



National
Operational
Guidance

Multiple calls and multiple incidents

Multiple calls and multiple incidents 0.13 – for full consultation

Date: 23rd March 2022

Introduction	3
Hazard – Overwhelmed emergency call handling management capacity: Multiple calls.....	4
<i>It is recommended that:</i>	4
Control measure – Additional call handling management capacity: Fire control personnel	6
Control measure – Additional emergency call handling management capacity: Emergency call redistribution Buddy and consortium arrangements	8
Control measure – Additional emergency call management capacity: Call redistribution plans	11
Control measure – Changes to call handling procedures by the call handling agent.....	12
Hazard – Overwhelming volume of incident records: Multiple calls and multiple incidents	14
Control measure – Identify repeat calls: Multiple calls	15
Hazard – Incomplete situational awareness: Multiple calls	17
Control measure – Build situational awareness: Multiple calls.....	19
Control measure – Share situational awareness – Call handling agent: Multiple calls	22
Control measure – Share situational awareness – Buddy, consortium and other fire and emergency controls: Multiple calls	23
Hazard – Calls from or about multiple people at risk.....	26
Control measure – Build situational awareness: Multiple people at risk	27
Control measure – Effective emergency call management: Multiple calls about people at risk	32
Control measure – Recontact multiple people at risk to provide a change of advice	34
Hazard – Overwhelming demand for resources: Multiple incidents.....	36
Control measure – Prioritise higher-priority incidents: Multiple incidents	37
Control measure – Queue lower-priority incidents: Multiple incidents.....	40
Control measure – Batch mobilising: Multiple incidents.....	42
Control measure – Degradation plans: Multiple incidents.....	44
Hazard – Incomplete situational awareness – Operational personnel: Multiple incidents	46
Control measure – Share situational awareness with operational personnel: Multiple calls and multiple incidents	48
Control measure – Document incidents effectively: Multiple incidents.....	51
Hazard – Overwhelming workload: Multiple calls and multiple incidents.....	53
Control measure – Prioritise critical functions: Multiple calls and multiple incidents	55
Hazard – Ineffective management of remote emergency calls: Multiple calls	57
Control measure – Prepare to manage remote calls: Multiple calls	59
Control measure – Manage remote calls effectively: Multiple calls.....	61
Control measure – Pass remote incident information to affected fire controls: Multiple calls.....	63

Introduction

1 This guidance has been developed to assist fire and rescue services identify common
2 hazards and implement reasonable control measures in the event that a fire control receives
3 multiple calls and is required to manage multiple incidents.

4 Although managing multiple incidents and managing multiple calls are different, the subjects
5 have been combined because the hazards and control measures may be similar, or in some
6 cases the same.

7 **This guidance should be read in conjunction with:**

8 [Corporate guidance for operational activity](#)

9 [Fire control command](#)

10 [Survival guidance](#)

11 [Emergency call handling and mobilising](#)

12 In this guidance, 'multiple calls' refers to more than one emergency call being managed at
13 the same time, and 'multiple incidents' refers to more than one incident occurring at the
14 same time.

15 Periods of multiple calls and multiple incidents are often referred to as 'spike' or 'spate'
16 conditions.

17 **Spike conditions** occur with little or no warning when multiple emergency calls about the
18 same incident are received, such as a fire with plumes of smoke that can be seen over a
19 wide area. These calls usually stop when operational personnel arrive at the incident.

20 **Spate conditions** occur when emergency calls are received simultaneously for multiple
21 incidents at various locations. Spate conditions can last for hours or sometimes days. Events
22 causing spate conditions (for example a significant weather occurrence) may be forecast
23 and therefore planned for. Spate conditions may lead to fire control personnel managing
24 multiple incidents simultaneously.

25 **Affected control** refers to the fire control that covers the geographical area in which an
26 incident or event is located.

27 **Assisting control** refers to those emergency controls that manage emergency calls on
28 behalf of an affected fire control.

29 **Repeat calls** are calls about an incident that fire control personnel are already aware of and
30 have most likely mobilised to.

31 **Remote area** is an area that is outside of a fire control's normal geographic area of
32 responsibility, for example beyond the county border.

33 **Remote emergency call** is an emergency call that is being managed by personnel in an
34 assisting emergency control on behalf of an affected fire control.

35 **Hazard – Overwhelmed emergency call handling management**
36 **capacity: Multiple calls**

37 ***n.b. - During the process of shaping this guidance, it was identified that information contained***
38 ***within the now published [Hazard - Overwhelmed emergency call handling capacity in Fire](#)***
39 ***control command guidance was relevant to multiple call and multiple incident scenarios.***

40 ***It is recommended that this information is extracted from Fire control command and added as***
41 ***a hazard of “Overwhelmed emergency call handling capacity” with associated control***
42 ***measures, into this guidance.***

43 ***It should be noted this edited hazard contains an additional control measure, separating the***
44 ***use of call redistribution plans from buddy and consortium arrangements.***

45 ***It is recommended that:***

- 46 ***• Text in grey remains unchanged***
- 47 ***• Text with a strikethrough is removed***
- 48 ***• Text in black is added***

49 **HAZARD KNOWLEDGE**

50 This section should be read in conjunction with The Public Emergency Call Service (PECS)
51 Code of Practice. PECS Code of Practice covers the method of handling 999/112 public
52 emergency telephone calls between the call handling agent and emergency authorities. If
53 the volume of calls overwhelms the call management capacity of an emergency control,
54 PECS Code of Practice provides information for contingency arrangements.

55 ~~As part of its risk management plan, each fire and rescue service should consider the fire~~
56 ~~control resources it needs to mobilise to an incident to support effective incident resolution~~
57 ~~and command, and to fulfil all foreseeable activity required of the fire control function. A fire~~
58 ~~and rescue service needs to provide appropriate command, sufficient fire control resources~~
59 ~~to resolve incidents and to deliver all foreseeable activities as required.~~

60 ~~However, there may be occasions where the call volume and subsequent workloads in fire~~
61 ~~control exceed the capacity of the available personnel. This can happen when fire control~~
62 ~~personnel leave the control room for welfare breaks or planned activities such as training or~~
63 ~~personal development. It can also happen because of unexpected spate or spike call volume~~
64 ~~conditions.~~

65 The point at which a fire control reaches emergency call management capacity will vary,
66 depending on factors such as:

- 67
 - Staffing levels, including fire control personnel:
 - 68
 - On welfare breaks
 - 69
 - Attending planned training and development activities
 - 70 • The number of available emergency call management workstations
 - 71 • The location and visibility of ongoing incidents
 - 72 • The nature of ongoing incidents or events

73 Emergency calls can often be managed efficiently, however emergency calls may take
74 longer if:

- 75
 - The caller requires safety advice or survival guidance

- 76 • The caller is unsure of their location
- 77 • The nature of the situation is rapidly changing, for example a terrorist attack
- 78 • A caller uses a language other than English as their first language
- 79 • The caller has communication difficulties

80 A fire control's emergency call management capacity is reached when all available fire
81 control personnel are committed to emergency call and incident management activity.

82 **Unplanned call re-distribution**

83 During periods of exceptionally high demand, the number of emergency calls may exceed
84 the capacity of the affected fire control's normal emergency call management arrangements.
85 In such instances, the call handling agent may need to redistribute emergency calls to
86 emergency controls outside the normal arrangements to protect the 999/112 network from
87 being overwhelmed. This method of unplanned call re-distribution may involve police and
88 ambulance controls.

89 The use of unplanned call re-distribution arrangements to deal with overwhelmed call
90 capacity may:

- 91 • Result in other emergency controls receiving calls they are not prepared to manage
- 92 • Overwhelm other controls
- 93 • Affect the business-as-usual response of other controls
- 94 • Delay callers from receiving assistance, including life-saving guidance

95 The ability of fire control ~~personnel commanders~~ to effectively manage emergency calls and
96 mobilise resources may determine the outcome of an ~~operational~~ incident commander's plan
97 to resolve an incident. Any failure or delay in the mobilisation of sufficient and appropriate
98 personnel, equipment, specialist skills and other agencies to an incident may:

- 99 • Increase the risk to the public, including people at risk and casualties
- 100 • Delay operational intervention
- 101 • Reduce the safety of personnel or other emergency responders
- 102 • Result in loss of or damage to property
- 103 • Have a detrimental effect on the environment
- 104 • Affect the reputation of the fire and rescue service
- 105 • Affect levels of public confidence
- 106 • Delay community recovery

107 A fire control commander's ability to select the most appropriate methods to manage the
108 situation using the available options is therefore essential to support the welfare of ~~their~~
109 ~~teams-fire control personnel~~ and ensure successful delivery of the fire control function.

110

111 **Control measure – Additional call handling management capacity: Fire control**
112 **personnel**

113 *CONTROL MEASURE KNOWLEDGE*

114 As no two situations are the same, it is imperative that fire control commanders and
115 personnel can correctly identify the resources available to them. This will allow them to take
116 immediate action and, where possible, apply measures to increase emergency call handling
117 management capacity as soon as call volumes begin to increase.

118 Their assessment, which may indicate the required resources, should be based on the
119 number and type of calls being received and the predicted duration of incidents together with
120 other ongoing operational incidents and fire control activity.

121 Fire control commanders should have a thorough knowledge of methods to increase call
122 handling management capacity and know how to select an appropriate method. They should
123 understand when it may be necessary to consult a fire control manager or duty officer prior
124 to increasing capacity.

125 Methods to increase call handling capacity the number of fire control personnel may include:

- 126 • Recalling on-duty fire control personnel from welfare breaks, training, or other
127 activities
- 128 • Recalling off-duty fire control personnel where available
- 129 • Requesting assistance from other suitably trained and competent personnel
- 130 • ~~Using buddy or consortium emergency call handling arrangements~~
- 131 • ~~Using call filtering methods by the call handling agent~~
- 132 • ~~Using call redistribution methods by the call handling agent~~

133 The fire control commander should be aware of the number and location of on-duty fire
134 control personnel and how to recall them from welfare breaks or other activities. In addition,
135 the fire control commander should be aware of the location and availability of other suitably
136 trained and competent personnel, such as fire control personnel performing supporting day
137 duty roles that do not form a part of the duty shift or watch.

138 When assessing levels of fire control activity and related workloads it is essential that the fire
139 control commander considers the welfare of fire control personnel. This includes
140 implementing measures that compensate for any interruptions to rest and meal breaks
141 caused by increased workloads.

