

Freedom of Information request reference number: 8440.1

Date of response: 11/03/2024

Request:

Can you please provide 'Policy number 518' it's in relation to Radio Procedures. It is listed in "Policy number 664- Airwave digital main scheme radio"

Response:

Please find attached,

LFB policy number 518 (Messages from incidents)

Please note, some content has been removed/redacted from these documents as we consider them to be operationally sensitive. As a result we have exempted them from release via [Section 24](#) of the FOIA – Safeguarding National Security.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>

Messages from incidents

Official – Ops Security | **Official** – Health and Safety

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Responsible work team: **Incident Communications Section**

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1 Introduction

- 1.1 The prompt transmission of clear and concise messages from the incident ground is essential to support the operational efficiency of the Brigade. Messages provide information that will assist incident evaluation by monitoring officers and other support officers; they will also enable Brigade Control to assess the likely impact on Brigade wide resources.
- 1.2 Messages transmitted and received over the Brigade's main-scheme radio are recorded and kept as evidence for a minimum of 5 years.
- 1.3 This policy provides guidance on the formulation of messages from incidents. While it is not possible to give example messages for all incidents, the online training package and attached appendix gives guidance for certain incident types. By following the general guidance contained within this policy, and using the online training package it will be possible to construct messages that are clear, concise, and reflect the current situation for any incident. The online training package can be found within Big Learning which is accessed through the training support icon on your desktop.

2 Transmission of messages

Selection of talkgroups

- 2.1 The main-scheme radio is pre-programmed with operational talk groups which are designated for use within specific areas of London. Operational talk groups currently used for incidents are as follows:



- 2.2 Transmission of messages to Brigade Control is usually sent via one of the operational talk groups. A talk group is a group of radio users that can hear each other's transmissions; its practical operation is similar to a radio channel. Further details are available in Policy number 987 - Incident command - Organisation at incidents – NOG.

When attached to an incident (within LFB boundaries) – the talk -group associated with the area in which the incident is occurring should be immediately selected. The talk group for the incident that is being attended is shown on the bottom of the call slip. The appliance must remain on this talk group until arriving back at station.

When attached to an incident (in other FRS areas) – use the nominated operational talk group associated with the FRS in which the incident occurs. This may be indicated on the mobilising message by Control; if not, the first FRS operational talk group should be used ([redacted]) when attending an incident in Essex FRS). When returning from an incident change back to the home talk group.

- 2.3 Sensitive or confidential information, for example where messages include personal details of members of the Brigade who have been injured, should be sent direct to Control by mobile or fixed telephone (if available). This will limit the number of people able to receive the information. A main-scheme radio talk group is not to be used.
- 2.4 Other operational talk groups (e.g., [redacted]) may be used with the permission of Brigade Control as an additional talkgroup if:
 - The radio traffic is exceptionally heavy and the use of an additional talk group will ease radio congestion; or
 - There is a disruption to any of the communications networks. Major Incidents or events as directed/requested.

Principles

- 2.5 Messages from fires and other incidents are to be sent to Brigade Control as soon as practical after the incident commander (IC) has assessed the situation. Brigade Control will contact the IC if a message is not received within 20 minutes of arrival.
- 2.6 Where an incident is protracted an update in the form of an informative message should be sent approximately every 30 minutes, or once every 60 minutes for incidents with 8 pumping appliances or more attending.
- 2.7 All messages are to originate from the IC and are to begin with the officer's role and name, e.g. StnO/SubO Smith. This, together with the content of the message, is to be transmitted accurately, at dictation speed, in accordance with radio operating procedures detailed in Policy number 987 - Incident command - Organisation at incidents – NOG.
- 2.8 All messages from incidents should be written down and checked before transmission. If the message is lengthy it should be broken down into shorter phrases when being transmitted.
- 2.9 Whenever possible, the phraseology used in Appendix 1 and the online training package (see 1.3) should be followed. However, if the IC is confronted by a situation for which there is no standard message, they should not hesitate to describe the situation in their own words. The ideal message gives an accurate description of the situation in the simplest and shortest terms.
- 2.10 All personnel should be trained and regularly exercised in drafting and sending of standard messages.
- 2.11 The Brigade Control radio operator is responsible for maintaining control of the main scheme radio and the overall conduct of the radio system users. No unauthorised transmissions are to be made using any Brigade radio.
- 2.12 The transmission of voice messages to Brigade Control is to be preceded by sending a "request to speak" message. This will indicate to Brigade Control the nature of the message (e.g. stop message or informative, or a priority call). The methods of contacting Control using the digital main scheme radio are outlined in Policy number 987 - Incident command - Organisation at incidents – NOG.
- 2.13 Brigade Control will acknowledge the request to speak or priority request to speak by stating the call-sign of the radio user, and their own call-sign for example:
 - "E341 from London East, go ahead with your message, over"; or,
 - "G301 from London West, go ahead with your priority, over".
- 2.14 The end of each radio transmission to Brigade Control is to be concluded with the word, "over".
- 2.15 Brigade Control will acknowledge messages by using the appliance/officer call-sign followed by "received".
- 2.16 A series of transmissions will be concluded by Brigade Control using its full call-sign (e.g. London West) followed by "out".

Messages whilst attending incidents in surrounding Brigades

- 2.17 At cross-border incidents when attending another fire rescue service area, appliances will be required to communicate with other Brigades or agencies. To avoid confusion, the use of self-evident call-signs is essential. Call-signs will be comprised of the brigade and station name in full, followed by the type of appliance in full, e.g. 'London Fire Brigade, Northolt pump ladder'.
- 2.18 Brigade Control will inform LFB resources of the correct talkgroup to be used when attending an incident in another brigade. This information will be added to the station call out slip.

Incident address

- 2.19 The address given by the caller may not always be accurate and Brigade Control sometimes receive several different addresses for the same incident. It is important that, if the actual address of the incident is different to the one in the original mobilisation, the correct address is included in the first message sent from the incident. The new address is to be used in all subsequent messages. If the incident occurs in a small court, mews, or minor road, then the name of the major road is to be given in addition.
- 2.20 On any road where the carriageway is divided by a central reservation (e.g. dual carriageways, motorways), it will be necessary to specify the direction of the carriageway on which the incident occurs. This will reflect the direction of traffic (e.g. southbound). For incidents occurring on the M25, it will be necessary to state if the direction of traffic is clockwise or anti-clockwise.
- 2.21 When specifying the address of ships, or barges etc., it must be clear whether or not the vessel is accessible to land appliances. When the vessel is in mid-stream the most accessible or appropriate shore location must be given.

Type of message

- 2.22 Messages from fires and other incidents fall into the following categories; assistance, informative and stop messages. The construction and content expected for each type of message is explained and illustrated within this policy document. Examples for numerous incident types are provided for general guidance in Appendix 1 and the online training package (see 1.3), and these will assist with message construction for all incidents. As stated previously however, it is not possible to provide an example of every likely incident; ICs are to follow the guidance contained within this policy when formulating messages.

The sequence of messages would normally be as follows:

- (a) Assistance message.
- (b) Informative message.
- (c) Further assistance and informative messages, as necessary.
- (d) Fire surrounded message for six pump fires and above or if 3 main jets have been used.
- (e) Stop message.
- (f) Further informative messages, as necessary.
- (g) Requests for reliefs/revisits.

Not all of the above message types will be needed on every occasion from all incidents.

Status changes

- 2.23 In addition to the normal sequence of messages sent from incidents, whenever an appliance or officer has a change of status Brigade Control must be informed. Status changes can be sent via a variety of means, including the Brigade's main-scheme radio, using either voice or data transmission. The following table shows the different status codes used within the London Fire Brigade:

Status Code	Description
1	Appliance available for mobilising at a station by printer.
2	Mobile to incident.
3	In attendance at an incident
6	Available by radio, returning from a call or outside activity
7	"Second line" availability, carrying out Strategic Resource activity. Only available in exceptional circumstances (or for recall in accordance with Strategic Resource traffic light system).
8	Available for mobilising by telephone, (no printer available).
9	Mobile between incidents during batch mobilisation
0	Not available for mobilising
15	Mobile to stand-by, available by radio
25	In attendance at stand-by station
35	In attendance at stand-by location (non station location)
P (paging)	Available by pager. This status applies to officers and selected specialist appliances only.

2.24 Further details relating to appliances and officers booking status changes are available in Policy number 987 - Incident command - Organisation at incidents – NOG.

3 National Operational Guidance (NOG)

- 3.1 The LFB manage incidents in accordance with the guidance given in the National Operational Guidance (NOG). Detailed information can be found within Policy number 987 - Incident command - Organisation at incidents – NOG, and Fire Service Manual, Volume 2 – Fire Service Operations, Incident Command.
- 3.2 The first message sent to Brigade Control must include confirmation of the tactical mode being adopted by the IC in response to their risk assessment of the situation. The tactical mode is to be stated at regular intervals and in all further messages sent. An informative message must be sent to Brigade Control whenever a change is made to the tactical mode.
- 3.3 All messages will conclude with the following as appropriate:
- "TACTICAL MODE DELTA" (Defensive).
 - "TACTICAL MODE OSCAR" (Offensive).
- 3.4 The LFB use a number of coded 'Stop' messages (refer to training package). When a coded 'Stop' message is sent with no informative message, the incident will be deemed to have been dealt with offensively. The transmission of the coded stop message will form the record of the IC's dynamic risk assessment (DRA) and removes the need to declare the tactical mode.

4 Assistance and priority messages

General guidance

- 4.1 An assistance message is a message asking for additional appliances, officers, equipment or safety related information. An assistance message can also be used to request resources from or attendance of other organisations. (i.e. police and ambulance. Water Authority etc.)

- 4.2 The transmission of an assistance message is to be considered as a priority by the IC. Assistance messages should be sent as soon as the IC assesses that they require additional resources or information to deal with the incident.
- 4.3 There may be occurrences or specific control measures implemented on the incident ground for which the IC determines that a priority message to Brigade Control is necessary (e.g. a building collapse leading to fire-fighter emergency). There should be no delay in sending these messages.
- 4.4 The priority request to speak must be used for all assistance and other priority messages.
- 4.5 Assistance and other priority messages include:
- Request for immediate attendance of further Brigade appliances or officers (i.e. "make-ups").
 - Running calls to incidents.
 - Inability to proceed to incidents.
 - Where persons are reported involved in a fire or trapped in vehicles.
 - Where cylinders are reported.
 - Requests for operational risk database and hazardous materials information.
 - Requesting urgent police attendance at incidents.
 - Requesting attendance of ambulance.
 - Specialist equipment, utilities or services required.
 - Initiating major incident procedure.
 - Implementing civil disturbance procedure.
 - Firefighter emergency.
 - Implement water operations Level 2.
- 4.6 The above list is not exhaustive, and assistance or other priority messages may also include other requests or information that is considered to be of an urgent nature by the IC.
- 4.7 As soon as practicable, an informative message must be sent following each assistance or other priority message. The informative messages should provide additional information about the incident, the actions being taken, and the resources in use.
- 4.8 Further information about assistance and other priority messages, including detailed guidance and example message types refer to Appendix 1 and the online training package.

