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| **Internal communications plan**  **National Operational Guidance 2018** | | | | | |
| **Communications objectives:**   * Introduce National Operational Guidance and the impact it will have on the organisation   + Reduce the volume of guidance and increase the quality   + Improve how we communicate operational information   + More joined up approach to guidance and training   + Change from reactive to proactive learning   + Improved collaboration with others   + Demonstrating operational excellence * Provide information how and when NOG will be introduced into KFRS   + Phase 1 – Adopting the principles of NOG   + Phase 2 – Implementing NOG   + Phase 3 – embedding NOG * Ensure staff are aware of the introduction of each subject matter NOG, the impact and what is expected from staff * Ensure that stakeholders are aware of the progress of the NOG169 Project | | | | | |
| **Audience** | **Message** | | **How?** | **Who by?** | **When?** |
| **OBM** |  | **What** is National Operational Guidance?  **Why** are we introducing it into KFRS?  **How** are we going to do it?  **When** is this going to happen?  Changes to how operational communication is going to be simplified  Benefits of this new approach to operational policy. | Presentation at OBM | Xxxx | 9 March |
| **CMB** |  | Ratifying OBM decision | Presentation | xxxx | done |
| **All staff** |  | Introduction of NOG  *Should we do this after the fire futures meeting in April then it will all tie up in the right order?* | Ann’s Chief’s Update | xxxx | 3 May |
| **OBM** |  | Comms plan for NOG | Presentation | xxxx | 9 April |
| **All staff** |  | Precis of Chris OBM presentation about NOG | Presentation with audio | xxxx | Late April |
| **All staff** |  | Email address for all NOG related queries ([nog@kent.fire-uk.org](mailto:nog@kent.fire-uk.org))? if needed? |  | xxxx | tbc |
| **All staff** |  | One stop shop for all NOG related information  What it is, why it’s there, why we’re adopting it, what it replaces for operational staff  FAQs including those generated from other channels  Link to Chris’ ppt with audio | New section on Intranet | xxxx | April |
| **All staff** |  | * Heads up re the change * Link to Chris’ ppt with audio * Why we are doing this –**the benefits to them** * Streamlining alerts/targeting info * Who will receive the ops updates and how * Mention of close collaboration being planned between OPD and L&D to ensure we align guidance and training, and where appropriate develop the training so that less guidance is required. * Plans for more multimedia links out of guidance (Eg Equipment Manuals) to have videos rather than pages of text - bespoke, or may be used in Training too. | News item on intranet and in the next Monday’s ebulletin | xxxx | tbc |
| **Managers** |  | Introduction of NOG | Fire Futures meeting | xxxx | 25/4 |
| **All staff** |  | Tile on home page of intranet linking to new Intranet section on NOG  Embed the NOG ‘[What is NOG Video’](https://www.youtube.com/watch?v=ugz71Cvd-lU) | Intranet home page | xxxx | 25/4 |
| **All staff** |  | Introduction to the [National Operational Guidance website](https://www.ukfrs.com/) | Video | xxxx | April |
| **GMTs/SMTs** |  | Chris to visit GMTs/audio PPT as needed | TBC | xxxx | GMTs in April and May (dates TBC) |
| **Stations/Groups** |  |  | Noticeboard poster (A4) | xxxx | April |
| **Stations/Groups** |  | Crib sheet for WMs/CMs to use at their next team meeting/Drill night with instructions to play the ppt with audio |  | xxxx | TBC |
| **All staff** |  | Updates as with link to updated NOG pages on the intranet | Via news item and e-bulletin | xxxx | As and when |
| **All staff** |  | What staff can expect to be introduced in the next four months  You said / we did | Via news item and e-bulletin | xxxx | Late April 18 |
| **All staff** |  | Introduction to new ops document Operational Information Notes (OIN)   * What are they * What are they going to replace? * What will they do in the future | Short presentation for all groups and video for the intranet home page | xxxx | Late April 18 |
| **Service Training Centre** |  | NOG pictures and posters to introduced at STC | NOG Frame work posters, Icon posters and Decision control information sheets | xxxx | Beginning of May 18 |
| **All operational staff** |  | Introduction to **Breathing Apparatus Foundation** guidance   * What has changed * What is new   What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | Dec 18  [Introduced 3/12/18](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?List=7c451e41%2D329c%2D42b0%2D8457%2D925825d84bf5&ID=387&Web=7dfe4f67%2D9f6f%2D4ad7%2Daac3%2D844357cf632f) |
| **All staff** |  | Removal of paper copies of KFRS guidance on stations | Via news item and e-bulletin | xxxx | Dec 18 |
