



LONDON FIRE BRIGADE

Report title

Evacuation and Rescue from Fires in Premises Policy - update

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The Commissioners Board	10 March 2021

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Assistant Commissioner, Operational Policy and Assurance	LFC-0501

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I agree the recommended decision below.

Andy Roe
London Fire Commissioner

This decision was
remotely signed on
Date **29 March 2021**

Summary

1. This report provides an update on the new Evacuation and Rescue from Fires in Premises Policy (originally the Evacuation and Rescue Policy) (the Policy). The policy was created to address the challenges related to evacuation and rescue identified during Phase 1 of the Grenfell Tower Inquiry (GTI). The new policy was formally approved by the London Fire Commissioner (LFC) in 2020 (LFC-0391-D), noting that the implementation date was subject to training and that the policy was likely to be subject to further amendment.
2. The training programme on High Rise firefighting, Fire Survival Guidance (FSG) and the new Evacuation and Rescue from Fires in Premises policy commenced in the late Summer 2020 and the Evacuation and Rescue from Fires in Premises policy has continued to be reviewed and developed in response to learning identified through the Brigade's Grenfell Tower safety and learning review process to ensure that it will deliver the recommended improvements for the LFC and for the London community. There has been extensive consultation with the Fire Brigades Union (FBU) during the training and review process which has produced positive outcomes and as a consequence the further proposed amendments to the policy set out in this report are agreed and it is recommended that this policy now be implemented by the LFC with effect from 31 March 2021.
3. This report describes:
 - the background and rationale for developing this new policy following the Grenfell Tower Inquiry

- a summary of the key changes since July 2020 when the new policy was finalised
- the consultations undertaken
- the training and other outstanding dependencies that have now been completed; and
- Future training.

Recommended decision

The London Fire Commissioner approves the latest updates to the Evacuation and Rescue from Fires in Premises Policy, provided as Appendix 1, noting that the effective date for implementation is to be the 31 March 2021

Background and rationale for developing a new Evacuation and Rescue from fires in premises Policy

1. GTI's Phase 1 report identifies evacuation as a key area for improvement and specifically recommends "that fire and rescue services develop policies for partial and total evacuation of high-rise residential buildings and training to support them" (see paragraph 33.22 (b) of 'GTI Phase 1 Report Overview' dated October 2019).
2. The implementation of this new policy and the associated training solution will better equip the LFB's firefighters and officers to respond to these types of incidents but the scope of this policy extends beyond high rise residential buildings and provides guidance that is applicable to fires in all building types where large scale evacuation and/or mass rescue might be required.
3. The policy also sets out principles that can be applied at incident types other than fire, although it was recognised early during the development phase that it would not be practicable to devise a generic evacuation and rescue policy that would comprehensively cover all the challenges that can arise during the broad range of incidents where large-scale evacuation and/or mass rescue could be required.
4. The Grenfell Tower fire demonstrated the very high levels of risk which can be created for members of the public and emergency responders when a building does not behave as fire safety requirements intend and the resulting fire exceeds 'normal' expectations. This incident also highlighted a lack of guidance in the LFC's suite of operational policies in relation to the considerations and actions that need to be assessed by firefighters when evacuating or rescuing large numbers of people
5. Any incident that requires an Incident Commander (IC) to depart from the 'responsible person's' planned evacuation strategy, which will have been devised as part of their fire risk assessment for the premises, is likely to be fast-paced and present a variety of challenges. Such incidents will require the IC to gather and process a large volume of information – some of which may be incomplete or contradictory - and then make a series of finely balanced decisions. The decision to advise large numbers of people to evacuate or to initiate a mass rescue requires the IC to strike the right balance between a potentially broad range of risks and benefits. This can then be swiftly followed by a need to make a sequence of potentially complex and emotionally charged decisions in order to ensure that the assistance of firefighters is directed towards those who are at the greatest and most imminent risk.
6. The policy formally approved by the LFC in October 2020 (LFC-0391-D) seeks to address these challenges by ensuring that all those personnel who are liable to attend incidents which may involve the evacuation and/or rescue of large numbers of people will have a secure understanding of concepts that underpin these activities. The implementation of the new policy was subject to training and the policy was to be kept under review. Included in that review process was further consideration of the impact of the policy upon the diverse London community.

Key changes to the Policy since July 2020

7. The revised policy attached as Appendix 1, associated risk assessment and the updated equality impact assessment attached as Appendix 2, have been consulted on and agreed with the appropriate stakeholders including the FBU, Operational Policy & Assurance (OP & A) colleagues and relevant Heads of Service

The key changes to the policy or associated documents are outlined below;

i) Risk Assessment - The key changes to the risk assessment include the introduction of the new OP & A risk assessment template with agreed generic assumptions. An enhanced categorisation of Group D – Members of the public, was identified and agreed. These focus on those members of the public with vulnerabilities which could put them at additional risk during an emergency evacuation and/or mass rescue. It was identified that two subgroups would best fit the vulnerabilities identified are Group D1 – People whose mobility is impaired and Group D2 – People who have difficulty communicating or understanding. Additional control measures have now been added to the policy; the policy now recognises the additional challenges those vulnerable groups may face that may require additional assistance and resources to assist them. The Risk Assessment of a policy involves a formal process of consideration which includes consultation with the FBU (usually through the Brigade Joint Committee on Health, Safety and Welfare (BJCHSW)), and the professional advice of the LFC Assistant Director of Health and Safety. The FBU have agreed, in BJCHSW that they will engage on these policies for purposes of consultation outside the formal BJCHSW meeting structure. Accordingly, in this instance some of the recent amendments have been considered by the relevant parties outside of the formal BJCHSW process, the FBU have been consulted and have agreed to the changes. The Assistant Director of Health and Safety has reviewed the risk assessments and has confirmed that the hazards, risks, and risk control measures identified by the risk assessment are consistent with the activities and operational procedures.

ii) Changes to the policy include;

- The recognition of the additional challenges to those members of the public with vulnerabilities that may need additional assistance when required to evacuate.
- The inclusion of Evacuation Alert Systems (EAS) as a method of informing occupants of residential high-rise premises to evacuate in the event of a catastrophic event within the premises.
- Additional control measures when implementing an emergency evacuation and/or mass rescue.
- Complete alignment to the FSG policy (PN0790).

iii) Communication with residents is key at fires in premises especially high-rise incidents, particularly where an emergency evacuation and/or mass rescues are being undertaken. A pictogram has been developed for inclusion in the F.I.R.E bag for use at High Rise incidents and will be included in High Rise Policy PN 633.

Consultation

8. This policy has been subject to an extensive consultation process in order to ensure that it reflects the views, knowledge and understanding of all stakeholders.
9. Since July 2020 consultation with LFC stakeholders has been continuous, especially the engagement with the FBU. The FBU representatives have offered valuable contributions to the review of the policy, risk assessment and the EIA. These have led to suggested amendments which have all been noted, with the majority of them being agreed and implemented.
10. Continued consultation with the National Fire Chiefs Council (NFCC) through the fires in tall buildings forum and the evacuation project has led to the creation of the NFCC briefing paper on evacuation and rescue, with the majority of the content coming from the LFB policy.

