

Report title	Agenda item
Incident Monitoring six monthly report	2

Meeting	Date
Operational Directorate's Co-ordination Board	4 March 2013

Report by	Document Number
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Operational Assurance

Summary

This report for the March 2013 Operational Directorate's Co-ordination Board outlines operational performance trends (individual, team and organisational) for the reporting periods of Quarter 2 and Quarter 3 2012/13 (1st July – 31st December 2012).

The report has been compiled utilising data and information from the following sources;

- Reports submitted to the Incident Monitoring Process Database (IMPD)
- The observations of Operations Review Team (ORT) officers
- Safety Event Reporting Database (SERD) data analysis
- Senior accident investigations
- Issues identified by specialist officers
- Fire investigations, fatal fire reports and incidents of note
- Accidental dwelling fire reports
- Training and development (limited)
- London Operations Centre (Brigade Control)

Appendices

Appended to this report are:-

- 1) Summary of equipment trends and outcomes
- 2) Summary of recent Operational News articles
- 3) Local accident investigations not completed within 28 days
- 4) LAS attendances.

For decision

ODCB is requested to consider the subject areas listed below and agree the topics to be featured in Operational News 25 (scheduled for publication in July 2013). In addition, ODCB is requested to agree which of the featured Operational News articles should be accompanied by a dedicated training package, or other training interventions.

Background

Operational News now incorporates information previously published in 'Safety Matters' and Operational Assurance are keen to highlight health and safety themes as a golden thread featuring in all Ops News articles. Likewise the theme of pre planning can be incorporated into the articles. A four page Operational News publication can feature up to five topics, or an eight page publication up to ten topics.

Proposed articles for Operational News 25 (July 2013)

The following list identifies subject areas which ODCB may wish to consider as the basis for articles in Operational News 25. The subject areas have been identified following the guidance agreed in the paper 'Identifying & Prioritising Operational News Features', which was agreed by ODCB in November 2012.

1. Messages from incidents

Despite concerted efforts to improve the timeliness and quality of messages sent from operational incidents there remain a high number of incidents where messages are either delayed, omitted or sent in a format which fails to comply with existing guidance and policy.

In Q2 & Q3, over eighty developmental comments were recorded on the IMPD in relation to messages from incidents, (this equated to almost 10% of all IMPD comments for the six month period). Action to address the issue continues, with Operations Prevention & Response (OPR) and Operational Assurance (OA) working jointly to hold ICs and Monitoring Officers to account.

The subject of Messages has previously featured in;

- Ops News 2, November 2006 – Messages
- Ops News 14, January 2010 – Messages (Tactical mode, Rendezvous point)
- Policy 518 – Messages from Incidents (Published 2007 and reviewed February 2013)

A Computer Based Training (CBT) package is also available, which provides guidance on the formulation of messages.

2. Search and rescue including briefing

ODCB may wish to consider this subject area in the context of the recent Coroner's Rule 43 following the Shirley Towers fire inquest, as well as the ongoing Lakanal House fire inquest, and decide if the subject area would warrant an Ops News Special dedicated to 'Search & Rescue'.

Operational Tactics Department have requested an Ops News article to highlight Policy 803 'Search & Rescue Procedures Within Structures'. The Policy was published in July 2012, however sampling of knowledge by Monitoring Officers and the ORT cadre (at incidents and PRCs) suggests that there is limited awareness of the policy's content amongst the operational workforce. The recent Shirley Towers Rule 43 makes specific recommendations relating to search procedures and these could be addressed whilst highlighting the extant policy. Operational Assurance will liaise with colleagues working on National Operational Guidance to establish the exact requirements of the Rule 43.

The subject of Search & Rescue at fires has previously featured in;

- Policy 803- Search and rescue procedures within structures (2012)
- Ops News 18, Mar 2011 – Briefings on the incident ground
- Ops News 21, Jan 2012 – Briefing and debriefing BA crews

No Computer Based Training (CBT) package is currently available.

3. Metal theft affecting dry riser mains and hydrants

Following a dramatic increase in the market price of scrap ferrous metals in the UK since 2010 the UK FRS has witnessed an unprecedented surge in theft of components of fire fighting installations, including Dry Riser Main valve outlets, fire hydrant valves and hydrant pit covers. Recent legislation and industry regulation has resulted in a slight drop of reported thefts, but the problem is expected to continue.

It is important that operational staff are reminded that they may have to overcome challenges posed by vandalised or missing fixed installations at incidents and should plan accordingly when undertaking 7.2.(d) visits. An Operational News article on this subject would also allow a timely reminder on operational planning and familiarisation with risks.

The concerns raised nationally around such thefts have been reflected in IMPD entries recorded in Q2/Q3. The issue was also highlighted in an accidental dwelling fire report. Although no specific article has featured this problem before there is an obvious link to policy 633 (High Rise Fire fighting) as well as the existing CBT package for High Rise.

4. Fires in waste/recycling facilities and waste wood piles

LFB attended a spate of fires in waste transfer facilities throughout Q2/Q3, including seven large fires (4-40 pumps) in a ten day period in August 2012.

