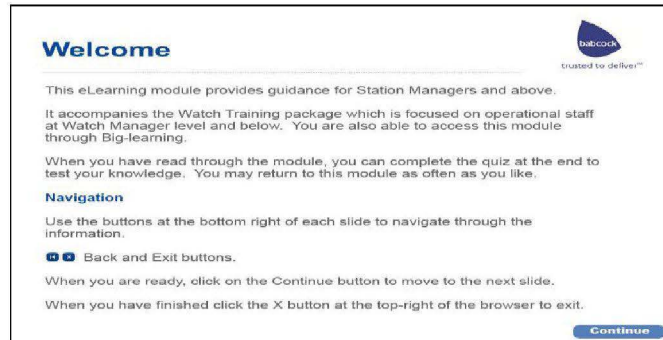


Slide 1 - Fire Survival Guidance Calls

Text Captions: Awareness of Brigade Control's FSG  
procedures and practices

Senior Officer package



## Slide 2 - Welcome

Text Captions: This eLearning module provides guidance for Station Managers and above.

It accompanies the Watch Training package which is focused on operational staff at Watch Manager level and below. You are also able to access this module through Big-learning.

When you have read through the module, you can complete the quiz at the end to test your knowledge. You may return to this module as often as you like.

## Navigation


Use the buttons at the bottom right of each slide to navigate through the information.

Back and Exit buttons.


When you are ready, click on the Continue button to move to the next slide.

When you have finished click the X button at the top-right of the browser to exit.

### Aim

  
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The aim of this session is to inform operational staff of how Control Room staff manage the gathering, recording and sharing of information during Fire Survival Guidance calls (FSGs).





[Continue](#)

Slide 3 - Aim

### Objectives

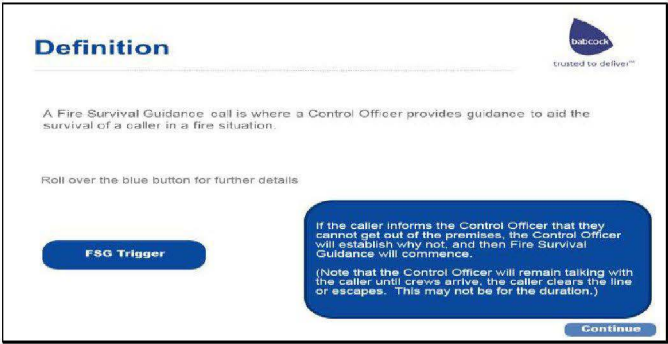
At the end of this session you will be able to:

- List the key actions of Control Room staff.
- Identify the enabling triggers for FSGs.
- Explain the impact of information from Control on operational tactics and priorities.
- Explain the importance of information flowing back to Control from the incident.



Continue

Slide 4 - Objectives

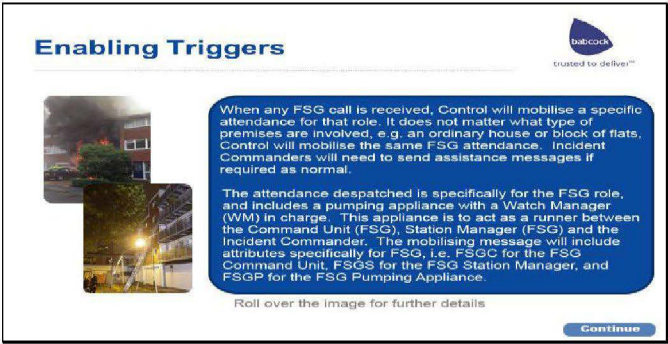


Slide 5 - Definition

Text Captions: Roll over the blue button for further details

If the caller informs the Control Officer that they cannot get out of the premises, the Control Officer will establish why not, and then Fire Survival Guidance will commence.

(Note that the Control Officer will remain talking with the caller until crews arrive, the caller clears the line or escapes. This may not be for the duration.)




Slide 6 - Enabling Triggers

Text Captions: Roll over the image for further details

When any FSG call is received, Control will mobilise a specific attendance for that role. It does not matter what type of premises are involved, e.g. an ordinary house or block of flats, Control will mobilise the same FSG attendance. Incident Commanders will need to send assistance messages if required as normal.

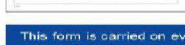
The attendance despatched is specifically for the FSG role, and includes a pumping appliance with a Watch Manager (WM) in charge. This appliance is to act as a runner between the Command Unit (FSG), Station Manager (FSG) and the Incident Commander. The mobilising message will include attributes specifically for FSG, i.e. FSGC for the FSG Command Unit, FSGS for the FSG Station Manager, and FSGP for the FSG Pumping Appliance.

## Transferring Information



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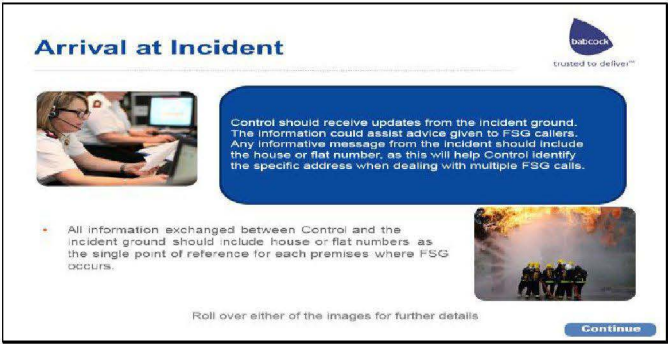


- Control will pass initial details to incident ground.
- Use Control Information Form (left) to record information.
- Incident Commander (IC) decides on action based on FSG information from Control.
- Information may be sent to en-route appliances or CU.