11. Consultation with all key stakeholders will continue as this policy develops and LFC understanding of the principles of evacuation in such scenarios is enhanced.

Training

12. The implementation of this policy was subject to training; the training strategy for the Evacuation and Rescue from Fires in Premises Policy, High-Rise fighting policy and the FSG policy was agreed in the Summer 2020, and a three-phase training package was initiated.

13. Phase 1 of the training comprised of the following:

- a. Computer Based Training (CBT) covering all three of the policies which required an 80% confidence level of all operational staff to complete, which was achieved in December 2020. Currently 91% of all operational staff have completed all four of the CBT packages, those members of staff who have not completed the training have been identified and a reminder has been sent to all area teams to be dealt with through local management.
- b. Level 1 officers (Lff–Stn'O) were to attend and complete a one-day training session covering all three policies which has now been attended and completed by 1324 officers (95%), this was achieved in February 2021. Those operational level 1 officers who were not available to undertake the training (approximately 70) have been identified and will be offered mop up sessions from June 2021 when COVID 19 restrictions have been eased. In the meantime, a recorded version of the training will be made available to all staff via the LFB Big Learning portal and will need to be undertaken on an annual basis.
- c. Level 2 and 3 officers (SC–AC) were to attend and complete a Guided Learning Experience (GLE) covering all three policies which has now been completed with over 98% attendance and completion. The GLE is available online to all staff, those officers who were not available to undertake the training (approximately 10) have been given access to a recorded version of the GLE and have been invited to a mop up session in April 2021.
- d. The delivery of the station based GLE is now progressing and it is anticipated that an 80% confidence level will be reached by the go live date of 31st March 2021.

14. Phase two of the training is still in the planning stage, on course to go live in April 2021. This will include a live exercise programme incorporating scenarios where all three policies can be practised. The exercises will be used to both validate the practicality of the policies and provide an assurance that the necessary understanding and skills have been embedded within the workforce for phase two. Phase two also provides the opportunity to develop the policies further and LFC understanding of evacuation principles and the methods by which they are implemented.

15. The third phase will be a new 'Urban Firefighting and Rescue course', which will further support the original acquisition training, this will be undertaken by all operational staff every two to three years. This course is currently in the scoping and development phase.

Finance comments

16. The proposal recommends that the London Fire Commissioner approves the updates to the Fire Survival Guidance Policy. Any training costs identified will be contained within the existing training contract.

Workforce comments

17. The reviewed policy has undergone further consultation with the FBU which has taken place since September 2020. A list of amendments were tabled over several meetings and several months. These

have now been consulted on and the minor amendments made to the policy, this has led to the FBU agreeing the FSG reviewed policy, EIA and risk assessment.

Legal comments

18. Under section 9 of the Policing and Crime Act 2017, the London Fire Commissioner (the "Commissioner") is established as a corporation sole with the Mayor appointing the occupant of that office. Under section 327D of the GLA Act 1999, as amended by the Policing and Crime Act 2017, the Mayor may issue to the Commissioner specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.
19. Section 1 of the Fire and Rescue Services Act 2004 states that the Commissioner is the fire and rescue authority for Greater London.
20. The statutory basis for the actions proposed in this report is provided by section 7 of the Fire and Rescue Services Act 2004, under which the Commissioner must secure the provision of personnel, services and equipment necessary to efficiently meet all normal requirements for firefighting, and must secure the provision of training for personnel.
21. In approving this policy, the Commissioner must comply with:
 - The Human Rights Act 1998 and the European Convention on Human Rights (ECHR). Article 2 ECHR encompasses both negative obligations (which prevent public authorities taking lives) and positive obligations (requiring public authorities to take certain steps to protect lives). Public authorities are expected to take reasonable steps to protect a person's life if they know – or ought to know – that they are facing real and immediate risk. The taking of 'reasonable steps' should not place an impossible or disproportionate burden on the authority. The Commissioner recognises that meeting the Article 2 obligations in the exceptional circumstances encompassed by this policy is likely to depend upon and require nuanced, informed, and robust decision making. Those decisions may involve consideration of the existence of saveable life and the extent of the risk presented to firefighters in achieving saveable life and may require the decision maker to assess and strike a balance between the existence and extent of risk to members of the public and to firefighters. Those decisions may have to be taken rapidly and under pressure. Such decisions may properly be subject to scrutiny in subsequent legal proceedings. The Commissioner in adopting this policy has sought to identify and provide all assistance to those charged with this responsibility to equip them to reach Article 2 compliant decisions, which are capable of withstanding that scrutiny.
 - The Health and Safety at Work etc. Act 1974. Section 2 of the 1974 Act imposes a general duty on the employer to 'ensure, so far as is reasonably practicable, the health, safety and welfare at work of all of his employees.' This general duty extends (amongst other things) to the plant and systems of work, the provision of information, instruction, training and supervision and to the provision and maintenance of a working environment that is, so far as reasonably practicable, without risks to health and adequate as regards facilities and arrangements for welfare at work. Section 3 of the 1974 Act imposes a general duty to 'ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health or safety.' In the exceptional circumstances encompassed by this policy, the Commissioner recognises that striking the correct balance between these two general duties is likely to depend upon and require nuanced, informed, and robust decision making. Those decisions may have to be taken rapidly and under pressure. Such decisions may properly be subject to scrutiny in subsequent legal proceedings. The Commissioner in adopting this policy has sought to identify and provide all assistance to those charged with this responsibility to equip

them to reach decisions which strike a lawful balance between those competing duties and which are capable of withstanding that scrutiny.

- When carrying out its functions, the Commissioner, as the fire and rescue authority for Greater London, is required to 'have regard' to the Fire and Rescue National Framework prepared by the Secretary of State (Fire and Rescue Service Act 2004, section 21).
 - Any relevant national guidance
22. By direction dated 1 April 2018, the Mayor set out those matters, for which the Commissioner would require the prior approval of either the Mayor or the Deputy Mayor for Fire and Resilience (the "Deputy Mayor").
23. Paragraph 3.1 of Part 3 of that direction requires the Commissioner to consult with the Deputy Mayor as far as practicable in the circumstances before a decision is taken on (inter alia) any "[c] decision that can be reasonably considered to be novel, contentious or repercussive in nature, irrespective of the monetary value of the decision involved (which may be nil)" The Deputy Mayor, Fire and Resilience was consulted on the substantive changes made to this Policy in 2020 , and the plan to implement subject to training and ongoing review (LFC – 0391- D) . The current changes proposed to the Policy are minor and for those reasons this decision is not considered to require consultation under the Directions, however discussions in this regard will take place with the Deputy Mayor's Office.

Sustainability implications

24. SDIA submitted states that the introduction of this policy has a neutral sustainability impact.

Equalities implications

25. The London Fire Commissioner and decision takers are required to have due regard to the Public Sector Equality Duty (s149 of the Equality Act 2010) when exercising LFC functions and taking decisions.
26. It is important to note that consideration of the Public Sector Equality Duty is not a one-off task. The duty must be fulfilled before taking a decision, at the time of taking a decision, and after the decision has been taken.
27. The protected characteristics are: Age, Disability, Gender reassignment, Pregnancy and maternity, Marriage and civil partnership (but only in respect of the requirements to have due regard to the need to eliminate discrimination), Race (ethnic or national origins, colour or nationality), Religion or belief (including lack of belief), Sex, and Sexual orientation.
28. The Public Sector Equality Duty requires the LFC , in the exercise of all its functions (i.e. everything it does), to have due regard to the need to:
29. Eliminate discrimination, harassment and victimisation and other prohibited conduct.
30. Advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
31. Foster good relations between people who share a relevant protected characteristic and persons who do not share it.

32. Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:
 33. Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic where those disadvantages are connected to that characteristic;
 34. Take steps to meet the needs of people who share a relevant protected characteristic that are different from the needs of persons who do not share it;
 35. Encourage people who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
 36. The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include steps to take account of disabled persons' disabilities.
 37. Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard to the need to;
 - a. tackle prejudice, and
 - b. promote understanding.
38. An Equality Impact Assessment (EIA) formed part of the decision making by the Commissioner when the substantive policy was approved in 2020. The EIA showed an overall positive impact on groups of people with particular protected characteristic and raised areas that required additional consideration which have been addressed in this report and the attached revised EIA. . The policy has been reviewed and the relevant changes have been made to the policy as identified from the additional work. These included looking at ways in which operational crews can inform and instruct residents of a high-rise premises in the event of a fire, where English is not their first language. This led to work being carried out as to the feasibility of using pictogram style messaging and utilising the language skills within our current staff. A pictogram has now been added to the F.I.R.E bag carried on all fire engines.

List of Appendices

Appendix	Title	Protective Marking
1.	Evacuation and rescue from fires in premises policy	
2.	Equality Impact Assessment	

Evacuation and rescue from fires in premises

New policy number: **PN970**
 Old instruction number:
 Issue date: **31 March 2021**
 Reviewed as current:
 Owner: **Assistant Commissioner, Operational Policy and Assurance**
 Responsible work team: **Incident Command Policy and Assurance**

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Key point summary

Information on task or event

- PN 800
- ePIP
- MDT
- On-site representative
- Premises information box
- Evacuation Alert System
- Premises design
- Premises use
- Information signage
- Planned evacuation strategy
- Contingency plans

Information about resources

- PDA – declaration of the size of the incident
- Aerial – type – size
- Weight of attack
- Premises plans
- Fixed installations
- Fire escape hoods
- Leaky feeders
- Drone
- Other emergency responders
- Local authority/LALO
- Utility companies

Information about risk and benefit

- MDT
- Access
- Life risk/number of people
- Potential rapid-fire spread
- Premises construction
- Use of premises
- Vulnerable people
- Fire survival guidance (FSG)
- Change of evacuation strategy

Gathering and thinking

Objectives

- Save life
- Prevent fire spread
- Extinguish the fire
- Confirm current evacuation strategy
- Secure and protect escape routes
- Firefighter safety
- Request further resources if required
- Consider emergency evacuation and/or mass rescue of the public
- If declared, implement major incident procedure

Communicating

- Fireground radio
- Breathing apparatus communications
- Leaky feeders
- Airwave radio/airwave tactical advisor
- Joint Emergency Services Interoperability Protocol (JESIP)
- Control

Controlling

- Incident command pump/vehicle
- Planned evacuation strategy
- Cordons
- Safety officers/external spotters
- Operational sectorisation
- Functional sectorisation
- Appropriate levels of supervision
- Key decision log
- Analytical risk assessment

Plan

- Identify the 'responsible person' or their 'on-site representative'
- Confirm the current planned evacuation strategy and that it's working
- Implement procedures appropriate to the premises and situation
- Identify safe routes in and out of the premises
- Identify signs of rapid escalation of fire, heat or smoke e.g. multiple calls/FSG's, reports of deteriorating conditions internally, external fire spread
- Identify the number of people believed involved and where possible their last known location
- If multiple people need to be evacuated from the premises, consider declaring 'Emergency Evacuation' and/or 'Mass Rescue'
- When declared confirm this is now a 'Major Incident'
- Send a METHANE message
- Confirm you have sufficient resources to implement these procedures, if not request additional resources
- The IC should confirm with Control that the current evacuation strategy is still appropriate and what advice should be given to emergency callers
- Implement JESIP
- Devise a systematic evacuation plan and use the Evacuation Alert System if available
- Appoint safety officers
- Implement cordons
- Gather information from those leaving the premises
- Utilise other emergency responders or on-site representatives to identify temporary rest areas

1 Introduction

- 1.1 London Fire Brigade's (LFB) priority at any incident is to save life. Evacuation and rescue will often play a supporting role in achieving this. The LFB attends many incidents where an evacuation is already in progress or is required.
- 1.2 The purpose of this policy is to:
 - Identify the hazards associated with evacuation, emergency evacuation, rescue and/or mass rescue to support the incident commander (IC) to undertake a suitable and sufficient assessment to inform when and how these activities should be implemented.
 - Explain what is meant by the terms planned evacuation, emergency evacuation, rescue and mass rescue at fires in premises.
 - Outline the various planned evacuation strategies that may be encountered when responding to fires in premises.
 - Identify the sources and types of information relating to evacuation that should be gathered during operational information gathering activities such as 7(2)d visits.
 - Describe the factors that need to be considered by the IC on arrival and, if the incident escalates, help the IC plan for and implement emergency evacuation, rescue and/or mass rescue.
- 1.3 Although this policy is primarily concerned with fires in premises, the principles that are described here can be applied at other incidents where evacuation, emergency evacuation, rescue and/or mass rescue is required.
- 1.4 It should be noted that planned evacuation and/or rescues can occur simultaneously and can commence before the arrival of the LFB at an incident. The occupants of a premises may self-evacuate, and emergency evacuation or rescues may be initiated by other emergency responders or the on-site representative, such as a concierge, or a waker, or fire watch.

2 Hazards

- 2.1 A broad range of hazards can be encountered when attending an incident involving evacuation and/or rescue many of which are particular to the nature of the premises and the incident involved. For example, physiological and psychological demands are likely to be increased for both evacuees and emergency service responders in large or complex premises due to the necessity for persons to evacuate or be rescued over relatively long travel distances.
- 2.2 The level of risk may also be raised by other constraints associated with the premises design such as the heightened risk of congestion during the evacuation of buildings with a single staircase which can intensify the amount of physical effort required and/or the level of anxiety experienced by those who are evacuating or engaged in rescue or firefighting activities.
- 2.3 The most common forms of hazards include the following:
 - **Access and egress** – Vehicular access and/or escape routes to and from the premises may become congested or obstructed by persons leaving the premises.
 - **Large numbers of people** – The challenge of managing a large number of people who may be affected by the incident and/or are leaving the premises.
 - **Unpredictable behaviour among evacuees** – Those leaving the premises may be anxious, traumatised or injured, leading to unexpected behaviour and potential non-compliance with

either the planned evacuation strategy or direction from LFB personnel and other emergency responders.