| **All staff** |  | What staff can expect to be introduced in the next four months  You said / we did | Via news item and e-bulletin | xxxx | Late December 18 |

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| **2019** | | | | | |
| ***Term 1*** | | | | | |
| **All operational staff** |  | Introduction to **Fires and Firefighting** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | Jan 19  [Introduced 21/1/10](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?List=7c451e41%2D329c%2D42b0%2D8457%2D925825d84bf5&ID=395&Web=7dfe4f67%2D9f6f%2D4ad7%2Daac3%2D844357cf632f) |
| **All operational staff** |  | Introduction to **Fires in buildings** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | Jan 19  [Introduced 21/1/10](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?List=7c451e41%2D329c%2D42b0%2D8457%2D925825d84bf5&ID=395&Web=7dfe4f67%2D9f6f%2D4ad7%2Daac3%2D844357cf632f) |
| **All staff** |  | Introduce Scenarios and how to use them  [Incident guidance video](https://www.youtube.com/watch?time_continue=4&v=fpIu5z0C3NI) | Video | xxxx  xxxx | Jan 19  [Done 29/1/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=399) |
| **All staff** |  | Use of scenarios in KFRS   * The benefits of scenarios   + Easier to access the information staff need in a time critical situation   + How it is tied in to the to the rest of the NOG the guidance we have been introducing * How to access and use scenarios * What we expect   Explain the about the process to remove TOGs | Presentation, Webinar/video | xxxx | Jan 19 |
| **OBM** |  | Over view update on the project so far  Lessons learnt and changes made  Horizon scanning and benchmarking what is going on in other FRS  Start of the phase 3 Embedding NOG and the introduction of scenarios  Future maintenance arrangement of guidance in KFRS | Briefing paper and presentation | xxxx | March 19 |
| **CMB** |  | Over view update on the project so far  Lessons learnt and changes made  Horizon scanning and benchmarking what is going on in other FRS  Start of the phase 3 Embedding NOG and the introduction of scenarios  Future maintenance arrangement of guidance in KFRS | Briefing paper and presentation | xxxx | March 19 |
| **All operational staff** |  | Introduction to **MTFA** guidance, the product pack and blended learning  This will only reflect the actions for non MTFA crews  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | April 19 (TBC)  [Stay Safe e-learning produced 22/7/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?List=7c451e41%2D329c%2D42b0%2D8457%2D925825d84bf5&ID=444&Web=7dfe4f67%2D9f6f%2D4ad7%2Daac3%2D844357cf632f) |
| **All staff** |  | What staff can expect to be introduced in the next four months  You said / we did | Via news item and e-bulletin | xxxx | Late April 19 |
| **All staff** |  | What staff can expect to be introduced in the next four months  You said / we did | Via news item and e-bulletin | xxxx | Late April 19 |
| ***Term 2*** | | | | | |
| **All operational staff** |  | Refresh of how HazMat has Changed   * [Hazards Materials Guidance is changing](https://www.youtube.com/watch?time_continue=4&v=C5ATVaZ6Tvc) video * [United Nations Globally Harmonised System of Classification and Labelling of Chemicals](https://www.youtube.com/watch?time_continue=2&v=vxKFQwOB6GM) video | Two NOG Videos about the GHS to go on to the Intranet page | xxxx | April 19 (TBC)  [Introduced 1/5/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=426) |
| **All operational staff** |  | Refresh of how HazMat has Changed  Introduction to **Physical Hazards** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | May 19 (TBC)  [Introduced 1/5/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=426) |
| **All operational staff** |  | Introduction to **Health Hazards** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | May 19 (TBC)  [Introduced 1/5/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=426) |
| **All operational staff** |  | Introduction to **Environmental Protection** guidance, theproduct pack and blended learning.  This will include:   * What has changed * What is new   What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | May 19  [Introduced 22/8/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=456) |
| **All operational staff** |  | Introduction to **Wildfire** guidance, theproduct pack and blended learning.  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | May19  [Introduced 28/5/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=431) |
| **All staff** |  | Introduction to **Incident Command** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short series of presentations for all groups and video for the intranet home page  This will be introduced in intervals across the life of the project | xxxx | June 19 TBC  [Introduced 15/7/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=443) |