5 Informative messages

General

- 5.1 Accurate description of the incident and the progress being made. Informative messages are to include:
- The originating officer's name;
 - Incident location;
 - Premises type and occupancy (where applicable);
 - Dimensions;
 - Area involved and situation;
 - Involvement of people;
 - Actions being carried out;
 - Resources in use;
 - Safe systems of work implemented;
 - Tactical mode.
- 5.2 In all instances, messages should continue to be clear and concise, accurate, reflect the current incident situation, and delivered at dictation speed.

- 5.3 An initial informative message should be sent within 20 minutes of arrival at an incident, or as soon as possible after the first assistance message has been sent.
- 5.4 Informative messages, describing the progress of operations, are necessary from all incidents where the LFB have a continued presence. For incidents with less than 8 appliances in attendance further informative messages are to be sent every 30 minutes; at 8 pump incidents and above further informative messages can be sent once every 60 minutes.
- 5.5 Informative messages should continue every 60 minutes or less following the implementation of any relief attendance at incidents.
- 5.6 Detailed guidance on all the above aspects of informative messages, including examples, is available within Appendix 1, and in the online training package (see 1.3).

6 Stop messages

General principles

- 6.1 Stop messages are sent to indicate to Brigade Control, and to any remote monitoring officer, that the number of appliances and personnel attending are sufficient to deal with the incident and that no further emergency mobilisation will be necessary. A stop message must be sent from every incident attended by the Brigade.
- 6.2 A stop message only indicates that the incident is under control not that the fire is out, or that people involved have been located, released, or rescued.
- 6.3 There are two types of stop message that can be sent from incidents:
 - a "coded stop", used for the majority of small incidents; or,
 - a "fully worded stop", used if more than one hose reel is used, where further assistance has been requested (e.g. "make-ups"), at unusual incidents, or any incidents involving persons (with the exception of persons shut in lift or persons locked out, if no injuries have been sustained).
- 6.4 A stop message providing a description of the incident, actions taken, and resources used, is to be sent from all incidents:
 - where an assistance or informative message has previously been sent;
 - where more than one hose reel was used to extinguish a fire;
 - when four or more appliances are in attendance;
 - where people have been involved and require rescue, or have sustained injury; or,
 - where the IC has confirmed that they are attending a level 2 hazardous materials incident.
- 6.5 The term "stop for" is to be used as a prefix to the address whenever fully worded stop messages are sent.
- 6.6 If Brigade action has ceased at the incident before transmitting a stop message and all Brigade resources are subsequently leaving the scene, it will not be necessary to declare the tactical mode at the end of the stop message. However, if further Brigade action is required, the stop message (and any subsequent messages) must include the current tactical mode.

Stop messages from fires

- 6.7 The format and content of full stop messages is similar to that for informative messages. Where applicable to the incident attending, details are to be quoted in the following order:
 - Name of the IC initiating the message;
 - Incident address/location;

- Occupancy;
 - Dimensions of premises;
 - Extent of damage;
 - Involvement of people;
 - Method of extinction and equipment used;
 - Safe systems of work implemented.
- 6.8 When quoting dimensions of any premises, the message should include the overall size of the building and, for flats or maisonettes, the number of rooms and the floor on which the premises is located.
- 6.9 The extent of fire damage should be given as a percentage of the total area this includes a roof or roof structure if involved in the fire. The phrase "damaged by fire" is sufficiently expressive, and there is no need to mention smoke damage.
- 6.10 Staircases, lift shafts and ducting are normally included as part of the floor on which they are situated and do not need to be mentioned separately. However, where these represent the main fire area, details are to be given.
- 6.11 Where a property includes a floor or floors below ground level, they are not to be included in the stop message unless they have been directly involved in the fire.
- 6.12 For fires not in buildings (e.g. woods, undergrowth, or vegetation) then the approximate area damaged, and the type of vegetation is to be stated.
- 6.13 When specifying the method of extinction and equipment used the number of main jets are mentioned first. Aerial appliance jets, ground monitors, or foam branches should be mentioned separately. If fixed firefighting equipment was used, or actuated (e.g. dry-rising mains, sprinkler heads) this should also be included on the stop message. Small scale equipment (e.g. that which is located in an appliance tool box) does not need to be included in the stop message. The use of ladders should only be mentioned if they are used during the course of rescuing persons or played a significant role in the resolution of an incident. (i.e. bridging a staircase). The use of the IEC pack should only be included in a message if any of its contents are used to administer medical care.
- 6.14 Where an incident has involved people, the stop message is to include the number of people involved, rescues carried out, the method/s of rescue used, any injuries sustained, any unusual means of escape, and the number of fatalities. The term "Injuries incompatible with life" is to apply in all circumstances where there are fatalities, unless a doctor or NHS paramedic/technician on scene have recognised "life extinct".
- 6.15 In most circumstances, an "all persons accounted for" message will be sent before the incident stop-message. However, if all people known or believed to be involved are still unaccounted for and the search is likely to be prolonged, then the stop-message should include the phrase "all persons not yet accounted for".
- 6.16 Whenever a specific LFB Safe Systems of Work (SSOW) has been implemented due to a recognised hazard at the incident (e.g. level 1 water operations; cylinder procedure; high-rise procedure), this needs to be captured in the stop message.

Stop messages from special service incidents

- 6.17 The format and content for stop messages from special services should define the nature of the occurrence and the action taken by the Brigade (if any) in a similar way to informative and stop messages from fires. Where they apply to the incident being attended, details should be quoted in the following order:

- Name of the IC initiating the message
 - Incident address/location
 - Occupancy
 - Dimensions of premises
 - Brief details of situation
 - Involvement of people
 - Actions taken and equipment used
 - Safe systems of work implemented
- 6.18 When hazmat detection identification and monitoring (DIM) equipment has been used, the term "declared safe" should not be used in stop messages from incidents, as other aspects of the incident may still represent a hazard to firefighters or members of the public.
- 6.19 If persons have been involved the message is to indicate whether or not they are injured. In all cases it will be assumed that the action stated in the stop message was carried out by Brigade personnel unless the message indicates otherwise; it is therefore unnecessary to include the phrase "by the Brigade" in the message.
- 6.20 For examples and further guidance on the use of coded and full stop messages for fires and special service incidents refer to Appendix 1 and the online training package (see 1.3).

7 Other message considerations

Requesting reliefs/revisits

- 7.1 Request of relief crews are to be sent as early as possible and instructions are to be given as to the time at which they are required, taking account of meals and change of shift and the number/role of officers required to manage that relief. (Refer to Policy Note 772).
- 7.2 **Note:** Appliance reliefs are normally implemented at three hourly intervals unless circumstances dictate that they should be implemented at smaller or larger intervals (e.g. where work is arduous and continuous, or where crews are monitoring jets with minimal physical involvement).

Immediate relief

- 7.3 Relief appliances and officers will usually travel to an incident at normal road speed, without the use of audible and visible warnings. However, should the IC determine that it is necessary to replace crews at an incident with some urgency (e.g. where crews have been carrying out a task that causes their PPE to become contaminated) then a request should be made for an immediate relief. The message to Brigade Control should indicate whether resources use their audible and visible warnings whilst travelling to the incident.
- 7.4 The facility to order an immediate relief is only to be used when the appliances being relieved will leave the incident as soon as their relief has arrived. If both the relief crews and current crews are still required at the incident, then the IC should send an assistance message requesting additional appliances.

8 Associated reading

8.1 This policy should be read in conjunction with:

- Fire service manual, Volume 2 – Fire Service Operations, Incident Command.
- Online training package (found via the desk-top training support icon, under Ops Support Training).
- Policy number 987 - Incident command - Organisation at incidents – NOG.
- Policy number 412 – Mobilising policy.
- Policy number 985 - Operational safety management - knowledge skills and competence – NOG.
- Policy number 979 – Rescue - NOG.
- Policy number 987 - Incident command - Organisation at incidents – NOG.
- Policy number 772 – Reliefs at incidents.
- Policy number 790 – Fire survival guidance.

Appendix 1 - Message construction: guidance and examples

Introduction

This guidance provides detailed information about the contents and construction of all message types that can be sent from incident. The examples given are not exhaustive, but should be sufficient to act as a guide for the creation of any message from the incident ground.

Assistance and priority messages

The following section provides information to help construct appropriate assistance and priority messages, and builds upon the guidance provided in section 4 of the main body of this policy.

Initial assistance message – requesting additional resources

When formulating the message for additional appliances consideration must be given to appliances already ordered to the incident.

Subsequent assistance message – requesting further resources

The development of an incident may make it necessary to send a further assistance message; the number of additional appliances required is to be added to the total number of appliances at the incident.

It may also be necessary to request additional special appliances at the same time as additional pumps, in which case the requests should be made within the same message.

Note: The term 'Aerial appliance' should be used if the IC's plan for a "high reach" appliance can be equally achieved by use of either a turntable ladder (TL), hydraulic platform (HP) or aerial ladder platform (ALP); this will allow control to mobilise the nearest available aerial appliance. If a particular type of aerial appliance (TL, HP or ALP) is required to do a specific task, then this should be requested by name.

Additional information - rendezvous point (RVP)

When Brigade Control receives an assistance message requesting additional pumping appliances, they also dispatch supporting officers and vehicles to the incident. To assist with control of resources at the incident the IC should consider identifying and establishing a rendezvous point (RVP) and informing Brigade Control as early as possible; the location of the RVP should be included with the assistance message when requesting additional appliances. A RVP must always be identified and included when the IC requests more than 6 pumping appliances.

Consideration should also be given to indicating the direction of approach to an incident, particularly if the location has limited access or egress, or where a restricted zone has been established.

Examples:

First attendance - two pumping appliances -

Additional pumps required - two pumping appliances -

"From..... at..... make pumps four; tactical mode....."

[Reminder: the tactical mode should be included in all messages to Brigade Control]

Current attendance - four pumping appliances -

Further appliances required - four pumping appliances -

"From..... at..... make pumps eight; RVP is.....; tactical mode....."