The waste timber recycling industry has been impacted by political decisions (increased landfill taxes and cancellation of bio mass power station projects), resulting in huge stockpiles of waste timber across the UK, including the London area.

There have been numerous large fires in such waste wood piles, many of which have burned for several months with enormous cost and resource implications for Fire & Rescue Services. In many cases such large fires have had political impact as communities have had to endure living in the smoke plumes.

An Operational News article would increase awareness of the issue and encourage operational staff to identify waste sites in their area. This article could be supported with an additional focus on Regulatory Fire Safety and enforcement authorities to ensure fire safety guidance is provided to site owners. Operational planning should include 7.2.(d) inspections of these sites identifying water supplies and considering fire fighting tactics. Entries should be included on the ORD/MDT where appropriate.

Ops News 25 is due to be published in July 2013 meaning that such an article would also allow for a reminder about the importance of crew safety and rehydration when attending large fires in hot weather.

- There have been no previous Ops News / Policy articles on this issue, although Policy 662 – 'Hydration of personnel at operational incidents' would be a natural link.

5. Situational awareness of solar panels and electricity infrastructure

There has been an dramatic increase in the use of solar panels on commercial and residential premises in the UK over recent years. Government incentives and an expanding industry sector mean that this growth in use of solar panels is set to continue.

Solar panels attached to buildings pose significant hazards to fire fighters and the aim of an Ops News article would be to raise awareness of the safety issues and encourage operational staff to check for such installations when pre planning and also on arrival at incidents.

At recent incidents large banks of solar panels have been encountered on roofs directly above scenes of operations and crews should be reminded to maintain situational awareness and communicate information to colleagues when such hazards are encountered.

The health and safety team within Operational Assurance have also requested an article to remind operational staff of the dangers posed by overhead electricity cables when attending incidents. A recent safety event resulted in a pylon cable failing and striking a fire fighter at an incident. All operational staff should maintain situational awareness when working in areas where national grid pylons / cables are present, as well as when working on or close to railway lines with overhead power cables.

A policy on Solar Panels is being drafted by Ops Tactics that will supplement information contained in Policy 769 – 'Incidents involving electricity'.

A CBT package on Electricity does exist, but does not include information on Solar Panels. ODCB may wish to consider having the existing CBT package updated, or commissioning a new training package.

6. Tunnels and sub surface construction sites

There are currently numerous major sub surface construction projects underway across Greater London, with further projects in the planning stage. Such projects include Crossrail and upgrades to the London Underground system, as well as major infrastructure tunnelling work linked to the energy and communications sectors.

Such tunnelling and sub surface construction projects pose a variety of risks to fire service operations and operational staff should be reminded of the importance of pre planning, exercising , safe systems of work and effective on arrival tactics for these sites.

An Ops News article could highlight the importance of effective pre planning 7.2.(d), and explain the role of LFB's Emergency Planners in major projects.

Existing Policy on the subject includes;

- Policy 50 – London telecommunications region (LTR) cable tunnels
- Policy 805 – Sub-surface railway HAZMATS procedure
- Policy 487 – Breathing apparatus sub-surface procedure

There is currently no CBT package available to support training for such risks.

7. 'Beds in sheds' and unconventional sleeping arrangements

There has been a dramatic increase in the number of incidents attended by LFB over recent years, including fatal fires, where people are found to be living in unconventional dwellings.

The current economic climate and high demand for housing in the capital have combined with ongoing labour linked migration trends to see many people living in converted sheds and domestic garages. There has also been a range of enforcement action taken by the brigade where it has been found that unconverted commercial properties have been used for sleeping accommodation.

LFB has been at the forefront of campaigns to raise awareness of the issue and local and national government initiatives have also seen a range of schemes developed to address some of the problems.

An Ops News article would be aimed at ensuring operational staff remain vigilant for signs of such unconventional dwellings as well as considering operational tactics for dealing with fire calls to such premises. Crews should always consider life risk when called to fires in converted commercial property or outbuildings where persons could be sleeping.

The article would provide advice on what crews should do and who they should contact if they discover 'beds in sheds'.

There is currently no policy directly linked to the subject area, nor have there been any previous Ops News items covering this.

8. Domestic production of bio diesel

Operational staff have recently dealt with three incidents in domestic premises where the occupiers had been attempting to produce bio-diesel fuel. With the continued high cost of conventional fuel, this is a trend which has been repeated nationally and one which poses significant risks to operational staff.

HMEPO team would be keen to produce a short article which highlights the issue and outlines some of the warning signs for operational staff to be aware of. The article could also include information about the more large scale criminal activity of 'washing' agricultural diesel and reinforce the risks associated with attending fires or spillages associated with this activity.

Existing policy linking to this theme would include;

- Policy 796 - HAZMATS; fires and incidents involving hazardous substances
- Ops News 13, August 2009 – Hazardous materials incidents
- With the exception on Fire-fighter Development Training notes and presentations, there are currently no other training packages relating to hazardous materials incidents.

