



LONDON FIRE BRIGADE
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Brigade Control - Reference Information

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FIRE SURVIVAL GUIDANCE (SUPERVISOR)

Providing support and assistance to CROs handling Fire Survival Guidance (FSG) calls

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1. Action by Brigade Control

1.1 Initial Supervisor Action

If circumstances allow, Supervisor or nominated person to support and assist the CRO by monitoring the call and ensuring that:

The incident is upgraded 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'

Supervisor also to ensure that:

- Call receiver and nominated person have FSG Operator RIF open
- If person is calling from within a property on fire, or caller / property is being affected by heat, smoke or flames from a fire originating elsewhere, then:

The CRO explores with the caller whether they are able to **escape** from the premises by primary, or if not possible, alternative means of escape. (ideas to prompt caller are provided in FSG Operator RIF)

- The Incident Commander (IC) is informed that an FSG call is in progress and is provided with the information obtained so far, including the callers flat/house number (this will be the unique identifier) and callers name if available

(name not to be passed over the Radio) this information to be included with all subsequent communications to the IC regarding the FSG call

- An ambulance is ordered and Police are informed
 - Inform Duty BCSM if FSG call(s) are likely to exceed 10 mins
-

1.2 Supporting CRO / updating Incident Commander

Supervisor or nominated person to ensure that:

- An assessment of the situation is made by the CRO BEFORE they provide standard Fire Survival Guidance as detailed in FSG Operator RIF
- CRO is prompted (if necessary) to ask caller questions as appropriate depending on the prevailing circumstances and as specified in the FSG Operator RIF (If caller is unable to speak/understand English, work with CRO to try and establish a language that caller would understand and then get interpreter via '[Language line](#)' to assist)
- CRO regularly reassesses the situation by asking questions as specified in FSG Operator RIF

Supervisor or nominated person to consider:

- Dedicating a supervisor to act as a sole contact point between Control and ICP/CU or officer nominated by IC to pass all relevant information

- Using M2FH or FLONOPS1 (if sufficient staff available) where a large number of FSG calls are being received, as this will free up the main Radio scheme
- Drawing a layout of the callers accommodation and marking where the caller is located.

Supervisor or nominated person to ensure that the IC is kept informed of critical information passed to and from each FSG caller, including where available:

- Number of flat / house (unique identifier for each caller)
- Name of caller (not to be passed by Radio)
- Number of persons involved
- Location of caller within premises
- Conditions within premises - e.g. heavy / black smoke
- Proximity to fire
- Latest advice given to caller
- Time of FSG call

The above information to be passed to the lead appliance at the incident.
If unable to raise the lead appliance - Page the IC and call any other attending appliances and pass information to that resource.

A message acknowledging receipt must be sent from the incident.

If the above information is not available during the initial assessment of the call, prompt the CRO to gather further information during the re-assessment.

If caller is in IMMEDIATE DANGER - ensure that IC is told immediately and that appropriate guidance is given to the caller as detailed in FSG Operator RIF

Multiple FSG Calls - other Supervisor considerations:

Multiple FSG calls demand additional resources and have the potential to engage all available call takers. This will affect normal operations so consideration should be given to:

- Placing all non event radio traffic onto one channel
- Varying paging operator to any available staff

Releasing multiple FSG calls

Whilst every effort will be made to keep operators available to deal with other emergencies, the on duty Operations Manager will decide when it is appropriate for each FSG call to be released where all advice has been given, and information from the IC indicates a successful conclusion.

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 FSG Operator RIF if the caller can't 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 Tel No for CU to contact OOW

The following telephone numbers may be used by the Command Unit (CU) to contact the OOW to discuss issues relating to FSG calls. (These numbers must not be used

for any other purpose):

 (LOC ICCS)
(Stratford ICCS)

Approved by: SOM Bagnelle 18/02/13 (GB)

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