First attendance - two pumping appliances, turntable ladder (TL) -

Additional appliances required - four pumps, one TL, -

“From..... at.....; make pumps six, TLs two; RVP is....., vehicles to enter via.....; tactical mode.....”

Brigade Control may mobilise additional appliances to an incident when multiple calls are received, the nature of which indicate that the incident may be a serious or developing situation. When additional appliances have been mobilised by Brigade Control, they will inform the IC.

On arrival at the incident, if the IC determines that the additional appliances mobilised by Brigade Control are required, then a radio message must be sent indicating that these resources will be used at the incident.

Example:

“From..... at.....; this is now a four pump fire; tactical mode.....”

This message will prompt Brigade Control to mobilise additional resources appropriate to the incident size to support the IC (e.g. command units, senior officers, and fire investigation units).

Persons reported/trapped

A "Persons reported" message is to be sent whenever Brigade Control or the IC has been informed, or where they reasonably suspect, that people are trapped by fire or the products of combustion or by release of a hazardous substance. This would usually be, but is not limited to, an incident occurring inside a building. (The relevant PDA for a "Persons Reported" incident will be dispatched, and the incident description will be amended to include "Persons Reported." Information that the caller has provided will be communicated to all attending resources via the call slip, MDT or RT.) A "Persons trapped" message should be sent from a road traffic collision (RTC) or other special service incident (e.g., collapse) where persons are involved in the incident and require brigade equipment to be used to aid their extrication.

This message is often combined with an assistance message requesting additional resources. The associated tactical mode would usually indicate that Brigade personnel are deployed for rescue purposes.

If an assistance message has already been sent and the IC is subsequently informed that persons are involved in a fire, then a further priority message is to be sent. On receipt of a "Persons Reported" or "Persons Trapped" message, Brigade Control will inform the Ambulance Service, and request attendance of an ambulance to the incident. If during the initial call to Brigade Control the caller indicated that people may be involved, an ambulance may be mobilised to the incident by Brigade Control; if so, the IC will be informed.

Examples:

“From..... at; make pumps four, persons reported; tactical mode Oscar”.

“From..... at; persons reported; tactical mode Oscar”.

Running call

A running call is an emergency call received directly from a member of the public or another source, either at a fire station or by an appliance located remotely from a Brigade Establishment (i.e. an emergency call not received via Brigade Control). These calls should be sent as a priority to Brigade Control with a preliminary message to indicate whether an attendance is being made to the incident and, if possible, whether additional resources are needed.

Examples:

Member of Public notifies appliance crew of fire in house local to their current position -

Details taken of incident and appliance commander makes priority call to Brigade Control -

“From....., running call received to fire at E341 attending; request full Brigade attendance”.

An appliance on outside duties drives past a small fire, which is becoming uncontrolled - Details of incident noted, appliance commander makes priority call to Brigade Control -

“From....., running call to bonfire out of control at.....; E341 attending, no further Brigade attendance required; tactical mode Oscar.”

Unable to proceed

If an appliance mobilised to an incident is unable to proceed or attend the incident to which they have been ordered for any reason (e.g. breakdown or accident) a priority message must be sent immediately to Brigade Control. The message must make clear the reason why the appliance cannot continue to the incident. Once acknowledged by Brigade Control, further details of the inability to proceed, such as the current location, are to be sent.

Examples:

“From.....; E341 unable to proceed to incident due to mechanical breakdown; further traffic, over.”

Brigade Control acknowledges this message, and will state “go ahead with further traffic” - Subsequent message to include information about vehicle location, and if possible more information about the nature of the fault -

“From.....; F331 unable to proceed due to road traffic collision enroute; further traffic, over”.

Once acknowledged by Brigade Control, further details are to be sent;

“From..... at.....; G251 involved in collision with motor car; no persons trapped, one person injured; request attendance of ambulance for female member of public approximately 30 years of age, conscious and breathing suffering from whiplash; tactical mode Oscar. No further Brigade attendance required”.

Hazardous materials

The Brigade is frequently called to deal with incidents where it is either known or suspected that hazardous substances are involved. Mobilisation of resources will be proportionate to incidents, based on careful analysis of actual incident data rather than an “all hazards, one size fits all” approach.

There are two primary levels of response to hazmat incidents:

- Level 1 hazmat incident – a single appliance attendance to deal with an incident of limited risk to our crews and/or the environment
- Level 2 hazmat incident – a full hazmat pre-determined attendance will be sent to an incident.

In addition there are a further two levels of response, as follows:

- A level 3 incident is a large scale hazmat incident and is supported with an initial PDA, and an additional 2 pumping appliances, FRU for DIM and the scientific support unit (SSU).
- Level 4 incidents are defined as: incidents attracting special mobilising criteria and not necessarily large attendances. The PDA for a level 4 incident is determined by Brigade control in consultation with the duty National Interagency Liaison Officer (NILO) and/or an Hazardous Material and Environmental Protection Officer (HMEPO)

When attending a Level 1 hazmat incident, if the IC determines that there is a significant hazard beyond the capability of a single appliance, or if persons are reported as involved, then a priority message must be sent requesting a Level 2 hazmat attendance to the incident.

If at a hazmat incident involving an acid attack on a person, a message can be sent to Brigade control on the advice of the HMEPO stating that this is now a level 2 hazmat incident and no further Brigade attendance is required.

" From.....at..... One adult male with noxious substance on hands and face, being treated on scene by LFB and LAS, this is now a confirmed level 2 Hazmat, no further Brigade attendance require. Tactical mode Oscar."

If attendance is to a Level 2 hazmat incident and the IC, in liaison with the HMEPO determines that additional resources are needed, then these must be requested as a priority message to Brigade Control, stating the reason they are required.

If the HMEPO or SA recommend full, wet firefighter decontamination, or the dry-safe undress procedure, the IC should send a priority message stating that Level 3 hazmat attendance is needed.

If initially called to a fire or waterborne incident where a Hazmat is subsequently discovered, the IC should send a priority message stating that Hazmats are involved. Brigade Control will mobilise additional resources to the incident to make up attendance to a hazmat level 2 incident if necessary; this will always include an HMEPO.

Examples

"From..... at.....; hazmat level 2 attendance required; tactical mode"

"From..... at.....; makes pumps four, additional appliances required for BA; tactical mode"

"From..... at.....; hazmat level 3 required; tactical mode"

"From..... at.....; hazardous materials involved; tactical mode....."

Further information is available in Policy number 796 - HAZMATS: fires and incidents involving hazardous substances.

Accessing the operational risk database and requesting hazardous material information

Information must be sought from all available sources to determine the nature of the incident, the potential hazards involved, and the appropriate method to prevent injury to people or damage to the environment.

When attending an incident, the location is displayed on the appliance mobile data terminal (MDT). Associated information is also displayed on the MDT; this includes site specific information that is kept within the operational risk database (ORD). A message should be sent to Brigade Control whenever the MDT is used to access the ORD.

If no risk is recorded, then a message should still be sent to Brigade Control.

If the MDT is not available, then a message should be sent to Brigade Control requesting ORD information for the incident address. For premises with multiple risks, such as hospitals, Brigade Control will require more specific location information for the incident.

Examples:

"From..... at.....; MDT in use to access operational risk database; tactical mode....."

"From..... at.....; MDT in use to access operational risk database; no risk recorded; tactical mode....."

"From..... at.....; request operational risk database information. TM...."

"From..... at.....; request operational risk database information for Rosebud Ward, Sidcup Hospital; tactical mode....."

Where information about an identified hazardous material is required, a message must be sent prior to accessing CHEMDATA. The CHEMDATA results must then be sent to control.

If the MDT is not available, a message should be sent to Brigade Control to request further guidance. The chemical for which information is needed is to be included within the message.

Examples:

“From..... at; MDT in use, CHEMDATA being accessed; tactical mode..... ”

“From..... at; CHEMDATA accessed for Chlorine, emergency action code 2XE implemented; request decontamination code from Scientific Adviser; tactical mode..... ”

“From..... at; CHEMDATA accessed for Chlorine Dioxide, no EAC available; request emergency action code and Decontamination Code from Scientific Adviser; tactical mode..... ”

“From..... at; MDT not available, CHEMDATA information required; request guidance for Caesium Chloride; tactical mode.....”

If information is required for an unidentified chemical/material, further support must be requested from the Brigade's (SA). The message sent should indicate that an unidentified material is involved and that this is why the SA is required.

Example:

“From..... at.....; unknown chemical involved; attendance of scientific advisor required; tactical mode.....”

If needed, Brigade Control will ask for the name of the material for which information is required, which must be spelt phonetically. The reply may not be immediate in all circumstances, and further information about the nature of the material (e.g. colour, whether a liquid or solid, or whether in powdered form) may be requested. The reply from Brigade Control may also be lengthy.

The requirement to access information stored within the ORD and the request for hazardous material information is not limited to hazmat incidents, but is to be considered at all incidents attended by the Brigade.

Police attendance required

The police prioritise all calls received by them, so it is necessary that, when requesting the attendance of the police the reason for their attendance is included within the message. Failure to do so is likely to result in a request being given a low priority.

Examples:

“From..... at; request attendance of police to assist with fire investigation; tactical mode.....”

“From..... at; request attendance of police for traffic control; tactical mode.....”

“From..... at; request attendance of police to deal with aggressive member of the Public; tactical mode.....”

Ambulance required

When requesting an ambulance the message is to state whether it is required for a member of the public or a member of the Brigade. To assist the Ambulance Service in ordering the appropriate resources and prepare for the casualty, the message should also contain the number of casualties, whether they are an adult or child, the approximate age, gender, nature of injury, how the injury occurred, and whether they are conscious and breathing.

Examples:

“From..... at; ambulance required for adult female, approximately 40 years of age, collapsed in street, unconscious and breathing; tactical mode Oscar.”

“From..... at; ambulance required for adult male, approximately 60 years of age, suffering from smoke inhalation, conscious and breathing; tactical mode.....”

Note: An ambulance will be requested by Brigade Control on all person reported incidents, fires of eight pumps and above, and other incidents where persons may be involved or trapped. However it is important that the IC confirms that an ambulance has been ordered and whether or not it is required.

Requests for special equipment, utilities, or services

Requests for specialist equipment including equipment from external sources (e.g. Local authorities, contractors), must be sent via Brigade Control.

Requests for the attendance of any utility company should be made via Brigade Control, and will need to include the reason why they are to attend. Attendance of a utility company is only necessary when their services are needed to ensure a safe system of work for the Brigade, or where they are needed to remove or reduce a hazard which has a high likelihood of causing harm.

