



LONDON FIRE BRIGADE
making London a safer city

Brigade Control - Reference Information

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FIRE SURVIVAL GUIDANCE (OPERATOR)

Providing Fire Survival Guidance (FSG) to callers who are trapped as a result of fire

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1.1 Initial Operator Actions

- Get best possible address
 - Mobilise attendance
 - Inform Supervisor
 - Inform IC
-

1.2 **Escape** advice

- **GET OUT, STAY OUT**
- If can't get out - what's preventing this?
- Is there another safe way to get out?

Examples (dependent on property type):

Front door, backdoor, flat roof, ground floor window, balcony, emergency exit, specified evacuation route, escape balcony/walkway, secondary staircase. (DON'T USE LIFT)

1.3 When it maybe safer to stay put

Purpose built flat/maisonette - not affected by heat or smoke

- If caller is inside purpose built flat/maisonette that is not on fire or affected by heat or smoke, advise caller: It is **USUALLY SAFER** to stay inside flat/maisonette. But if they feel unsafe or they become affected by heat or smoke, then advise caller to: **GET OUT AND STAY OUT.**

All premise/property types - If escape routes are blocked by fire

- If escape routes are blocked by fire it maybe safer to stay put until the fire brigade arrives.

1.4 Upgrading incident

If caller can't get out:

Upgrade incident using ITC(s) as indicated below:

Single call from anywhere except high-rise building:

ITC 'PR'

Single call from high-rise building:

ITCs 'PR, FSG'

Multiple Fire Survival Calls (2 or more) from any type of building:

ITCs 'PR, FSG'

1.5 Assessment / Obtaining essential information

Obtain essential information from caller

Example statement that maybe used (when appropriate) prior to questioning caller:

"I'm going to give you some advice that will help you to keep as safe as possible until the firefighters arrive. But first I need to ask you some questions"

- Premise number- this will be the unique identifier for each caller

- Type of property
- Number of persons within location – is anyone else with caller
- Location of caller within premises (room/floor, front or back) and access point
- Condition within premises (Heavy smoke/Fire etc)
- Proximity to fire (if known)
- Name of caller (Not be passed by Radio). Consider giving caller your name
- Number of floors/rooms in property
- Layout of property (is it open plan?)

Record information obtained on ProCAD and pass to IC.
All contact with IC/Ops resources to include the premise number
(unique identifier) for caller for whom information is being passed.
Information listed above is also listed on the Control Information Form.

1.6 Protecting caller / Providing Fire Survival Guidance

Provide Fire Survival Guidance relevant to prevailing circumstances.

Examples:

- Explore possibility of caller moving to a 'safer' room where there is no or less smoke (preferably room with window and overlooking street if possible)
- Stay together if others involved
- Close doors and keep them closed
- Block gaps in doors with sheets or towels to stop smoke and fumes getting in
- If door becomes hot wet it down if possible
- Close or cover air vents if smoke is coming through them
- Open window (but close if smoke comes in and makes conditions worse)
- Cover nose and mouth with cloth/material (wet if possible)
- Get as low as possible where there is less smoke and the air is cleaner

Record advice passed on ProCAD and communicate to IC including Premise number (unique identifier) of caller

REASSURE CALLER – Example statements/guidance

- The firefighters are on the way
- The firefighters know where you are
- The firefighters are there
- The firefighters are dealing with the fire
- Try to stay calm, I'm going to help you
- I'll help you to get through this

REASSESS REGULARLY - Example questions:

- Has that stopped the smoke coming in?
- Tell me what's happening with the smoke?
- Let me know if the smoke gets thicker?
- Are you OK?
- Are you able to get fresh air from the window?
- What's happening now?
- Is it getting better or worse?
- Tell me what the room is like now?
- Tell me if the conditions change

1.7 Rescue assistance, informing & updating IC / Ops resources

Request caller to:

- Hang sheets or material from window as a marker
- Make noise - shout out the window to attract attention

Assist with rescue by ensuring that IC/Ops resources are kept updated with the information obtained from the caller (and advice provided to caller) on a regular basis. Ensure that all contact with IC/ Ops resources includes the premise number - this will be the unique identifier for each caller.

1.8 Caller in imminent danger

If caller is in Imminent danger (e.g. have to get out because dense smoke or flames have entered the room).

If caller is on ground or first floor - Example guidance:

- **Can caller get out via a window?**

If window won't open – see [how to break window](#)

If caller on higher floor - Example guidance:

- **Can they get to next level?**

Ensure that the following instructions are given clearly as caller may not be able to stay on the line during this escape.

WINDOW ESCAPE GUIDANCE:

- Check for any hazards directly below the window
- Don't jump
- Drop soft materials (cushions, pillows, bedding) onto the ground below the window to break your fall

- Lower children as far as possible before letting them Drop, get adult to break their fall
- Climb out feet first
- Lower yourself by your arms from the window ledge before dropping

LAST RESORT:

If escape as described above is not possible – ask caller:

- **Is there anything else that you can think of to do that will get you out of the building?**

1.9 How to break a window

- Find hard object
- Hit window with firm blow aimed at corner of pane and stand away from falling glass
- Knock out glass left at edges
- Cover jagged glass with clothing, towels or bedding

2. Information

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1. Action by Brigade Control

2. Information

2.1 Summary of Policy

The purpose of Fire Survival Guidance is to advise callers who are trapped as result of fire in all premise types, on the action to take that will provide them with the best chance of survival.

The first priorities in such a situation are to:

- Mobilise an attendance to the incident
- Try to get the caller out of the premises to safety

Following an assessment of the situation based on the information obtained from the caller - standard fire survival guidance should be given to the caller as detailed in the Action section of this RIF, if they are unable to get out.

The four core principals are - **E**scape, **A**ssess, **P**rotect and **R**escue:

1. **Escape**

(get caller out to safety if possible)

2. **Assess / Reassess**

(assess situation before giving advice and reassess regularly)

3. **Protect**

(advise caller how to stay as safe as possible)

4. Rescue

(assist with rescue by keeping IC informed of circumstances)

Every effort should be made to accurately record on ProCAD all essential information and for information to be passed to IC as recorded.

Reassessment of the situation should occur frequently based on information obtained from the caller. Guidance should be adapted to meet circumstances that may change, as appropriate.

2.2 Definition of a fire survival guidance call

A call to Brigade Control where the caller believes that they are unable to leave their premises due to the effects of fire, and where the CRO remains on the line providing appropriate advice until either the caller is able to leave by their own means, is rescued by the fire brigade, or the line is cleared.

(Source: Policy 539 Emergency Call Management)

2.3 Control Information Form

The Control Information Form is completed at the incident from information provided by Brigade Control - to include the following where available:

- Premise number
- Name of caller (not to be passed by Radio)
- Number of persons within location
- Location within premises and access point
- Condition within premises (heavy smoke/fire etc)
- Proximity to fire if known
- Advice to caller from Control

- Time call received by Control
- Time IC updated by Control
- Any additional information (if provided or requested from incident, other information may include AGE, GENDER, and CAPABILITY of those involved)

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