142 The fire control commander ~~may~~ should consider recalling off-duty fire control personnel
143 during sustained periods of increased activity. This may occur during a major incident,
144 protracted periods of multiple calls and incidents or wherever it is likely that additional fire
145 control capacity may be required. When recalling personnel, the time it will take for them to
146 arrive should be considered. However, lack of availability or other organisational factors may
147 mean this is not always achievable.

148 Where advance notice is received of extreme weather or other conditions where increased
149 emergency call volume can be expected, the fire control commander should ensure their
150 management teams are informed so that emergency call management capacity can be
151 assessed and increased in advance if necessary.

152 *STRATEGIC ACTIONS*

153 Fire and rescue services ~~should~~ **must**:

154 • Ensure methods are in place to obtain intelligence for events or situations that may
155 increase emergency call volumes

156 • Ensure methods are in place to increase emergency call **management** capacity
157 during events or situations that may increase emergency call volumes

158 Fire and rescue services **should**:

159 • Establish the command competencies, training, validation, and revalidation required
160 for additional call **management** capacity

161 • Provide methods to recall on-duty fire control personnel and other suitably trained
162 and competent personnel during periods of multiple calls

163 • Consider the provision of methods and supporting arrangements to recall off-duty fire
164 control personnel and other suitably trained and competent personnel during periods
165 of multiple calls

166 • Identify personnel who are competent to manage emergency calls

167 *TACTICAL ACTIONS*

168 Fire control commanders **should**:

169 • Select the most appropriate method of increasing emergency call **management**
170 capacity during periods of multiple calls

171 • Consider the welfare needs of fire control personnel when planning call **management**
172 capacity during periods of multiple calls

173

174 **Control measure – Additional emergency call handling management capacity:**
175 **Emergency call redistribution Buddy and consortium arrangements**

176 *CONTROL MEASURE KNOWLEDGE*

177 ~~Fire control commanders should be aware of the methods of emergency call redistribution~~
178 ~~and their potential effect on command and management of fire control activities.~~

179 Buddy and consortium arrangements with other emergency controls effectively reduce the
180 delay in emergency calls being answered by redistributing emergency calls during periods of
181 spike or spate conditions.

182 **Buddy arrangements**

183 The term 'buddy' is defined as 'a pre-nominated fire control to be used by the call handling
184 agent for the distribution of calls in times of unexpected pressure' (Public Emergency Call
185 Service (PECS) Code of Practice). The call handling agent, British Telecom (BT) will
186 automatically divert calls to the buddy control if unanswered by the affected control for a
187 defined period.

188 ~~Buddy arrangements provide various levels of support. However, they should allow for~~
189 ~~emergency call taking and for the transfer of emergency call data back to the affected~~
190 ~~control.~~

191 Buddy arrangements allow mobilising to be initiated on behalf of the affected fire control, or
192 allow call details to be passed back to the affected fire control for mobilisation. Exact
193 arrangements will vary between fire and rescue services.

194 **Consortium arrangements**

195 A consortium arrangement usually involves a pre-agreed partnership between two or more
196 fire and rescue services. In these circumstances the partner fire controls will have a suitably
197 linked mobilising and communications system that allows one partner to directly manage
198 incidents on behalf of the others, from call taking, incident creation and mobilisation to
199 incident closure. Emergency calls can usually be redistributed between partners
200 automatically without the intervention of the call handling agent.

201 It is essential that the fire control commander is aware of such arrangements and can
202 identify when calls are being managed by ~~a buddy or partner emergency~~ consortium fire
203 controls ~~rooms~~. The fire control commander must ensure that resources are mobilised and
204 inform ~~partner emergency~~ consortium controls of any specific advice or survival guidance to
205 pass on to emergency callers.

206 ~~During periods of exceptionally high demand the number of emergency calls may exceed the~~
207 ~~capacity of the home fire control and the buddy or consortium arrangement. In such~~
208 ~~instances the call handling agent may redistribute emergency calls to emergency control~~
209 ~~rooms beyond the pre-nominated arrangements, which may include police and ambulance~~
210 ~~control rooms.~~

211 ~~In this case the call handling agent will inform the affected fire control using their critical~~
212 ~~contact number. The fire control commander should then consider the use of national and~~
213 ~~regional talk groups to share situational awareness, including any change in survival~~
214 ~~guidance.~~

215 ~~The call handling agent may also use the critical contact number if there are extended~~
216 ~~delays in calls being answered by fire control or where there are delays and a critical call is~~
217 ~~waiting.~~

218 *STRATEGIC ACTIONS*

219 Fire and rescue services must:

220

- 221 • Provide the call handling agent with details of buddy arrangements

222

223 Fire and rescue services should:

224

- 225 • Establish the command competencies, training, validation, and revalidation required
226 to increase call management capacity through emergency call redistribution

227

- ~~• Provide the call handling agent with a critical contact number for fire control~~

228

- 229 • Consider the use of buddy or consortium arrangements to manage the redistribution
of emergency calls during periods of multiple calls

230

- Determine technical specifications for consortium arrangements

231

- 232 • Define how long a call may go unanswered before it is diverted based on capacity
and risk management planning

233

- ~~• Give fire control personnel access to regional and national talk groups~~

234

- 235 • Ensure that fire control commanders and personnel participate in regular exercising
of buddy or consortium arrangements

236

- 237 • Establish a process to learn, share and action recommendations following exercising
buddy and consortium arrangements

238 *TACTICAL ACTIONS*

239 Fire control commanders should:

240

- ~~• Understand the emergency call redistribution methods that may be used by the call
241 handling agent and when they may be used~~

242

- 243 • Identify when emergency calls are being managed by another fire control or other
emergency control during periods of multiple calls

244

- ~~• Ensure that situational awareness and any change to advice is shared with the pre-
245 nominated buddy and other emergency control rooms~~

246

- ~~• Ensure that situational awareness is shared with operational incident commanders~~

247

248 Fire control personnel should:

249

- 250 • Recognise when buddy or consortium arrangements are in place during periods of
251 multiple calls

252

- 253 • Follow agreed methods to manage emergency calls on behalf of a buddy or
consortium control during periods of multiple calls

254
255

- ~~Ensure that all appropriate mobilising actions are taken for emergency calls handled managed by a buddy or other emergency control room~~

256
257

- ~~Consider using national and regional talk groups to share situational awareness and any change to advice with other controls~~

258

259 **Control measure – Additional emergency call management capacity: Call**
260 **redistribution plans**

261 *CONTROL MEASURE KNOWLEDGE*

262 A call redistribution plan is a pre-determined plan involving fire controls that do not normally
263 form part of a buddy or consortium agreement. Participating fire controls agree to manage
264 emergency calls on one other's behalf when multiple calls exceed the capacity of a fire
265 control.

266 Call redistribution plans are an effective way to share a significant increase in call volume
267 across multiple fire controls beyond the level that a typical buddy or consortium arrangement
268 could achieve. This has the benefit of minimising any delay in answering emergency calls
269 whilst reducing the overall impact unanswered calls have on the national emergency call
270 service.

271 Fire and rescue services should recognise that call redistribution plans are an addition to
272 rather than a replacement for existing methods of increasing emergency call management
273 capacity. During periods of multiple calls, other methods covered in this guidance should be
274 considered first.

275 *Call redistribution plans provide a method for emergency call management only; they do not*
276 *allow other fire controls to conduct the mobilisation or incident management for the affected*
277 *fire control. An effective call redistribution plan will require pre-identified methods to*
278 *efficiently pass emergency call information back to the affected fire control for a response.*
279 *More information can be found in [Control measure – Pass remote incident information to](#)*
280 *[affected fire control: Multiple calls.](#)*

281 *STRATEGIC ACTIONS*

282 Fire and rescue services should:

- 283
- 284 • Consider participating in call redistribution plans when emergency call management
285 capacity is overwhelmed
- 286 • Communicate details of call redistribution plans to fire control personnel
- 287 • Take part in exercises involving call redistribution plans
- 288 • *Give fire control personnel access to regional and national talkgroups*

289 *TACTICAL ACTIONS*

290 Fire control commanders should:

- 291 • Consider implementing call redistribution plans when emergency call management
292 capacity is overwhelmed
- 293 • Inform fire control personnel when they have implemented a call redistribution plan
- 294 • Inform fire control personnel when they identify that an affected fire control has
295 implemented a call redistribution plan

296

297 **Control measure – Changes to call handling procedures by the call handling**
298 **agent**

299 *CONTROL MEASURE KNOWLEDGE*

300 ~~This section should be read in conjunction with The Public Emergency Call Service (PECS)~~
301 ~~Code of Practice. PECS deals with the method of handling ‘999/112’ public emergency~~
302 ~~telephone calls between the call handling agent and emergency authorities. As well as~~
303 ~~outlining the procedures to follow when connecting calls to emergency controls, PECS also~~
304 ~~provides information regarding contingency arrangements. Fire and rescue services should~~
305 ~~therefore consider the PECS Code of Practice when developing policies, procedures, and~~
306 ~~training for fire control personnel.~~

307 ~~If excessive call volumes during spate or spike conditions or a major incident, multiple calls~~
308 ~~overwhelm a fire control’s capacity, the call handling agent may be able to assist by~~
309 ~~redistributing emergency calls received via 999/112 to pre-nominated buddy controls, or by~~
310 ~~applying agreed call filtering questions.~~

311 ~~The call handling agent may be contacted to assist with call queuing or filtering~~
312 ~~arrangements. Fire control and the call handling agent will agree on a statement for the call~~
313 ~~handling agent to use for the duration of the incident or event. For example, on connecting a~~
314 ~~call, the call handling agent may agree to say: ‘(Emergency authority name) is busy with~~
315 ~~calls relating to (incident details) at (location). I will try to connect you.’~~

316 The call handling agent may agree to ask a filter question before connecting the emergency
317 call to a fire control. This may provide an effective method to filter out lower priority calls,
318 helping fire control personnel to prioritise higher priority calls. Call filtering may be
319 implemented at the request of the fire control commander and could be used for a variety of
320 scenarios, including but not limited to where call volumes have increased due to:

- 321 • Flooding
- 322 • High winds
- 323 • Wildfires

324 *STRATEGIC ACTIONS*

325 Fire and rescue services must:

- 326 • Provide the call handling agent with contact numbers with the appropriate level of
327 priority
- 328 • Consider including in policies and procedures call filtering by the call handling agent
329 during periods of multiple calls

330 Fire and rescue services should:

- 331 • Establish the command competencies, training, validation, and revalidation required
332 for changes to call handling procedures by the call handling agent
- 333 • Provide information to fire control personnel on the facilities available through the call
334 handling agent for call filtering and redistribution

335 *TACTICAL ACTIONS*

336 Fire control commanders should:

- 337 • Implement effective call filtering methods through the call handling agent during
338 periods of multiple calls

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

341 *HAZARD KNOWLEDGE*

342 **Simultaneous calls**

343 Fire control personnel should never assume that simultaneous callers in a single geographic
344 area are reporting the same incident. Attempting to rush the emergency call management
345 process so that other calls can be answered may result in failing to identify a new incident
346 among multiple calls.