9. Weight of attack and provision of water supplies

The aim of this article would be to champion significant recent improvement in operational performance around securing water supplies and ensuring the correct weight of attack on compartment fires. The article would also remind operational staff of the need to implement basic measures at an early stage of an incident to secure an efficient water supply for operations. In Q2 & Q3 there were four developmental comments recorded on IMPD relating to base pumps being located at excessive distance from fire hydrants. The simple act of locating a base pump close to a hydrant will overcome water supply problems in the majority of cases.

There has also been a significant improvement in the weight of attack on compartment fires with eleven positive comments recorded in Q2 & Q3. IMPD entries and direct observations from ORT officers suggest that operational staff are following policy and using main jets to deal with compartment fires something which will reduce risk and ensure an effective attack on fires.

Previous articles on this subject include;

- Ops News 23, July 2012 – Provision of water supplies
- 2012 articles on compartment fires (including weight of attack)
- CBT package on pumping requires review to include guidance on base pumps

10. Incident Monitoring Process Database (IMPD)

This article would again be aimed at recognising the improved performance in terms of uptake and effective use of the IMPD system. The article would outline how entries onto the IMPD are analysed and how in turn this ensures that organisational changes are considered to improve tactics, equipment and performance across the organisation.

The article would again reinforce the message that IMPD is not only a tool to identify under performance, but an effective system which aims to improve the performance of individuals, teams and the organisation Existing policy linking to this theme would include:

- Policy 414 –'Incident monitoring process'

1) IMPD trend analysis Reports Q2 and 3

Introduction:

The IMPD performance information in the following data sets and narratives suggests a further improvement in the use of the system . The number of entries continues to rise, as does the quality of the comments provided.

Comments have exceeded one thousand for Q2 & Q3, and it is reassuring to see that over a third of comments are positive

The following information summarises the analysis of IMP reports and comments approved in Q2 and 3 2012/13.

IMP reporting (Jul 2012 to Dec 2012)