- **Conflicting priorities and moral pressure to act** – The demands of supporting an evacuation or rescues and dealing with the incident may overwhelm available emergency service resources at the scene. Responders, and the IC in particular, may be faced with unrealistic public expectations to act immediately, even if the incident is beyond the capacity of the resources that are present at the time.
- **Communication problems** – Difficulties in providing advice or direction to persons in the premises due to the absence, limitations and/or malfunction of systems such as emergency service radio systems, fire detection and alarm systems. Difficulties can also be encountered when there are persons present, who for a variety of reasons, may not be able to understand or follow instructions or advice.
- **Irrespirable or toxic atmosphere** – The presence of smoke or other harmful substances in the premises and evacuation routes may make it difficult and/or impossible for persons to breathe without respiratory protective equipment. This situation is likely to result in people within the premises being unable and/or unwilling to evacuate and may also lead to the contamination of evacuees, emergency responders and/or the environment by substances other than the products of combustion.
- **Inaccurate situational awareness** – In more complex incidents it may be difficult for the IC to maintain full situational awareness. Uncertainty about the number and location of persons involved means it may not be possible to accurately determine how many people require evacuation or rescue, their locations and/or vulnerability, and/or how many people have already been accounted for.

3 Definitions

3.1 For LFB operations to be effective, it is important that all personnel have a consistent and clear understanding of the terms planned evacuation, emergency evacuation, rescue and mass rescue. Personnel also need to be aware of what is meant by vulnerable people, absolute and relative safety, responsible person and on-site representative.

- **Planned evacuation** – A pre-determined strategy for a premises to secure the removal of any persons in or around the premises to a place of safety. The responsibility for determining the strategy rests with the Responsible Person. The different types of planned evacuation strategies are described in Section 4.
- **Emergency evacuation** – The immediate and unplanned movement of people assisted by LFB personnel or other emergency responders away from actual or potential danger towards a place of relative or ultimate safety using recognised or normal means of escape, in circumstances where:
 - a planned evacuation (see planned evacuation above) strategy does not exist for the premises and the IC decides that an emergency evacuation is necessary;
 - the planned evacuation strategy has not taken place and the IC decides that an emergency evacuation is necessary;
 - it is determined that the planned evacuation strategy, including a stay put strategy, is no longer tenable and/or is not working effectively.

It should be noted that both evacuation and emergency evacuation can be either full or partial such as a wing of a hospital or a floor or a number of floors in a high-rise residential premises.

- **Rescue** – The act of helping a person or persons who are threatened with immediate harm and require assistance to move away from danger towards a place of relative or ultimate safety.
- **Mass rescue** – The act of helping a large number of people that are threatened with immediate harm and who require assistance to move away from the danger towards a place of relative or ultimate safety.
- **Vulnerable people** – Anyone with a characteristic or condition that could impair their ability to leave a premises without assistance. It is not possible to be definitive about those who may need help to evacuate, but the people most likely to be encountered during an incident include young children, the frail elderly, people with limited mobility and people who have:
 - visual and/or hearing impairment
 - significantly high body weight
 - cognitive or mental health issues
 - problems understanding instructions or advice provided to them

The policy recognises that the nature and extent of an individual's characteristic or condition may make it difficult for both Control room officers and those attending an incident to reliably identify those who may need assistance.

Please also note that this description is specific to operational policy and that the Brigade and other agencies define vulnerability differently for other purposes e.g. safeguarding.

- **Place of relative safety** – A place in which there is no immediate danger, but in which there might be future danger from fire. This may be within a staircase enclosure, adjacent corridor or area of the premises that is protected from fire/smoke spread by fire resisting construction and doors. It must also have an alternative route to a place of ultimate safety if needed.
- **Place of ultimate safety** – A place in which there is no immediate further danger and no risk of fire, heat and/or smoke spreading e.g. outside the premises and beyond the hazard zone.
- **Responsible person** – A specific term under fire safety law referring to a person (an individual or a corporate entity) who has a measure of control over a premises.
- **On-site representative** - This could be a concierge, caretaker, waker or fire watch, receptionist, or another person who has been designated to meet the LFB on arrival at a fire at the premises.
- **Evacuation alert systems** - are comprised of evacuation alert control and indicating equipment (EACIE) with manual controls for the fire and rescue service to operate evacuation alerters in groups of flats.

4 Planned evacuation strategies

- 4.1 This section describes the fire evacuation strategies that personnel need to be aware of for operational planning purposes or when they are responding to incidents.
- 4.2 Evacuation will normally follow a planned strategy that has been assessed by the responsible person as appropriate for the premises. The evacuation strategy implemented by the responsible person will vary with regard to factors such as the size of the premises, its use and occupancy.
- 4.3 The responsible person has a legal obligation to establish appropriate procedures to be followed by any people in or around the premises, including residents, in the event of serious and imminent danger and to advise them of evacuation strategies and the actions they should take. However, it cannot be assumed that this obligation has been discharged for everyone, as, for example, some people may only be visiting the premises.

- 4.4 Single private dwellings are not required by law to have a responsible person and therefore are not required to have a planned evacuation strategy. Where premises have been converted into flats or bedsits, they should have a responsible person (usually the landlord or managing agent) who makes residents aware of the evacuation strategy for the building. In most converted premises, a fire detection and alarm system will be installed in the staircases and corridors and the simultaneous evacuation strategy described below will apply.
- 4.5 Where necessary, the responsible person may have developed specific procedures that apply to the entire premises and/or to a specific person. When the procedures apply to an individual, they are known as Personal Emergency Evacuation Plans (often referred to as PEEPs) which are designed to assist in the evacuation of vulnerable people.
- 4.6 Most evacuation strategies are written specifically in the case of fire, but there are also specific and different strategies for different types of emergencies, such as bomb threats, terrorist attacks, or large-scale flooding (see section 8).

Premises with a stay put strategy

- 4.7 Stay put is a predetermined strategy of the responsible person for a premises under which, in the event of a fire elsewhere in the premises, the occupants should be safe to remain where they are unless they are directly affected by fire, heat and/or smoke. The strategy relies on the principle of compartmentation combined with other fire safety provisions.
- 4.8 Compartmentation is a building design principle used in high rise and other premises which is intended to inhibit rapid fire spread within the building from one area to another by dividing the building into a series of fire resistant compartments (or boxes) which form a barrier to fire and the products of combustion.
- 4.9 The responsible person through their fire risk assessment (FRA) should ascertain whether the compartmentation levels of the premises continue to be suitable for this evacuation strategy to be utilised. For example, when the premises has undergone building works that could have affected the integrity of the compartmentation.
- 4.10 Under this strategy, the occupants of the affected dwelling evacuate but the occupants of other dwellings are usually safe to remain in their dwellings unless directly affected by fire, heat and/or smoke or they are advised to leave by the LFB or other emergency service personnel if the situation warrants such advice, for example, compartmentation in the premises is failing leading to unexpected fire spread to other parts of the premises.
- 4.11 Purpose-built blocks of flats or maisonettes operating a stay put strategy will not generally have a communal fire detection or alarm system. This is likely to impact on the amount of time and resources needed to effect an emergency evacuation, if stay put becomes untenable.
- 4.12 In premises identified to have increased risk of fire/smoke spread due to issues such as, but not limited to, combustible cladding or a lack of compartmentation, the responsible person may have temporarily changed the stay put strategy to simultaneous evacuation. In these cases, fire detection and alarm systems may have been installed or a temporary simultaneous evacuation protocol may have been adopted whereby fire marshals monitor the premises and are responsible for initiating evacuation if a fire occurs.
- 4.13 Evacuation Alert Systems (EAS) have been designed for use solely by the fire and rescue service as a tool to assist evacuating blocks of residential flats. An EAS may be used by the IC if they determine that a building has failed. The systems comprise a panel of evacuation alert control indicating equipment (EACIE), sounders, alerters which are linked to individual flats.