| **All operational staff** |  | Introduction to **Major Incidents** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | June 19 (TBC) |
| **All staff** |  | Introduction to **Operations** guidance, the product pack and blended learning  This will include:   * What has changed * What is new   What is expected of staff | Short series of presentations for all groups and video for the intranet home page  This will be introduced in intervals across the life of the project | xxxx | June 19  On hold while NOG updates this guidance in 2020 |
| **OBM** |  | Feedback from HMICFRS – How we will be addressing the recommendations  From the inspection team  Actions to be recommended to CMB | Report, presentation | xxxx | Date TBC |
| **CMB** |  | Feedback from HMICFRS – How we will be addressing the recommendations  From the inspection team  Actions to be agreed by CMB | Report, presentation | xxxx | Date TBC |
| **All staff** |  | Introduction of the NOG integration tool (NOG website embedded into KFRS/regional intranet) and how to use it | Video/presentation | xxxx | Date TBC |
| **All staff** |  | What staff can expect to be introduced in the next four months  You said / we did | Via news item and e-bulletin | xxxx | Late August 19 |
| ***Term 3*** | | | | | |
| **All operational staff** |  | Introduction to **Subsurface, height, structures and confined spaces** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | Sep 19  To be launched 17/12/19 |
| **All operational staff** |  | Introduction to **Water rescue and flooding** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | Sep 18 |
| **All operational staff** |  | Introduction to **Transport** guidance. How we have broken it down in Kent   * Roads * Rail * Water * Air   The various transport product packs and the blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx  SMEs   * Roads * Rail (SME TBC) * Water * Marine   Air (SME TBC) | Sep 18  [Introduced 11/11/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=476) |
| **All operational staff** |  | Introduction to **Animal Rescue** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | Sep 19 (TBC)  [Introduced 5/12/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=488) |

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| **2020** | | | | | |
| ***Term 4*** | | | | | |
| **All operational staff** |  | Introduction to **Fires in buildings under construction/demolition** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short series of presentations for all groups and video for the intranet home page | xxxx  Technical Fire Safety for building design and engineered solutions | Jan 20 (TBC)  To be launched 14/1/20 |
| **All operational staff** |  | Introduction to **Fires in waste sites (including renewable energy facilities)** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short series of presentations for all groups and video for the intranet home page | xxxx | Jan 20 (TBC)  To be launched 29/1/20 |
| **All operational staff** |  | Introduction to **Fires on board vessels** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | Jan 20 (TBC)  To be launched 11/2/20 |
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| ***Term 5*** | | | | | |
| **All operational staff** |  | Introduction to **Utilities and fuel** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | May 20  To be launched 27/2/20 |
| **All operational staff** |  | Introduction to **Industry** guidance, the product pack and blended learning  This will include:   * What has changed * What is new * What is expected of staff | Short presentation for all groups and video for the intranet home page | xxxx | May 20  [Introduced 25/11/19](http://intranet.kent.fire-uk.org/opsservices/news/Lists/Posts/Post.aspx?ID=483) |
| ***Term 6*** | | | | | |
| **All operational staff** |  | Explanation of each scenario as it is introduced   * What guidance it links to   The main hazards | Via news item and e-bulletin | xxxx | As each Scenario is introduced |
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| **Post Project Coms** | | | | | |
| **All staff** |  | What staff can expect to be introduced in the next four months  You said / we did | Via news item and e-bulletin | xxxx | Late December 19 |
| **All staff** |  | How the guidance structure will be maintained in the future | Short information video | xxxx | Date TBC |
| **OMB** |  | Lessons learned and monitoring and feedback on business realisation monitoring | Report, presentation | xxxx | Date TBC |
|  |  |  |  |  |  |
| **CMB** |  | Lessons learned recommendations from OBM and feedback on business realisation monitoring | Report, presentation | xxxx | Date TBC |
| **Communications required throughout the project** | | | | | |
| **All staff** |  | Webinars as needed about specific operational news |  |  | TBC |
|  |  |  |  |  |  |