer	Status update/information passed	OE70 Status 2 - advised of multiple FSG calls	LB	
16:41:19	01:40	RT	H242	Control Officer	Status update	H242 Status 3	VB	+
16:41:19	01:40	RT	H242 H222	Control Officer	Status updates/Ordering	H222 - 6PF	VB	+
16:41:29	00:32	T/M	Control Commander	Stratford Fallback	Request	PM to check attendance on make-up	HS	
16:42:16	00:10	T/M	OK13	Control Officer	Status update	OK13 Status 2	JB	
16:42:19	00:25	T/M	Control Officer	Police	External agency	Police Informed of 6PF	RC	
16:43:08	00:08	RT	Control Officer	E351	No response	No response	VB	
16:43:13	00:58	T/M	OG51	Control Officer	Press/information passed	OG51 Status 2 as Press Officer - advised of FSG calls	JB	
16:43:18	00:08	RT	Control Officer	E351	No response	No response	VB	
16:43:29	01:43	T/M	Control Officer	Environment Agency	External agency	Environment agency Informed of 6PF	RC	
16:44:27	00:19	RT	Control Officer	E312	No response	No response	VB	
16:44:40	00:57	T/M	SCO (OOW)	CU4	Information passed	Flat 68, 79 Info regarding occupants - informed of FSG calls	PWR	
16:45:05	00:49	RT	E351	Control Officer	Informative	Informative (1) WM Howling	VB	
16:45:10	00:29	T/M	E111	Control Officer	Status update	E111 Status 2 as GM	JB	
16:45:10	00:51	T/M	Control Commander	ORT	Information passed	ORT informed of multiple FSG calls	HS	
16:46:16	01:52	RT	Control Officer	E351	Confirming informative	Confirmation of informative (1)	VB	+
16:46:16	01:52	RT	Control Officer	E351	Information passed	Flat 57 - young baby inside with persons, with smoke logging	VB	+
16:46:36	00:21	T/M	SCO Stratford Fallback	Control Commander	Information passed	Confirming attendance	HS	
16:48:35	00:17	RT	CU2	Control Officer	Status update	CU2 Status 2	VB	
16:48:59	02:45	T/M	Control Officer	G7	Information passed	G7 Status 2 - Informative passed advised of FSG calls	JB	
16:49:24	00:24	RT	E351	Control Officer	Make up	Make Pumps 8 (WM Howling)	VB	
16:49:49	01:01	T/M	SCO (OOW)	CU4	Information passed	Flat 68,79,80,82 asked for any news on these flats - PWR advised CU4 ceiling fallen flat 79	PWR	
16:49:53	00:24	T/M	Control	Stratford Fallback	Administrative	CC (HFS) asked PM to make list of calls and flat numbers	HS	

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Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name	
			Commander					
16:50:10	00:26	RT	H222 H251	Control Officer	Status update	H222 Status 3, H251 Status 5	VB	
16:51:01	00:50	T/M	E22	Control Officer	Query	E221 querying why PL and not P ordered as standby	NDM	
16:53:06	00:16	T/M	Control Officer	O208	Request	O208 (Canteen Van) to attend incident - O208 not available	RC	
16:53:10	00:50	T/M	E221	Control Officer	Status update	E221 Status 6 to Old Kent Road	HK	
16:54:09	01:04	T/M	E29A	Control Officer	Query	E29A Querying if need to take anything to incident	TW	
16:54:21	00:11	T/M	OG51	Control Officer	Status update	OG51 Status 3	JB	
16:54:35	01:43	T/M	Control Officer	O207	Request	O207 (Canteen Van) to attend incident - available and attending	RC	
16:54:44	02:07	T/M	Control Officer	OE78	Status update/Information passed	Status 2 as SM - Informative passed	JB	
16:55:03	00:43	T/M	SCO (OOW)	CU4	Information passed	Flat 79 concern for occupant - stopped talking / can't hear her breathing	PWR	
16:55:23	00:32	RT	CU4	Control Officer	Incident Commander	CU4 ICP SM Cartwright IC	VB	+
16:55:23	00:32	RT	CU4	Control Officer	Status update	OE57 Status 3	VB	+
16:55:43	01:10	T/M	Control Officer	Unidentified	Information passed	Control ringing out ref person collapsed - no reply		
16:58:42	00:26	RT	E29A	Control Officer	Status update	Status 2	VB	
16:58:51	01:00	T/M	Control Officer	E103	Information passed	Multiple FSG calls, people trapped	AG	
16:59:17	00:36	RT	H38A CU2	Control Officer	Status update	H38A Status 2, CU2 Status 3	VB	
16:59:42	00:18	T/M	E121	Control Officer	Query	Responding to Paging (E121 said gone 5pm, he's off-duty) Did not attend	JB	
16:59:45	00:51	T/M	Control Officer	LAS	External agency	LAS Informed 8PF	RC	
17:00:55	00:42	T/M	Control Officer	Police	External agency	Police Informed 8PF	RC	
17:01:47	01:27	T/M	Control Officer	Environment Agency	External agency	Environment agency Informed 8PF	RC	
17:01:59	01:12	T/M	Control Commander	Duty Press Officer	Press	Informed multiple FSG calls	HS	
17:03:20	00:41	T/M	Control Commander	Duty Press Officer	Press	SM Foster mobilised as Press Officer	HS	
17:03:59	00:15	T/M	Control Officer	SCO (OOW)	Information passed	Radio Officer - Radio Quality check	PWR	
17:04:05	00:45	T/M	SCO (OOW)	CU4	Information passed	Flat 79 concern for occupant, asked for update	DR	
17:04:31	00:38	T/M	Control Commander	SCO Stratford Fallback	Query	Problem with printer at Stratford	HS	
17:04:43	00:24	RT	CU4	Control Officer	Make up	Make Pumps 12, Aerials' 2 (SM Cartwright)	VB	
17:05:11	01:06	T/M	SCO (OOW)	SOM (JS)	Administrative	Informed 12PF multi FSG calls - LT in room JS not required to attend Control	PWR	
17:05:11	00:14	RT	Control Officer	CU4	Confirming make up	Message 17 04 11	VB	
17:05:26	01:20	T/M	E80	Control Officer	Status update	E80 Status 2 - informed 12PF	AG	
17:07:27	00:29	T/M	Control Commander	Stratford Fallback	Request	Request PM to check for appliances that may be in wrong place	HS	
17:07:45	01:07	T/M	OE64	Control Officer	Status update	OE64 Status 2 as SM	JB	

Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name	
17:09:21	00:47	T/M	OF55	Control Officer	Status update	OF55 Status 2 as SM	JB	
17:09:59	00:27	RT	OK13	Control Officer	Status update	OK13 Status 3	VB	
17:11:14	01:36	RT	Control Officer	H241 CU4	Status update	H241 Status 3	VB	+
17:11:14	01:36	RT	Control Officer	CU4	Information passed	Man trapped in flat on top floor	VB	+
17:11:14	01:36	RT	G7	Control Officer	Status update	G7 Status 3	VB	
17:11:40	01:27	T/M	BM7	Control Officer	Status update	Status 2 as AC1	JB	
17:11:52	00:51	T/M	CU4	Control Officer	Information passed	Flat 68, 79, 80, 82 CU4 confirming knowledge of these flats. NDM advised CU4 of man burning on top floor. CU4 Requested LALO	NDM	
17:12:11	01:54	T/M	RMC	SCO (OOW)	Status update	OOW confirmed monitoring officer as AC Turek	PWR	
17:14:35	00:21	RT	CU4	Control Officer	Status update	DAC Chidgey Status 3	VB	
17:14:43	08:40	T/M	Control Officer	Borough Southwark	External agency	Attempt to request LALO - Put through to Gas Authority	AG	
17:15:34	00:34	T/M	F241	Control Officer	Status update	F241 Status 5 to E35	RC	
17:17:05	00:45	RT	CU4	Control Officer	Status update	RVP Southampton Way (SM Cartwright)	VB	
17:17:55	00:40	T/M	SCO (OOW)	Police	External agency	Police Informed 12PF	DR	
17:19:10	00:34	RT	CU4	Control Officer	Status update	E211 Status 3.	VB	+
17:19:10	00:34	RT	CU4	Control Officer	Incident Commander	GM Freeman IC	VB	+
17:19:10	00:34	RT	CU4	Control Officer	Informative	Informative (2) GM Freeman	VB	+
17:19:18	01:05	T/M	SCO (OOW)	Environment Agency	External agency	Environment agency Informed 12PF	DR	
17:19:55	01:42	RT	CU4	Control Officer	Incident Commander	DAC Chidgey IC	VB	+
17:21:51	00:25	RT	CU4	Control Officer	Make up	One further FRU required	VB	
17:23:00	00:37	RT	Control Officer	CU4	Information passed	Persons Reported (by Harry Simmons - confirmed by CU)	VB	
17:23:28	01:18	T/M	Control Officer	Borough Southwark	External agency	Attempt to request LALO	AG	
17:24:19	02:25	T/M	CU4	Control Officer	Information passed	Confirmation of flat Nos reqd (68,79,80,81,82 passed)	LB	+
17:24:19	02:25	T/M	CU4	SCO (OOW)	Information passed	Confirmation of flat Nos reqd (68,79,80,81,82 passed)	PWR	+
17:24:43	00:12	T/M	E80	Control Officer	Status update	E80 Status 3	RC	
17:24:52	01:33	T/M	Control Officer	Borough Southwark	External agency	Attempt to request LALO	AG	
17:25:36	00:54	T/M	LAS	Control Officer	External agency	LAS Declare major Incident	NDM	
17:26:19	03:02	T/M	Control Officer	Occupant Flat 81	Information passed	FSG given to occupant of flat 81	HK	
17:26:30	00:54	T/M	Control Officer	Borough Southwark	External agency	Attempt to request LALO direct line phone No given to AG	AG	
17:27:35	03:08	T/M	Control Officer	Borough Southwark	External agency	Attempt to request LALO No reply on No. given	AG	
17:28:36	00:42	T/M	RMC	Control Commander	Status update	CC advised RMC that he has made incident PR on Inc report	HS	
17:29:40	01:05	T/M	SCO (OOW)	CU4	Information passed	Flat 81 - concern about mother and baby in bathroom flat 81	PWR	
17:29:42	00:11	T/M	E312	Control Officer	Status update	E312 Status 1 at New Cross	NDM	
17:30:43	00:32	T/M	RMC	SCO (OOW)	Status update	RMC advised LAS have declared incident - Major Incident	DR	