54,793 Incidents attended by LFB

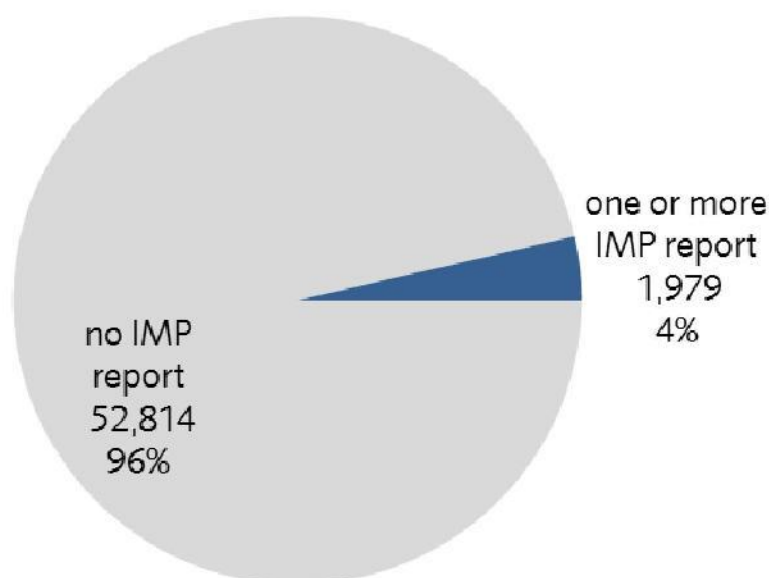


Chart 1: Incidents attended

Number of reports per incident

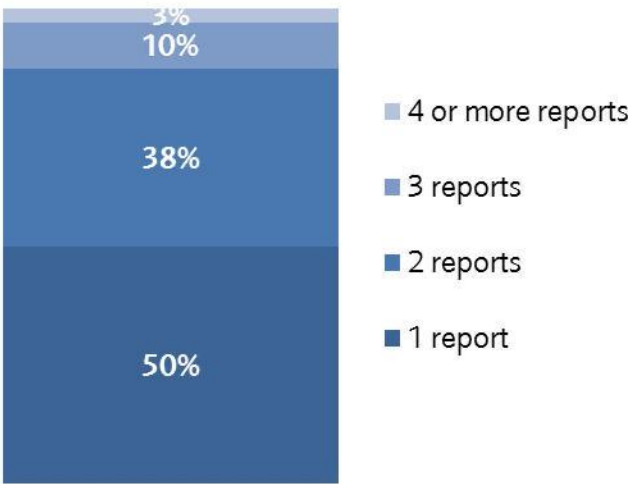


Chart 2: Number of reports per incident

3,303 Reports submitted or in progress

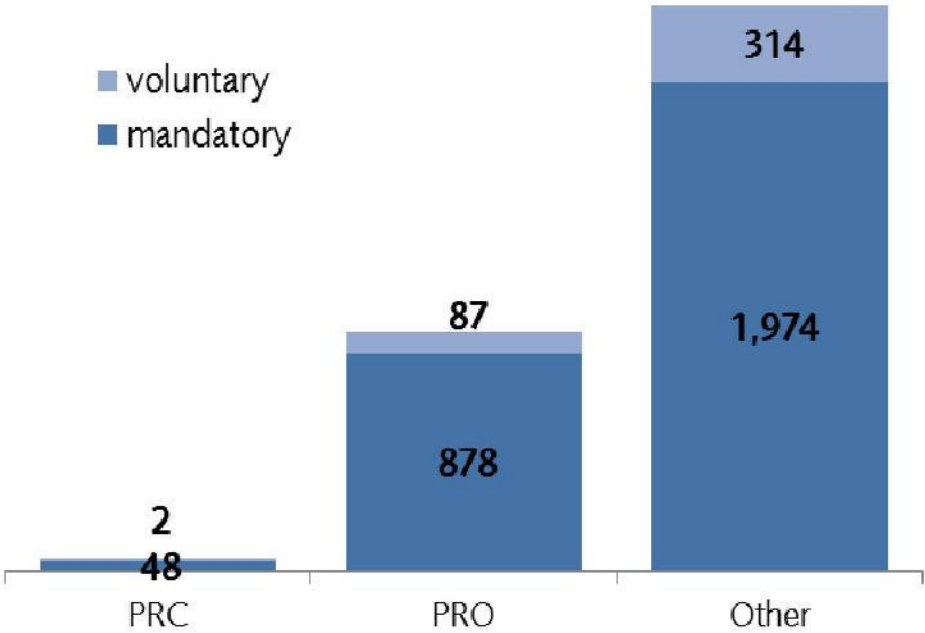


Chart 3: Reports submitted or in progress (two additional PRCs at request of OA)

Performance Review of Operations (PRO)

There has been an encouraging improvement in the quality of information provided on the IMPD system as a result of PROs and PRCs in Q2 & Q3.

PROs were undertaken for 936 incidents, 849 of which were mandatory, with ICs or MOs undertaking a PRO for other reasons on 87 occasions. This means that a PRO was undertaken for just under 2% of all operational incidents attended.

Performance Review of Command (PRC)

As with PRO's, there has been a significant improvement in the quality of information provided in the IMPD system as a result of Performance Reviews of Command (PRCs).

PRCs were undertaken for 59 incidents in Q2 & Q3, 57 of which were mandatory, with a further two being undertaken at the request of Operational Assurance.

Operational Assurance have audited PRCs to ensure a consistent standard of chairing and review. It is worthy of note that more officers now seem familiar and comfortable with the process, and this has resulted in a greater degree of honesty and openness from participants.

Operational Assurance have now extended invitations to colleagues in Brigade Control for large or significant incidents. Although not always able to attend the PRC, Brigade Control senior managers are ensuring that any comments or observations are submitted to the PRC chair.

Operational assurance have recently provided a training session on the IMPD system to all senior Brigade Control managers, something which will hopefully result in further high quality IMPD entries.

Other IMP reports submitted or in progress

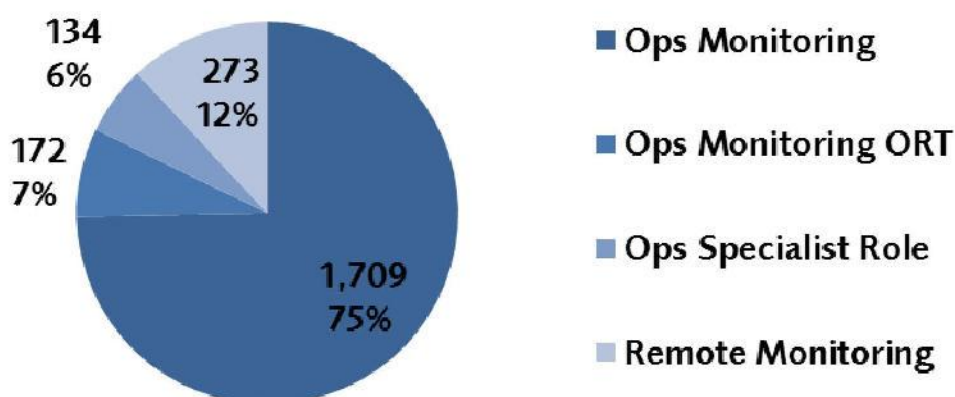


Chart 4: Other IMP reports submitted or in progress

IMPD Entries

Of the 3303 IMPD reports submitted only four have outstanding comments or actions and these relate to long term absence of staff. This high completion rate (over 99.9%) is worthy of note.

Of the 1044 comments analysed from IMPD entries it is also encouraging to note that a significant number (380) were positive comments. This reflects the efforts that have been made by Operational Assurance and the ORT cadre in highlighting the fact that the IMPD system is not just an organisational tool to report on under performance.

There were 664 IMPD comments deemed to be developmental of which 616 related to individual or team under performance. The appropriate measures have been undertaken to address these comments and analysis of the information provided is being used to furnish suggestions for future Ops News features.

Of all the IMPD entries analysed 428 comments were deemed to relate to organisational issues, and Operational Assurance have distributed the information to the relevant departments for information and action.

Analysis of development comments submitted

An analysis of the most frequently occurring development comments submitted to the IMPD in Q2 and Q3 is detailed in the following narratives which are grouped under the recommended topics and other identified trends.