347 Failing to follow effective emergency call management processes for all calls during periods
348 of multiple calls could result in a delayed response to the incident. Failing to identify
349 essential information about the incident could result in harm to people at risk or operational
350 personnel.

351 **Incident records**

352 During periods of multiple calls, there will be an increase in the number of incidents recorded
353 on the mobilising system, including:

- 354 • Incidents to which a resource has been mobilised
355 • Incidents that require an operational response to be mobilised
356 • Incidents that are repeats of existing incidents
357 • Incidents where no operational response is required but have been recorded for a full
358 and accurate record

359 Failing to have effective systems in place for organising information about repeat calls could
360 make it difficult for fire control personnel to identify incidents that require a response and
361 could therefore delay or cause inaccurate mobilisation.

362 Mobilising inaccurately to incidents can take time to resolve and may confuse fire control and
363 operational personnel, who may receive and react to incorrect information when alerted.

364

365 **Control measure – Identify repeat calls: Multiple calls**

366 This control measure should be read in conjunction with [Emergency call handling and](#)
367 [mobilising](#).

368 *CONTROL MEASURE KNOWLEDGE*

369 **Effective emergency call management**

370 During periods of multiple calls, differentiating between emergency calls about new incidents
371 and repeat calls about existing incidents allows fire control personnel to identify where a
372 response is required and reduces the likelihood of confusion and inaccurate mobilising.

373 If fire control personnel identify that the call they are managing is a repeat call, contact
374 details of the caller and any additional risk-critical information identified through the call
375 management process should still be recorded on the incident log. Additional information
376 should be shared with operational personnel and other agencies as required.

377 When multiple emergency calls are being received, fire control personnel must continue to
378 provide appropriate and sufficient guidance to emergency callers.

379 **Technology to help identify repeat calls**

380 Mobilising systems help fire control personnel to identify and record repeat calls. Mobilising
381 systems may identify repeat calls based on:

- 382
- The location of the reported incident compared to the initial incident
 - 383 • The location of the caller provided by the enhanced information service for
384 emergency calls (EISEC) or advanced mobile location (AML)
 - 385 • The emergency caller's telephone number
 - 386 • A combination of the above factors

387 Once fire control personnel have determined that they are managing a repeat call, mobilising
388 systems may allow the call to be automatically linked and closed as a repeat of the original
389 incident. This is a way to quickly recall linked incidents and the caller's details should they
390 need to be recontacted. Such processes reduce the number of open incident logs on the
391 mobilising system and reduce the likelihood of inaccurate mobilising.

392 *STRATEGIC ACTIONS*

393 Fire and rescue services must:

- 394
- Configure mobilising systems to provide effective methods for fire control personnel
395 to manage repeat calls during periods of multiple calls

396 *TACTICAL ACTIONS*

397 Fire control personnel should:

- 398
- Question emergency callers effectively to identify repeat calls during periods of
399 multiple calls

400

- Link repeat calls accurately to original incidents during periods of multiple calls

401

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

403 This hazard knowledge should be read in conjunction with [Hazard – Ineffective management](#)
404 [of fire control activities](#) and [Hazard – Ineffective command of the fire control function](#) in fire
405 control command guidance.

406 The Public Emergency Call Service (PECS) Code of Practice sets out the methods used to
407 pass emergency calls between the call handling agent and the emergency authority. An
408 understanding of PECS would be beneficial when reading this hazard knowledge.

409 *HAZARD KNOWLEDGE*

410 **Call handling agent**

411 The call handling agent has a key role to play in the emergency call process. Ineffective or
412 absent communication between the call handling agent and fire control will prevent shared
413 situational awareness and delay any support the call handling agent may be able to offer.

414 Failing to communicate factors that might reduce a fire control's emergency call
415 management capacity could lead to delayed introduction of:

- 416 • Call filters
- 417 • Routing of overflow calls to buddy or consortium controls
- 418 • Call redistribution plans

419 **Buddy, consortium and other fire controls**

420 Buddy or consortium arrangements will not work effectively if communication between fire
421 controls is ineffective or absent. Failing to share information about foreseeable
422 circumstances likely to cause multiple calls or multiple incidents, such as high-impact
423 weather events, could lead to unpreparedness and may result in delayed or inaccurate
424 mobilising.

425 Sharing inaccurate or insufficient information could lead to an incorrect perception of the
426 situation and misunderstanding of the actions that assisting fire controls will need to perform.
427 For example, a fire control affected by spate conditions may require all calls that are
428 managed by buddy or consortium members to be passed back to them for prioritising with no
429 mobilising taking place. Failing to make this requirement clear could lead to inaccurate
430 mobilisations that could take time to resolve.

431 When call redistribution plans outside of buddy or consortium arrangements are instigated,
432 failing to share situational awareness or instructions between the affected fire control and
433 assisting fire controls could result in delayed or inaccurate mobilising of resources.

434 Ineffective or absent communications could delay:

- 435 • The readiness of assisting fire controls
- 436 • The accuracy of guidance that assisting fire controls give to emergency callers
- 437 • The effective transmission of information back to the affected fire control for
438 mobilisation

439 **Other emergency controls**

440 Other emergency controls may receive emergency calls relating to an incident the fire and
441 rescue service is already dealing with. This may be due to:

- 442 • Misrouted calls
- 443 • The caller requesting another agency
- 444 • Unplanned redistribution of calls by the call handling agent

445 If communication between a fire control and other emergency controls is ineffective or
446 absent, other emergency controls will not have accurate situational awareness of an incident
447 or event that is causing multiple calls to be made to the fire and rescue service. For
448 example, if unaware that a fire and rescue service is attending life-risk calls only, personnel
449 in other emergency controls may continue to pass to it calls reporting non-life-risk or other
450 lower-priority calls.

451 **Control measure – Build situational awareness: Multiple calls**

452 This should be read in conjunction with [Fire control command – Control measure –](#)
453 [Situational awareness](#).

454 *CONTROL MEASURE KNOWLEDGE*

455 Situational awareness in this context represents the understanding of fire control personnel
456 of the current situation they are dealing with. This includes ongoing incidents, emergency
457 call volumes and the tactics being employed by the fire control commander to manage the
458 multiple calls or multiple incidents. It also includes the shared situational awareness between
459 a fire control and those who are supporting them in the receipt of emergency calls, including:

- 460 • Other fire control personnel
- 461 • Other personnel supporting the fire control
- 462 • Buddy fire controls
- 463 • Consortium fire controls
- 464 • Other emergency controls
- 465 • The call handling agent
- 466 • Operational personnel

467 **Effective verbal communication** between fire control personnel is one method to achieve
468 shared situational awareness through, for example:

- 469 • One-to-one discussions
- 470 • Group briefings at change of duty or as required to share significant information
471 quickly
- 472 • Individual handovers at change of duty

473 Whichever method of verbal communication is used, it is important that the information has
474 been acknowledged and understood.

475 Achieving shared situational awareness with other agencies will assist fire control personnel
476 in maintaining a clear awareness of activities during periods of multiple calls or multiple
477 incidents.

478 Communication received by and originating from fire control may include the use of:

- 479 • Emergency lines
- 480 • Dedicated priority lines pre-identified as being for buddy or consortium controls
- 481 • Hailing talkgroups
- 482 • Regional and national talkgroups
- 483 • Electronic methods of information sharing
- 484 • Social media or press announcements

485 More information can be found in [Multi agency](#) fire control guidance.

486 Electronic methods of sharing information can be used to support verbal methods of
487 communication; they may offer other benefits such as improved accuracy, speed and a
488 wider reach.

489 **Electronic incident logs** provide an effective method for situational awareness to be shared
490 between fire control personnel. It is essential that fire control personnel update incident logs
491 with all relevant information, including information received from the incident ground and
492 other agencies as well as the actions and decisions they have taken themselves. Mobilising
493 systems may also allow operational personnel or fire control personnel from assisting buddy
494 or consortium controls to view and add to incident logs.

495 **Visual information displays** may be used to show essential information to fire control
496 personnel during periods of multiple calls. The use of displays may be helpful to reinforce
497 verbal communication and to ensure that fire control personnel managing emergency calls
498 have access to the same information.

499 Visual information displays may be used to share situational awareness and information
500 such as:

- 501 • The current evacuation strategy in the case that there are multiple calls to a building
502 fire
- 503 • Indication of operational resource availability
- 504 • Maps displaying spread of incident locations during periods of multiple incidents
- 505 • Call volume visualisation in the case that there are multiple calls
- 506 • Instructions for fire control personnel to:
 - 507 ○ Queue specific types or priority levels of incidents in the case that widespread
508 flooding generates multiple calls
 - 509 ○ Signpost lower-priority calls to other suitable agencies, such as local
510 authorities and relevant contact numbers
 - 511 ○ Use specific methods to pass incident-related information to affected fire
512 controls when managing remote calls

513 **Visual indicators** linked to the integrated communication control system (ICCS), for
514 example a red light showing when fire control personnel are engaged on a call, may support
515 the situational awareness of the fire control commander by making it clear how many fire
516 control personnel are managing calls.

517 *STRATEGIC ACTIONS*

518 Fire and rescue services should:

- 519 • Provide communication systems that allow for the clear identification, prioritisation
520 and differentiation of incoming emergency calls, priority lines and non-emergency
521 calls during periods of multiple calls
- 522 • Consider providing visual information displays within fire control to effectively display
523 critical information during periods of multiple calls
- 524 • Consider providing visual indicators linked to the ICCS to indicate current emergency
525 call management capacity during periods of multiple calls

526 *TACTICAL ACTIONS*

527 Fire control commanders should:

- 528 • Ensure effective emergency call management methods are maintained during
529 periods of multiple calls

530 Fire control personnel should:

- 531 • Use emergency call management techniques and effective questioning to gather all
532 relevant information about the incident the caller is reporting during periods of
533 multiple calls
- 534 • Use effective communication methods to share situational awareness during periods
535 of multiple calls
- 536 • Use electronic methods to share information with other fire controls as necessary
537 during periods of multiple calls
- 538 • Use talkgroups to share situational awareness with assisting emergency controls
539 during periods of multiple calls

540

541 **Control measure – Share situational awareness – Call handling agent: Multiple**
542 **calls**

543 This control measure should be read in conjunction with [Fire control command – Control](#)
544 [measure – Effective communication](#).