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Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name
17:30:58	02:33	T/M	Control Officer	Borough Southwark	External agency	Request LALO confirmed LALO is attending	AG
17:31:13	00:37	T/M	F73	Control Officer	Query	Responding to Paging (F73 advised JN that FS tag removed) Did not attend	JB
17:31:17	00:32	T/M	Duty Press Officer	SCO (OOW)	Press	Problem getting information from Press Officer attending incident	DR
17:31:40	00:25	T/M	SCO (OOW)	CU4	Information passed	LAS declare Major Incident	PWR
17:32:26	00:22	RT	CU4	Control Officer	Press	Additional Press Officer required	LB
17:32:53	00:07	RT	Control Officer	CU4	Confirming message	Message 17:32:26	LB
17:33:38	01:31	T/M	Control Commander	RMC	Administrative	Confirmation that 'Persons Reported' added to incident log	HS
17:34:51	00:45	RT	CU4	Control Officer	Make up	Make FRUs 3 (DAC Chidgey)	VB
17:35:24	00:11	T/M	F108	Control Officer	Status update	F108 Status 2	SL
17:35:37	00:09	RT	Control Officer	CU4	Confirming message	Message 17:35:24	VB
17:35:50	00:19	RT	CU4	Control Officer	Make up	Request one additional CU	VB
17:36:16	00:09	RT	Control Officer	CU4	Confirming message	Message 17:35:50	VB
17:37:17	00:07	RT	Control Officer	CU4	No response	No response	VB
17:37:28	00:36	RT	Control Officer	CU4	Information passed	Flat 81 Re baby stuck in bathroom with female	VB
17:39:26	01:33	T/M	SCO (OOW)	CU4	Administrative	FS and GM Roles	DR
17:41:25	00:11	T/M	CU8	Control Officer	Status update	CU8 Status 2	NDM
17:42:04	02:53	T/M	Control Officer	Press Liaison Officer	Press/Information passed	Spooner Status 2 - advised of FSG calls	JB
17:42:12	01:10	RT	CU4	Control Officer	Informative	Informative (3) Hart team and BA crew committed DAC Chidgey	VB
17:42:56	00:40	T/M	E39	Control Officer	Query	Querying reason for restricted attendance	HK
17:43:28	01:20	RT	CU4	Control Officer	Make up	Make Pumps 15 + 2 additional Station Managers (DAC Chidgey)	VB
17:46:09	00:10	T/M	H212	Control Officer	Status update	H212 Status 1 at E37	LB
17:46:26	01:32	RT	Control Officer	E312	No response	No response	VB +
17:46:26	01:32	RT	Control Officer	F241 G341	Ordering	F241 and G341 - 15PF	VB +
17:48:18	01:06	T/M	OG59	Control Officer	Status update	OG59 Status 2	HK
17:48:34	01:07	T/M	E312	Control Officer	Status update	E312 status 2	LB
17:48:38	00:14	RT	CU4	Control Officer	Status update	OE64 Status 3	VB
17:48:54	00:43	RT	CU4	Control Officer	Informative	Informative (4) Gas Elec involved (DAC Chidgey)	VB
17:49:05	01:00	T/M	E29	Control Officer	Status update	E29 Status 2 as SM	JB
17:49:24	01:28	T/M	Control Officer	Police	External agency	Police Informed of 15PF	NDM
17:49:44	00:18	RT	CU4	Control Officer	Request	Request gas and electricity suppliers	VB
17:49:47	01:07	T/M	A30	Control Officer	Status update	A30 Status 2 as SM	LB
17:50:42	00:25	T/M	BM7	Control Officer	Status update	BM7 Status 3	JB
17:51:25	00:49	T/M	Control Commander	RMC	Administrative	Welfare issues - Control / Operational staff	HS
17:52:10	02:15	RT	CU4	Control Officer	Informative	Informative (5) DAC Chidgey	VB