1) Messages

Messages continues to attract developmental points with a total of 85 comments. Comments include messages not being sent as per the policy, lack of dimensions, lack of information on persons reported and timeliness. *"Building dimensions not sent", "Initial message not in correct format and lacked accurate description of premises"* and *"informative message gave no detail of persons unaccounted for."* The poor standard of messages is consistently highlighted by ORT. There are 3 comments praising the quality of messages.

A general article on messages was included in Operational News 2 (November 2006) and specifically on Tactical mode, Central Risk Register and rendezvous points in Operational News 14 (January 2010). Policy 518 - Messages from incidents has been reviewed to reflect the change to a levelled response to Hazmat incidents. A Computer Based Training (CBT) package is also available to support operational staff.

2) Provision of firefighting water supplies

5 comments relate to *"poor knowledge"* of implementing a water relay, excessive distance from hydrants to base pumps, *"crews need to be reminded of the need for a base pump"* and *"unfamiliarity with 90mm hose and Stortz couplings."*

The subject of water supplies has been covered most recently in Ops News 23 (July 2012) 'Provision of water supplies,' in Ops News10 (November 2008) 'Water relay' and in Ops news 1 (August 2006) 'Securing water supplies'. In addition to Ops News, hydrant inspection has been covered in 'Shout' Issue 5 (April 2011).

3) Metal theft affecting firefighting operations

There are 5 comments relating to *"hydrant outlets vandalised several times in the last three weeks"* and *"dry riser outlets missing."* There is also reference to *"dry riser outlets had been vandalised and stolen"* in an Accidental dwelling fire report.

This topic has never been specifically included in previous editions of Operational News. There is mention in Ops News 24 in the 7(2)(d) article that "It is also important that personnel plan for the possibility that any fixed installations are unavailable e.g. if the dry rising main is out of service."

4) Incident Commander tabard

10 comments have been added to the IMP database relating to this subject including *"always don the IC tabard"*, *"not wearing the tabard caused confusion"* and *"the tabard will assist identification for oncoming officers"*. This trend is generally identified on the IMPD within 'Informal action at scene'. This trend was identified in the last ODCB report and has increased in frequency.

The wearing of tabards by sector commanders was highlighted in Ops News 21 (January 2012). This topic has never been specifically included in previous editions of Operational News.

5) Production of bio diesel in domestic premises

Incident 138458121 generated the comment *"the production of bio diesel in a domestic setting can pose additional hazards which the LFB may not be fully aware of. Highlighting the process and chemicals involved may prevent a safety event."*

This topic has never been specifically included in previous editions of Operational News. The Hazardous materials team request an article on the hazards associated with this process.

6) Weight of attack

One negative and 11 positive comments have been added to the IMP database relating to this subject including; *"crews used their knowledge of the Wandsworth incident to confirm their appropriate weight of attack, this was complemented by the recent issue of the training pack," "good weight of attack preventing incident escalation"* and *"IC formulated a plan that ensured weight of attack was correct."*

Historical information relating to this topic includes Ops News 11 (February 2009) describing weight of attack in basement fires, Ops News 20 (November 2011) describing weight of attack at high rise incidents, Ops News special (November 2012) describing weight of attack in compartment fires.

7) London Ambulance Service (LAS) lack of availability

There are 7 comments relating to delayed attendance by the LAS including *"we waited approximately one hour for the LAS"* and *"considerable delay in LAS assigning an ambulance."*

This issue was detailed in the last ODCB report (September 2012) and has increased in frequency. LFB resources have been detained for considerable periods of time and there has been one reported instance where LFB resources were mobilised to provide oxygen for casualties awaiting the LAS (incident 17471122).

Detailed information on this topic is included in **Appendix 4**.

8) Briefing

Comments made on the database indicate that briefing is still not always being carried out fully and accurately, this is a recurring theme. 8 comments were submitted under this heading and include; *"ensure that briefings are clear and understanding confirmed"*, *"BA crews require full briefing and debriefing"* and *"lack of information in briefing caused IC4 to have a limited understanding of what actions had been undertaken."* There is one comment praising the quality of briefings.

Historical information relating to this topic includes; Ops News 18, March 2011 on briefing, Ops News 21 (January 2012) describing briefing and debriefing BA teams, Policy 341 – Decision making model and Policy 238 – Incident command procedures. A short article on briefing and confirming the fire floor at a high rise incident is included in Ops News 24. There is a CBT on the Decision making model which describes briefing. It is recommended that the CBT is reviewed.

9) Ventilation

Three comments around damage caused by poor ventilation tactics and lack of knowledge and understanding of ventilation techniques and equipment.

Operational Tactics are commencing a scoping exercise to consider tactical ventilation methods, and the potential for LFB to incorporate tactical ventilation into operations. The Shirley Towers Rule 43 also specifically mentions tactical ventilation, and OA, OT and the National Operational Guidance team will consider these recommendations.