There is no need to inform the electrical authority if a supply has been shut down; this is the responsibility of the occupier or other responsible person. However, the Brigade still has a duty to inform the gas authority if a gas supply has been shut down. Only where attendance of the Utility Company is needed should this be considered as an assistance message, and therefore sent as a priority.

Examples:

“From..... at; request attendance of local authority with bulk supplies of sand; tactical mode.....”

“From..... at; electrical apparatus involved, unable to shut down supply; request urgent attendance of electrical authority; tactical mode.....”;

“From..... at; gas apparatus involved, unable to shut down supply; request urgent attendance of gas authority; tactical mode.....”.

Note: Utility services will attend incidents as soon as is practicable for that organisation. Whilst Brigade Control will attempt to obtain an estimated time of arrival, this is not always possible; Brigade Control will only pursue requests for an estimated time of arrival after 30 minutes have passed since the original request.

Major Incident procedure

The London Emergency Services Liaison Panel (LESLP) classifies a major incident as: “any emergency that requires the implementation of the special arrangements by one or all of the emergency services and will generally include the involvement, either directly or indirectly, of large numbers of people.”

On receipt of a “Major Incident Procedure” message, Brigade Control will mobilise 6 pumping appliances, 1 Fire Rescue Unit, 2 Command Units and additional senior officers; an ambulance will also be requested. If further resources are needed to deal with the incident, they can be requested by an assistance message from the IC. An RVP must also be identified and sent with this message.

Examples:

“From..... at; initiate Major Incident Procedure; RVP is.....; tactical mode Oscar.”

“From..... at; make Pumps 10, Fire Rescue Units 2; Initiate Major Incident Procedure; RVP is.....; tactical mode.....”

Further information is available in Policy number 263 - Major incident procedure.

METHANE

The METHANE model is an established reporting framework which provides a common structure for responders and their control rooms to share major incident information.

- **M**Has a Major Incident been declared
- **E**.....What is the Exact Location
- **T**.....Type of Incident
- **H**.....What Hazards or Potential Hazards
- **A**.....What are the best Access and Egress Routes
- **N**.....Number of Casualties
- **E**.....What Emergency Services are required

Examples:

"From.....Methane message; Major incident declared by LAS; at.....; unknown substance released into air in a single storey arena, 50m x 50m; hazards not known at this time; all vehicles to access/egress via; 10 persons suffering the effects of the unknown substance being triaged by LAS, approximately 100 people requiring mass decontamination; Met Police and LAS on scene."

Civil disturbance procedure

A civil disturbance is spontaneous or planned hostile behaviour causing public disorder by a group or groups of people who may also be inflicting random damage to property. It is possible for fire-fighting crews to become targets for hostile behaviour, requiring the IC to implement additional measures to ensure the safety of personnel and equipment.

Brigade Control is to be informed immediately a civil disturbance occurs, and where it is affecting the Brigade's ability to deal with the incident. A priority message should be sent to Brigade Control indicating the area affected if possible, and whether there is a need to implement Forward Mobilising Procedures and establish a Forward Control Mobilising Point (FCMP). Further information is available in Policy number 261 - Civil disturbances, and Policy number 262 - Forward mobilising procedure.

The receipt of a "civil disturbance" message will not attract the attendance of further Brigade resources. Should additional resources be necessary, they should be included in a further assistance message.

Examples:

"From....., civil disturbance in progress at.....; tactical mode....."

This message will not invoke the implementation of Forward Mobilising Procedure.

"From....., civil disturbance in progress at.....; initial Forward Mobilising Procedure implemented; tactical mode....."

This message is used when the IC considers that the civil disturbance is likely to escalate.

From....., civil disturbance in progress at.....; initial Forward Mobilising Procedure implemented; crews withdrawn to.....; tactical mode Delta"

This message is used if the IC considers that the civil disturbance is likely to escalate, and that crew safety is threatened requiring their relocation.

Firefighter emergency

Whenever it is established or there is strong evidence to suggest that one or more firefighters or personnel working under the control of the LFB are unaccounted for and/or in need of rescue the IC will immediately send the following priority message:

Examples:

"From..... at.....; Firefighter Emergency; tactical mode....."

As soon as possible after sending a FFE message, an informative message is to be sent stating:

- Description of the circumstances.

- Number of persons unaccounted for and/or in need of rescue.
- Details of action being taken e.g. Emergency Evacuation, Tactical Withdrawal or BA teams searching.
- Declaration of the size of the incident i.e. the total number of pumping appliances attending the incident (**not** including those dispatched specifically for the Firefighter Emergency).
- Tactical mode – as it is likely teams will still be within the hazard area during the FFE the tactical mode will be 'Offensive' until all personnel are removed from the identified hazard area.

Examples:

“From..... at.....; partial collapse of first and second floors; two firefighters unaccounted for; three BA teams searching on ground floor; TIC in use; RVP for additional appliances is.....; tactical mode Oscar”.

Note: any message including personal details must be made directly with Brigade Control by mobile telephone from a Command Unit.

Further information can be found in Policy number 985 - Operational safety management - knowledge skills and competence – NOG.

Working near, on or in water

Messages from incidents near, on or in water are divided into 3 levels, each triggering a different response from Brigade Control.

- *Level 1 Water Operations:* This is the safe system of work implemented when working close to water, mud or ice; it can include the rescues of persons from these environments without the need to enter or work on them.
- *Level 2 Water Operations:* This is the safe system of work that needs to be implemented when firefighters enter water to perform a rescue.
- *Level 3 Water Operations:* This indicates the level of resources that will be used and the safe system of work implemented in mass flooding. This will also align itself with the national flood procedures when these are implemented.

Additional information on water rescue and safety when working near, on or in water can be found in Policy number 979 - Rescue - NOG.

At a level 1 water operations incident a message should be sent once all control measures are in place. Where personnel need to be committed into water, or onto mud or ice, (level 2 water operations) the IC must inform Brigade Control to ensure the appropriate resources are mobilised.

There may be occasions where, on arrival, the IC determines that specific resources are needed to implement a safe system of work at a water related incident (e.g. where the original caller did not indicate an ice or mud related hazard). In these circumstances, the IC must include the need for additional resources within the assistance message.

Examples:

“From..... at; level 1 water operations implemented, tactical mode.....”
On receipt of this message, Brigade Control will inform a tactical advisor (Technical Rescue) and a station commander.

“From..... at; Implement Water Operations Level 2, tactical mode Oscar.”

“From..... at; level 2 water operations being implemented; rescue path required; tactical mode.....”

An informative message must be sent as soon as possible when implementing any level of water operations; this message is to provide details of the type of water, conditions, number of people involved and their situation, and any rescue operations being carried out.

Other examples of assistance messages

As stated, there may be other occasions when the IC considers that an assistance or priority message is appropriate. This may be to allow Brigade Control to inform other agencies, inform monitoring officers or other attending resources of risk critical aspects of the incident, or implement special mobilising arrangements in accordance with Policy number 412 – 'Mobilising policy'.

The following are examples of when this situation may arise:

Suspected deliberate hazmat release -

For example, when initial information gathering suggests that there has been a release of a suspected chemical agent at the incident location. The IC should send the message -

"From..... at.....; suspected deliberate hazmat release; tactical mode....."

Support for British Transport Police (BTP) Special Response Units

The LFB has a memorandum of understanding (MOU) with BTP to carry out Entry Control and provide additional resources where there is a need for the BTP BA teams to deploy at an incident. The following message will initiate a response from Brigade Control to mobilise the necessary resources

"From.....; at.....; request support for BTP BA deployment; tactical mode....."

Mass Decontamination Procedure

Mass Decontamination is the procedure to decontaminate people when the NHS, or the London Ambulance Service (LAS) on its behalf, have identified to the LFB that the number of people requiring decontamination has, or threatens to, overwhelm the Health Service's capacity. It may be necessary for the LFB to initiate Mass Decontamination procedures prior to the arrival of the NHS, or in circumstances where specialist NHS resources are not immediately available. This may be carried out by improvising with available equipment and facilities until dedicated supporting facilities can be resourced. The following messages would be appropriate

"From..... at..... Initiate Emergency Mass Decontamination Procedure; tactical mode.....", or

"From..... at..... Implement Mass Decontamination Procedure.....; tactical mode....."

Extended Duration Breathing Apparatus (EDBA) required

Where the IC has determined the need to deploy EDBA above that already in attendance,, the following message should be sent:

"From..... at.....; EDBA required; tactical mode....."

Informative messages

This section covers the construction of informative messages for multiple different incident types, and builds on the information provided in section 5 of the main body of this policy.

Comprehensive information is provided in the order that it should appear within the message, and the examples become more detailed as each message element is explained.

Premises type and occupancy

Having initially stated the originating officer's name, and the incident's location, whenever possible an informative message is to describe the use of the property in simple terms (e.g. department store, hotel, flats, motor car, warehouse, shop and dwellings, shops and offices, office block, garage, public house).

Important buildings

When messages are sent from well-known buildings or buildings with a self-explanatory title there is no need for the occupancy to be described.

Example:

"From; at Westminster Abbey,
Hampton Court Palace,
Westfield Shopping Centre.

Residential house

The word 'house' is sufficient to describe occupied private houses, however reference should be made as to whether this is a detached, semi-detached, or terraced property.

Garages

Garages, whether private or lock-up, are to be described as simply as a 'garage'. If the premises are used for commercial purposes this should be indicated in the message. If vehicles are involved in the fire they are also to be mentioned.

Examples:

"From at; garage and two motor cars;"

"From at; commercial garage used as motor repair workshop....."

Unoccupied property

If a property is known to be permanently unoccupied, under construction, or is in the process of being demolished, this information should be provided.

Examples:

"From at; unoccupied detached house"

"From at; building under construction"

"From at; building being demolished"

"From at; derelict public house"

Two or more buildings

If a fire involves a number of buildings or properties then the term "a range of" is to be used.

Examples:

"From at; a range of offices, store rooms and out buildings....."

"From at; a range of market stalls....."

Railway arches

Railway arches should describe the nature of occupancy where applicable.

Examples:

"From at; two railway arches used as a bonded warehouse"

"From at; single railway arch used as car workshops"

Property dimensions

Building sizes are to be described within the informative message; this should follow the general practice of stating the:

- Number of floors
[**Note:** the total number of floors will include the ground floor];
- Length of frontage (in metres); and
- Overall depth (in metres)

There is no need to use the term "approximately" or "about" when stating building size, as all dimensions are considered as approximations.