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Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name	
17:52:21	00:48	T/M	E110	SCO (OOW)	Status update	E110 Status 2	PWR	
17:52:22	00:57	T/M	Control Officer	Environment Agency	External agency	Environment agency Informed 15PF	NDM	
17:52:23	06:19	T/M	Control Officer	Gas Authority	External agency	Attendance of Gas authority ETA	AG	
17:54:29	00:47	RT	Control Officer	CU4	Confirming informative	Message 17:52:10	VB	
17:56:18	00:19	T/M	RMC	Control Commander	Request	Request for Heli-teli	HS	
17:57:26	01:21	T/M	ORT	PWR	Information passed	Informative passed	PWR	
17:57:49	05:42	T/M	Control Commander	Police	External agency	Request for Heli-tele	HS	
17:58:55	01:48	T/M	Control Officer	EDF Energy	External agency	Attendance EDF	AG	
18:00:26	00:25	T/M	AOD at RMC	SCO (OOW)	Reliefs	8 Pump relief at 19:00	DR	
18:01:43	00:26	T/M	Control Officer	Control SCO	Administrative	Radio Officer - Radio quality check	DR	
18:02:05	01:25	T/M	London Traffic Control	Control SCO	External agency	Query regarding traffic cordons	PWR	
18:02:20	00:42	RT	Control Officer	CU4	Administrative	ETA for gas board	VB	
18:03:31	02:15	T/M	RPE1	Control SCO	Administrative	Informative passed	DR	
18:03:40	00:26	T/M	Control Commander	RMC	Administrative	Heli Tele	HS	
18:06:15	02:18	T/M	CU4	Control Officer	Administrative	ID of 3rd CU identified by RAG as CU8. A30 Status 3	Ray Gardiner	
18:06:58	01:11	T/M	SCO (OOW)	CU4	Administrative	Query about traffic cordons	PWR	
18:08:25	01:04	T/M	SCO (OOW)	London Traffic Control	External agency	Traffic cordons	PWR	
18:10:35	00:41	T/M	Duty Press Officer	Control Commander	Press	No reply from PR officer attending incident	HS	
18:15:41	00:43	T/M	CO Stratford Fallback	Control Commander	Request	Tel No of EPO required	HS	
18:17:13	00:23	RT	CU4	Control Officer	Make up	Make FRU's 6 (DAC Chidgey)	VB	
18:17:46	00:30	RT	Control Officer	CU4	Confirming message/Status update	Message 18:17:13	VB	+
18:17:46	00:30	RT	Control Officer	CU4	Status update	H252 Status 3	VB	+
18:19:04	01:35	T/M	SCO (OOW)	RMC	Administrative	Emergency Planning Officer information	PWR	
18:19:16	00:32	RT	CU4	Control Officer	Incident Commander	BM Turek now IC	VB	+
18:19:16	00:32	RT	CU4	Control Officer	Make up	Further FIU with camera required	VB	+
18:19:49	00:20	RT	Control Officer	CU4	Confirming message	Message 18:19:16	VB	
18:21:30	00:24	RT	Control Officer	CU4	Request	Re: Type of camera required	Dawn Ives	
18:22:05	01:11	RT	Control Officer	H276	Ordering	H276 -12PF	Dawn Ives	
18:25:26	01:18	RT	CU4	Control Officer	Reliefs	8 pump relief + 6 WMs required at 19:00 (BM Turek)	Wai-hing Liu	

Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name
18:25:58	01:21	T/M	BBC	Control Officer	Press	BBC Press enquiry - Informative passed	Pam Burke
18:26:52	00:16	RT	Control Officer	CU4	Confirming message	Message 18:25:26	Wai-hing Liu
18:28:22	01:00	RT	CU4	Control Officer	Administrative	RVP for reliefs Peckham Road JO Havil Street	Wai-hing Liu
18:29:38	00:31	RT	Control Officer	CU4	Confirming message	Message 18:28:22	Wai-hing Liu
18:31:13	00:18	RT	CU4	Control Officer	Status update	BM Dobson & SM Bird Status 3	Wai-hing Liu
18:31:39	02:23	T/M	CU4	Control Commander	Information passed	Flat 80, 81 Tel No reqd for occupants. Update requested flat 79	Lyn Juby
18:32:20	00:45	T/M	RMC	Control SCO	Administrative	Heli Tele - query about turning it on	Yvonne Woodhams
18:32:40	02:41	T/M	OK15	Control Officer	Status update	OK15 status 2 to 15PF with cameras	Trish Colman
18:35:49	00:31	T/M	SCO (OOW)	RMC	Reliefs	Query about 8 pump (1900) relief	Bre Overton
18:38:31	00:45	RT	CU4	Control Officer	Make up	Request one additional CU (BM Turek)	Wai-hing Liu
18:39:22	00:29	RT	Control Officer	CU4	Confirming message	Message 18:38:31	Wai-hing Liu
18:39:53	00:17	RT	CU4	Control Officer	Information passed	RVP details for reliefs	Wai-hing Liu
18:40:14	01:42	T/M	Control Commander	CU4	Information passed	Flat 81 update on occupants requested - CU4 confirmed occupants out and with LAS	Lyn Juby
18:40:16	00:28	RT	Control Officer	CU4	Confirming message	Message 18:39:53	Wai-hing Liu
18:40:17	03:09	T/M	SCO (OOW)	RMC	Reliefs	Identity of reliefs	Bre Overton
18:42:33	02:24	T/M	RMC	Control Commander	Information passed	Query whether LALO has been requested from incident	Lyn Juby
18:44:55	01:43	T/M	Duty Press Officer	Control SCO	Press	Request H27 Spooner to contact Steve Cox Press Office	Yvonne Woodhams
18:45:00	00:20	T/M	E311	RAG	Status update	E311 Status 1 E35	Ray Gardiner
18:45:13	01:23	T/M	LALO	SP	Request	LALO would like to speak to Alex (AN)	Shashi Patel
18:46:27	00:37	T/M	E131	Control Officer	Status update	E131 Status 2 to assist in fire investigation	Jody Williamson
18:46:38	00:26	RT	CU4	Control Officer	Make up	Make Pumps 18, FRU's 9 (BM Turek)	Wai-hing Liu
18:47:12	00:15	RT	Control Officer	CU4	Confirming message	Message 18:46:38	Wai-hing Liu
18:47:50	00:54	T/M	RMC	Control Commander	Request	OOD request attendance of E130/OE90	Lyn Juby
18:48:24	00:43	RT	H38A OK15	Control Officer	Status update	H38A Status 3. OK15 Status 3	Wai-hing

Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name
							Liu
18:48:34	00:16	T/M	SCO (OOW)	RMC	Reliefs	Relief orderings for 18PF	Bre Overton
18:49:01	00:27	T/M	RMC	Control Commander	Information passed	Stage 1 SR and Reliefs	Lyn Juby
18:51:46	00:11	T/M	F282	Control Officer	Status update	F282 Status 2 as relief	Pam Burke
18:51:58	00:40	RT	CU4	Control Officer	Make up	Further 3 SM's required (BM Turek)	Wai-hing Liu
18:52:39	00:26	RT	Control Officer	CU4	Request	Confirmation of RVP requested	Wai-hing Liu
18:53:12	00:11	RT	Control Officer	CU4	Confirming message	Message 18:52:39	Wai-hing Liu
18:54:12	02:15	T/M	Control Commander	RMC	Information passed	AOD ordering extra officers from RMC	Lyn Juby
18:54:35	00:38	RT	E311 H212	Control Officer	Status update	E311 Status 3. H212 Status 3	Wai-hing Liu
18:55:07	00:29	T/M	H311	Control Officer	Status update	H311 Status 2	Debbie Harvie
18:55:11	03:13	T/M	Control Officer	Gas Authority	External agency	Gas reference required	Shashi Patel
18:55:55	00:25	RT	Control Officer	CU4	Request	Contact OOW urgently	Wai-hing Liu
18:57:10	03:00	T/M	SCO (OOW)	AOD (in RMC)	Information passed	Extra officers	Yvonne Woodhams
18:57:24	06:04	T/M	CU	Control SCO	Information passed	Extra officers	Bre Overton
18:57:57	00:32	T/M	Control Officer	LAS	External agency	LAS Informed of 18PF	Gavin Wilson
18:58:32	00:34	T/M	Control Officer	Police	External agency	Informed 18PF	Gavin Wilson
18:59:44	00:13	T/M	H321	Control Officer	Status update	H321 Status 2 as relief	Trish Colman
18:59:50	01:35	T/M	Control Officer	TWA	External agency	Informed 18PF	Gavin Wilson
19:00:21	00:21	T/M	G28	Control Officer	Status update	G28 Status 2	Jody Williamson
19:01:47	01:10	T/M	Control Officer	Environment Agency	External agency	Informed 18PF	Gavin Wilson
19:02:16	01:10	T/M	BM4	Control Officer	Status update	BM4 Status 2	Jody Williamson
19:06:51	00:37	RT	CU4	Control Officer	Status update	OK15 Status 3	Wai-hing Liu
19:06:51	00:37	RT	CU4	Control Officer	Request	ID of 4th CU required	Wai-hing Liu
19:07:12	01:41	T/M	Control Commander	CU4	Information passed	Flat numbers 68, 79, 80, 81, 82 (confirmation - LJ talking to DAC Chidgey)	Lyn Juby