Historical information includes Ops News 2 (November 2006) 'Tactical ventilation', Ops News special 'Compartment firefighting' (November 2012). There is a CBT package on compartment firefighting. A policy is being written on tactical ventilation by Operational tactics and is in the early stages of development.

10) Resources, Equipment & PPE

A number of comments have been added to the IMP database relating to this subject, only resources, equipment and/or PPE with three or more comments attached have been detailed below;

- Fire Rescue Unit (FRU) Cutters and Holmatro – 6 developmental comments were made relating to the difficulties current equipment is facing when cutting door hinges, boronated steel and B posts.
- Fire Investigation Unit – 3 comments made about lack of availability of a FIU .
- Hose layer units (HLU) – 7 comments relating to the unavailability of HLUs due to crewing issues and excessive travel distance to incidents.

The developmental trends relating to the items of operational equipment highlighted above have been passed to the relevant departments for resolution in line with the IMPD organisational issues tracking procedure. The outcomes of which will be fed back to IMP and compiled in chronological order in Appendix 1.

The remaining organisational issues which cover a spectrum of subjects, have been passed to the relevant departments in line with the IMPD organisational issues tracking procedure, the outcomes of which are not fed back to IMP.

2) ORT Officers' Observations

A number of trends were identified by ORT during Q2 and Q3, these include:

- Messages –timing of informative messages and content/composition of informative/stop messages. Issues have been identified relating to the understanding and sending of tactical mode.
- Hose layers – issues with long attendance times
- Hoarding – increasing trend of incidents involving hoarding. Hoarding is also mentioned in a fatal fire report
- LAS poor attendance times to incidents.
- Dry rising main and hydrant vandalism.
- Incidents involving fires in waste transfer and recycling sites.
- Fires involving people using unconventional sleeping accommodation e.g. beds in sheds and sleeping rough.
- Telemetry boards not being mounted on tripods.

3) SERD data analysis

An analysis of the SERD database for the two reporting quarters has been undertaken by Health and Safety Services. This revealed that 33 reporting of injuries, diseases and dangerous occurrences regulations 1995 (RIDDOR) events occurred in Q2 2012/13 and Q3 2012/13 compared to 37 during the previous two quarters.

Of these, there were two major injuries where firefighters sustained:

1. a broken knee cap whilst dismounting from and appliance.
2. a broken ankle when a step gave away causing a fall at an incident.

The breakdown of all RIDDOR events is shown in chart 3 below.

RIDDOR events	
Slip/trip/fall	13
Manual handling	11
Exposure – heat	2
Contact with fixed/stationary objects	1
Struck by moving object	3
Contact with sharp objects	1
Exposure –Electricity	1
Another kind of accident	1

Table 1: RIDDOR operational Safety Events Q2 2012/13 and Q3 2012/13

The principal causes for injury events occurring through operational activity in Q2 2012/13 and Q3 2012/13 are outlined in table 2.

Cause	RIDOR events	Non-RIDDOR events	Summary
Slip/trip/fall	13	6	These events included: injuries involving tripping on hose or hoses; dismounting from appliances; slips on steps and staircases and falls over debris at incidents.
Manual handling	11	9	These events included: an injury whilst firefighting using a hose; forcing entry to a premise; raking out; fitting PPE; roof removal at an RTC; carrying a lighting generator and an injury carrying a casualty.
Exposure - heat	2	7	These events included: firefighters sustaining various scald and burn injuries during firefighting operations; an officer became dehydrated following his attendance at a major fire. Other exposures included smoke inhalation.
Contact with fixed/stationary objects	1	2	These events included the major injury involving the broken knee cap; an injury sustained while forcing entry to premises and a firefighter coming into contact with a fire appliance whilst responding to call bells.
Struck by moving object	3	5	The RIDDOR events occurred when firefighters were struck by falling debris at incidents. Other events involved falling walls; falling tiles and a firefighter walking into a door whilst responding to call bells.
Contact with sharp objects	1	0	A firefighter sustained an injury at an incident when a nail pierced their knee.
Exposure - Electricity	1	0	Whilst fire fighting, a firefighter came into contact with live electrical cable.
Another kind of accident	1	0	A firefighter sustained a muscular injury whilst gaining access to a roof through a hatch.

Table2: Principal causes of injury events

Remedial and preventive measures have been put in place during investigations and, where relevant, information relating to the safety of staff during operations has been provided to the Operational Review Team (ORT), which works closely with Health & Safety staff. Information from health and safety investigations is used as part of the production of Operational News.

A list of Local accident investigations not completed within 28 days is in Appendix 3. This is a requirement of the action plan for Risk CRR1.

Health & safety team have requested an article on 'Search and Rescue' within buildings, as a result of the Coroner's Rule 43 following the Shirley Towers inquest. This request is supported by Operational Tactics who own Policy 803 - Search and rescue procedures within structures (2012).

4) Senior accident investigation (SAI)

SAI 284 is not completed yet and no operational trends can be identified until the investigation is finished.

5) Issues identified by specialist officers

HMEPO team have requested an Ops News article on the revised 'Policy 527 - Fires and incidents involving hazardous substances'. The HMEPO team are also keen to see an article highlighting the risks associated with the unlicensed production of bio-diesel fuel.

