





### **Proposed “Ops News Special” for March 2016**

There has been a noted increase in the number of issues encountered at operational incidents where specialist teams from LAS, MPS and BTP are in attendance.

Several recent IMP entries have highlighted specific issues relating to the attendance and actions of the LAS Hazard Area Response Team(HART) at fire and special service incidents.

The purpose of the Ops News Special would be to educate LFB staff with regard to the “specialist teams” deployed by London’s emergency services, and explain the roles, responsibilities and operating practices that should be adopted.

Notably, the article would also explain the limitations of these specialist teams, and empower LFB officers to know how and when other specialist assests could / should be utilised.

The article would also provide our staff with examples of unsafe practice by colleagues from other emergency services, and explain what action should be taken if ICs are uncomfortable with any aspect of performance / involvement of another agency team.

ODCB is requested to approve the preparation of this Ops News Special for publication in March 2016. There would be no specific training associated with the publication.

## IMPD trend analysis Reports Q4 and Q1 (1<sup>st</sup> Jan 2015 to 30<sup>th</sup> Jun 2015)

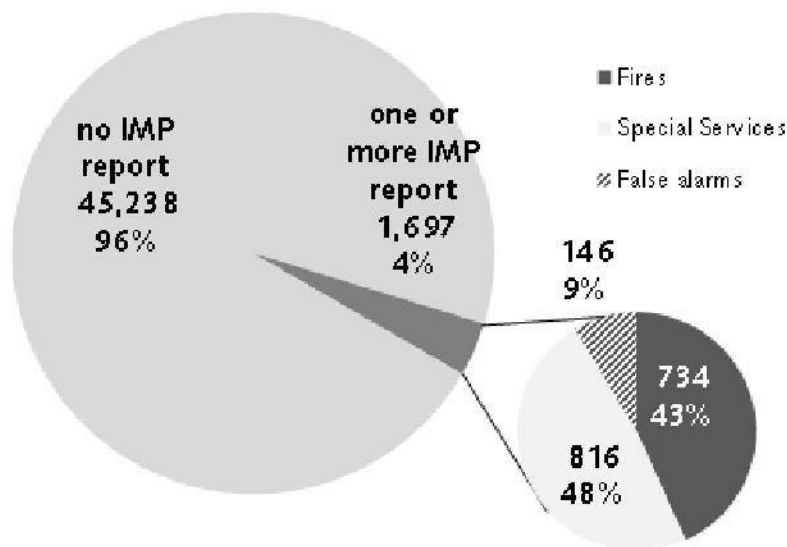
### Introduction:

The IMPD performance information in the following data sets and narratives continue to suggest a growing positive improvement in the use of the system. The number of entries have again risen, as has the quality and the number of positive comments.

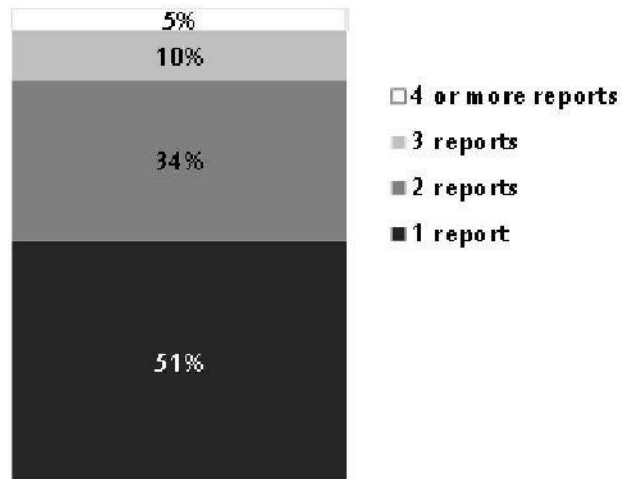
Comments approached 1,700 for Q4 14/15 and Q1 15/16, with 39% of comments being positive (down 1% from the previous 6 months).

The following information summarises the analysis of IMP reports and comments approved in Q4 14/15 and Q1 15/16.