- 4.14 EACIE are completely separate systems and do not rely on the activation of any other alarm system. The evacuation alert signal is common throughout all evacuation alert zones and clearly distinguishable from any other alarm signal. Each zone operates independently and the evacuation alert signal in one zone should not be audible in another.
- 4.15 Sounders with a visual alert, such as a flashing light, are available and recommended for people with a hearing impairment. Other options for people with disabilities include vibrating pillow pads or pagers.

Simultaneous evacuation

- 4.16 This strategy is normally applied within offices, shops, industrial and commercial premises, hotels and hostels.

Single-stage – When the fire detection and alarm systems operate all occupiers immediately leave the premises and assemble at a pre-arranged location where a roll call will be undertaken.

Multi-stage – As above but allows for a short period of investigation by managers/staff before the fire detection and alarm systems are sounded (or cancelled) and any evacuation is initiated.

NOTE - As detailed in paragraph 4.12, a premises such as purpose-built blocks of flats may have a temporary simultaneous evacuation strategy to mitigate identified increased risks from fire, heat or smoke spread, arising from fire safety issues within the premises.

Phased evacuation

- 4.17 This strategy can apply in taller commercial high-rise premises that have been designed with smaller staircase capacity, higher levels of compartmentation and which are fitted with additional systems to detect and warn of fire and smoke.
- 4.18 When the fire detection and alarm system operate, only occupiers on the floor of origin and the floor above will evacuate immediately and all others will receive an alert.
- 4.19 All basement floors are treated as one zone and will be evacuated simultaneously if a warning is given in these areas.
- 4.20 If the alarm is not cancelled within a defined period, other floors will evacuate on a phased basis.
- 4.21 Some phased evacuation systems have a control panel that will allow the building manager to facilitate an increase in the number of floors being evacuated at the same time, the order in which floors evacuate, or switch to simultaneous evacuation of the whole building if safe to do so.
- 4.22 Additional information on phased evacuation can be found within ([Policy number 120](#) – Phased evacuation).

Progressive horizontal evacuation

- 4.23 This is applicable in premises, such as hospitals or care homes, where the vulnerability of occupants due to age or infirmity means it would not be possible to evacuate all occupants simultaneously. This strategy is not applicable to residential high-rise premises even though such premises may be occupied by vulnerable people.
- 4.24 These premises incorporate separate fire compartments called protected areas and appropriate systems to prevent fire and smoke spread. The fire detection and alarm systems will be aligned to the protected areas.
- 4.25 When a fire occurs, occupants of the affected compartment or those most at risk, are evacuated by staff but often only into an adjacent protected area rather than outside the premises. Those in

other protected areas will be able to remain in bedrooms or wards, unless they are directly affected by heat, fire or smoke or it is deemed necessary by staff, Brigade personnel and/or other emergency responders to evacuate them.

Delayed evacuation

- 4.26 This strategy is only adopted in premises used for treatment or care where it may not be desirable or practical to immediately evacuate occupants due to their vulnerability, because of their medical condition or the treatment they are receiving.
- 4.27 This strategy allows occupants to remain in their rooms but should only be used where there is enhanced compartmentation within a room or area and a member of staff stays with the occupant throughout the emergency, either to reassure them or prepare them for evacuation.
- 4.28 Where this strategy is adopted by the responsible person, a suitable evacuation strategy for the whole of the premises will still be required.

Zonal evacuation

- 4.29 This strategy can be applied in larger premises and structures such as transport terminals, shopping centres and other large and complex areas.
- 4.30 These premises will provide additional compartmentation systems to prevent fire/smoke spread and have designated fire zones. The aim is to reduce the need for large numbers of persons to be evacuated.
- 4.31 When the fire detection and alarm system actuates, only staff associated with the premises will be alerted and occupants of the affected zone or those at most risk will be evacuated by those staff. Occupants of other areas or zones are able to remain in place unless directly affected by fire, heat or smoke or are being evacuated by staff or an emergency evacuation is being carried out by LFB personnel or other emergency responders.

5 Planning

- 5.1 Operational information regarding evacuation should be gathered and recorded in accordance with [Policy number 800](#) - Management of operational risk information.
- 5.2 All reasonable efforts should be made by station-based staff to ascertain or confirm if the premises has a planned evacuation strategy for fire or a stay put strategy from the responsible person or their authorised on-site representative. If these are not available, then they should seek advice from the Regulatory Fire Safety Team responsible for their borough to assist them with the identification of the existing planned evacuation strategy or stay put strategy for that premises.
- 5.3 Operational planning considerations should also include circumstances where the responsible person's building design strategy is stay put or their planned evacuation strategy involves occupants remaining in the premises, e.g. progressive evacuation which is common in care homes and hospitals. These may become untenable if a building suffers a catastrophic failure due to an escalating fire, in which case, it may be necessary to implement an emergency evacuation, rescue or mass rescue, based on either a partial or full evacuation of the premises.
- 5.4 Operational planning activity should inform station, borough and area training plans and, where appropriate, both the responsible person's evacuation strategy and any contingency plans identified as necessary should form part of exercises. Where appropriate, training exercises can also be used to both help develop and validate operational planning arrangements.

6 Initial considerations and actions

- 6.1 When responding to a fire in a premises where there are likely to be large numbers of people present, appliances and other vehicles should not be parked in places that may obstruct people who are or may need to evacuate the premises.
- 6.2 The IC should, as soon as reasonably practicable after arriving at an incident where a planned evacuation or emergency evacuation is either in progress or likely to be required, assess whether:
- the responsible person or their on-site representative is available;
 - a planned evacuation strategy exists. This information may be available from the responsible person or the on-site representative. It may also be included within the premises information box, or an electronic premises information plate (ePIP) recorded on the ORD and the Mobile Data Terminal (MDT);
 - the premises have an EACIE system;
 - a planned evacuation is in progress and whether LFB assistance is required;
 - the level of risk posed by the fire and its likely spread means that it is necessary to change the planned evacuation strategy e.g. to initiate an emergency evacuation;
 - sufficient LFB and other emergency responder resources are present to facilitate an emergency evacuation as well as respond to other aspects of the incident.
- 6.3 Once the IC has gathered as much of this information as reasonably practicable, the prevailing situation should be declared in a message to Control stating whether a planned evacuation, emergency evacuation and/or mass rescue is in progress, giving the extent of the planned evacuation, emergency evacuation and/or mass rescue and if required setting out what advice Control should give to emergency callers.
- 6.4 If an emergency evacuation and/or a mass rescue is declared then the IC must also declare a major incident ([Policy number 263](#) - Major incident procedure) and send a METHANE message as soon as reasonably practicable, in order to promote shared situational awareness and to develop a coordinated response.
- 6.5 The IC should consider using personnel from other emergency services to assist with the emergency evacuation where it is safe to do so. For example, utilising the police to move people away from the hazard area.
- 6.6 Depending on the reasons for an emergency evacuation and/or mass rescue, the IC should consider whether a tactical withdrawal or emergency evacuation of responders is also required ([Policy number 496](#) - Tactical withdrawal, emergency evacuation and firefighter emergency) and consider the impact on the emergency evacuation, rescue or the mass rescue of members of the public. It should be recognised that, if operations are suspended, the IC should decide, in consultation with Control, as to whether the stay put strategy (if still in place) be revoked, if this hasn't been done already.