6) Fire investigation

Fatal fire reports highlight the trend of fires involving unconventional sleeping arrangements e.g. beds in sheds and rough sleeping.

One fatal fire involved a person described as a hoarder.

Fire investigation incidents of interest have not identified any significant operational trends.

7) Accidental dwelling fire (ADF) reports

24 Accidental Dwelling Fire reports have been examined. There are no identified operational trends.

8) Training & Development – Recommendations

None identified.

Historically, the Incident Command Training forum would recommend the level of training for senior officers and initiate the design of training solutions. Plans are now in place to reconstitute the Incident Command Forum, with the intention of ensuring that issues highlighted through the IMPD process can be fed into the training review cycle at an early stage.

9) Brigade Control

Brigade Control senior managers have recently been trained in the use of the IMPD system with the intention of Brigade Control staff highlighting issues and best practice. Operational Assurance are also now working closely with the Brigade Control senior management team and invitations to PRCs are extended to Control colleagues.

A recent example of close working related to the operational and Brigade Control joint response to Fire Survival Guidance (FSG) incidents. A joint ORT / Control debrief now takes place whenever a FSG incident is attended.

Appendix 1 Equipment trends and outcomes

Nature of comment	Number of comments	Team(s) reported to	Outcome	Issue previously raised (Quarter/Year)
Ineffective at cutting boronated steel found within modern vehicles	6	TSS	New generation of cutters being researched	Q3 2011/12
Unavailability of FIU	3	Operations	In hand DAC ORM	Q2 & 3 2012/13
Unavailability/long attendance time of HLU	7	Operations	In hand DAC ORM	Q2 & 3 2012/13

Appendix 2: Recent Ops News Publications

Ops News 19 June 2011	Ops News 20 November 2011	Ops News 21 January 2012
<p>Working on Roadways: Introduction to the new policy</p> <p>Respirator Face Mask: Introduction to new equipment</p> <p>Revised Cylinder policy: Reducing respiratory risk</p> <p>Incident Monitoring Process Database: Reminder of importance of submitting comments to all staff</p>	<p>Liaison with the Met Police: Reducing organisational risk</p> <p>Firefighting in Basements: Reducing organisational risk (Policy Note Draft 156 –Publication Nov 2011)</p> <p>Fire Survival Guidance: Introduction to the new policy (Policy Note Draft 155)</p> <p>Firefighting in High Rise Buildings: Introduction to the revised policy note</p> <p>Akron Branch Flow Rate Settings: Reminder of importance of operating procedures</p>	<p>BA Briefing and debriefing at incidents: Importance of briefing and debriefing BA crews</p> <p>Sectorisation - role identification – use of tabards: Clarification of sectorisation including role identification and correct use of tabards</p> <p>Management of MDT system: Importance of quality input from end users- method of information gathering and currency</p> <p>Early make-up/marshalling RVP: Positive story on early request for resources, but include need for RVP and marshalling</p> <p>Deployment of Breathing Apparatus: Focus on safe systems of work and correct deployment of BA</p> <p>IMPD: Explanation of process for input of staff comments on equipment and procedures</p>
Ops News 22 March 2012	Ops News 23 July 2012	Ops News 24
<p>Salvage at incidents: Early consideration of damage control</p> <p>FF Emergency & tactical withdrawal: Explain policy</p> <p>Mounting/dismounting appliances: Reinforce correct methods</p> <p>Reliefs at incidents: Introduce PN 772</p>	<p>Provision of water supplies: Consideration of water supply and resources available</p> <p>Battery management: Reminder of maintenance</p> <p>Hazard zone identification: Importance of physical identification and supervision</p> <p>Hoarding: Risk management when dealing with property involving hoarding</p> <p>BARIE roving: Reminder of correct BARIE roving</p>	<p>Command support: ICP and role of the CU</p> <p>Fire survival guidance: Reminder of policy</p> <p>Crew safety on appliances: Including shutters and trays</p> <p>Aerial appliances: Types of aerial and capabilities</p> <p>7(2)(d) visits: Risk based approach and recording on ORD</p> <p>Appliance siting & marshalling. Briefing.</p>

Appendix 3: Local Accident investigations (LAI) not completed within 28 days

	At end of Q1			At end of Q2			At end of Q3		
	LAI not completed within 28 days	29 to 42 days	More than 42 days	LAI not completed within 28 days	29 to 42 days	More than 42 days	LAI not completed within 28 days	29 to 42 days	More than 42 days
North West Area	33	4	29	8	2	6	0	0	0
North East Area	28	4	24	38	3	35	32	3	29
South West Area	30	6	24	31	3	28	24	2	22
South East Area	33	6	27	32	1	31	32	6	26
Total number of LAI not completed within 28 days	124	20 (16%)	104 (84%)	109	9 (8%)	100 (92%)	88	11 (13%)	77(87%)

A leading indicator on the completion of local accident investigations within the timescales identified by Policy has been included following the recommendation made by external auditors when they reviewed corporate risk CRR1.