This form is carried on every appliance

Continue

## Slide 7 - Transferring Information



Slide 8 - Arrival at Incident

Slide notes: Time line indicates that although the responding crews are now at the incident, the FSG is not necessarily finished. FSG's can continue for considerable periods of time after crews arrive. This may be for a number of operational reasons:

Crews cannot get to the FSG callers location

Crews cannot locate the FSG callers location

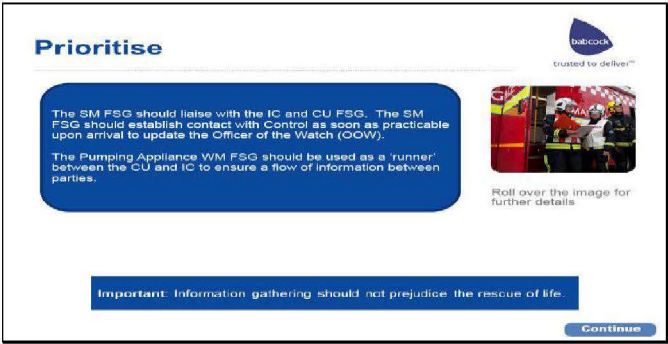
Crews have made a judgement that the FSG caller is safest remaining in their current location while other operational matters are dealt with.

Text Captions: Roll over either of the images for further details

Control should receive updates from the incident ground.  
The information could assist advice given to FSG callers.  
Any informative message from the incident should include the house or flat number, as this will help Control identify the specific address when dealing with multiple FSG calls.

Control should receive updates from the incident ground. The information could assist advice given to FSG callers. Any informative message from the incident should include the house or flat number, as this will help Control identify the specific address when dealing with multiple FSG calls.






Slide 9 - Prioritise

Text Captions: Roll over the image for further details

The SM FSG should liaise with the IC and CU FSG. The SM FSG should establish contact with Control as soon as practicable upon arrival to update the Officer of the Watch (OOW).



The Pumping Appliance WM FSG should be used as a 'runner' between the CU and IC to ensure a flow of information between parties.

## Recording and Sharing Information



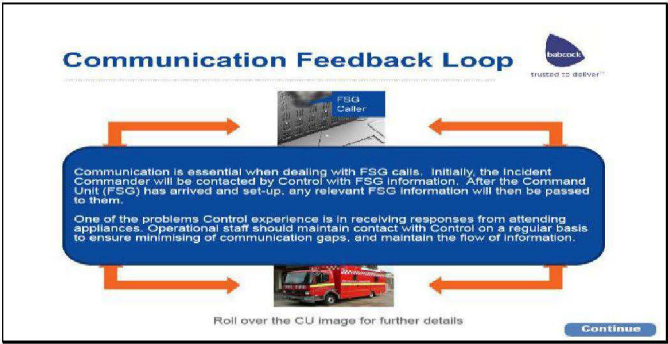
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- Information relating to FSGs must be recorded on Control Information Form.
- Ensure FSG information from Control is immediately passed to the incident ground.
- Incident Commander (IC) should replace the SM FSG if that officer is required for another role.
- ICs should consider dedicating first CU to deal with FSGs.



Continue

Slide 10 - Recording and Sharing Information

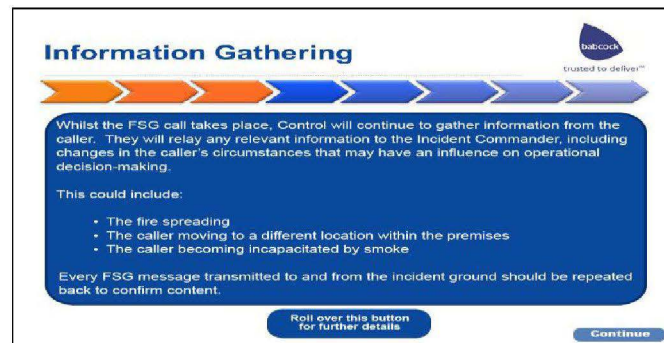


Slide 11 - Communication Feedback Loop

Text Captions: Roll over the CU image for further details

Communication is essential when dealing with FSG calls. Initially, the Incident Commander will be contacted by Control with FSG information. After the Command Unit (FSG) has arrived and set-up, any relevant FSG information will then be passed to them.

One of the problems Control experience is in receiving responses from attending appliances. Operational staff should maintain contact with Control on a regular basis to ensure minimising of communication gaps, and maintain the flow of information.



### Slide 12 - Information Gathering

Text Captions: Whilst the FSG call takes place, Control will continue to gather information from the caller. They will relay any relevant information to the Incident Commander, including changes in the caller's circumstances that may have an influence on operational decision-making.

This could include:


The fire spreading

The caller moving to a different location within the premises

The caller becoming incapacitated by smoke


Every FSG message transmitted to and from the incident ground should be repeated back to confirm content.

### Resourcing and Mobilising



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- ICs should consider the resource-intensive nature of FSGs.
- Calculations for extra resourcing will **not** include the PL, CU and SM called on as part of a FSG.
- All subsequent orderings will have "FSG In Progress" annotated to the call slip.





Continue

Slide 13 - Resourcing and Mobilising

### Post Incident

- Any staff involved in FSGs may have evidence that will assist in an investigation or enquiry.
- Managers will ensure that debriefs identify actions or areas that may be improved upon.
- Ensure that all staff are aware of the availability of the LFB counselling service.



  
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Continue

Slide 14 - Post Incident

### Summary

You should now be able to:

- List the key actions of Control staff.
- Identify the enabling triggers for FSGs.
- Explain the impact of information from Control on operational tactics and priorities.
- Explain the importance of information flowing back to Control from the incident.



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Continue

Slide 15 - Summary