### 46,935 Incidents attended by LFB

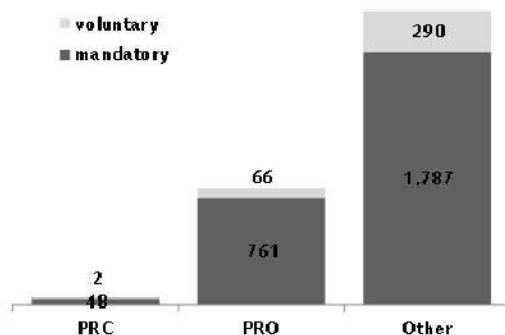


### Number of reports per incident

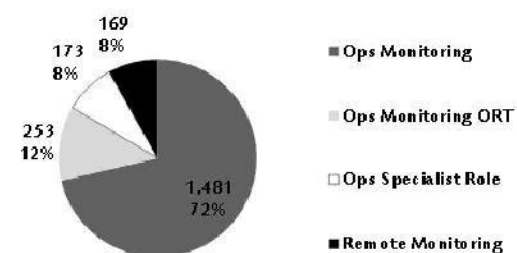




### 2,954 Reports submitted or in progress by LFB



### Other IMP reports submitted or in progress



## Performance Review of Operations (PRO)

PROs were undertaken for 827 incidents in total, 761 of these were mandatory, with ICs and/or MOs identifying and undertaking a PRO for other reasons (66 occasions). This means that a PRO was undertaken for 100% of incidents where one was required and 1.8% of all operational incidents attended.

The OA Incident Management Policy Team are currently reviewing the PRO policy. It is intended this review will make some changes to the policy with the intention of improving the quality of PRO's and look at the feasibility and value of on scene PRO's.

## Performance Review of Command (PRC)

PRCs were undertaken for 50 incidents in Q4 14/15 and Q1 15/16, 48 of which were mandatory.

Operational Assurance continue to audit PRCs through the ORT cadre to ensure a consistent standard and approach of chairing and review. Their observations confirm that officers are continuing to gain greater familiarity with the process, and are attaining a greater degree of honesty and openness from participants. A review of the PRC policy was undertaken in December 2014 with a number of minor changes made to the process, these changes were reflected in the training of 19 new PRC Chairs. These 19 officers (GM's) are now undertaking a shadowing process before being added to the list of available PRC chairs. A further "PRC Chair" training programme is scheduled for Autumn 2015, in order to further increase the number of chairs.

An issue has been identified with ensuring that an ORT officer will always be able to attend a PRC on an allocated date / time. Given the high workload of all ORT officers, and an ongoing increase in the number of 6P+ incidents, PRCs have had to be delayed and in some cases cancelled at short notice. OA will consider the requirement for a PRC for every 6P+ incident in the future.



salvage operations at the earliest opportunity. Salvage was last covered in Operational News issue 22, April 2012.

### **Issues / trends being monitored by OA.**

#### **Brigade Mobilisation;**

There were 29 IMP entries relating to mobilisation issues in Q4 (14/15), and a further 17 in Q1 (15/16).

Several comments relate to officers being mobilised for attributes which they do not have, and other comments suggest that SMs are not always mobilised when high rise or basement procedure messages are sent from incidents.

#### **JESIP**

Trend analysis has shown that JESIP was considered at 14 incidents. This would suggest that silver level commanders from across all agencies are working together to consider appropriate joint decision making.

#### **Major Lighting Unit (MUL)**

There have been four comments relating to issues with the delivery / set up/ use of Major Lighting Units at incidents. OA will monitor this trend.

#### **Social Media**

Several IMP entries encouraged caution amongst LFB staff in relation to wearing of appropriate PPE, personal conduct and general awareness of social media when attending operational incidents.

Crews have encountered documentary crews at incidents, whilst they have been shadowing / filming other emergency services (predominantly LAS)

OA will monitor comments relating to social media, and report accordingly.