545 *CONTROL MEASURE KNOWLEDGE*

546 The call handling agent will attempt to contact an emergency control to provide support
547 when they observe extended call answering times or have a critical call waiting. Contact will
548 be made with the fire control commander to discuss implementing call filters or instigation of
549 call redistribution plans.

550 If the call handling agent is unable to contact an emergency control by the primary or
551 secondary call routes, they will use the critical contact number provided to them by each
552 emergency service.

553 In the event of exceptional circumstances that can add pressure to the wider 999/112
554 service, the call handling agent may convene conference calls with affected emergency
555 controls to discuss the event and possible mitigating measures. An invitation to join the
556 conference call will be emailed to emergency controls. Details on call handling agent
557 conference calls can be found in the PECS Code of Practice.

558 *STRATEGIC ACTIONS*

559 Fire and rescue services must:

- 560 • Provide a dedicated critical contact number to the call handling agent
- 561 • Provide an email address to the call handling agent
- 562 • Provide fire control personnel with access to emails during periods of multiple calls
- 563 • Provide fire control commanders with access to conference calls during periods of
564 multiple calls
- 565 • Provide fire control commanders with contact details of the call handling agent

566 *TACTICAL ACTIONS*

567 Fire control commanders must:

- 568 • Share information with the call handling agent about anticipated call handling
569 capacity issues
- 570 • Read and resolve emails from the call handling agent

571 **Control measure – Share situational awareness – Buddy, consortium and other**
572 **fire and emergency controls: Multiple calls**

573 This control measure should be read in conjunction with control measures [Situational](#)
574 [awareness](#) and [Effective communication](#) in fire control command guidance.

575 *CONTROL MEASURE KNOWLEDGE*

576 **Buddy and consortium controls**

577 Accurate and prompt sharing of information between buddy and consortium controls during
578 or in anticipation of multiple call or multiple incident events develops joint situational
579 awareness.

580 Fire control commanders should ensure contact is established between buddy or consortium
581 controls and should consider nominating a single point of contact (SPoC) with responsibility
582 for maintaining that contact. The SPoC may be anyone with suitable training for the task.

583 Contact between buddy and consortium controls may be achieved using pre-identified
584 methods, including electronic methods and dedicated telephone lines.

585 **Electronic methods** of communication available to fire control personnel range from multi
586 agency incident transfer (MAIT) to email. The suitability of each method will depend on the
587 importance of the information being received, the technology available to fire control
588 personnel and the intended recipients of the information being shared. MAIT is explained
589 further in this section.

590 **Conference calls** may be conducted using separate telephones or through the fire control
591 integrated communication control system (ICCS). If conducted through the ICCS, the
592 conference call will be recorded, which may be of benefit later.

593 **Talkgroups** are readily accessible by other emergency controls through compatible devices.
594 Fire and rescue services have access to their own unique hailing talkgroup, which is always
595 monitored in their fire control.

596 The sharing of situational awareness between buddy and consortium controls must be
597 continued for as long as necessary under the circumstances. Frequency and method of
598 contact will depend upon the amount and type of calls and personnel available.

599 **Other fire controls**

600 When call redistribution plans beyond buddy and consortium arrangements are instigated,
601 fire control commanders and personnel must proactively share situational awareness to
602 include a wider network of recipients.

603 Airwave National Talkgroup 20 (NTG20) is an announcement talkgroup that allows
604 instantaneous critical communication between fire controls. Announcements on NTG20 will
605 benefit other fire controls that are likely to receive emergency calls on an affected fire
606 control's behalf, for example under a call redistribution plan. All fire controls in the United
607 Kingdom (except for Northern Ireland) can receive announcements on NTG20.

608 NTG20 announcements by affected fire controls help to build the situational awareness of
609 other fire controls, for example when they are:

- 610
- Experiencing multiple call conditions and are implementing a call redistribution plan
 - Managing multiple survival guidance calls and need to share critical information with assisting fire controls, such as:
- 611
- 612

- 613 ○ Emergency advice to give to emergency callers
- 614 ○ Current evacuation strategy, such as 'Stay put'
- 615 ○ Changes to evacuation strategies
- 616 ○ Which methods assisting fire controls should use to pass back incident-
- 617 related information

618 **Making announcements on NTG20**

619 Announcements on NTG20 should be clear and accurate to ensure the necessary
620 information is understood by all fire controls. Announcements should adhere to the following
621 principles:

- 622 ● Follow the M/ETHANE message structure
- 623 ● Information should be passed clearly and at dictation speed
- 624 ● Phonetic spelling should be used where necessary
- 625 ● When describing incident locations, include full address and postcode
- 626 ● Consider supplying a grid reference to confirm location
- 627 ● Broadcasts should be repeated once

628 More information on how assisting fire controls use NTG20 can be found in [Control measure](#)
629 [– Prepare to manage remote calls: Multiple calls.](#)

630 **Multi Agency Incident Transfer (MAIT)**

631 MAIT is a secure method for sharing incident information with other emergency controls. It
632 allows emergency control personnel to quickly share incident information electronically with
633 one another without the need to speak each time. MAIT is particularly beneficial in multiple
634 call and multiple incident scenarios and provides a method for affected and assisting
635 controls to pass incident information directly to each other.

636 MAIT may reduce the amount of telephone calls being received, freeing up fire control
637 personnel to act on the information received. Reviewing information contained in incident
638 logs received through MAIT allows fire control personnel to gather additional information
639 about an incident and build their situational awareness.

640 Electronic methods of communication should not prevent fire control personnel from
641 communicating with other fire controls if verbal communication to discuss an incident would
642 be beneficial.

643 *STRATEGIC ACTIONS*

644 Fire and rescue services must:

- 645 ● Provide effective methods for the communication of incident-related information
646 between buddy or consortium controls during periods of multiple calls

647 Fire and rescue services should:

- 648 ● Provide guidance to fire control personnel on formulating messages using the
649 M/ETHANE structure
- 650 ● Include the effective use of NTG20 in relevant policies and procedures

- 651 • Implement regular testing of buddy or consortium communication methods during
652 periods of multiple calls
- 653 • Consider implementing electronic methods of sharing information between
654 emergency controls during periods of multiple calls
- 655 • Implement effective processes to receive and review incident-related information
656 received through electronic methods

657 *TACTICAL ACTIONS*

658 Fire control commanders must:

- 659 • Ensure that situational awareness and any change to advice is shared with buddy,
660 consortium and other relevant emergency controls in multiple call conditions

661 Fire control personnel should:

- 662 • Use the M/ETHANE message structure when broadcasting information on NTG20
- 663 • Broadcast messages on NTG20 at dictation speed, using phonetic alphabet spellings
- 664 • Consider supplying information such as grid references when broadcasting incident
665 details on NTG20
- 666 • Repeat broadcasts on NTG20

667

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

669 *HAZARD KNOWLEDGE*

670 Multiple calls may be received simultaneously from or about people at risk. This may happen
671 when incidents related to the same hazard (for example, widespread flooding) occur at
672 various locations or a single incident occurs that affects multiple people (for example, a fire
673 in a tall building).

674 Calls from or about people at risk may be received from a single call (for example, an
675 incident involving cylinders requiring an exclusion zone) or multiple calls (for example,
676 widespread flooding). Calls from or about multiple people at risk may result in fire control
677 personnel managing multiple survival guidance calls simultaneously.

678 Where multiple calls are received from or about people at risk, the emergency call
679 management capacity of a fire control may quickly become overwhelmed because fire
680 control personnel are providing advice to callers, which increases the duration of the calls.

681 Depending on the type of incident, multiple people who are not at risk may call to report an
682 incident such as a large fire that is visible from a distance. These callers may not have any
683 other information relating to the incident and answering these calls can prevent fire control
684 personnel from answering other calls and providing advice and guidance to people who are
685 at risk.

686 Due to the significant amount of essential information being shared between fire control and
687 the incident ground about multiple people at risk, there is the potential that normal methods
688 of communication used to share updates from the incident ground will be inadequate.

689

690 **Control measure –Situational awareness: Multiple people at risk**

691 This control measure should be read in conjunction with fire control [Survival guidance](#).

692 *CONTROL MEASURE KNOWLEDGE*

693 When multiple survival guidance calls are in progress, the fire control commander should
694 ensure that all fire control and supporting personnel within fire control are aware. A
695 broadcast should be considered on local service talkgroups to operational personnel to
696 improve situational awareness and understanding of the potential impact on fire control.

697 For incidents involving people who are trapped in buildings, access to simple floor plans or
698 building layouts will increase the situational awareness of fire control personnel. This would
699 allow them to associate flat numbers with floor levels and support the accuracy of
700 information about the location of people at risk relayed to operational personnel.

701 During incidents involving multiple people at risk, communication links will need to be
702 established with relevant operational personnel and:

- 703 • Buddy or consortium fire controls in the case that they are manage calls related to
704 the incident
- 705 • Other fire controls in the case that there are multiple calls requiring the
706 implementation of a call redistribution plan
- 707 • Other emergency service controls in the case that they receive calls about the
708 incident

709 To achieve shared situational awareness, information should be shared regularly with the
710 incident commander. This should include information relating to the risks associated with the
711 incident and the impact the incident is having on the capacity of the fire control. This
712 information may be used to support tactical and strategic decisions, such as multiple calls
713 involving multiple people at risk may influence the incident commander's decision to change
714 an evacuation strategy.