7 Operational considerations and actions

Striking the right balance

- 7.1 The decision to initiate an emergency evacuation and/or mass rescue requires the IC to strike a proportionate balance between the prevailing risks and benefits. This cannot be exhaustively predicted in advance for every situation.

- 7.2 Advising large numbers of people to evacuate from a premises, through escape routes that may be affected by smoke, can have adverse as well as positive consequences. Any decision to commence emergency evacuation is likely to cause disruption and may also lead to panic, a delay in tackling the fire, persons being injured or, in the most extreme case, fatalities.
- 7.3 Conversely, an appropriate and timely decision to evacuate may reduce the risk that people may be harmed or become trapped and increases the likelihood that an emergency evacuation or mass rescue will be successful.
- 7.4 Where emergency evacuation or mass rescue is required it will be important to prioritise, so far as it is reasonably practicable, those who are at the greatest and most imminent risk (see paragraph 7.9 below).

Emergency evacuation and mass rescue indicators

- 7.5 The IC should be vigilant to the signs and symptoms that indicate the failure of the premises' compartmentation, causing evacuation routes to become compromised, leading to an effect on the premises' planned evacuation strategy or stay put strategy. The factors listed below should be considered by the IC when deciding whether to implement an emergency evacuation and/or mass rescue operation may include - but may not be limited to:

- multiple emergency calls (four or more 999 calls to the same address);
- multiple fire survival guidance (FSG) calls, defined as three FSG calls or more from one premise type or a number of premises within a building; [Policy number 790](#) - Fire survival guidance calls;
- FSG calls are being **received from** the same building but from a location that is remote from the initial fire;
- where it becomes apparent that Control are reaching their capacity to manage the number of 999 calls and duration of individual FSG calls, the information gathered from waiting callers may be delayed, which in turn could impair the IC's situational awareness on the incident ground.
- large numbers of people are evacuating;
- there is rapid spread of fire or smoke, either externally or internally from one compartment and/or floor to another;
- fire and/or products of combustion spread to locations within the premises remote from the original fire;
- fire is spreading via external cladding;
- reports of deteriorating conditions internally;
- where it is not possible to deliver sufficient extinguishing media or, for other reasons, firefighting activity is not controlling or extinguishing the fire.

This list is not exhaustive and other signs of the potential catastrophic failure of active and passive fire measures including compartmentation may be observed.

- 7.6 These signs and symptoms, either in isolation or in combination, do not automatically mean that an emergency evacuation and/or mass rescue is required, but their presence should always be actively assessed by the IC.

7.7 When making their decision, the IC should also have regard to the legal powers to restrict the access of persons to a premises or a place, for example by setting up a cordon (Section 44 [Fire and Rescue Service Act 2004](#)).

Managing an emergency evacuation or mass rescue

7.8 When making the decision to implement emergency evacuation and/or mass rescue the IC's plan should, as far as practicable, prioritise those whose reported location means that they face the greatest risk. This should be assessed:

- in relation to their proximity to the location of the fire; and
- by having regard to the potential and likely speed of the spread of fire and smoke to locations that are remote from the compartment of origin.

7.9 It is recognised that developing an emergency evacuation and/or mass rescue plan may be complex and difficult. To assist and support IC's in formulating their plans, operational staff should draw on worked examples within the training materials.

7.10 During any evacuation and/or rescue the IC should recognise that vulnerable people may need additional support to assist them to escape and the nature of some vulnerabilities could result in a reduction in the overall capacity of escape routes.

7.11 If the IC believes that the overall capacity of the escape routes could be compromised, consideration should be given to the temporary removal of some people from the escape routes to a place of relative safety (refuge). The aim should be to avoid congestion and facilitate the controlled movement of people in the escape routes.

7.12 The IC may need to consider alternative means of evacuation and rescue by requesting additional resources and/or specialist equipment, such as:

- specialist FRU equipment
- other agencies including Hazardous Area Response Team (HART)
- the use of aerial appliances as external staircase/lift

7.13 The IC's plan should also take into account:

- the availability of an EACIE system;
- the advantages of designating separate evacuation and attack staircases and pathways in order to reduce the risk that firefighting operations may hinder evacuation (and vice versa) if available;
- the number of persons believed to be involved by utilising sources of information such as the ORD to confirm occupancy of the premises if available;
- the risk to occupants of flats furthest from ultimate safety such as at the highest points of the premises;
- whether time and resources allow forcing entry to premises from which there is no answer;
- people who may require additional assistance to evacuate;
- the potential use of the fire get out pictogram within the F.I.R.E bag for people who have difficulty communicating or understanding instructions (Appendix 1)
- the need to use fire escape hoods ([Policy number 934](#) - Fire escape hood);

- the need to devise a systematic evacuation plan and to develop a search plan for any unaccounted for or missing persons ([Policy number 803](#) - Search and rescue procedures within structures);
- whether evacuation is likely to be adversely affected by factors such as the number of available staircases, distance to be travelled and the weather conditions;
- the need to restrict access to the scene ([Policy number 415](#) - Cordons);
- the potential to protect and improve conditions within escape routes, for example by using fire engineering installed within the premises, deploying firefighters to protect stairwells, the use of smoke blockers, through tactical ventilation and the deployment of firefighting jets;
- resources available and likely to be required to deliver the IC's emergency evacuation plan and to carry out any rescues (including rotation of teams to limit physiological and physical demands on personnel);
- the need to keep escape routes clear through hose management;
- the maintenance of effective communication through the deployment of leaky feeders, other signal boosting equipment, including telemetry repeaters, use of airwave and/or runners to overcome any incident communication problems;
- the potential benefits of creating staging areas to, as far as practicable, keep personnel and equipment away from escape routes;
- the need to appoint safety officers (both internally and externally) and to use other techniques such as thermal scanning both within and outside any structure, to monitor the incident and, in particular, to identify any signs or symptoms of a worsening situation.

Maintaining situational awareness

- 7.14 The IC should maintain situational awareness by undertaking regular 360-degree assessments of the incident scene throughout duration of the incident by deploying safety officers/spotters who can report on changing conditions relevant to the safety of the people and responders inside the building from all faces of the premises. The IC should also consider whether the use of aerial appliances, the National Police Air Service (NPAS) helicopter and/or LFB drone capability could help to provide a more comprehensive overview of the scene.
- 7.15 Information regarding the status and progress of the evacuation should continue to be shared and updated between responding services, Control and those attending or monitoring the incident on a regular and timely basis.
- 7.16 If a decision is made to change the evacuation strategy, it should be recorded as soon as practicably possible on the Key Decision Log (KDL) and shared with other attending emergency services [Policy number 828](#) - Recording decisions at incidents.
- 7.17 The IC should ensure that, as far as practicable, information is gathered from those leaving the premises:
- Where resources permit, these people should be directed to a suitable point or location so that they can share information, such as the flat number/location they have evacuated from and whether they know about any further people who might need assistance or rescue.
 - The IC should consider nominating an officer to liaise with the police or the on-site responsible person and task them with gathering and recording this information to assist the IC to make informed decisions regarding the priorities for any further rescues or other actions that may be required.

