# Multiple calls and multiple incidents consultation

**Introduction**

Thank you for taking the time to provide feedback on this guidance.  
  
We recommend that you thoroughly read the [draft document](https://files.smartsurvey.io/3/0/BHK4R2AE/Multiple_calls_and_multiple_incidents.docx) before completing your review.  
  
Please be aware that the hyperlinks to places within this guidance, or to other sections of guidance may not currently function; this will be addressed at point of publication online.  
  
So that we can identify the content your comments relate to, please begin each of your comments with the line number of the PDF document, separating comments that apply to different lines.  
  
Please complete the survey by **midday on Thursday 28 April 2022** .  
  
If you have any questions or experience any difficulties in completing the survey, please email [FireCPO](mailto:FireCPO@nationalfirechiefs.com?subject=Multiple%20calls%20and%20Multiple%20incidents%20consultation).

**Your details**

### **1. Please provide your contact details:**

|  |  |  |
| --- | --- | --- |
| Name | |  | | --- | |  | |
| Service/Organisation | |  | | --- | |  | |
| Role/Job title | |  | | --- | |  | |
| Email address | |  | | --- | |  | |

**2. Are you responding as:**

|  |  |
| --- | --- |
|  | A representative of your organisation |
|  | A representative of a regional group |
|  | A representative of a functional group |
|  | An individual |

### **3. How did you find out about this consultation?**

|  |  |
| --- | --- |
|  | Direct email notification from NFCC |
|  | LinkedIn |
|  | NFCC Workplace |
|  | Twitter |
|  | Word of mouth |
|  | Other (please specify):   |  | | --- | |  | |

**The introduction**

### **4. Are there any errors or omissions in the introduction?**

|  |  |
| --- | --- |
|  | Yes |
|  | No |

If yes, please tell us more, remember to start each comment with the line number from the PDF:

|  |
| --- |
|  |

**Hazard – Overwhelmed emergency call management capacity: Multiple calls**

**Important:** This hazard currently sits in Fire control command guidance, but it is recommended that it is moved to this new piece of guidance with additional control measures.  
  
This hazard has four control measures. Please provide your comments for each component and remember to start each comment with the line number of the PDF file it relates to.

### **5. Hazard – Overwhelmed emergency call management capacity: Multiple calls**

|  |
| --- |
|  |

### **6. Control measure – Additional call management capacity: Fire control personnel**

|  |
| --- |
|  |

### **7. Control measure – Additional call management capacity: Buddy and consortium arrangements**

|  |
| --- |
|  |

### **8. Control measure – Additional call management capacity: Call redistribution plans**

|  |
| --- |
|  |

### **9. Control measure – Changes to call handling procedures by the call handling agent**

|  |
| --- |
|  |

**Hazard – Overwhelming volume of incident records: Multiple calls and multiple incidents**

This hazard has one control measure. Please provide your comments and remember to start each comment with the line number of the PDF file it relates to.

### **10. Hazard – Overwhelming volume of incident records: Multiple calls and multiple incidents**

|  |
| --- |
|  |

### **11. Control measure – Identify repeat calls: Multiple calls**

|  |
| --- |
|  |

**Hazard – Incomplete situational awareness: Multiple calls**

This hazard has three control measures. Please provide your comments for each component, and remember to start each comment with the line number of the PDF file it relates to.

### **12. Hazard – Incomplete situational awareness: Multiple calls**

|  |
| --- |
|  |

### **13. Control measure – Build situational awareness: Multiple calls**

|  |
| --- |
|  |

### **14. Control measure – Share situational awareness – Call handling agent: Multiple calls**

|  |
| --- |
|  |

### **15. Control measure – Share situational awareness – Buddy, consortium and other fire and emergency controls: Multiple calls**

|  |
| --- |
|  |

**Hazard – Calls from or about multiple people at risk**

This hazard has three control measures. Please provide your comments for each component, and remember to start each comment with the line number of the PDF file it relates to.

### **16. Hazard – Calls from or about multiple people at risk**

|  |
| --- |
|  |

### **17. Control measure – Situational awareness: Multiple people at risk**

|  |
| --- |
|  |

### **18. Control measure – Effective emergency call management: Multiple calls about people at risk**

|  |
| --- |
|  |

### **19. Control measure – Recontact multiple people at risk to provide a change of advice**

|  |
| --- |
|  |

**Hazard – Overwhelming demand for resources: Multiple incidents**

This hazard has four control measures. Please provide your comments for each component, and remember to start each comment with the line number of the PDF file it relates to.

### **20. Hazard – Overwhelming demand for resources: Multiple incidents**

|  |
| --- |
|  |

### **21. Control measure – Prioritise higher priority incidents: Multiple incidents**

|  |
| --- |
|  |

### **22. Control measure – Queue lower priority incidents: Multiple incidents**

|  |
| --- |
|  |

### **23. Control measure – Batch mobilising: Multiple incidents**

|  |
| --- |
|  |

### **24. Control measure – Degradation plans: Multiple incidents**

|  |
| --- |
|  |

**Hazard – Incomplete situational awareness – Operational personnel: Multiple calls and multiple incidents**

This hazard has two control measures. Please provide your comments for each component, and remember to start each comment with the line number of the PDF file it relates to.

### **25. Hazard – Incomplete situational awareness – Operational personnel: Multiple calls and multiple incidents**

|  |
| --- |
|  |

### **26. Control measure – Share situational awareness with operational personnel: Multiple calls and multiple incidents**

|  |
| --- |
|  |

### **27. Control measure – Document incidents effectively: Multiple incidents**

|  |
| --- |
|  |

**Hazard – Overwhelming workload: Multiple calls and multiple incidents**

This hazard has one control measures. Please provide your comments for each component, and remember to start each comment with the line number of the PDF file it relates to.

### **28. Hazard – Overwhelming workload: Multiple calls and multiple incidents**

|  |
| --- |
|  |

### **29. Control measure – Prioritise critical functions: Multiple calls and multiple incidents**

|  |
| --- |
|  |

**Hazard – Ineffective management of remote emergency calls: Multiple calls**

This hazard has three control measures. Please provide your comments for each component, and remember to start each comment with the line number of the PDF file it relates to.

### **30. Hazard – Ineffective management of remote emergency calls: Multiple calls**

|  |
| --- |
|  |

### **31. Control measure – Prepare to manage remote calls: Multiple calls**

|  |
| --- |
|  |

### **32. Control measure – Manage remote calls effectively: Multiple calls**

|  |
| --- |
|  |

### **33. Control measure – Pass incident information to affected fire controls – Remote calls: Multiple calls**

|  |
| --- |
|  |

**Final thoughts**

### **34. Please provide any generic overall feedback about the review of the National Operational Guidance for Multiple calls and multiple incidents:**

|  |
| --- |
|  |

### **35. Do you believe your fire and rescue service would find adoption of this guidance:**

|  |  |
| --- | --- |
|  | Extremely useful |
|  | Very useful |
|  | Somewhat useful |
|  | Not so useful |
|  | Not at all useful |