715 **Buddy and consortium fire controls**

716 When it is anticipated or confirmed that calls for incidents involving multiple survival
717 guidance calls are being received by buddy, consortium or other assisting emergency
718 controls, the affected fire control should share information about the incident in the
719 M/ETHANE message format plus any of the following relevant risk-critical information:

- 720 • Current advice being given to people at risk, including:
 - 721 ○ Evacuation advice, for example to stay put or evacuate
 - 722 ○ Specific information to support the evacuation advice, for example to
723 evacuate via the central staircase
 - 724 ○ Survival guidance
 - 725 ○ Safety advice
- 726 • Instructions on what type of calls or information the affected fire control wants to
727 receive back, such as:
 - 728 ○ Calls from people who are at risk or trapped and receiving survival guidance
 - 729 ○ People who are no longer at risk and no longer require rescuing

- 730 ○ Calls involving a change in the caller’s situation or escalation of the incident
731 ○ Calls about unrelated incidents
732 • Confirmation of how each type of call should be passed back to the affected fire
733 control by clearly stating the methods to use for higher-priority calls and lower-priority
734 calls

735 **Other fire controls**

736 In the event of call redistribution plans outside of normal buddy or consortium plans being in
737 effect, it may not be known which fire controls are receiving overflow calls. NTG20 should be
738 used to broadcast the message to support the wide-scale and simultaneous sharing of risk-
739 critical information from an affected fire control to all other UK fire controls.

740 Filtering the type of calls that are passed back to the affected fire control may help to reduce
741 the workload. However, all emergency calls could provide additional information, which
742 should be considered when deciding to filter calls. The affected fire control may better
743 understand the full extent of the incident if it receives an overview of the number of calls and
744 information being shared by all assisting controls.

745 Depending on the capacity of fire control, it may be necessary to agree that only calls
746 concerning people at risk should be passed to the affected fire control, allowing fire control
747 personnel to prioritise these calls.

748 Assisting fire controls should pass information regarding people at risk directly to the
749 affected fire control, enabling them to record, coordinate and communicate the information
750 with operational personnel at the incident ground via the agreed channels of communication.

751 When a call redistribution plan has been implemented, the fire control commander should
752 consider that calls from other fire controls are likely to contain information about people at
753 risk where a response is required. Configuration of telephone systems to show the name of
754 the assisting fire controls that are calling will help fire control personnel prioritise the
755 answering of those calls.

756 **Other emergency service controls**

757 Police and ambulance emergency controls may also receive calls from or about multiple
758 people at risk. This may be because:

- 759 • Pre-determined buddy arrangements are in place
760 • The caller requested a specific emergency service
761 • The caller requested all three services but did not ask for the fire service first
762 • The call handling agent transferred the call to a local emergency service instead of a
763 fire control located elsewhere in the UK

764 Because other emergency service controls may receive calls from or about people at risk,
765 they may need to provide initial safety advice or survival guidance. Fire control commanders
766 should consider sharing information to build a joint understanding of risk.

767 Emergency Services Inter Control (ESICTRL) talkgroup or an emergency service (ES)
768 talkgroup can be used to communicate a M/ETHANE message and the same risk-critical
769 information listed in the buddy and assisting controls in the section above.

770 **Incident ground**

771 Shared situational awareness between operational and fire control personnel will help to
772 make effective decisions, especially when incidents involve people, or multiple people, who
773 need to evacuate or require rescue.

774 This information can be used to make decisions about prioritisation of rescues but shared
775 situational awareness is required between fire control and operational personnel to ensure
776 that appropriate advice is offered and resources are deployed effectively.

777 The following information should be recorded, shared and coordinated with relevant
778 operational personnel on the incident ground:

- 779 • The time the call reporting the people at risk was received in fire control
- 780 • The advice that was given to people at risk, for example to stay put or evacuate
- 781 • If people are trapped and receiving survival guidance
- 782 • The exact location of all people at risk and people who are trapped and receiving
783 survival guidance, for example flat or property number and floor number if the
784 incident involves a tall building
- 785 • The number of people at risk and who are trapped and require rescuing
- 786 • The approximate age group of people at risk and people who are trapped and require
787 rescuing, for example adult or child
- 788 • The conditions and hazards present that people who are trapped are experiencing

789 Operational personnel on the incident ground should confirm with fire control:

- 790 • A tactical plan for the prioritisation of rescues
- 791 • When operational personnel have been deployed to conduct a rescue
- 792 • When a check has been made on people at risk who have been told to stay put,
793 including:
 - 794 ○ The exact location, such as the flat and floor number
 - 795 ○ The time the check was made
 - 796 ○ Any assistance offered
 - 797 ○ The number of people, including approximate age
- 798 • When a rescue has been completed, including
 - 799 ○ The time contact was made
 - 800 ○ The exact location, including the flat and floor number where applicable
 - 801 ○ The number of people, including approximate age
 - 802 ○ When rescues have been completed and people are at a point of relative
803 safety
- 804 • Where they have identified people who have self-evacuated when ‘Stay put’
805 guidance was given

806 When operational personnel confirm the points listed above, incident records should be
807 updated accurately and search plans coordinated. Any changes to plans that may affect
808 guidance offered by fire control personnel or require them to recontact the caller should be
809 shared promptly.

810 **Electronic systems for sharing of information**

811 Electronic systems, such as fire survival guidance applications, can help to record, share
812 and coordinate critical information about multiple people at risk.

813 Electronic systems that are integrated with the mobilising system and extract incident
814 information avoid duplication of work and improve accuracy. Electronic systems, such as fire
815 survival guidance applications, must be kept up-to-date manually if they are not integrated
816 with mobilising systems to ensure the information contained remains current and correlates
817 with the incident log.

818 An electronic system may allow others to directly access and update information, including:

- 819 • Fire control personnel
- 820 • Operational personnel at the incident ground
- 821 • Buddy, consortium or other assisting controls

822 Electronic systems should simultaneously display information in fire control and the incident
823 ground, for example in a command unit.

824 For incidents involving multiple people at risk from a fire in a tall building, electronic systems
825 may also allow information to be displayed at the bridgehead.

826 The use of electronic systems to share information with the incident ground should be
827 supported by verbal confirmation of receipt or an acknowledgement in the electronic system.

828 **Call filtering and categorisation**

829 The configuration of fire control mobilising systems to categorise and filter calls may make it
830 easier to differentiate between the types of calls being received and to manage and share
831 information with the incident ground about people at risk.

832 Incident types or tags can be used to categorise and filter calls. Categorisation of call types
833 may include:

- 834 • People with vulnerabilities
- 835 • People who have been advised to stay put
- 836 • People who have been advised to evacuate
- 837 • People who are trapped and receiving survival guidance but are not in immediate
838 danger
- 839 • People who are trapped and receiving survival guidance and are in immediate
840 danger and whose rescue should be prioritised

841 The nomination of a single point of contact (SPoC) in fire control and at the incident ground
842 will improve the accuracy, consistency and efficiency of information sharing and recording.

843 **Command support**

844 The mobilisation of resources to the incident ground to perform the specific role of receiving
845 and managing information from fire control about multiple people at risk will support the

846 timely coordination of information and development of tactical plans to rescue people who
847 are trapped.

848 *STRATEGIC ACTIONS*

849 Fire and rescue services must:

850 • Establish a dedicated method of communication to share information between fire
851 control and the incident ground about multiple people at risk

852 • Establish an effective process to share information between fire control and the
853 incident ground to support joint understanding of risk and sharing of information
854 about multiple people at risk

855 Fire and rescue services should:

856 • Consider appropriate resources and equipment in fire control and at an incident
857 ground for the coordination of information during incidents where multiple people are
858 at risk

859 • Configure mobilising systems to support the categorisation and filtering of calls about
860 people at risk

861 • Consider configuring fire control telephone systems to show the identity of fire
862 controls making incoming calls

863 • Consider providing fire control personnel with access to building floor plans or
864 building layouts

865 *TACTICAL ACTIONS*

866 Fire control commanders must:

867 • Ensure information about multiple people at risk is shared with the incident ground

868 Fire control commanders should:

869 • Prioritise the answering of incoming calls from other fire controls when a call
870 redistribution plan has been implemented

871 • Consider nominating a SPoC to support the coordination and sharing of information
872 with the incident ground about people at risk

873 • Consider mobilising resources to support the management of information about
874 people at risk

875 • Consider using building floor plans or building layouts to cross-reference flat numbers
876 with floor numbers

877 Fire control personnel should:

878 • Use available methods to share information about the incident with assisting fire
879 controls, including current advice being given to people at risk

880 • Use available methods to share information about multiple people at risk with the
881 incident ground to help with prioritisation of rescues

882 • Record on the incident log information received from operational personnel about
883 people who have been rescued or self-rescued, cross-referencing this against
884 information known to fire control personnel

885

886 **Control measure – Effective emergency call management: Multiple calls about**
887 **people at risk**

888 *CONTROL MEASURE KNOWLEDGE*

889 Depending on the size and nature of the incident, calls may be received from multiple people
890 reporting an incident. These callers may not be at risk themselves and may not have any
891 other information about the incident, however they should be questioned thoroughly to
892 ensure that any information that relates to the incident and that can assist in building
893 situational awareness is obtained.

894 When managing emergency calls, fire control personnel should question callers sufficiently
895 to identify calls that:

- 896 • Require additional guidance, including:
 - 897 ○ Evacuation guidance
 - 898 ○ Survival guidance
 - 899 ○ Safety advice
- 900 • Provide additional information about people at risk, including:
 - 901 ○ People who require rescuing
 - 902 ○ People who no longer require rescuing
 - 903 ○ Any added relevant information relating to the incident

904 **Ending emergency calls during periods of multiple calls**

905 Where possible, fire control personnel should remain on a call until people at risk have
906 reached a place of safety or are being rescued or assisted by other emergency service
907 personnel. However, where multiple calls are being received, the fire control commander
908 may recommend that fire control personnel end a call once they have assessed the current
909 situation and provided relevant survival guidance, safety or evacuation advice.

910 Where contact is not maintained with callers during periods of multiple calls, caller contact
911 details should be recorded on the incident log together with any advice that has been
912 provided. Callers should be advised to monitor changes in their situation and to redial 999 if
913 the situation worsens.

914 *STRATEGIC ACTIONS*

915 There are no strategic actions associated with this control measure.

916 *TACTICAL ACTIONS*

917 Fire control personnel should:

- 918 • Ensure information is gathered from all calls about people at risk to build situational
919 awareness
- 920 • Ensure callers needing survival guidance, evacuation guidance or safety advice are
921 identified
- 922 • Identify calls that can provide additional information about people who require, or no
923 longer require, rescuing and share this with operational personnel

- 924 • Identify calls that can provide additional information relating to the incident and share
925 this with operational personnel
- 926 • Where possible, remain on a call until people at risk have reached a place of safety
927 or are in the care of operational personnel or other agencies
- 928 • Use professional judgement to decide whether to remain on a call
- 929 • Recontact callers to reassess their situation and provide additional advice
- 930 • Record details on the incident log of advice given to people at risk and actions taken

931 **Control measure – Recontact multiple people at risk to provide a change of**
932 **advice**

933 *CONTROL MEASURE KNOWLEDGE*

934 Where fire control capacity allows, and depending on the nature of the incident, the fire
935 control commander should consider when to recontact callers who are trapped or have been
936 advised to remain where they are, to reassess their situation and provide any additional
937 advice.