Some buildings are constructed with irregular roof heights; under these circumstances there should be clear reference to the different numbers of floors throughout the building.

For example, figure 1 shows a building with two distinct roof heights. This can be described as having one and two floors. The information needs to be reflected in the informative message.

Where a building has a floor or floors below ground level they are not to be included unless they are involved or likely to become involved in the fire. The terms basement and sub-basement can be used, but any further sub-basements should be described by the number of levels below ground.

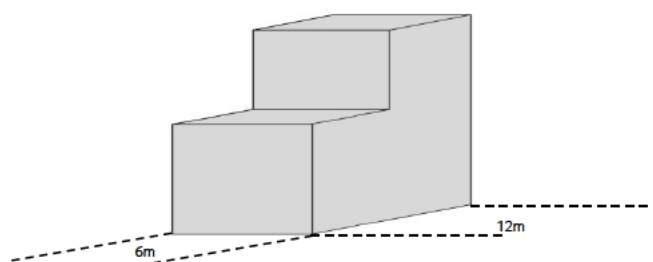


Figure 1

When describing the frontage and depth of a building, any irregularities in building shape are to be discounted, and the overall footprint of the premises described; all lengths are to be quoted in metres.

As an example, figure 2 shows three separate buildings that have an irregular frontage. Each of these three premises has dimensions of 75 by 40 metres.

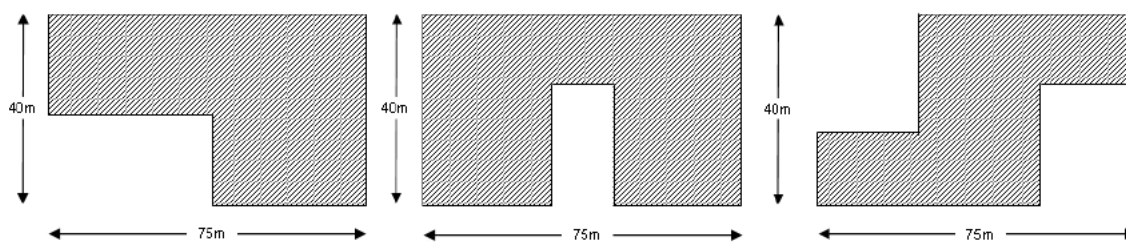


Figure 2

Examples:

"From..... at.....; carpet warehouse of two floors, 75 by 40 metres;"

"From..... at.....; office block of six floors, 30 by 30 metres;"

"From..... at.....; shop and offices of one and two floors, 6 by 12 metres;"

"From..... at.....; office block of six floors and basement, 15 by 20 metres;"

"From..... at.....; office block of six floors and 4 basement levels, 15 by 20 metres;"

High-rise buildings

A high-rise building, for the purposes of this procedure, may be defined as a building containing floors at such a height or position that external fire fighting and rescue operations may not be feasible.

A distinction should be made between residential high-rise buildings, containing flats or maisonettes, and commercial high-rise premises that may contain offices or other forms of occupancy.

When describing the size of a residential high-rise property involved in a fire, the number of rooms and type of residential property (e.g. flat or maisonette) is to be stated, as well as the floor on which the property is located. The number of floors and size of building is to be included when describing all fires involving high-rise properties.

Examples:

“From..... at.....; office block of six floors, 20 by 30 metres;”

“From..... at.....; residential block of six floors, 15 by 25 metres; five roomed flat on the 4th floor;”

“From..... at.....; residential block of eight floors, 20 by 20 metres; a four roomed maisonette on the 5th and 6th floors;”

Incidents not in buildings

Messages describing incidents that do not occur in buildings should still include location, occupancy, size, situation, actions being carried out, resources in use, and tactical mode.

Ships, barges, etc.

When describing ships, barges and other craft, the informative message should state the type of vessel (steamship, barge, motor launch, etc.), its name, location, approximate gross tonnage and, (where appropriate) cargo.

Examples:

“From..... at SS “Highland Monarch”, at Free Trade Wharf, The Highway; vessel of 5000 tonnes laden with general cargo;”

“From.....; at the barge “Lion”, off North Woolwich Pier; vessel of 100 tonnes laden with scrap metal;”

“From..... at the motor launch “Anna” at Eel Pie Island, Twickenham; vessel of 10 tonnes;”

Stacked materials

Stacked materials that are stored in the open, are to be described in terms of the nature of the stacked material, the length, breadth (or depth) and height of the stack. However, if a large area contains a number of separate stacks then the overall storage area should be stated. Where there are different types of stacked materials over large area the term “a range of...” can be used.

Examples:

“From..... at.....; a stack of timber, 10 by 20 by 3 metres;”

“From..... at.....; a range of stacked materials, including timber and plastics, of 3 metres high, covering an area of 30 by 30 metres;”

Railway rolling stock

Informative messages involving railway stock are to indicate the total number of coaches, trucks or locomotives, and where they are situated (e.g. on the permanent way, in marshalling yards, goods yards, railway sidings, or carriage sheds). Where possible, the location of the railway rolling stock should also be indicated.

Examples:

“From..... at Petts Wood Station, Petts Wood; an empty passenger train of nine carriages on permanent way;”

“From..... at British rail Goods Depot, Hither Green Lane; a goods train of four wagons in goods yard;”

Area involved and situation

To provide an accurate account of the current incident situation, it is necessary to describe the area affected. At fires, a percentage of the area alight is sufficient.

However, if a fire is not within a building and involves vegetation (e.g. woods, undergrowth or grassland) then the informative message is to state the approximate area that is alight, and the type of vegetation affected.

Examples:

“From..... at.....; residential block of ten floors, 15 by 25 metres; 20% of five roomed flat on the 7th floor; alight;”

“From..... at.....; shop and offices of two floors and basement, 8 by 12 metres; 5% of ground floor, and 25% of basement alight;”

“From..... at passenger boat Sadie, off Chelsea Harbour; an untended vessel of 100 tonnes; 10% of engine room alight;”

“From..... at.....; a range of timber stacks of 4 metres height, covering an area of 25 by 25 metres; 50% alight;”

“From..... at British Rail Service Depot, Durnsford Road, Wimbledon; a single passenger train carriage in railway siding; 25% alight;”

“From..... at.....; 2 hectares of Woodland alight;” (N.B. a hectare is 1000 square M or 1 square KM)

“From..... at.....; 1 hectare of Woodland, grass and undergrowth alight;”

Progression at an incident

Where progress is being made whilst at an incident and prior to the stop message being sent the term “remains alight” can be used to describe the incident.

Examples:

“From..... at.....; A house of two floors 10m x 15m 100% of 1st floor and 75% of roof alight;.....”

“From..... at.....; A house of two floors 10m x 15m 50% of 1st floor and 25% of roof remains alight;.....”

Staircases, lift shafts, fume ducts

Staircases will normally be included as part of the floor on which they are situated and they need not be mentioned separately. However, where the staircase represents the main fire area, details are to be given.

Lift shafts and ducting within premises are to be similarly treated.

Examples:

“From..... at.....; house of three floors, 5 by 8 metres; 30% of ground floor, and staircase from ground to second floor alight;”

“From..... at.....; office block of six floors, 10 by 10 metres; lift shaft from ground to second floor alight;”

“From..... at.....; restaurant and dwellings of four floors and basement, 6 by 10 metres; ducting from basement to roof alight;”

Actions carried out and resources in use

When specific actions are being carried out at an incident (e.g. searching premises; ventilating; cutting away and damping down; water relay) this should be mentioned in the informative message.

Equipment in use at operational incidents will normally be included in the informative message. However, as a general rule, small-scale equipment (e.g. that which is located in an appliance tool box) does not need to be included.

Examples:

“From..... at.....; residential block of six floors, 20 by 25 metres; 20% of five roomed flat on the 3rd floor alight; 2 jets, BA, TIC in use; search of all floors being carried out; tactical mode Oscar”

“From..... at.....; a range of timber stacks of 3 metres high covering an area of 25 by 50 metres; 50% alight; 3 ground monitors, 1 TL monitor, 1 high-volume pump in use; tactical mode”

Implementing safe systems of work

When attending any incident, the IC will have to gather sufficient information and carry out a DRA to determine the appropriate safe system of work. This may necessitate implementing one of the LFB's pre-determined procedures, and this should be reflected in an informative message to Brigade Control as soon as possible.

Information regarding the implementation of special procedures must be included with a detailed informative message, or sent independently. If sent in isolation, the full details of the incident (e.g. dimensions, area involved) do not need to be sent.

Examples:

“From at; high-rise procedure implemented;”

“From at; shop of one floor and basement, 10 by 20 metres; 25% of basement alight; 2 jets, BA, TIC in use; basement procedure implemented; tactical mode Oscar”

“From..... at.....; single storey commercial garage of 6 by 10 metres; 50% alight; one 18Kg propane cylinder involved; cylinder procedure implemented; tactical mode Delta”

Note: The above messages indicate that a DRA has been carried out, and that a safe system of work has been implemented.

Hazard zones

If an hazard zone around an incident has been, or is being, established and this adversely affects perimeter roads or railway lines, a message must be sent to Brigade Control detailing the area affected.

Example:

“From at; cylinder procedure being implemented, 200m hazard zone established; all roads and railway lines bounded by Union Street, Blackfriars Road, Webber Street, and Southwark Bridge Road, are within the hazard zone; RVP for this incident is Southwark Bridge Road Junction of Marshalsea Rd; tactical mode Delta”.

Involvement of people

As soon as possible after transmission of a "Persons Reported" message, an informative message must be sent which indicates the number of people involved, and their location and situation if known. The message should also indicate actions being taken to locate and rescue people involved.

Examples:

“From at; detached house of two floors, 10 by 6 metres; 20 % of 1st floor alight; two persons involved on 1st floor level; building being searched by BA teams; 2 jets, , TIC, BA in use; tactical mode Oscar.”

“From at.....; factory of 1 floor, 10 by 25 metres; 10% alight; four persons involved; premises being searched by BA teams; 2 jets, BA, TIC in use; tactical mode Oscar.”

Person rescued or escaped

It is important to ensure that early information is sent of incidents where any people whose lives have been endangered have been rescued, or have escaped by some abnormal means. An informative message is to be sent as soon as the necessary details have been established.

Any details of rescues should state the number of people rescued, their gender, the position from which they were rescued, the method of rescue, and brief details of injuries (if any).

Note: It is not necessary to specify the room from which the rescue was affected, simply the floor or level.

If people have sustained any injuries, or require medical treatment, an informative messages should still include actions taken where medical treatment is required.