- 7.18 The IC should continue to make use of all available sources of information, such as the responsible person or their on-site representative, premises plans, fire detection and alarm systems, CCTV and/or any systems in the premises fire control room. Senior fire safety officers should be used to provide advice on the use of such systems.
- 7.19 Where appropriate and on seeking the advice of a hazardous materials environmental protection officer (HMEPO), the use of chemical and meteorological data systems can help to define the overall hazard zone where smoke or any other hazardous substance has spread through the premises ([Policy number 796](#) - HAZMATS; fires and incidents involving hazardous substances).

Keeping those affected by the incident informed

- 7.20 The IC must consider and make full use of all available means to communicate with all affected persons including changes in advice. The options include Control, using fire detection and alarm systems, entry or internal phone systems, loudhailers, LFB drone and/or National Police Air Service (NPAS) Skyshout public address facilities.
- 7.21 Consideration should also be given to utilising the LFB press officer to convey key messages to the public via the media (including social media), in consultation with other attending emergency services to ensure a consistent message.
- 7.22 The IC should establish and maintain liaison with the responsible person and/or their on-site representative, other attending agencies where available and consider using non-LFB personnel to assist with the movement of people further away from the incident in circumstances where this is necessary for reasons of public safety and/or to effectively manage the incident.

Humanitarian assistance and wider impacts

- 7.23 Having regard to the nature and likely duration of the incident, the IC should consider whether those being evacuated or otherwise displaced by the incident require shelter and/or welfare arrangements e.g. due to inclement weather or the likely duration of the incident. If rescues are being undertaken, the IC should establish a casualty handling area.
- 7.24 If such facilities are needed, the IC should liaise with police, the ambulance service and local authority to secure adequate provision of rest and humanitarian assistance centres. For short-term events, the IC should consider any options that may exist to provide affected persons with shelter in near-by premises or by using resources such as buses for this purpose.
- 7.25 The IC should consider the potential effect on the LFB and other responders, e.g. psychological effects, if there are seriously injured or large numbers of people involved and identify any immediate mitigation options. See [Policy number 915](#) - Recognising and coping with potentially traumatic events.

8 Other incidents

- 8.1 This section provides information regarding evacuation at incidents other than fires.
- 8.2 Decisions regarding evacuation at non-fire incidents should be considered and implemented in conjunction with the policy or policies relevant to the incident type being attended. These incidents include:
- an act of terrorism
 - the actual or threatened release of hazardous substances
 - an unstable or collapsed structure

- the risk of explosion
 - severe weather, including widespread flooding
 - transport incidents
- 8.3 The principles and concepts set out in sections 4 – 7 above can be used during these incidents to assist with the evacuation and/or rescue of persons involved, noting that in some instances the lead responsibility for these activities will rest with other organisations e.g. the police.
- 8.4 It should be noted that any premises or location may have an alternative evacuation strategy for hazards other than fire. These additional strategies may be based on different practices to the strategy relating to fire and may include concepts such as invacuation and lockdown areas to deal with the threat posed by an intruder. [Policy number 259](#) - Terrorist related incidents and [Policy number 882](#) - Marauding terrorist attack (MTA) cold zone working.

9 References

- 9.1 The following documents should be considered when utilising this policy:
- [Policy number 120](#) – Phased evacuation
 - [Policy number 259](#) - Terrorist related incidents
 - [Policy number 263](#) - Major Incident Procedure
 - [Policy number 411](#) - Notification of contamination or possible contamination by material(s) that may be hazardous to health
 - [Policy number 415](#) - Cordons
 - [Policy number 496](#) - Tactical withdrawal, emergency evacuation and firefighter emergency
 - [Policy number 790](#) - Fire survival guidance calls
 - [Policy number 796](#) - HAZMATS; fires and incidents involving hazardous substances
 - [Policy number 800](#) - Management of Operational Risk Information
 - [Policy number 803](#) - Search and rescue procedures within structures
 - [Policy number 828](#) - Recording decisions at incidents
 - [Policy number 882](#) - Marauding terrorist attack (MTA) cold zone working
 - [Policy number 915](#) - Recognising and coping with potentially traumatic events
 - [Policy number 934](#) - Fire escape hood
 - [Fire and Rescue Service Act 2004](#)

Appendix 1



Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	01/04/2020	SDIA	09/03/2020	HSWIA	15/04/2020	RA	15/04/2020
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date

Subject list

You can find this policy under the following subjects.

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification

Standard Equality Impact Assessment Form

Question 1: Which Team, Department, or Project Board is responsible for carrying out the Standard Equality Impact Assessment?

Name	OP & A
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Question 2: Lead assessor's contact details

Name	Greg Ashman	Mobile No	07775825852
Job title	Group Commander	Extension	
Department	OP & A	Email	greg.ashman@london-fire.gov.uk

Question 3: Title of / policy (please include the policy number) / project / report / proposed change / initiative / decision

Policy Title: Evacuation and Rescue from fires in premises (formerly Evacuation and Rescue), the policy has currently not been allocated.

The new Evacuation and Rescue policy has been developed in response to learning identified through the Brigade's Grenfell Tower safety and learning review process. It also addresses a recommendation and particular issues relating to evacuation and rescue arising from Phase 1 of the Grenfell Tower Inquiry (GTI).

Question 4: Is the work...

New	This is a new policy	A complete redesign	
A small change or policy review		Other (e.g. reviewed as current)	

Question 5: Briefly outline the aim and the purpose of the work

Aim	The aim of this policy is to assist incident commanders and firefighters in the evacuation and rescue from buildings that are suffering a catastrophic failure during a fire.
Purpose	<p>The purpose of this policy is to</p> <ul style="list-style-type: none"> Identify the hazards associated with evacuation, emergency evacuation, rescue and/or mass rescue to support the incident commander (IC) to undertake a suitable and sufficient assessment to inform when and how these activities could be implemented. Explain what is meant by the terms planned evacuation, emergency evacuation, rescue and mass rescue at fires in premises.

	<ul style="list-style-type: none"> Outline the various planned evacuation strategies that may be encountered when responding to fires in premises. Describe the factors that need to be considered by the IC on arrival and, if the incident escalates, help the IC plan for and implement an emergency evacuation, rescue and/or mass rescue.
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Question 6: Has an EIA been conducted previously? (please tick)			
Yes	X	No	
If yes, attach a copy. If no, state the reason.			

Question 7: Who is it intended to benefit / Who does the change affect?					
Staff	X	Wider public	X	Service users	
Other (please state)	The intended benefit is to the public and LFC firefighters and officers.				

Initial Equality Impact Assessment – Screening Stage

Complete the table below to see whether you need to complete a full Equality Impact Assessment.