Start Time	Duration	Type	From	To	Message Type	Brief details	Op Name
19:07:47	00:47	RT	Control Officer	CU4	Status update	Confirmed CU5 attending	Wai-hing Liu
19:11:48	01:15	RT	Control Officer	CU4	Information passed	Further call Received MOP Ref woman trapped on top floor balcony facing Dalwood Street	Wai-hing Liu
19:11:48	01:15	RT	Control Officer	CU4	Status update	H346 Status 3	Wai-hing Liu
19:12:02	01:29	T/M	Off duty RPE	Control Commander	Status update	Confirmed RPE unit attending incident	Lyn Juby
19:15:00	00:57	T/M	Control Commander	G25	Ordering	OSU (G25A) to go to Croydon then incident for RPE	Lyn Juby

Annex H
LFB Policy 164:
Training
(January 2009)

Policy | Procedure

L F B
LONDON FIRE BRIGADE

Training

New policy number:	**164**
Old instruction number:	**CRN 016**
Issue date:	**29 September 1994**
Reviewed as current:	
Owner:	**Head of Service Delivery & Mobilising**
Responsible work team:	**Mobilising**

Contents

Review date: **30 April 2009**   Last amended date: **28 January 2009**

1 Trainee Control Training

1.1 **General** - All trainee control staff undergo a training course, normally of eight weeks duration at Brigade Headquarters, conducted by Control Training Section. The course includes radio-telephony, operating communications equipment and general training in Control Room responsibilities, duties and procedures. Trainee control staff attend for training from Monday to Friday on day duties conditioned to a 35 hour week for the duration of the course. Regular written, oral and practical testing procedures are held to assess the knowledge and skills gained by a trainee control staff and a final examination, containing both written and practical tests, is held towards the end of the course which a candidate must be successful in passing to qualify as a Control Officer.

The course may be extended to provide further training for a Trainee Firefighter to achieve the required standard of performance.

1.2 **Final Report** - Following successful completion of the course, trainee control staff are posted to their respective watches. The Senior Controller (Training) will complete a final report for the information of the Manager of the Watch to which the trainee control staff is posted. It must be noted that the comments and assessment are made on the individual's performance as a trainee control staff and under simulated conditions.

Once completed, the Final Report is sent to the Deputy Principal Controller who will annotate it accordingly and forward it to the Manager of the Watch to which the Trainee Firefighter has been posted. The contents of the report are to be noted, with particular regard to any areas where improvement could be made. The report will also identify areas not covered in the Trainee Firefighter course and will indicate where continuation training should be used to improve knowledge and skills. The report is then to be forwarded to Personnel and Training Department for inclusion on the individual's Personal Record File.

2 Continuation Training

2.1 **On-Watch Training** - One of the responsibilities of a Watch Manager is to ensure that their watch are properly trained. Such training or instruction may be of a general nature on new or existing procedures or equipment, or may be directed at individuals of whom it is perceived have a training need. Watch Managers, in liaison with the Senior Controller (Training), are to formulate and progress training and instruction.

Additionally opportunities should be extended for the following:

(a) Newly posted trainee control staff to be given training in respect of areas not covered in the Trainee Firefighter course where continuation training will improve their knowledge and skills as indicated in their final report by the Senior Controller (Training).

(b) Assistance should also be given to newly posted trainee control staff in preparation for their probationary tests, normally held six months and twelve months from their date of enrolment.

2.2 Control Officer IIIs to be given instruction on the duties and responsibilities of junior supervisory officers together with an awareness and insight into administrative duties.

2.3 Control Officer IIs to be given instruction on the Supervisory Consoles and to the duties and responsibilities associated with these positions.

2.4 Control Officer Is to be given an awareness into the duties and responsibilities of the Senior Controller (Watch Manager).

For more specialised training or instruction, Watch Managers are to liaise with the Senior Controller (Training) as to the use of any visual aids or equipment that may be available to assist and support the training. Control Training Notes are issued when necessary by the Senior Controller (Training). These notes are not to be regarded as forming part of control room notes, but are to be seen as Instructions to facilitate improvement to operational efficiency within Brigade Control.

2.5 **Watch Training Record** - A record of all training and instruction carried out is to be maintained by each Watch Manager. It is to clearly indicate the following:

- the subject matter;
- the date the training was given;
- the name(s) of personnel receiving the training;
- the name of the Officer carrying out the training;
- any notes or comments relevant to the training.

