

Procedure

Operational Information Note (OIN) Production

Introduction

This procedure defines the creation, development and publication of Operational Information Notes (OIN). It is a guide to their use as part of the Operational Guidance Framework (OGF).

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1. Key Information

1.1 Operational Information Note

OIN provide best practice guidance to operational staff. They provide information on how to apply control measures from National Operational Guidance (NOG). Incident Commanders may use OIN to identify the best operational options and support the justification of their decision making.

Prior to using this procedure consult the Managing Operational Guidance Information procedure to determine that an OIN is required.

OIN should have all interdependencies identified during their creation. These may include:

- Policy
- Procedure
- Guidance
- Training
- Risk Assessment

OIN support existing hazard and control measure knowledge from learning and development packages (training).

Where an identified gap exists between training and guidance produce an OIN whilst embedding training.

Archiving OIN will occur following National Operational Guidance (NOG) development, and/or, where enhanced training makes it obsolete.

1.2 Operational Information Notes (OIN)

What is an OIN?

- A brief guidance or procedure document designed to prompt and inform
- Contains safety critical information
- Direct, succinct
- Limited 'copy and paste' of NOG – essential elevated information and referenced in brackets including date xx/xx/20xx
- Contains only operationally useful information
- Connects NOG to local procedure – Welfare arrangements, Controlled burn, Incident ground communications, etc.
- Where appropriate step-by-step processes
- Written in Plain English and between 2 – 5 pages

What isn't an OIN?

- 'Bizarre' topics / one-off incidents; e-cigarette chargers, hover boards, Giant Hogweed, emollient creams etc.
- Irrelevant, 'nice to know' information, which won't offer support in achieving operational plan, protecting staff, preserving life and property
- Long-winded, contains waffle
- A single OIN title should not detail individual services techniques, e.g. application of PPV phases for each service

1.3 Responsibilities

1.3.1 Project lead: Where disagreement exists the project lead will talk to relevant people and make informed final decisions on OIN.

1.3.2 Project manager: The project manager for Regional Implementation Team (RIT) is responsible for the development and publication of OIN across the East Midlands. This will create shared understanding at incidents by standardising the writing of OIN: promoting intraoperability and removing different terminology.

- Maintains regional engagement with Representative bodies.
- OIN will reflect the full adoption of NOG
- Periodic review with Operational Guidance Department managers of the suite of guidance and direction

1.3.3 Operational Guidance Department managers

- Meet with Project manager to ensure operational guidance suite is concise, accurate and consistent
- Identify improvements to be made to the suite of guidance
- Work collaboratively to share workload and refine consistent approach

- Work within their service to influence change that will bring operational practises closer to alignment

1.3.4 RIT members and in-service Operational Guidance teams

- Creating OIN according to this procedure. They should maintain the aim of supporting crews with succinct, up to date and pertinent OIN.
- Where deviation from NOG is required by individual services the RIT and / or in-service team member will take that specific subject area to in-service Staff Consultation Forums (or similar) for resolution and provide a suitable solution. See Appendix ??
- Share draft OIN for comment and feedback. Dependent on level of feedback decide how best to proceed.
- The RIT and / or in-service team member will ensure OIN are progressed and published in a timely fashion.

Example: Leicestershire RIT member will present several OIN to our Tier 2 Operational Risk Committee for approval before publishing. Ongoing reviews will not need approval unless substantially different.

1.3.5 Author

- Complete sufficient research to define the need for an OIN
- Read relevant associated local or national documents to provide accurate information
- Fulfil their service and regional service level information to ensure interdependencies identified (TBRA, learning material, equipment data sheets etc.)
- Provide information to populate author, owner, review date etc. to administrator
- Consult with Health and Safety on identified control measures and include them where decided to do so
- Identify any work which is required to support the implementation of an OIN
- Identify the highest level for OIN title to cover the most subject matter
- Communicate completed draft and request feedback from RIT and in-service teams
- Following approval remove any operational guidance material which is redundant
- If a Subject Matter Advisor or similar is used to inform the OIN; take advice from operational guidance departments to ensure consistency in information
- Written in the same style as all other OIN produced in East Midlands
- Determine review date

1.3.6 Individuals or teams tasked with approving OIN

- Quality assuring information provided
- Understanding and manage the interdependencies effectively, e.g. control measures in an OIN are included in relevant TBRA, training package, procedure etc.
- Understanding how the OIN supports Policy and Procedure
- Challenging authors where an OIN conflicts with other service business, e.g. operational tactic conflicts with Service procedure, Health and Safety or Human Resources etc.
- Approving the publication of finalised OIN including review date

1.3.7 Health and Safety advisors

- Use Task Based Risk Assessments to identify control measures which need to be included within OIN
- Record that control measures are included in OIN

- Ensure that inclusion in OIN is a final safety feature and it does not replace the need to place emphasis on the control measure in training and assessment

1.4 Managing development through to publication

For the process flow please see Appendix A for summary of how to develop and publish OIN

Record protective marking, associated documents, key words, unique coding etc. for new and amended OIN on the Document management index in the Extranet. This will maintain consistency across the suite of operational guidance.