938 When recontacting multiple people at risk to inform them about a change of advice or
939 evacuation strategy, prioritisation of who to call and in what order should be discussed with
940 operational personnel where reasonably practicable. Prioritisation factors may include:

- 941 • People who are trapped
- 942 • Vulnerable people or people who may have difficulty in evacuating
- 943 • People at risk in specific locations
- 944 • People at risk who are closest to the hazard or face the highest risk of the hazard
- 945 • The condition of people at risk
- 946 • People who are experiencing the worst conditions

947 The use of consistent guidance and language will ensure that all people at risk who are
948 recontacted are given the same information. Consideration should be given to nominating a
949 team or an individual in fire control to recontact multiple people at risk and provide them with
950 updated guidance.

951 The progress made with recontacting people at risk and confirmation whether the change of
952 advice has been successfully shared should be relayed to operational personnel and
953 accurately recorded on the relevant incident records.

954 Other fire controls may be able to help recontact multiple people at risk to provide a change
955 of advice; fire controls with buddy or consortium controls or those with digital information
956 sharing methods may find it easier to do this.

957 When deciding if another fire control could support recontacting multiple people at risk,
958 consider:

- 959 • The length of time it would take for the affected fire control to share information with
960 an assisting control about who, how and in what order people should be contacted
- 961 • What method to use to share information with an assisting control about who, how
962 and in what order people should be contacted
- 963 • The ability of the assisting fire control to supply regular updates to the affected fire
964 control regarding their progress and the outcomes of each call

965 To enable an affected fire control to recontact multiple people, other suitably trained
966 members of staff could provide support.

967 It is vital that the affected fire control does not lose situational awareness about multiple
968 people at risk if other fire controls or other internal members of staff provide support.

969 *STRATEGIC ACTIONS*

970 Fire and rescue services should:

- 971 • Provide fire control personnel with an effective process for recontacting multiple
972 people at risk to inform them about a change of advice or evacuation
- 973 • Consider developing consistent guidance and language for fire control personnel to
974 use when recontacting people at risk
- 975 • Consider arranging to use other suitably trained personnel to help recontact multiple
976 people at risk to inform them about a change of advice or evacuation during periods
977 of overwhelmed capacity
- 978 • Consider arranging with other fire controls to recontact multiple people at risk to
979 inform them about a change of advice or evacuation

980 *TACTICAL ACTIONS*

981 Fire control commanders should:

- 982 • Consider nominating a team or individual to recontact people at risk to inform them
983 about a change of advice or evacuation guidance
- 984 • Discuss and confirm with operational personnel the priority for recontacting multiple
985 people at risk to inform them about a change of advice or evacuation
- 986 • Consider using other suitably trained personnel to help recontact multiple people at
987 risk to inform them about a change of advice or evacuation during periods of
988 overwhelmed capacity

989 Fire control personnel should:

- 990 • Confirm with operational personnel when all people at risk have been recontacted
991 and given updated advice
- 992 • Update all relevant incident records with information regarding people at risk who
993 have been recontacted and given updated advice

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

995 *HAZARD KNOWLEDGE*

996 The demands of multiple incidents may be greater than the available operational resources.
997 Mutual assistance agreements allow fire control personnel to request operational resources
998 from neighbouring fire and rescue services, however they may not be available, especially
999 during spate conditions affecting more than one fire and rescue service.

1000 When insufficient operational resources are available, fire control personnel may:

- 1001 • Be unable to mobilise any resources
- 1002 • Be unable to mobilise sufficient resources
- 1003 • Be unable to provide additional resources when requested
- 1004 • Mobilise resources without the right skills or equipment

1005 Operational personnel or people at risk may be harmed if insufficient, inappropriately
1006 equipped or skilled personnel and resources are mobilised to an incident, meaning safe
1007 systems of work cannot be adopted. If resources are delayed or unable to attend, members
1008 of the public may put themselves at risk. Being unable to respond with sufficient resources in
1009 a timely fashion may also cause reputational damage to the fire and rescue service.

1010 During periods of multiple incidents, the management of operational resources may be
1011 negatively impacted by several factors, including:

- 1012 • Higher-priority incidents not being prioritised over lower-priority ones
- 1013 • An ineffective and unnecessary range of incident types
- 1014 • Ineffective functionality of mobilising systems
- 1015 • The absence of electronic availability systems
- 1016 • Failing to integrate electronic availability systems with mobilising systems
- 1017 • The absence of effective policies and procedures, allowing for inconsistent practices

1018 During periods of multiple incidents, emergency callers may experience longer than
1019 expected wait times for the arrival of operational resources, or they may be told their call
1020 does not require an operational response. In either case, failing to communicate clearly with
1021 callers could mean their expectations are not met, which could harm the reputation of the fire
1022 and rescue service.

1023

1024 **Control measure – Prioritise higher-priority incidents: Multiple incidents**

1025 This control measure should be read in conjunction with fire control command guidance
1026 control measures [Specialist advice](#) and [Decision-making](#).

1027 *CONTROL MEASURE KNOWLEDGE*

1028 **Non-attendance**

1029 During periods of multiple calls and incidents, people may call 999 for advice about
1030 situations that are lower risk and that do not require an emergency response, therefore not
1031 all emergency calls will result in operational resources being mobilised. An incident may be
1032 considered lower risk because there is no risk to people, property or the environment. Fire
1033 control personnel may decide it is more appropriate to signpost some callers to more
1034 appropriate sources of help, such as a local authority or environmental agency.

1035 Fire control personnel should capture full and accurate information through the creation of an
1036 incident record on their electronic mobilising system for each emergency call received,
1037 whether operational resources are mobilised or not.

1038 If an emergency call does not result in an operational response, fire control personnel should
1039 ensure this is understood by the caller before ending the call. In this instance, fire control
1040 personnel should consider providing the caller with the unique incident reference number
1041 generated by the mobilising system relating to their call. This is likely to have two positive
1042 effects: leaving the caller satisfied that their information has been acknowledged, whilst
1043 offering an efficient method for fire control personnel to identify a link with the previous calls
1044 should the caller recontact the fire and rescue service.

1045 **Prioritisation**

1046 Accurate and detailed information will support fire control personnel in effectively prioritising
1047 emergency calls based on an understanding of risk during periods of multiple calls and
1048 incidents. To aid prioritisation during periods of multiple incidents, information gathered
1049 should highlight:

- 1050
- People at risk
 - 1051 • People with vulnerabilities, heightening their level of risk
 - 1052 • Property at risk
 - 1053 • Risks to the environment

1054 Information gathered should be accurately added to the relevant incident log and shared with
1055 fire control personnel, operational personnel and other relevant agencies.

1056 **Effective incident types**

1057 Having a range of suitable incident types helps fire control personnel to effectively select the
1058 most appropriate incident type based on the information available to them at the time of
1059 managing the emergency call. An incident type should reflect the type of incident being

1060 attended and level of priority, helping fire control personnel to prioritise and ensure an
1061 appropriate level of response is mobilised.

1062 Some mobilising systems allow incident type priorities to be configured so the most critical
1063 incidents, such as life risks, are prioritised over lower-priority incidents.

1064 The National Incident Type List contains incident types that share similar hazards. This
1065 approach reduces the overall number of different incident types whilst making the nature of
1066 the incident clear.

1067 **Redirection of operational resources**

1068 Information gathered through effective emergency call management may lead fire control
1069 personnel to divert operational resources from one incident to another, often referred to as
1070 redirection.

1071 For example, a resource that has been mobilised to a small fire outside may be the nearest
1072 appropriate resource to a higher-priority incident such as a building fire involving people at
1073 risk. In this instance, fire control personnel should:

- 1074 • Redirect the operational resource to the higher-priority incident
- 1075 • Re-mobilise another resource to the original, lower-priority incident
- 1076 • Ensure the reasons for redirection are recorded on the incident log
- 1077 • Consider supporting the instruction to redirect with verbal communication to
1078 operational personnel to avoid any confusion

1079 Technology such as automatic vehicle location technology integrated with mobilising
1080 systems will help fire control personnel accurately determine the location of available
1081 resources.

1082 *STRATEGIC ACTIONS*

1083 Fire and rescue services should:

- 1084 • Consider including in policies and procedures redirection of operational resources as
1085 an option during periods of multiple incidents
- 1086 • Consider configuring mobilising systems to provide an effective method to redirect
1087 operational resources during periods of multiple incidents
- 1088 • Consider providing incident reference numbers to callers whose emergency call does
1089 not require an operational response during periods of multiple incidents
- 1090 • Consider integrating automatic vehicle location systems for operational resources
1091 with mobilising systems to support effective redirection during periods of multiple
1092 incidents
- 1093 • Configure mobilising systems to apply different priorities to incident types

1094 *TACTICAL ACTIONS*

1095 Fire control commanders should:

- 1096 • Use all available information to approve the redirection of operational resources
1097 during periods of multiple incidents

1098 Fire control personnel should:

- 1099 • Select the most appropriate incident type based on the information available to aid
1100 prioritisation during periods of multiple incidents
- 1101 • Identify emergency calls that do not require an operational response during periods
1102 of multiple incidents
- 1103 • Signpost callers to other sources of assistance where an operational response is not
1104 required during periods of multiple incidents
- 1105 • Provide incident reference numbers to callers who do not require an operational
1106 response during periods of multiple incidents
- 1107 • Effectively communicate with operational personnel to ensure redirection instructions
1108 have been acknowledged and understood during periods of multiple incidents
- 1109 • Record reasons for redirection on relevant incident logs during periods of multiple
1110 incidents
- 1111

1112 **Control measure – Queue lower-priority incidents: Multiple incidents**

1113 *CONTROL MEASURE KNOWLEDGE*

1114 Fire control personnel may be required to queue lower-priority incidents during periods of
1115 multiple incidents. This allows fire control personnel to prioritise incidents for mobilisation, for
1116 example where people may be at risk, whilst reducing the likelihood of exhausting the
1117 availability of operational resources.