Examples:

“From..... at.....; two adult females assisted from third floor via 135 ladder; suffering from smoke inhalation; treated on scene by LAS; tactical mode Oscar”.

“From..... at.....; one adult male rescued from the second floor by BA teams via internal staircase; suffering from burns; awaiting removal; tactical mode Oscar”.

“From..... at.....; one adult female rescued from flat roof at first floor level by member of public before arrival using a builder’s ladder; suffering from smoke inhalation; removed; tactical mode Oscar”.

Where people have been able to make their own way to safety by a staircase or other normal means, and their lives have not been endangered, there is no need to send this information in a message.

However, if any persons have made their own escape by abnormal methods or by normal means but have sustained injuries while doing so, an informative message should be sent. This message should be sent irrespective of whether a “persons reported” or stop message has been sent. The message should state the number of people escaping, their gender, the method of escape used, and information about injuries.

Examples:

“From..... at.....; terraced house of two floors, 5 by 8 meters; one adult male and one adult female escaped by climbing through ground floor window before arrival; tactical mode”

“From..... at.....; block of flats of four floors, 25 by 30 meters; 25% of four roomed flat on 2nd floor alight; one elderly female escaped before arrival, suffering from burns to right hand; tactical mode.....”

Fire survival guidance call

When a call is received at Brigade Control and the caller believes they are unable to leave the premises due to the effects of fire, the control operator may need to remain in contact with the caller to provide appropriate advice. This is classed as a fire survival guidance (FSG) call (see Policy number 790 – Fire survival guidance). The call continues until either the caller is able to leave by their own means, is rescued by the Fire Brigade, or the telephone line is cleared.

Any messages from control relating to FSGs must be repeated back to confirm the information is correct.

It is vital that control is kept informed of the actions being taken to resolve each FSG call. Informative messages from the incident ground should also contain an update on progress relating to those specific FSG calls by both the flat/house number to avoid confusion.

Examples:*Messages from Brigade Control*

"E351 from M2FS; priority, fire survival guidance call information".

After the call is acknowledged, Control will continue with additional information:

"E351; fire survival guidance caller in flat 61 Numark Terrace; 2 persons in rear bedroom in maisonette on 5th floor; access by front door on 5th floor; premises filling with smoke; caller advised to stay by window; call received at 23:00 hrs. Additional information - bedroom window faces London Bridge; over. "

E351 then repeats the message back to control.

Messages from the incident ground

"From..... at.....; 5 roomed maisonette on 4th and 5th floors; 75% alight; one BA team sent to flat number 61; 2 jets, dry riser BA in use; tactical mode Oscar".

"From..... at.....; reference flat number 61 - one adult female and one child rescued from flat 61 by BA team via internal staircase, suffering from smoke inhalation; tactical mode"

All persons accounted for

Following a "persons reported" message, when a premises has been fully searched, or further investigation shows that all people previously unaccounted for in the incident have been located and are no longer likely to be involved, a message should be sent stating "all persons accounted for".

The "all persons accounted for" message can be sent independently of other informative messages, or as part of an informative message.

If persons are removed from an incident by the LAS, the term "removed" only needs to be used in the context of a message. If they are removed by other means then state within the term whom they were removed by. (E.G. Hems, Hatzola etc.) "removed by HEMS".

Examples:

"From..... at.....; all persons accounted for; tactical mode....."

"From..... at.....; semi-detached house of 2 floors, 6 by 10 metres; 10% of 1st floor, and 25% of roof alight; one elderly male suffering from smoke inhalation rescued from 1st floor by BA team, removed; 2 jets, 1 aerial, BA, TIC in use; all persons accounted for; tactical mode Oscar"

Evacuation of people

If it has been necessary to evacuate people from a building involved in an incident, then the informative message should include details of the number of people evacuated and, if known, where they have been evacuated to.

Example:

"From..... at.....; a residential care home of 3 floors, 20 by 30 metres; 10% of ground floor alight; approximately twenty people evacuated by firefighters and staff, removed to local community centre; two elderly women suffering from smoke inhalation, one adult male suffering from minor burns to hands, treated on scene by LAS; 2 Jets, BA, TIC in use; all persons accounted for; tactical mode....."

Members of the Brigade injured or killed at an incident

Messages referring to injuries received by members of the Brigade at incidents may be sent by radio provided the names of the individuals are not included. This information can be sent as a separate informative message, or as part of another informative message.

Example:

"From..... at.....; house of two floors, 5 by 8 metres; 10% of ground floor alight; one firefighter received minor injury to left ankle, treated at scene by LAS; 2 Jets, BA in use; tactical mode....."

Further details must then be passed on as soon as possible to the officer of the watch at Brigade Control using the mobile telephone from the CU. The original details must be confirmed along with additional information about the injured person (e.g. their name, work-location, precise nature of the injury, and the address of the hospital to which they have been removed if applicable).

Under no circumstances are messages which indicate the death or serious injury to firefighters to be sent using a talk group on the main-scheme radio; these must be transmitted to the officer of the watch at Brigade Control by mobile telephone available on the CU.

Details of any firefighter injury must also be given to RML; this should be via direct telephone call, which can be achieved using the mobile telephone available on the CU.

Fire surrounded

At fires involving 3 or more main jets and all fires of 6 pumps and above, once all jets are in position and there is no possibility of further spread or further assistance being required, a 'Fire Surrounded' message is to be sent.

Informative messages from special services

When attending a special service incident where people have been directly involved (e.g. road traffic collisions), it will be necessary to send an informative message if resources will be required at the incident for 20 minutes or more. An informative message should also be sent if the incident is likely to be protracted, or is of a complex nature.

Where vehicle drivers or passengers have been ejected or propelled from their vehicle due to the accident or collision, the informative message must include this information.

It is not necessary to refer to any extrication work that would ordinarily be expected at special service incidents involving persons trapped or injured. A declaration of the tactical mode is sufficient to indicate that actions are being carried out to remove and treat people involved. However, where special actions are being taken (e.g. shoring up to protect crews at a collapsed structure) this should be included within the informative message.

Examples:**Road traffic collisions**

"From.....; at westbound carriage way of A406, North Circular Road, near Heather Road; one motor lorry, one motor car in collision; one person trapped, one person injured; tactical mode Oscar"

"From.....; at.....; two motor cars in collision; one person trapped, one person ejected from vehicle, unconscious and breathing; tactical mode Oscar".

Railways incidents

"From..... at.....; one person trapped between platform and train; tactical mode Oscar".

"From..... at.....; an eight carriage passenger train and six carriage goods train in collision; five persons trapped and injured; fifty people de-trained and escorted from permanent way by Network Rail staff; tactical mode Oscar".

Collapsed buildings

"From.....at; wall collapsed on demolition site; two persons trapped under debris; tactical mode Oscar".

"From..... at; scaffolding collapsed into road, two persons injured, tactical mode Oscar"

"From..... at.....; offices of 3 floors, 30 by 30 metres; partial collapse of 1st and 2nd floors; five persons involved; shoring in progress at 1st floor level; tactical mode Oscar"

Aircraft – full emergency

"From..... at.....; a British Airways Boeing 747 aircraft with unknown numbers of persons on board; aircraft suffering from hydraulic problems; expected to land at 14:35 hours; Brigade standing by; tactical mode Delta"

Aircraft – accident

"From..... at.....; a twin engine de Havilland Canada DHC-7 aircraft with forty passengers and three crew on board; crashed into field; unknown number of persons involved; two jets with foam aspirator, foam concentrate from IBC, and BA in use; tactical mode Oscar"

Improvised explosive device (IED)

"From..... at.....; suspect vehicle parked in roadway; Police investigating;m hazard zone implemented; Brigade standing by at RVP; tactical mode Delta".

Ordnance

"From..... at.....; An 1100lb WW2 unexploded ordnance located within a building site; specialist teams carrying out a survey; 500m cordon being implemented by Met Police and Brigade."

Note: At no time is the word "Bomb" to be used in messages sent to or from Brigade Control.

Incidents involving operations at, near or on water

All initial informative messages from incidents where people in water may need rescuing (i.e. Water Operations) must contain detail about the conditions and type of water, the number of persons involved and their situation, and a brief description of the actions being implemented.

The type of water and conditions will include: fast moving or still water, whether contaminated (e.g. sewerage), pond, lake, flowing-river, stream, canal, or floodwater.

Examples:

Level 1 water operations – informative message

"From..... at.....; boating pond of approximately 1 metre in depth; one adult male in water unable to return to safety; Personal Flotation Device, inflated hose and floating lines in use; level 1 Water Operations implemented; tactical mode Oscar"

Level 2 water operations – informative message

"From..... at; canal containing still water, approximately 1 metre in depth; one adult male fallen into water; 1 firefighter in PFD attached to floating safety line entered into water; inflated hose in use; level 2 Water Operations being implemented; tactical mode Oscar "

"From at.....; flowing clean water, approximately 2 meters in depth; one adult male and one adult female in the water; Avon Emergency Rescue Boat deployed; personal floatation devices and floating lines in use; level 2 Water Operations implemented; tactical mode Oscar"

"From..... at.....; frozen boating pond of approximately 1 metre in depth; one male child on the ice unable to return to safety; Personal Flotation Device and rescue path in use; level 2 Water Operations implemented; tactical mode Oscar".

Mass decontamination

An incident involving mass decontamination will, by the very nature of the incident, involve large number of members of the public. It is important that the IC establishes how many people are involved and this information is passed to control.

At these types of incident there will also be a significant number of appliances attending, and the decontamination will require large items of equipment to be delivered to the incident ground. To manage appliances and their equipment it is vital that an RVP is identified as soon as possible.

Examples:

See example of a M/Ethane message on Page 17 of this policy.

“From..... at.....; RVP for this incident is; tactical mode.....”

Stop messages

The following section provides further guidance to that provided in section 6 of this policy. It relates to the composition and use of coded or full stop messages, and gives examples to demonstrate how stop messages can be constructed for fires or special service incidents in buildings or outside locations.