For approval of a new or adapted OIN there will be a quorum of 4 services in agreement. Where safety critical or significant impact to operational practice occurs a thorough review will take place before making final decisions on publication. See Appendix B for decision making process when you have used all available options and resources.

2. Further Information

2.1 Formatting

Each OIN will follow the same rules for formatting:

- Font is Calibri, size 12,
- Black font colour only (MDT printers may only print Black and White)
- Left justified
- Wherever possible avoid bold and/or underlining
- Acronyms explained first time they are used
- Use spelling and grammar review

2.2 Good practice tips

- Pictures, tables, bullet points and diagrams are encouraged
- No large sections of text (average sentence length 20 words)
- Grab the reader's attention
- Easy to scan – first sentence of a paragraph should act like a signpost to the rest of that paragraph's subject matter
- Good use of punctuation. Direct language. No ambiguity – no need to read the sentence twice
- Write in the active voice and not the passive
- No padding – every word helps the reader to understand

2.3 Title

Title should be elevated to highest level covering the most subject matter possible not at the detriment of detail.

Example: Firewater (covers: run-off, testing of recycled firewater, containment)

Example: Welfare (covers: Breathing Apparatus, Major Incident, Mental Health, injury etc.)

Example: Ventilation (covers: natural, forced, mechanical, PPV, AOV, HVAC etc.)

This is the parent and child approach. Firewater is the parent document with the children being the elements it covers.

Title should be short and descriptive enough to be operationally useful.

Example: Ventilation instead of mechanical means of removing products of combustion

Does not include punctuation such as commas, hyphens or full stops. This affects search functionality.

2.4 Introduction

- Does not include background information.
- Short 2 – 3 lines maximum.
- Not essential to provide one; does it add value? If not, leave blank
- Should outline topics covered

Example: Ventilation covering: Mechanical positive pressure ventilation techniques.

2.5 Legal Considerations

Give summarised information relating to the legal considerations of choosing operational tactics. If nothing pertinent to OIN or actions described then delete box.

Legal information aids the Incident Commander in deciding on appropriate actions and balancing benefit and risk, including legal risk. They should use this information where provided to record decision making, rationale and limit the impact of our activities.

Example:

- *The discharge was made in an emergency to avoid danger to human health*
 - *The person takes all reasonably practicable steps to minimise pollution*
 - *Details of the acts of pollution is communicated to the regulator as soon as practicable*
- (Regulation 40 of the Environmental Permitting Regulations 2010 (EPR))*

References should be in brackets including dates

2.6 Operational Considerations

Where OINs are in place operational considerations should remain consistent. All regional OIN will contain the same operational considerations. They are the hazards and selected control measures which inform the Incident Commanders tactical plan.

Use existing pertinent in-service considerations but consider how to apply for the region.

Example:

The safety of personnel, the saving of life and the protection of health must always take precedence

- *Identify the environmental risks and act responsibly to prevent damage to it*
- *Inform Environment Agency (EA) where incident has potentially serious risk of damage to the environment*
- *Which Risk Assessment method to use:*

DRA where risks are low based on:

- *The type of incident*
- *Location of local watercourses*
- *SSSI locally and proximity to incident*

- Location of any water source protection zones
- Type and quantity of media used
- Size of fire and quantity of water run-off being produced

National Environmental Risk Assessment (NERA) for high risk:

- Serious or potential serious risk of damage to the environment
- Carried out with support from Hazardous Materials Advisor (HMA) and EA rep
- Incident Commander maintains responsibility to act appropriately on any advice to inform tactical plan
- Consider local water and/or sewerage undertakers

Where specific procedure, responsibilities or lists of information are used this section may be blank.

Example: Defined responsibilities of BA Sector commander are operational tactics and not consideration.

2.7 Operational tactics

This contains the specifics of how to achieve objectives and maintain safety. It may be elevated NOG control measures.

Example: BA Sector command responsibilities in bullet point format

It may be a suggested list of tactics to achieve a task.

Example: Forming a bridgehead requires simultaneous activity to achieve:

<i>IC info/ 360</i>	<i>Fire sector commander</i>	<i>360</i>
<i>Early intervention possible?</i>	<i>Check landing valves</i>	<i>Second BA team</i>
<i>Secure water supply</i>	<i>Provide BA team</i>	<i>Command support</i>
<i>Secure lift</i>	<i>Supply door entry equipment</i>	<i>Casualty handling</i>
<i>Provide ECO and equipment</i>		

They will include suitable tactics to apply to the scenario and elevated to a high enough level so as not to lose impact.

Examples: Apply appropriate tactical ventilation according to observed conditions.

Use appropriate firefighting media for flashover conditions.