The record is to be maintained chronologically and is to be cross-referenced to a further record for each individual on the watch, clearly indicating the training/instruction he/she has received. The Watch Training Record will be regularly inspected by the Principal Controller and/or the Deputy Principal Controller and/or Senior Controller (Training), and signed by them to the effect that its contents have been seen.

3   Refresher Training

3.1 **General** - Refresher training courses will be provided for individuals who have been absent from duty, through sickness, injury, maternity leave or any other extended leave period. The arrangements for Refresher Training Courses will vary dependent on the length of absence and are explained as follows:

(a)   Where an individual has been absent for up to 8 weeks, the individual will recommence duty with their watch and the Watch Manager will monitor the individual's performance and progress and use on-watch continuation training to cater for any training need identified. Should the Watch Manager be of the opinion that additional training assistance be required, the Watch Manager will liaise with the Deputy Principal Controller and the Senior Controller (Training).

(b)   Where an individual is absent for 8 - 16 weeks, the individual will recommence duty with their watch and the Watch Manager will monitor the individual's performance and progress and where it is considered appropriate for additional training to be given, will make a recommendation to the Deputy Principal Controller and the Senior Controller (Training) for the identified training needs to be addressed through a course designed and delivered by Control Training Section.

(c)   Where an individual is absent for longer than 16 weeks, they will attend a course, designed and delivered by Control Training Section. This course will be structured for the training needs for the individual(s) concerned. Should the Watch Manager deem that such a course is not required then the arrangements outlined in 3.1(b) above will apply. It may be necessary for such an individual(s) to recommence duty with their watch prior to attending this course.

4   Training Courses

4.1 **General** - Control Officers of any role may be nominated to attend either internal specialist training courses or courses at external establishments. An external course could be residential.

4.2 **Attendance Arrangement - General Principles** - It is a requirement of Control Officer terms and conditions of employment that where necessary staff will be detached from their normal shift rota and placed on day duties to undertake training. This Control Room Order sets out the arrangements that will apply in such circumstances. Any time off granted under the following arrangements will be subject to the exigencies of the service and the need to maintain staffing levels at an appropriate level.

4.3 **Courses of 1 to 4 Days Duration**

(a) **Pre Course Leave** - An individual who is rostered to perform a night shift, which commences on the day before the training course, will be released from that night shift.

(b) **End of Course Leave** - An individual who is rostered to perform a night shift, which commences on the day that the course concludes will be released from that night shift.

(c) **Calculation of Time Off** - The Watch Manager shall calculate the number of hours that an individual would normally work in the period concerned. If the number of hours spent on the training course exceeds this, an equivalent amount of time off will be granted. Any pre or end of course leave granted shall be taken into account when calculating the number of hours leave allowed.

If the time off accrued is between 8 and 10.5 hours then, a full day shift may be taken. If the time off accrued is between 11 and 13.5 hours, then a full night shift may be taken. This day or night shift should normally be the one immediately following the course.

(d) **Taking of Time Off** - Any additional time off from duty is to be taken as soon after the completion of the course as possible and normally within one month. If the leave cannot be taken within this time the facts are to be reported to the Deputy Principal Controller who may allow an extension. Time off for training will not form part of the leave allocation of the watch but target staffing levels must be maintained. Overtime should not be incurred. Any difficulty in allowing time off should be referred to the Deputy Principal Controller.

(e) **Recording of Time Off** - Time off allowed under the foregoing should be recorded on a separate form 327 (overtime record) for each individual. Clearly headed "Compensatory Time off Duty for Training". Paid overtime cannot be claimed for this time.

4.4 **Courses of 5 Days or Longer (including Residential Courses)**

(a) **Pre Course Leave** - An individual who is rostered to perform a duty on either of the two days prior to the commencement of the training course will be released from those duties. For residential courses, arrangements will normally be made for the individual to travel to the training centre on a day which is a normal day duty. Where this is not possible, and the individual has to spend a substantial part of what would normally be a rota day in travelling, additional time off may be allowed.

(b) **End of Course Leave** - Individuals will be granted one days leave for each completed week of the course. This leave is to be taken in consecutive days commencing with after the individual returns from the course and is to include any rota leave days which occur immediately following their return.

Policy Number 427 also refer).

Document history

Impact assessments

An Equality or Sustainability Impact Assessment was completed on:

Equality Impact Assessment	25/9/2008	Sustainability Impact Assessment	

Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Page 4	Removed reference to Policy Number 33 at bottom of page	28/01/2009

Corporate subject list

You can find this policy under the following subjects.