### Appendix 1: Recent Ops News Publications

| Ops News 24<br>March 2013  | Ops News 25<br>September 2013  | Ops News 26<br>January 2014   |
|--|--|---|
| <p><b>Command support:</b><br/>ICP and role of the CU</p> <p><b>Fire survival guidance:</b><br/>Reminder of policy</p> <p><b>Crew safety on appliances:</b><br/>Including shutters and trays</p> <p><b>Aerial appliances:</b><br/>Types of aerial and capabilities</p> <p><b>7(2)(d) visits:</b><br/>Risk based approach and recording on ORD</p> <p><b>Appliance siting &amp; marshalling.</b></p> <p><b>Briefing</b></p>   | <p><b>Search &amp; Rescue procedures :</b><br/>BA crews within structures</p> <p><b>Metal theft:</b><br/>Hydrants and dry risers</p> <p><b>Fires in waste/recycling plants:</b><br/>Including wood piles</p> <p><b>Solar Panels:</b><br/>General awareness and safety</p> <p><b>Domestic production of Biodiesel:</b><br/>Including Biodiesel and Red diesel</p> <p><b>Red traffic light procedures:</b><br/>Drivers responsibilities and the law</p> <p><b>BA cylinder storage:</b><br/>Care of and Damage to cylinders</p> <p><b>Electricity cables / power lines:</b><br/>Including the dangers present in this type of equipment</p> | <p><b>London Ambulance Service:</b><br/>Attendance at incidents</p> <p><b>Command Roles &amp; Tabards:</b><br/>Wearing of correct insignia and identification</p> <p><b>Tunnels:</b><br/>Tunnels and subsurface construction sites in London</p> <p><b>Slips, Trips &amp; Falls:</b><br/>Including slip resistance testing</p> <p><b>Beds in sheds:</b><br/>Awareness and guidance</p> <p><b>Weight of Attack:</b><br/>Positive article highlighting improved performance</p>   |
| Ops News 27<br>June 2014   | Ops News 28<br>December 2014   | Ops News 29<br>June 2014  |
| <p><b>Messages from incidents:</b><br/>Quality and structure</p> <p><b>Command &amp; control:</b><br/>Control Structures</p> <p><b>Electrical fires in pavement infrastructure:</b><br/>Update to Ops News 25</p> <p><b>Hose management at incidents:</b><br/>Slip and trip accidents</p> <p><b>Garden party season:</b><br/>Use of LPG cylinders</p> <p><b>Working at height with other agencies:</b><br/>Including police incidents</p> <p><b>Fire survival guidance:</b><br/>Mobilisation improvements</p> <p><b>Incident monitoring process database</b></p> <p><b>Dynamic air flow pressure relieving mattresses and medical o2 cylinders:</b><br/>Operational considerations</p> <p><b>LFB liaison with public Transport:</b><br/>To include London underground control centre</p> | <p><b>Breathing Apparatus:</b><br/>Emergency Teams</p> <p><b>Refreshment &amp; Rehydration:</b><br/>Removal of water filtration systems from pumping appliances</p> <p><b>Personal Protective Equipment:</b><br/>Structural firefighting equipment</p> <p><b>Fires in voids and basements in commercial premises:</b><br/>Unseen fire spread</p> <p><b>Key Point Summaries:</b><br/>Changes to Policy</p> <p><b>Ventilation Induced Fire Spread:</b><br/>Compartment firefighting</p> <p><b>London Ambulance Service at Incidents:</b><br/>Update to Ops News 26</p>   | <p><b>Summer Season:</b><br/>Grass Fires, Pre-Planning, High Rise</p> <p><b>London Fire Brigade Control:</b><br/>The Officer of the Watch</p> <p><b>Information gathering and resourcing at incidents:</b><br/>Information gathering in early stages</p> <p><b>Monitoring Officer roles; Supporting safe operations:</b><br/>The role of the monitoring officer</p> <p><b>Use of medical oxygen at incidents:</b><br/>Oxygen article</p> <p><b>Near miss? Report it!</b><br/>Near miss video (Scaffolding)</p> <p><b>Appliance locker Stowage:</b><br/>Reminder of safe stowage and maintenance</p> |



**Appendix 2: Local Accident Investigations(LAIs) not completed within 28 days**

| <b>All LAIs not completed within 28 days<br/>at the end of Q1</b> |                          |                 |              |
|---|--------------------------|-----------------|--------------|
|   | <b>29 to 42<br/>days</b> | <b>42 days+</b> | <b>Total</b> |
| OPR - North<br>West   | 0                        | 0               | 0            |
| OPR - North<br>East   | 0                        | 0               | 0            |
| OPR - South<br>West   | 0                        | 0               | 0            |
| OPR - South<br>East   | 2                        | 4               | 6            |
| Total   | 2                        | 4               | 6            |