

 **Fire Survival Guidance Calls**

**Ways of Working**



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**NOT PROTECTIVELY MARKED**

**Contents**

**1. Introduction**

The purpose of this Way of Working is to describe how the Partnership Control room will use Vision when dealing with multiple Fire Survival Guidance calls (FSG). It does not include detail on how to deal with FSG calls or how the incident ground records the details of the FSG calls passed to them from Control.

**2. Process**

**2.1 Communication of FSG in progress to Partner Control rooms**

It is anticipated that if a call results in FSG being required this may result in multiple calls and or operators being tied up on these FSG calls. It is therefore useful that the Partner controls are aware that this is occurring, so they can evaluate crewing in their control room i.e. operators on breaks etc and allow to familiarise themselves with the address in case of duplicate calls being received.

We recommend that a flash message is sent to all control rooms when FSG call(s) are in progress. E.g.

On an F1 Command Line:

FM/DW currently engaged in FSG call

**2.2 Capture of FSG information to ensure transferred to Command Point**

If the first call to an incident results in FSG taking place it is anticipated that once mobilisation has occurred the operator opens up a Service Request. Whilst remaining on the line to the caller, they are then able to type information regarding the FSG into the text box of the New Service Request.

This Service Request will then be actioned by the radio operator who will transmit via radio the details of the FSG call to the Command Point at the incident (or to resources on route). The radio operator will mark the Service Request as ‘In progress’ – this indicates that they have seen the SR and will transmit the information to the Command Point. The radio operator will then mark the SR as ‘Completed’ once the information has been passed. All these actions are shown on the incident log, with operator initials and are time stamped.

If subsequent FSG calls are received for the same incident the Operator will process these in the normal way for duplicate calls and whilst staying on the line to the caller, open up the master incident and complete a Service Request. All Partnership controls will adopt this method regardless of whether they are taking FSG calls for their own or a Partners geographic area.

**2.3 Completion of a Service Request with FSG information**

Open up a Service Request using shift F6

In the text box record as much of the following information as possible.

* Number of flat/house (if not passed on intitial mobilisation)
* Floor number (if not passed on intitial mobilisation)
* Number of persons involved including detail of adults/children/mobility issues
* Location of caller within premises and access point
* Condition of their location e.g. heavy smoke, slight smoke
* Proximity to fire if known
* Latest advice given by Control to caller e.g. FSG in progress/Advised to Stay Put

|  |  |
| --- | --- |
| Type | remains as Service Request |
| Status | remains as Not Started |
| Priority | change to High (list can be sorted such the High priority is at the top |
| Incident | Associate with Incident – Tick this box if you have the relevant incident open  |
| Due | do not tick this box (if ticked it turns the Service Request Red which makes it difficult to read) |
| Profiles | remains as All Profiles |
| Command | select appropriate Command for Control room that is managing incident |
| Recipients | select appropriate Recipients for Control room that is managing incident |
|  | Press OK |

This will then appear in the Service Request list (available in multiple places but best viewed on Actions tab of incident under ‘Task’).

**2.4 Completion of a Service Request by Radio Operator**

The radio operator will be monitoring the Actions tab of the incident and will see when a SR has been entered. They can retrieve the SR from the list by double clicking on it. This then shows the details entered by the person taking the FSG. The radio operator will update the Status of the SR by marking it as ‘In Progress’ this shows to the Control Room that the radio operator has seen this request. Once the radio operator has passed the FSG information to the Command Point they will mark it as ‘Complete’ and in the ‘Comments’ section add ‘Passed to xxxx callsign’. Once marked as Complete the SR will be removed from the list after approx. 40 seconds.

**2.5 The ability to identify incidents where Stay Put advice has been given**

It may be required to re-contact callers that have been advised to stay put if the advice changes to evacuation. If this occurs it is essential that Control have the ability to retrieve these incidents in order to re-contact the callers. Therefore after an operator has ended a call where they have advised the caller to stay put they should tag it with the pre-configured ‘Stay Put Advice Given’ tag.

Assuming these are duplicate calls, an Operator completes the duplicate process as normal. The incident status will automatically change to Closed and the incident will disappear from their screen. In order to retrieve the incident to tag it they should use the following commands:-

Open a new F1 – MLI (my last incident)

OR

F1 MYJOBS

You can then select the incident, open the incident and add the tag either using F1 command incident number/AT/name of tag. Then close the incident.

Note Tags are required to be configured – suggest they are configured such that they appear at the top of the tag list. Also consider creation of FSG tag?