Level 1	Level 2
Incident Command	Control Room
People	Training

Annex I
LFB Policy 155: Standard working routine
(December 1993)

Policy | Procedure

L F B
LONDON FIRE BRIGADE

Standard Working Routine (SWR)

New policy number: **155**
Old instruction number   **CRN 041**
Issue date: **16 December 1993**
Reviewed as current: **3 June 2009**
Owner: **Head of Service Delivery & Mobilising**
Responsible work team: **Mobilising**

Contents

Review date: **30 April 2010**   Last amended date:

1 Introduction

1.1 A Standard Working Routine, which provides uniformity, continuity and consistency in application, is operated on all watches in Brigade Control.

2 Purpose and objective

2.1 Standard working routines are designed to ensure that Watch Managers and Supervisory Control Officers are able to plan the work which will be undertaken at Brigade Control level and make best use of the skills and abilities of Control Officers in meeting the needs of the Brigade and the community it serves.

2.2 The SWR provides for effective managerial control and the opportunity to co-ordinate short, medium and long term planning initiatives.

2.3 Tasks and certain project work are devolved to individual watches and thereby personnel of all roles will be able to contribute to the efficiency and operation of the mobilising arrangements.

2.4 Additionally, a SWR strategy allows Watch Managers the opportunity to plan, manage, organise and control the distribution of work throughout the Control Room and provides improved facilities for the dissemination of information and the associated necessary feedback from personnel.

2.5 Watch Managers are able to give greater emphasis to various routine activities, with the appropriate delegation to junior watch officers (or any members of the watch), to include:

(a) Clerical work and record-keeping.

(b) Report writing.

(c) General administrative duties.

(d) Health and Safety responsibilities.

(e) Such other duties as may be defined commensurate with the skills of a Control Officer.

2.6 Personnel on watches are able to clearly and collectively identify their role and responsibility using a SWR and know what is expected of them.

3 Training

3.1 An additional advantage of a SWR is to permit a common standard to be set across all watches for training.

3.2 Watch Managers are to ensure that training periods are properly organised and monitored, so that all personnel under their command receive a balanced schedule of practical and theoretical training and instruction, as determined by the Principal Controller.

3.3 Watch Managers should also make allowance for time to be given to personnel to prepare for both theoretical and practical Control Room examinations.

3.4 The mandatory minimum training period allocated to each watch is four hours over the tour (day/night) of the duty, in order to accommodate the perceived training needs.

3.5 Consideration is also being given to the introduction of performance assessment, competence testing and performance monitoring, in order that validation of the training systems and procedures may regularly take place, together with the setting of realistic and attainable targets. This is in line with the first stage of the Authority Training Strategy Implementation.

4 Routine testing of equipment

4.1 A schedule of routine testing of Brigade Control communications equipment is to be included in the SWR.

5 Standard working routine

The following is the Standard Working Routine operated, which indicates the periods that personnel may be released from their allocated duties in Brigade Control:

5.1 **Day Watch (0800 hours - 1830 hours)**

Group 1		Group 2	Group 3
0810 - 0825		0825 - 0840	0840 - 0855
0910 - 0930		0930 - 0950	0950 - 1010
1010	TO	1110	(TRAINING)
1110 - 1125		1125 - 1140	1140 - 1155
1200 - 1245		1245 - 1330	1330 - 1415
1415 - 1435		1435 - 1455	1455 - 1515
1515	TO	1615	(TRAINING)
1615 - 1265		1645 - 1715	1715 - 1745

5.2 **Night Watch (1830 hours - 0800 hours)**

(a)
Group 1		Group 2	Group 3
1900 - 1945		1945 - 2030	2030 - 2115
2115	TO	2300*	(TRAINING)

*This should be considered an interim arrangement, pending discussions on the Brigade Control Training Review.

Watch Managers, whilst training is in progress during the night watch, are to continue as far as possible to allow personnel away from the Control Room, in order that the statutory obligations imposed by present and future legislation and guidelines concerning the use of Visual Display Units are maintained.

(b) At least two-thirds of the on-duty personnel are to be in the Control Room at any one time.

(c) Watch Managers will consider adjusting the numbers of groups (and numbers within those groups), if the target staffing level is reduced or exceeded for any reason, and/or during periods of high mobilising activity, e.g. Batch Mobilising Procedure, during large/serious incidents, etc, in accordance with the needs of the Control.

(d) Watch Managers will exercise flexibility with training schedules and those receiving training input, so that all the mobilising functions can be accomplished.

(e) At times of high demand, i.e. conditions of spate, etc., training will be suspended. However, watch training records will clearly register and record the reasons for under attainment.

Document history

Impact assessments

An Equality or Sustainability Impact Assessment was completed on:

Equality Impact Assessment		Sustainability Impact Assessment	

Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
	No changes made to this Policy	03/06/2009

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