Coded stop messages

Coded stop messages are only to be used in the following instances:

- **Code 1** – used as a stop code for **fires** where one hose reel or less was used, no assistance or informative messages have been sent, where there were no fatalities, injuries, or rescues, and which meets the classification of a primary fire (e.g. insurable property).
- **Code 2** – used as a stop code for **fires** at which one hose reel or less was used, no assistance or informative messages have been sent, where there were no fatalities, injuries, or rescues, and which meets the classification of a secondary fire (e.g. non-insurable property, such as vegetation).
- **Code 3** – sent only on **chimney fire** incidents, where the fire was confined entirely within the chimney's internal structure.
- **Code 4** – used when called to a fire, where the alarm was caused or raised by some form of automatic detection apparatus (e.g. Automatic Fire Alarm [AFA], Automatic Fire Suppression [AFS], Automatic Fire Detection [AFD] system), and where no fire is present.
- **Code 5** – used when an alarm has been raised through good intent. Where a person genuinely believed there was a fire or special service incident, but on investigation this information was found to be incorrect (**Note:** a Code 5 stop message cannot be sent when the alarm has been caused by automatic detection apparatus).
- **Code 6** – used when an alarm has been raised maliciously. Where a person has indicated that there is a fire or special service incident, knowing that this information is untrue.
- **Code 7** – used as a stop code for **special service incidents** including level 1 hazmat incidents that can be resolved by a single appliance unless:
 - an informative or assistance message has previously been sent
 - persons have been involved and have been trapped, injured, or rescued
- **Code 8** – used to indicate that one incident within a **batch mobilising** call has been dealt with. Normally this will indicate that a batched call to flooding has been attended, however stop code 8 can also be used as a stop message between other types of batch call (e.g., call to damage due to strong winds).

Coded stop messages do not require the name of the IC or the incident address, unless this differs from the original incident details.

Coded stop messages do not require the declaration of a tactical mode.

Coded stop messages do not preclude the IC from sending additional information if they consider it necessary. However, the IC should consider whether a full stop message would provide a better means to convey any additional information.

At any multi-appliance mobilisations, if the IC has resolved the incident before the attendance of other appliances, and no additional appliances will be needed at the incident, the stop message must include the phrase "return take appliances".

Attendance to any incident on London Underground Limited (LUL) premises will require a description of the incident. This information may be added to a coded stop message.

Examples:

"From..... at.....; code 1; return take appliances"

"From..... at Oval LUL station, Northern line, south bound; code 5; alarm caused by overheating brakes"

"From.....; code 7; no action by the Brigade"

Full stop messages

Stop messages from fires – examples:

House fires

“From.....; stop for.....; terraced house of 3 floors, 6 by 9 metres; 20% of ground floor and 100% of staircase from ground to 2nd floor damaged by fire; 2 jets, BA.”

“From.....; stop for.....; detached house of 2 floors, 12 by 10 metres; 75% of 1st floor, 100% of roof damaged by fire; 1 adult female rescued from 1st floor window via 135 ladder, suffering from smoke inhalation, treated on scene by Brigade and LAS; 3 jets, 1 ground monitor, 1 TL monitor, BA, TIC, IEC pack; all persons not yet accounted for; tactical mode Oscar”

High-rise buildings

“From.....; stop for.....; residential block of six floors, 15 by 25 metres; 20% of five roomed flat on the 4th floor damaged by fire; 1 female child escorted to safety by BA team via internal staircase, 1 adult male found in 4th floor flat, with injuries incompatible with life; 2 jets, BA, TIC, dry riser; all persons accounted for; high-rise procedure implemented; tactical mode Oscar.”

“From.....; stop for.....; offices and shops of two and six floors, 20 by 25 metres; 50% of lift motor room and 5% of offices on 6th floor damaged by fire; 2 jets, BA, TIC, dry rising main; all persons accounted for; tactical mode Oscar.”

Factories/Warehouses

“From.....; stop for.....; textile warehouse of 2 floors, 25 by 40 metres; 25% of ground floor, 50% of 1st floor damaged by fire; 4 jets, 2 ground monitors, 1 HP monitor, BA, TIC; tactical mode Delta.”

“From.....; stop for.....; factory and offices of 2 floors, 15 by 20 metres; 20% of machine room on ground floor damaged by fire; 2 jets, BA, TIC, internal fire suppressant system activated; tactical mode Oscar.”

Ships, barges, etc.

“From.....; stop for passenger boat Sadie, off Chelsea Harbour; an untended vessel of 100 tonnes; 20% of engine room damaged by fire; 2 jets, BA, TIC.”

“From.....; stop for SS Minty, at Free Trade Wharf, The Highway; cargo vessel of 15,000 tonnes laden with general cargo; 20% of galley on deck 3 damaged by fire; one adult male rescued from 3rd deck by BA team, suffering burns to hands and smoke inhalation being treated on scene by LAS; 3 Jets, ship’s firefighting main, BA stage 2, TIC; all persons accounted for; tactical mode.....”

Vehicles

“From.....; stop for outside 67 Court Road, SE2; one motor car 100% of damaged by fire; 1 jet, 1 hose reel, BA.”

“From.....; stop for Brown Business Park, Plumstead, SE18; articulated lorry carrying finished double glazing units; whole of crew cab damaged by fire; 2 jets, BA, TIC; tactical mode Oscar.”

“From.....; stop for.....; one LPG fork lift truck 100% damaged by fire; 1 jet, one ground monitor, BA, TIC; cylinder procedure implemented; tactical mode Oscar.”

Stacked material

“From.....; stop for.....; a number of 4 metre high timber stacks covering an area of 20 by 20 ; 100% damaged by fire; 2 jets, 2 ground monitors; BA; tactical mode Oscar.”

“From.....; stop for.....; a range of stacked material including timber and tyres, of 6 metres height, covering an area of 50 by 30 metres; 20% damaged by fire; 1 jet, 2 ground monitors, 1 ALP monitor, BA; tactical mode Delta.”

Vegetation

“From.....; stop for.....; two hectares of grassland damaged by fire; 2 hose reels, beaters, water back packs; tactical mode.....”

“From.....; stop for.....; five hectares of woodland damaged by fire; 4 jets, beaters, water back packs, water relay; tactical mode Oscar.”

Stop messages from special service incidents – examples:

Vehicles and transportation

“From.....; stop for.....; two motor cars in collision; one adult male trapped, injured, released; one adult female declared life extinct at scene by HEMs doctor; tactical mode.....”

“From.....; stop for.....; one lorry in collision with motor bike; one adult male trapped under lorry, with injuries incompatible with life, released; incident handed over to Police.”

“From.....; stop for.....; a six carriage passenger train derailed and partially overturned; forty people detained by railway staff before arrival of brigade; two adult males, one adult female, one female child and one male child trapped, injured, released, being treated on scene by LAS; one elderly male declared life extinct by HEMs doctor, left in situ on request of British Transport Police; tactical mode.....”

Collapsed buildings/structures

“From.....; stop for.....; offices of 6 floors, 40 by 20 metres, under refurbishment; scaffolding collapsed onto roadway; two adult males trapped, released; shoring of structure carried out by USAR teams; incident handed to police.”

“From.....; stop for.....; semi-detached house of 2 floors, 6 by 10 metres; 50% of ground floor damaged by fire and explosion; one adult female escaped before arrival, suffering slight bruising, one adult male, one female child removed from 1st floor suffering multiple injuries, being treated on scene by LAS; 2 jets, 2 ground monitors, BA, TIC; collapse of internal and external walls at ground level; shoring of structure carried out by USAR teams; tactical mode.....”

Water operations

“From.....; stop for.....; flowing river water of 1.5 metres in depth; 2 children stranded on improvised raft mid-stream, towed to safety, uninjured; floating safety line, dry suits, PFD; level 2 water operations; tactical mode.....”

“From.....; stop for.....; frozen canal, 1 metre deep; one child trapped on ice, brought to safety, suffering effects of cold; floating safety line, mud path; dry suits, PFD; level 2 water operations.”

Hazardous materials

“From.....; stop for.....; one domestic fridge leaking ammonia; removed to open air, premises ventilated; BA; duty left with occupier. Hazmat level 2”

“From.....; stop for.....; one 25 litre drum of Sodium Hypochlorite spilled in swimming pool plant room; drum contained and removed to open air, spillage washed to drain on advice of scientific advisor and HMEPO; GTS, BA, Decon code 1; duty passed to premises management. Hazmat level 2”

“From.....; stop for.....; approximately 5 kilograms of unknown powder spilled in roadway; analysis of spillage carried out by Rapid Response Team using DIM equipment; substance confirmed as non-hazardous domestic cleaning agent by scientific advisor and HMEPO; incident handed over to police. Hazmat level 2”

Other considerations for stop messages

There may be occasions when the IC has determined that they have sufficient resources on scene to deal with the incident, but are in need of further information to formulate a detailed stop message. Under these circumstances, it may be appropriate to send a message stating:

“Stop, details to follow”

If the additional appliances are not needed at the incident, a “return take appliances” message should also be sent with the “stop details to follow”. However, this message is not to be sent if an assistance, persons reported, or informative message has already been sent from the incident. **A stop must be sent within 10 mins of the “stop, details to follow”**

If the IC has been notified that multiple calls have been made to an incident they are attending, or if Brigade Control has contacted the IC asking if a call can be taken as the same incident, then the stop message should include the additional phrase:

“Same as all calls”

This phrase is to be used at the end of the stop message, before declaring the tactical mode.

Detained messages

Where the IC has determined that, following transmission of the stop message, there will still be a requirement for some or all appliances to be detained at the incident for longer than 20 minutes, this information should be sent with a coded stop message, or after a full stop message as further information. The reason for the continued presence of Brigade resources should also be included.

Examples:

“From.....; code 1; H251 will be detained approximately 30 minutes assisting fire investigation team.”

“From.....; stop for.....; house of 2 floors, 6 metres by 9 metres; 20% of ground floor damaged by fire; 2 jets, BA, TIC; tactical mode Oscar; further traffic”

After Brigade Control acknowledges stop message, and states “go ahead with your further traffic”

“F212 and F291 detained approximately 45 minutes, turning over and damping down”

Timely transmission of detained messages from incidents will assist Brigade Control with deciding whether to commit appliances to alternate stations for fire cover.

Requesting reliefs

The IC determines that reliefs are required at the incident, this request must be sent with sufficient time to allow Brigade Control to locate and mobilise the resources needed; this will usually be at least 90 minutes before the reliefs are required. Consideration should also be given to the level of command officer required to manage the incident once the current command team have left the scene.

Examples:

“From..... at.....; six pumps with two StnO’s required as relief at 1330 hours; crews to have meal before leaving; tactical mode.....”

“From..... at.....; four pumps with one SubO required as relief as soon as after 2030 hours; night-watch crews only; tactical mode”

“From..... at.....; one group commander, and three station commanders required as relief at 23:00 hours; tactical mode.....”

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Appendix 2 - Key point summary – Messages from incidents

Information on task or event

- Control will prompt if a message is not received within **20 minutes**.
- An informative message should be sent every 30 minutes, or every 60 minutes for incidents with 8 + pumping appliances
- If the address of the incident is different to the one in the original mobilisation, the correct address must be included in the first message.