Use the NERA where it has the potential to cause serious harm to the environment including:

- Incidents involving Hazardous Materials
- Decontamination
- Diesel, oil. Petrol spillage which may enter water course
- Firefighting foam is in use
- 2 or more jets are in use

2.8 Associated documents

During writing the author should record the associated documents used to create the OIN. This provides an audit trail for reviewers, investigators or supporting the removal of OIN. The accurate record of associated documents will support the author’s rationale and justification after the writing of each OIN.

2.9 Publishing

Refer to Appendix A.

3.0 Review

The standard review period for an OIN will be a maximum of 5 years and defined by the author according to risk.

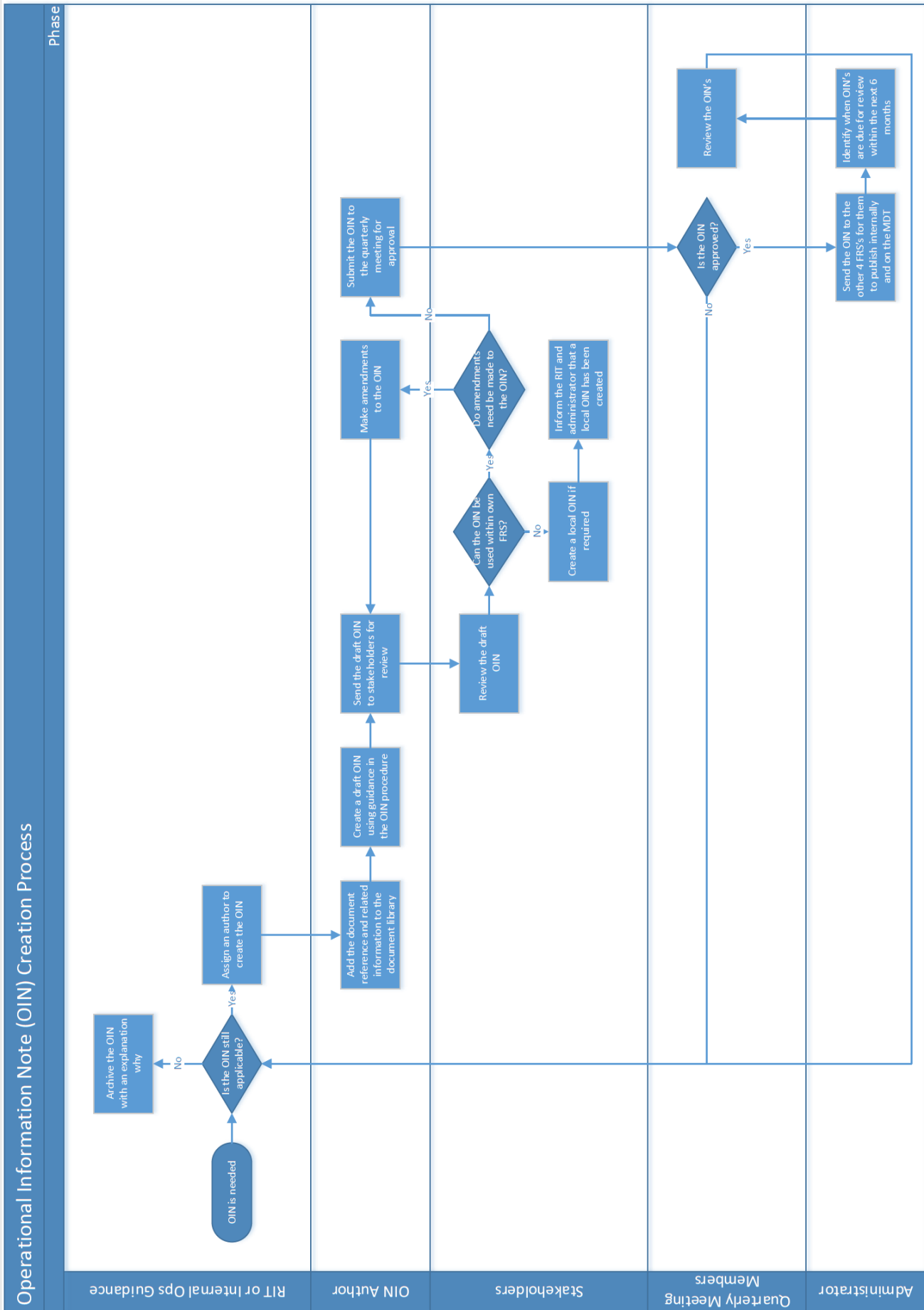
Example: where a process has remained the same for a number of years previously.

3. Associated Documents		
Document	Version	Published
		Date
		Date

4. Document History			
This Version No.		v0.1 – First draft	
Replaces		NA	
Summary of changes		NA	
Versions	Date	Modified by	Changes
v.X.X	Date of change	Author	Keeps track of changes to the document
Department		Regional Implementation Team (NOG)	
Approved by			
Assessments completed		If required e.g. Equality Impact Assessment	
Review Period		2 Years	

5. Appendices

5.1 Appendix A – Operational Information Note (OIN) Creation Process



Decision Making Process

A decision should only be escalated to the next level if all available options and resources available at the current level have been exhausted