A significant number of local accident investigations are not completed within timescales. This suggests that preventive actions are not being taken swiftly following an accident to prevent a recurrence.

The improvement in North West area over the last two quarters should be noted. Through their functional working pilot the NW area have allocated specific staff to the local accident investigation role. This has resulted in many outstanding investigations being completed. It should also be noted that the quality of these investigations has also increased, as observed by the Safety Event Reporting Database (SERD) team.

Appendix 4: Historical LAS attendance times

Time Of Call	Incident Number	Comment
02/02/2013 23:29	14293131	Crews asked for ETA of LAS at this PR fire. LAS stated that they had no ambulances to assign to the incident. If no ambulance is available then FRS crews are not in a position to carry out work in support of firefighting activities.
02/02/2013 12:56	13985131	Attending crews concerned that there was no ambulance in attendance at incident for two hours. Crews at scene were told that incident treated as a 40 minute attendance as casualty was conscious and breathing. IC told delay due to LAS being extremely bus
26/01/2013 14:48	10980131	A woman was rescued suffering burns and smoke inhalation. Crews made repeated requests for eta of ambulance but none arrived. Eventually a rapid response vehicle arrived but casualty was removed by Metropolitan Police as there were still no ambos
06/01/2013 10:37	2196131	Despite casualty message details and persons reported being sent the message back from control was that LAS had not yet assigned a unit. Delayed LAS response.
28/12/2012 16:16	162253121	LAS paramedic wanted elderly wheelchair bound casualty removed from vehicle before ambulance had arrived resulting in her sitting around in extreme weather.
04/12/2012 20:53	150878121	We had to wait over an hour for an ambulance, for a member of public who had burns to their hands.
26/11/2012 21:46	147061121	Essex ambulance sent a rapid response car with one person driving and an ambulance with a loan driver, these vehicles were unable to transport the casualty to a hospital. this lead to a long extrication process. Better understanding is required on process
14/10/2012 12:17	125695121	Ambulance was initially not available to be mobilised to the incident. casualty trapped by nature of injuries and was in distress and pain. Control were aware and did pass on message to IC.
01/10/2012 13:29	119660121	Wait of up to an hour for attendance of ambulance.

16/09/2012 14:20	111869121	During this incident it was a long time (Approx. 1 hour) before the LAS attended. As the casualties were trapped by the nature of their injuries the crews needed specialist advice from the Ambulance crews who were not available.
15/09/2012 15:52	111329121	Long wait for an ambulance to attend and the lack of a spine board on the LAS.
26/08/2012 17:56	100273121	Due to high demand volumes, considerable delay in LAS assigning unit
16/07/2012 18:01	77443121	Requested the attendance of LAS for a casualty that attempted suicide, it took 34 minutes before an ambulance was assigned bay LAS to this incident.
18/06/2012 23:15	17471122	LAS requested for male suffering severe burns. Further requests for ETA found LAS unable to assign unit, additional pump with IEC pack requested to prevent exhaustion of O2 on scene. Ambulance arrived after 45 mins from initial request.
27/05/2012 22:46	5660122	The response from the LAS was insufficient as LFB crews had to wait on scene for specialist ambulance and wheelchair for bariatric patients
08/05/2012 18:47	63448121	At inc 57671121 no ambulances available although one did turn up eventually. At this incident the injured parties advised to make their own way to hospital because again ambulances weren't available. This should be monitored- potentially life threatening.
01/05/2012 19:29	60274121	The resolution of this incident was hindered by the non availability of LAS ambulances. One was in attendance on my arrival, but 2 others required took up to an hour to attend.
23/04/2012 16:48	56047121	<p>Paramedics were on scene early dealing with casualty but casualty was left in situ in car for 30 mins + awaiting arrival of Ambulance.</p> <p>Not Risk Critical at this incident as injuries were not critical</p>

07/04/2012 19:36	48629121	Ambulance was requested for elderly member of public suffering from shock. LAS refused to attend unless condition deteriorated. Eventually ambulance assigned due to casualty having underlying health problems. Attendance time unacceptable long.
11/02/2012 22:33	18611121	It appears that despite a 'Persons Reported' message being sent from this incident (22:56 hrs.) no ambulance attended.
05/02/2012 17:36	15302121	This was a fire all out where a woman had suffered burns to her chest and hand. I ordered an ambulance but only an ambulance technician turned up in a car, with no equipment. I asked if an ambulance was on its way, he said 'no' none were available.
16/01/2012 09:42	1875122	For the London Ambulance service (LAS). During this incident I asked for the estimated time of arrival for LAS and was told from Brigade control that the LAS had none available so was unable to give a time.
17/11/2011 22:06	186718111	At a persons trapped RTA in Beckenham the LAS took 30 minutes to arrive. On their arrival the technician appeared over-awed. A paramedic arrived a further 10 minutes later. The MPS on scene stated this is becoming more common.
10/02/2011 18:21	20753111	The ambulance service underestimated there resources at this incident which resulted in the casualty having to wait for 20 minutes, until it arrived. before he was removed from the scene. All Fire service operations had been successfully completed.