Information about resources

- Make-ups.
- Consider RVP early.
- Requests for specialist appliances/equipment.
- Use term "Aerial Appliance" when you do not need a particular type.
- Requests for LAS and Police.
- Requests for Local Authority contractors/Utilities
- Requests for Railway Incident Officers.
- Requests for EDDB will give you 3 FRUs and 3 support pumps unless otherwise specified.

Information about risk and benefit

All messages will conclude with the following as appropriate:

- "TACTICAL MODE **DELTA**" (Defensive).
- "TACTICAL MODE **OSCAR**" (Offensive).

"Persons Reported" message is to be sent whenever the IC has been informed, or where they reasonably suspect, that people are trapped by fire/combustion.

Gathering and thinking

Objectives

- To give a picture of the incident, including the risk assessment the IC has undertaken and which tactical mode to be employed.
- To clearly order additional resources.

Plan

Informative/stop messages are to include:
(EXAMPLE)

- The originating officer's name; **FROM**
- Incident location; **AT**
- Premises type and occupancy (where applicable); **RESIDENTIAL BLOCK OF SIX FLOORS.**
- Dimensions; **10M X 10M**
- Area involved and situation; **50% OF FIVE ROOM FLAT ON FOURTH FLOOR ALIGHT**
- Actions being carried out; **ONE ADULT FEMALE RESCUED BY BA TEAMS VIA INTERNAL STAIRCASE. SUFFERING FROM BURNS TO HANDS. BEING TREATED ON SCENE BY LAS. PREMISES BEING SEARCHED BY BA TEAMS**
- Resources in use(d); **2 JETS, BA, TIC**
- Safe systems of work implemented; **HIGH RISE PROCEDURE IMPLEMENTED**
- Tactical mode. **TACTICAL MODE OSCAR**

Communicating



- Sensitive or confidential information should be sent direct to the officer of the watch at Brigade Control, by use of a mobile or fixed telephone. A main-scheme radio talk group is not to be used.

Controlling

- All messages from incidents should be written down and checked before transmission.
- No unauthorised transmissions are to be made using any Brigade radio.
- At incidents with 3 or more main jets and all fires of 6 pumps and above, once all jets are in position and there is no possibility of further spread or further assistance being required, a '**Fire Surrounded**' message must be sent.

Document history

Assessments

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

EIA	11/02/2020	SDIA	12/02/2020	HSWIA	11/02/2020	RA	
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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
Whole document	Complete re-write and reformatting of original document to include various policy changes and the use of digital main-scheme radio. Information contained within appendices of new document moved to training support package – EIA and SIA carried out on full document.	29/11/2010
Throughout	This policy has been protectively marked.	20/06/2011
Throughout	Reviewed as current changes made detailed below. This appendix has been added to the policy and references to it made throughout. Please read the policy to familiarise yourself with the changes in content.	29/07/2011
Appendix 1, Page 26	Additional example and explanation for mass decontamination added following new issue of Interim Policy 2 - Hazardous materials and environmental protection - mass decontamination (to be reviewed and published as policy)	22/11/2011
Throughout	Policy amended to include references to fire survival guidance calls (PN 790) and changes to procedures for dealing with fires and incidents involving hazardous substances (PN 796)	13/02/2013
Page 6 para 5.1	(Safe systems of work implemented) - has been added to this paragraph.	17/04/2013
Page 4 para 2.22	Sentence (d) wording updated.	28/05/2013
Throughout	Road traffic accident has been changed to road traffic collisions.	16/09/2013
Page 1 and audit trail Page 37	The word "protect" has been replaced with "official". "Protective marking descriptor" in the freedom of information section has been replaced with "security marking classification".	01/05/2014
Page 20, Appendix 1	High rise buildings, examples: "six floors, 20 by 20 metres" changed to "eight floors, 20 by 20 metres".	16/07/2014
Page 26, Appendix 1	'At fires involving 3 or more jets' changed to 'At fires involving 3 or more main jets'.	29/07/2014
Page 36	Updated EIA, SIA & RA dates added.	12/09/2014
Page 2, para 2.1 & 2.5 Page 2, para 1.3	Information updated to reflect changes in use of operational talkgroups. Paragraph and link updated to direct readers to the training	09/03/2015

Page/para nos.	Brief description of change	Date
	support module which has been relocated.	
Page 4, para 2.23 (table) Page 27, App 1	Changes made to status codes and coded stop messages to reflect new procedures implemented with delivery of new mobilising system.	17/11/2015
Page 5, Para 3.3	Removed Tactical mode Tango from bullet point list	04/02/2016
Page 2, para 2.2 Page 3, para 2.18 Page 5, para 4.5 Page 11, (appendix 1) Page 18, (appendix 1) Throughout	Information updated to enable use of more operational talk groups. Paragraph added to include use of other FRS talk groups when attending incidents in other brigades Bullet point added about persons involved Changes to "Persons Reported" to include persons trapped at RTC or at other special service incidents Changes to message sent for EDBA required following agreed changes to mobilising. Minor changes to grammar, punctuation and layout.	12/05/2016
Page 29	"railway procedure implemented" removed from "six carriage passenger train derailed" stop message example.	06/12/2016
Page 35	Appendix 2 – key point summary added.	03/10/2017
Throughout Page 2 Para 1.3 Page 2, Para 2.2 Page 4 Para 2.23 Page 8 Para 6.13 Page 9 Para 7.1 Page 10 Para 8.1 Page 11 Page 12 Appendix 1 Page 13 Inability to proceed Page 16 Page 18 Page 21 Page 22 Page 27	Change from "Online training support module" to " Online training support package" Add "Within Big Learning" Add paragraphs taken from Policy Note 664 in regards to staying on the Incident talk group until return to base station when attending an incident within the LFB boundary, and also changing back to home talk group when attending cross border incidents Sentence (e) Added "if 3 main jets have been used" Insertion "the use of ladders " Insertion "Refer to Policy Note 772" Insertion "Policy Note 772 – Reliefs at Incidents" Additional information - Insertion "and informing Brigade Control as early as Possible" Also, change from 8 pumps to 6 pumps Change "Brigade control will mobilise additional appliances" to "Brigade Control may mobilise additional appliances" Insertion in example G251.... "approximately 30 years of age, conscious and breathing." Removal of the term "inability" and insertion of "Unable" Major incident procedure - Change from 1 Command Unit to 2 Command Units Other examples of assistance messages - Removal of the word "Oxygen" from BTP Oxygen Teams High-rise Buildings - Change of definition of a high-rise, paragraph taken directly from Policy Note 633 Rolling Stock - Removal of the word "coaches", Insertion of the word "carriages" Removal of the word "trucks", Insertion of the word "train" Removal of the word "carriages", Insertion of the word "wagons" Collapsed Building - Change to floors in example "Office of 3 floors"	23/11/2017

Page/para nos.	Brief description of change	Date
Page 30 Page 31 Throughout	Messages from special services incidents - The word "released" has been moved to between injuries incompatible with life and incident handed over to the police Hazardous Materials Level 2 - Remove wording "Decon Code 2" Wording change from "duty of care passed to" to "duty Left with" Wording change from "duty of care" to "duty " Grammatical changes throughout the document	
Page 5 Para 3 Page 6 Para 4.5 Page 7 Para 6.4 Page 8 Para 6.13 Page 9 Para 6.16 Page 13 Page 16 Page 17 Page 23 Page 24 Page 25 Page 26 Page 28 Page 32 Throughout	Removal of references to "The National Incident Command System" and insertion of "National Operational Guidance" Removal of "or trapped in vehicle" Removal of working near, on, or I water. Insert "Implement water rescue level 2" When four or more appliances change word "were" to "are in attendance." "Removal of the wording "followed by the number of hose reel jets" Removal of the word "Procedure" and insertion of the wording "Safe System of Work" Acid attack - Insertion of message from acid attacks in regards to level 2 hazmat Major Incident - Insertion of M/ETHANE Firefighter Emergency - Change of definition and examples for Firefighter Emergency messages. Examples - Removal of the word "woods" and insertion of the word "Woodlands" into the examples Progression at an incident - Insertion of paragraph and examples regarding Progression made at incidents. Actions carried out - Change of wording layout within the example Exclusion Zones - Removal of the wording "Exclusion zone" and insertion of the wording "Hazard zone" within title and example Persons rescued or escaped Paragraph 3 - Removal of the wording 'Brigade Control will presume that they have been removed to hospital. However,' Examples bottom of page - Removal of example "From..... at.....; one firefighter received injuries to right leg; tactical mode....." Level 2 Water Operations - Insertion of the word "being" in first Water Level 2 informative example Aircraft Accident - Removal of the word "Compound" and Insertion of "Concentrate from the example message Requesting reliefs - Removal of "One Hour" and insertion of "at least 90 minutes before reliefs are required" Removal of the wording " hose reel" within examples for house fires, high rise buildings and ship fires.	21/05/2018
Throughout	This policy is reviewed as current with major changes made throughout. Please re-read to familiarise yourself with the content.	14/06/2018
Throughout Page 28	Removal of references to "Point-to-Point" use on Airwave Removal of the word 'Expo' from the note above Incidents involving operations at, near or on water	17/10/2018

Page/para nos.	Brief description of change	Date
Page 32	Insertion of 'Ordnance ' and example message Removal of "level 2" from heading for Hazardous Materials	
Throughout	Minor changes made to clarify text on pages 6, 11, 12, 16, 23, 25, 26, 31, 32 and 33. Please re-read to familiarise yourself with the content.	09/01/2019
Page 8 Para 6.13	Insertion of "The use of the IEC pack should only be included in a message if any of its contents are used to administer medical care."	30/03/2020
Throughout	All references to Watch Manager changed to StnO/SubO. All references to Station Manager change to Station Commander All references to Group Manager changed to Group Commander Impact assessments updated, RA removed as not required under HSWIA	
Page 33 Other Considerations	Insertion "If the additional appliances are not needed at the incident, a "return take appliances" message should also be sent with the "stop details to follow". Insertion. "A stop must be sent within 10 mins of the "stop, details to follow"	
Throughout	Cross references to cancelled policies replaced with references to new NOG foundation policies.	04/03/2022
Throughout	Cross references updated.	29/06/2022
Throughout	References to old radio channels '2 and 4' and 'North and South' replaced with new channels '5 or 6' and 'East or West'.	29/07/2022
Throughout	Cross references updated.	15/09/2022

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