1118 When an incident is placed in a queue, fire control personnel should ensure the caller
1119 understands this, and that they should redial 999 if their situation worsens. Providing the
1120 caller with a unique incident reference relating to their call will help fire control personnel to
1121 identify and relate to original incidents if they call back.

1122 **Technology to help queue incidents**

1123 Many mobilising systems allow fire control personnel to queue incidents. Functionality may
1124 include the ability to:

- 1125 • Use pre-set queues
- 1126 • Customise queue names based on geographic area or type of incident
- 1127 • Add incidents to queues directly from the call taking screen
- 1128 • View multiple queues at once
- 1129 • Identify how long incidents have been in a queue
- 1130 • Alert fire control personnel when an incident has been in a queue for a pre-defined
1131 period
- 1132 • Mobilise operational resources to queued incidents

1133 A process to regularly review queues will prevent incidents from being left unchecked in a
1134 queue. Some mobilising systems may help identify these incidents through automatic alerts,
1135 allowing fire control personnel to assess and resolve.

1136 *STRATEGIC ACTIONS*

1137 Fire and rescue services should:

- 1138 • Consider including in relevant policies and procedures the queuing of lower-priority
1139 incidents during periods of multiple incidents
- 1140 • Configure mobilising systems to help fire control personnel queue lower-priority
1141 incidents during periods of multiple incidents
- 1142 • Consider providing incident reference numbers to callers whose emergency call has
1143 been placed in a queue during periods of multiple incidents
- 1144 • Establish a process for regularly reviewing lower-priority incidents queued during
1145 periods of multiple incidents

1146 *TACTICAL ACTIONS*

1147 Fire control commanders should:

- 1148 • Consider implementing incident queuing during periods of multiple incidents

- 1149 • Inform fire control personnel when lower-priority incidents should be queued during
1150 periods of multiple incidents
- 1151 • Regularly review lower-priority incidents queued during periods of multiple incidents
- 1152 Fire control personnel should:
- 1153 • Inform emergency callers when their call has been placed in a queue, during periods
1154 of multiple incidents
- 1155 • Encourage callers whose incidents have been placed in a queue to redial 999 if their
1156 situation worsens during periods of multiple incidents
- 1157 • Provide incident reference numbers to callers whose incidents have been placed in a
1158 queue, during periods of multiple incidents
- 1159

1160 **Control measure – Batch mobilising: Multiple incidents**

1161 *CONTROL MEASURE KNOWLEDGE*

1162 **Batch mobilising**

1163 'Batch mobilising' is the term used when an operational resource is mobilised to several
1164 lower-priority incidents that have been grouped together based on their geographic location
1165 or incident type. These incidents are likely to have been queued in the first instance.

1166 Operational resources that can be mobilised to batches of incidents may include:

- 1167 • Operational fire officers
- 1168 • Fire appliances
- 1169 • Specialist resources, such as rescue boats

1170 Batch mobilising is effective because it reduces the number of operational resources
1171 committed to incidents and the time and distance spent travelling. For example, a single
1172 operational resource may be mobilised to assess a batch of lower-priority flooding incidents
1173 in the same area.

1174 **Technology to help batch mobilising**

1175 Many mobilising systems allow fire control personnel to batch-mobilise effectively.

1176 Functionality may include the ability to:

- 1177 • Mobilise resources to a batch of incidents contained in a list or queue
- 1178 • Mobilise resources to a batch of incidents plotted on a geographic information system
- 1179 • Identify which operational resources have been mobilised to batches of incidents
- 1180 • Identify which incident in a batch an operational resource is currently attending

1181 Batch mobilising strategies may be applied in several ways depending on the needs of
1182 individual fire and rescue services and the facilities available. For example, a fire and rescue
1183 service may decide to:

- 1184 • Batch-mobilise centrally from fire control, conducted by fire control personnel
- 1185 • Batch-mobilise centrally from an incident support room, conducted by fire control
1186 personnel, operational personnel, non-operational personnel or a combination of
1187 these
- 1188 • Decentralise batch mobilising to local areas, where operational resources may be
1189 pooled at different strategic locations (for example, fire stations) and batches of
1190 incidents passed to a local commander to determine which local resources to
1191 mobilise

1192 Whichever batch mobilising strategy is selected, methods of communication with fire control
1193 should be agreed and maintained, and incident logs appropriately and accurately updated
1194 with relevant actions and decisions.

1195 **Availability systems**

1196 Electronic availability systems allow fire and rescue services to effectively view and forecast
1197 the availability of operational resources across a range of different duty systems. Many
1198 electronic availability systems are integrated with mobilising systems, providing fire control

1199 personnel with up-to-date resource availability information at the point of mobilising. The
1200 integration of availability systems with mobilising systems:

- 1201 • Provides fire control personnel with the most up-to-date information for mobilising
- 1202 • Reduces time spent manually updating mobilising system records
- 1203 • Minimises opportunities for human error

1204 Availability systems are an effective method for fire control personnel to forecast availability
1205 of operational resources. This may be particularly useful when planning batch mobilisation
1206 strategies or identifying shortfalls in operational resource availability.

1207 Electronic availability systems may include the ability to identify specific skills or attributes
1208 held by operational personnel or resources. Fire control personnel may be able to search
1209 systems to identify and mobilise the closest, most appropriate skill set or attribute, such as a
1210 water rescue specialist or tactical adviser.

1211 *STRATEGIC ACTIONS*

1212 Fire and rescue services should:

- 1213 • Consider integrating electronic availability systems with mobilising systems
- 1214 • Configure mobilising systems to help fire control personnel batch-mobilise effectively
1215 during periods of multiple incidents
- 1216 • Consider including in policies and procedures batch mobilising as an option during
1217 periods of multiple incidents

1218 *TACTICAL ACTIONS*

1219 Fire control commanders should:

- 1220 • Consider implementing batch mobilising during periods of multiple incidents
- 1221 • Inform fire control personnel when batch mobilising is implemented during periods of
1222 multiple incidents
- 1223 • Inform operational personnel when batch mobilising is implemented during periods of
1224 multiple incidents

1225 Fire control personnel should:

- 1226 • Use batch mobilising to make effective use of operational resources
- 1227 • Use electronic availability systems to monitor and forecast operational resource
1228 availability

1229 **Control measure – Degradation plans: Multiple incidents**

1230 This control measure should be read in conjunction with [Control measure – Prioritise critical](#)
1231 [functions](#).

1232 *CONTROL MEASURE KNOWLEDGE*

1233 Fire and rescue services may have degradation plans for several eventualities. This control
1234 measure focuses on the positive impact a degradation plan may have during a period of
1235 multiple incidents.

1236 **Degradation plans**

1237 Periods of multiple incidents will have different impacts on different fire and rescue services.
1238 A degradation plan provides a consistent, structured approach for fire control commanders
1239 to follow during a period of multiple incidents and reduces the likelihood of the demands of
1240 multiple incidents exceeding the available operational resources.

1241 A degradation plan may have several stages, depending on how an event impacts fire and
1242 rescue services. Multiple incidents and multiple calls are likely to affect the number of
1243 operational resources available and the capacity of fire control. Various stages of a
1244 degradation plan may require different responses or actions by the fire control commander,
1245 including:

- 1246 • Moving available operational resources to strategic locations
- 1247 • Reducing pre-determined attendance
- 1248 • Not attending lower-priority incidents
- 1249 • Implementing batch mobilising
- 1250 • Directing fire control personnel to prioritise critical functions only

1251 **Reduced attendance**

1252 Reducing the number of resources sent to incidents is one method of reducing the likelihood
1253 of demand exceeding availability. A degradation plan may help fire control commanders
1254 reduce attendance at lower-priority incidents whilst maintaining the full pre-determined
1255 attendance (PDA) to higher-priority incidents, for example those involving people at risk.

1256 Reduced attendance may be achieved by:

- 1257 • Setting pre-determined levels, for example sending one fire appliance instead of two
1258 to a particular incident type when overall resource availability is at a certain level
- 1259 • Dynamically reducing PDAs, considering the information available at the time

1260 **Maintaining operational cover**

1261 A degradation plan helps fire control commanders be consistent in the allocation of
1262 resources to maintain operational cover during periods of multiple incidents. This may be
1263 referred to as making 'standby' or 'cover' moves. To help the fire control commander choose
1264 strategic locations, degradation plans may include operational resource availability, time of
1265 day, risk and historical incident data.

1266 If a degradation plan has been implemented, it is important that this is communicated to fire
1267 control personnel so that they can implement the associated changes to mobilising
1268 procedures, such as reduced attendance.

1269 Visual information displays showing, for example, a degradation plan level are an effective
1270 method to support verbal communication to fire control personnel. This would be particularly
1271 beneficial to fire control personnel engaged on emergency calls by providing a visual
1272 reminder for them. More information can be found in [Control measure – Build situational](#)
1273 [awareness: Multiple calls.](#)

1274 *STRATEGIC ACTIONS*

1275 Fire and rescue services should:

- 1276 • Consider including in service degradation plans the impact of multiple incident
1277 conditions
- 1278 • Establish an effective process to communicate to operational and fire control
1279 personnel that degradation plans have been implemented
- 1280 • Configure mobilising systems to help fire control personnel mobilise correct PDAs
1281 when degradation plans are implemented
- 1282 • Provide an effective method to display the current degradation plan level to fire
1283 control personnel managing emergency calls

1284 *TACTICAL ACTIONS*

1285 Fire control commanders should:

- 1286 • Ensure fire control personnel are aware when degradation plans are implemented

1287 Fire control personnel should:

- 1288 • Mobilise appropriate operational resources when degradation plans are implemented

1289 **Hazard – Incomplete situational awareness – Operational**
1290 **personnel: Multiple incidents**

1291 This section should be read in conjunction with [Fire control command – Hazard knowledge –](#)
1292 [Effective management of fire control activities](#).

1293 *HAZARD KNOWLEDGE*

1294 During periods of multiple incidents, the absence of effective two-way communication
1295 between fire control personnel and operational personnel may lead to confusion, delayed or
1296 inaccurate mobilising of resources and potentially cause harm to people at risk or
1297 operational personnel.