Only positive impacts identified: No full EIA required	Only neutral impacts identified No full EIA required	One or more adverse impacts identified Full EIA required
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Question 8: Identifying the impacts	
Consider the relevance of the policy / project / decision on each group below and describe any impacts identified. NB: Some characteristics may attract multiple impacts e.g. age: positive impact on older people, adverse impact on younger people.	
Protected Characteristic	Level of Impact (Positive impact, neutral impact, adverse impact)
Age (young children, older or particular age group)	Positive impact - the provisions made in this policy are designed to increase the feasibility of rescue of persons in age groups where their mobility or ability to self-evacuate or be rescued are likely to be hindered.
Disability	Positive impact - the provisions made in this policy are designed to increase the feasibility of rescue of people where

(physical, sensory, cognitive and/or mental health, learning disability, long term illness, hidden,)	their mobility or ability to self-evacuate or be rescued are likely to be hindered.
Gender reassignment (someone proposing to/undergoing/ undergone a transition from one gender to another)	Neutral impact
Marriage / Civil Partnership (married as well as same-sex couples)	Neutral impact
Pregnancy and Maternity	Positive impact - the provisions made in this policy are designed to increase the feasibility of rescue of persons where their mobility or ability to self-evacuate are likely to be hindered which may include when pregnant or carrying a baby.
Race (including nationality, colour, national and/or ethnic origins)	Positive impact – where in some circumstances nationality or ethnicity may create a language barrier the introduction of a pictogram, and the possibility that Fire Fighters may speak multiple languages may assist. Although not addressed specifically by this policy, these resources are part of the LFC provision
Religion or Belief (people of any religion, or no religion, or people who follow a particular belief (not political))	Neutral impact
Sex (men and women)	Neutral impact
Sexual Orientation (straight, bi, gay and lesbian people)	Neutral impact
<p>Are there any other groups this work may affect?</p> <p>Within the policy it has been recognised that the majority of vulnerabilities identified fit within the protected characteristics in this section. It has also been recognised that there are some people that are vulnerable for other reasons and the list below intends to capture those that have also been considered.</p> <p>i.e. carers, non-binary people, people with learning difficulties, neurodiversity people, people with dyslexia, people with ADHD, people with addictions, care leavers, ex-offenders, people living in areas of disadvantage, homeless people, people on low income / poverty, people who are unable to understand, share or act on information, people who have an inaccurate perception to hazards and risks and those people with a reduced capacity or unwillingness to seek help.</p>	<p>Positive impact - the introductions of the provisions in this policy are designed to increase the feasibility of evacuation and rescue of people in groups where their mobility or ability to self-evacuate are likely to be hindered, whether this is due to mobility issues or cognitive impairment.</p> <p>Additional work:</p>

	<p>There were areas in the original EIA that required further consideration, the steps taken are outlined below :</p> <ol style="list-style-type: none"> 1. Communication to residents is key at a high-rise incident, particularly where an evacuation or rescues are required. <ul style="list-style-type: none"> i) A pictogram has been developed in conjunction with a company called Speechy Musings, a speech-language therapy resources company. The company helped develop a pictogram that has been included in the F.I.R.E bag for use at High Rise incidents and will be included in PN 633. ii) There are a range of language skills within our current operational staff. These skills could potentially be utilised at high rise and other incidents which affect diverse communities. LFB collates information on the language skills of staff through the 'personal details' form which can be updated via Hotwire. However, this is disclosed on a voluntary basis, but managers can and do utilise the language skills of their staff in relevant circumstances. Further work by the inclusion team is required to establish how staff with language skills can be readily identified for use at short notice 2) High rise incidents may be traumatic for both staff and residents. The policy does not specifically detail guidance regarding this but is supported by PN915 – Recognising and coping with potentially traumatic events and a dedicated Counselling and Trauma Services team. <p>Recognising and coping with traumatic events has now been incorporated into the policy and risk assessment and staff are directed to the appropriate support services.</p>
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Question 9: Has your assessment been able to demonstrate the following?

Positive impact	The creation of the new policy will have a positive impact on a number of protected characteristics including age, disability, pregnancy and maternity and race.
Neutral impact	<p>The changes to the reviewed policy have a neutral impact on the following groups;</p> <ul style="list-style-type: none"> • Gender Reassignment • Marriage/Civil Partnership • Race • Religion or Belief

	<ul style="list-style-type: none"> Sex Sexual Orientation
Adverse impact	
Any other comments	

Question 10: Meeting the Public Sector Equality Duty under s149 Equality Act 2010	
<ol style="list-style-type: none"> Eliminates unlawful discrimination, harassment and victimisation Advances equality of opportunity between different groups, and Fosters good relations between different groups. 	
Eliminate discrimination	No discriminatory impacts have been identified
Advance equality of opportunity	The changes to this policy have been made to improve existing high-rise procedures as a result of the review of the Grenfell Tower fire. The changes are designed to mitigate the disadvantages that some groups face in relation to fire. An example of this are changes that have been made to consider the impact on people with mobility issues residing on the upper floors of a high rise building, whose ability to evacuate or to be rescued may be hindered by (but not limited to) age, disability or pregnancy or maternity.
Foster good relations	Fostering good relations between people who share a protected characteristic and people who do not share it is part of the Equality Act 2010 and PSED. Clear published policies which demonstrate consideration of all the London community is one of the means by which this can be done.
Question 11: What data has been used to inform the Impact Assessment? (E.g. GLA Datastore, Census Data, Staff Monitoring Data, Staff Survey Data, Local Borough Population Demographics).	
Data Source	How it has been used
DataStore	This was used to gain an understanding of the demography of areas with high concentrations of residential and commercial high-rise premises and the people that utilise them.

Question 13: How have you ensured your policy, project or proposal uses inclusive language that doesn't unintentionally discriminate against certain groups?

Tools used to assess inclusive language e.g. gender bias screening tools , Stonewall toolkit on inclusive policies, speaking with Inclusion Team, Comms Style Guide , Policy 0370: Writing Policies and Procedures .	Outcome
Utilisation of the style guide	Consistent language
Utilisation of policy 370	Consistent approach to policy format
Agreeing terminology with the LFB legal team	Terminology agreed

For guidance and support, please contact the Inclusion Team (Second Floor, Union Street, or email safertogether@london-fire.gov.uk) or a relevant Equality Support Group (list available [here](#))

Question 12: Have you consulted with staff, LFB support groups, trade unions, public / service users, and / or others to help assess for impacts? (please tick)

Yes	✓	No	
If yes, who was involved and how were they involved? If not, why not?			
Who?	LFB Legal Team, LFB Community Safety Team, LFB Regulatory Fire Safety Team, Representative Bodies, LFB Inclusion Team.		
How?	Consultation has been sought through three peer reviews.		
If no consultation, why not?			

Full EIA Form and Action Plan

Lead person responsible:	
Date the Action Plan will be reviewed:	

Protected Characteristic Group	What impact did you identify (positive, neutral, adverse)?	Do you plan to mitigate or justify this impact?	How will you mitigate or justify the impact? Outline the steps that will be taken	Who will be responsible?	When will this be reviewed?
Age					
Disability					
Gender reassignment					
Marriage / Civil Partnership					
Pregnancy and Maternity					
Race					
Religion or Belief					
Sex					
Sexual Orientation					
Other group e.g. carers, non-binary people, people with learning difficulties, neurodiverse people, people with dyslexia, ADHD, care leavers, ex-offenders, people living in areas of disadvantage, homeless people, people on low income / poverty.					