1298 If operational personnel are unaware that fire control is experiencing a period of multiple
1299 incidents, they will have an incomplete awareness of a situation. Consequently, operational
1300 personnel may:

- 1301 • Commit operational resources to incidents for longer than is necessary, reducing the
1302 number of resources available to be mobilised to other incidents
- 1303 • Continue to communicate with fire control personnel unnecessarily, congesting
1304 already busy operational talkgroups or telephone lines
- 1305 • Undertake planned events or training exercises, making personnel temporarily
1306 delayed, unavailable or removing them from their normal area of operational cover

1307 Failing to make operational personnel aware that a measure such as incident queuing has
1308 been implemented is also likely to lead to confusion and potential conflict when operational
1309 personnel attend an incident. For example, an emergency caller reporting a non-life-risk
1310 flooding situation that was subsequently placed in a queue may be frustrated that they have
1311 had to wait for operational attendance.

1312 **Congestion of communication methods**

1313 During periods of multiple incidents, communication between fire control and operational
1314 personnel at incidents will increase. This is likely to be across several communication
1315 methods, including:

- 1316 • Telephone
- 1317 • Radio
- 1318 • Electronic data messaging

1319 Failing to manage this effectively could lead to delayed or inaccurate responses, such as
1320 requests for additional operational resources.

1321 Talkgroups are likely to be congested during periods of multiple incidents, particularly if more
1322 than one incident is using each talkgroup. In such cases, attempts to pass high-priority
1323 messages to fire control personnel may be delayed.

1324 **Ineffective management of multiple incident logs**

1325 Exceptionally, some incidents may have more than one relevant incident log, for example a
1326 secondary incident log reflecting a rendezvous point or resource holding area. Each incident
1327 log is likely to contain valuable information, however reading just one incident log will not
1328 give the reader complete situational awareness.

1329 The presence of primary and secondary incident logs may cause confusion if the link
1330 between them is not made clear. Fire control personnel failing to add information to the
1331 correct incident log or to communicate effectively with operational personnel the existence of
1332 multiple incident logs relating to the same incident could lead to delayed and inaccurate
1333 mobilisation of resources.

1334 **Control measure – Share situational awareness with operational personnel:**
1335 **Multiple calls and multiple incidents**

1336 *CONTROL MEASURE KNOWLEDGE*

1337 During periods of multiple calls and incidents, fire control personnel will manage and
1338 respond to several sources of information from operational personnel in relation to incidents
1339 they are dealing with. Fire control personnel should share situational awareness with
1340 operational personnel at the earliest opportunity when experiencing periods of multiple calls
1341 and incidents.

1342 When a large volume of repeat calls is being received for a single incident, or several
1343 separate incidents located close together, sharing this information with the initial incident
1344 commander attending the incident will help to build their understanding of the incident prior
1345 to arrival. Repeat calls may indicate that an incident is large or growing rapidly or that there
1346 are many people affected; either of these factors may influence the incident commander's
1347 decision-making.

1348 Sharing of situational awareness may be achieved through several methods, including:

- 1349
- Telephone conversation
 - 1350 • Broadcasting on fire and rescue service operational talkgroups
 - 1351 • Electronic messaging systems to mobile or station-based devices, including the use
1352 of pre-defined message templates
 - 1353 • Operational personnel remotely accessing and reading incident logs

1354 Sharing situational awareness during periods of multiple incidents allows operational
1355 personnel to understand the situation and respond accordingly, for example they may be
1356 able to:

- 1357
- Release operational resources from incidents as promptly as possible, when
1358 appropriate to do so
 - 1359 • Minimise non-essential contact with fire control personnel
 - 1360 • Postpone planned events or training exercises to make personnel available for
1361 operational cover

1362 **Electronic methods of communication**

1363 The use of technology to support effective communication can significantly reduce time
1364 spent on some verbal exchanges between operational and fire control personnel whilst
1365 improving the accuracy of information exchanged.

1366 Operational personnel equipped with suitable and compatible technology may be able to
1367 send incident-related information directly to the mobilising system for fire control personnel
1368 to receive. Types of information may include:

- 1369
- Indication of their status (for example, available at incident)
 - 1370 • Bodies of text (for example, informative or stop messages)
 - 1371 • Coded messages
 - 1372 • Images
 - 1373 • Video

1374 • Sound (for example, voice messages)

1375 Mobilising systems may enable fire control personnel to send electronic messages to
1376 operational personnel, minimising time spent by working between different communication
1377 platforms or computers. Some systems may also allow fire control personnel to create and
1378 save pre-defined templates, which can be customised depending on the circumstances.

1379 Information shared may include:

- 1380 • Whether a degradation plan has been enacted
- 1381 • Whether incident queuing or batch mobilising is in effect
- 1382 • The geographical areas that are affected
- 1383 • Instructions to reduce non-essential communication with fire control personnel
- 1384 • Directions to use specific talkgroups

1385 Sending information electronically reduces the potential for misunderstanding. If recipients
1386 need to refer to the information, it is available to them visually, removing the need for it to be
1387 repeated.

1388 Effective methods to draw attention to incoming messages, such as repetitive visual or
1389 audible indicators, will prevent messages from being missed.

1390 **Effective management of critical voice communication**

1391 When managed effectively, voice communication between operational and fire control
1392 personnel is a crucial tool, particularly for exchanging of critical information that requires an
1393 instant, verbal acknowledgement.

1394 When communicating by radio, fire and rescue services should use a structured message
1395 format and adhere to the principles of accuracy, brevity and clarity. Fire control personnel
1396 should effectively manage the communication on talkgroups, giving clearance to pass
1397 messages to one operational resource at a time.

1398 **Talkgroup per incident** is a method to effectively manage critical radio communication by
1399 assigning each incident to an available talkgroup. It is particularly effective in managing the
1400 increase in voice communication that a period of multiple incidents brings and ensures that
1401 operational personnel can send urgent messages to fire control personnel if necessary.

1402 Talkgroup per incident is also effective at:

- 1403 • Reducing the likelihood of operational personnel hearing and reacting to messages
1404 meant for personnel at other incidents
- 1405 • Minimising congestion of the communication network as communication is targeted
1406 to the intended recipients only

1407 **Dynamic group number assignment** (DGNA) allows talkgroup management through the
1408 mobilising system. DGNA allows the automatic allocation of resources to the next available
1409 talkgroup, as a new incident is created and switches the devices of all assigned operational
1410 resources to that talkgroup.

1411 DGNA is an efficient method to manage critical voice communication because it avoids the
1412 requirement for fire control personnel to manually manage the process and for operational
1413 personnel to change talkgroups before they can communicate with fire control personnel.

1414 **Request to speak** is an effective method alongside DGNA that helps fire control personnel
1415 to effectively manage critical voice communication across multiple talkgroups

1416 simultaneously. Operational personnel press a button on their radio to request to speak,
1417 relative to the urgency of their message, allowing fire control personnel to identify and
1418 respond to the most urgent requests first.

1419 **Patching** of talkgroups allows fire control personnel to communicate on more than one
1420 talkgroup at once. This may be particularly useful when needing to communicate with
1421 operational personnel at separate but linked incidents, such as wildfires. Patching allows fire
1422 control personnel to combine two or more talkgroups and broadcast information to
1423 operational personnel at all relevant incidents simultaneously. Some mobilising systems
1424 support talkgroup patching, however the same effect may be achieved by:

1425 • Using DGNA to switch operational resources from different incidents to the same
1426 talkgroup

1427 • Requesting operational personnel at relevant incidents manually switch to the same
1428 talkgroup

1429 *STRATEGIC ACTIONS*

1430 Fire and rescue services should:

1431 • Consider implementing the use of individual talkgroups per incident

1432 • Consider configuring mobilising systems and the integrated communication control
1433 system to allocate communication channels per incident without manual intervention

1434 • Provide fire control personnel with guidance on how to patch talkgroups

1435 *TACTICAL ACTIONS*

1436 Fire control commanders should:

1437 • Ensure situational awareness is shared with operational personnel when working
1438 under multiple incident conditions

1439 Fire control personnel should:

1440 • Use available technology to manage critical voice communication on talkgroups
1441 effectively

1442 • Consider using pre-defined message templates to support effective communication
1443 with operational personnel

1444

1445 **Control measure – Document incidents effectively: Multiple incidents**

1446 *CONTROL MEASURE KNOWLEDGE*

1447 **Incident logs**

1448 Annotation of electronic incident logs is an effective method of recording and sharing
1449 situational awareness with operational and fire control personnel. An incident log is unique to
1450 the incident it refers to and has a distinctive identifying number, commonly referred to as an
1451 incident number.

1452 Accuracy of content in an incident log is important as it provides a record of a fire and rescue
1453 service's response to an incident and may be used to support subsequent investigations.

1454 Incident logs may contain some or all the following information:

- 1455 • Date, times and recordings of emergency call(s) relating to the incident
- 1456 • Geographical locations relating to the incident
- 1457 • Additional relevant information added by fire control personnel, including actions and
1458 decisions taken
- 1459 • Records of operational resources mobilised to the incident
- 1460 • Records of operational personnel informed of the incident
- 1461 • Messages sent directly from the electronic devices of operational personnel or that
1462 were transcribed by fire control personnel
- 1463 • Records of multi-agency incident numbers and any additional information received
1464 from those agencies by fire control personnel

1465 During periods of multiple incidents, fire control personnel will have multiple incident logs
1466 open on the mobilising system. Fire control personnel must accurately annotate the correct
1467 incident log to avoid messages being added to the wrong incident.

1468 Many mobilising systems allow fire control personnel to apply a category or colour code to
1469 different information types on an incident log, such as 'Informative', 'Stop' or 'Multi agency'
1470 messages. Clear distinction between categories of information aids the effective organisation
1471 of information and allows fire control personnel and operational personnel to read the
1472 information easily.

1473 **Multiple incident logs**

1474 An incident may have more than one relevant geographical location, for example an incident
1475 in a tunnel with various rendezvous and access points. Some mobilising systems allow fire
1476 control personnel to create additional locations in the same incident log to distinguish which
1477 operational resources have been mobilised to which location.

1478 An incident log with multiple locations reduces the likelihood of personnel failing to read
1479 relevant information on separate but related incident logs and is an effective method of
1480 managing incident logs.

1481 Some mobilising systems allow fire control personnel to link separate but related incident
1482 logs. For example, a secondary incident log detailing a rendezvous point may be linked to
1483 the primary incident log. For this to be an effective method of managing multiple incident
1484 logs, the link between these incidents must be clear to fire control personnel and operational
1485 personnel viewing the information, particularly if they are viewing the incident log remotely.

1486 During instances of managing multiple incident logs, the implementation of effective working
1487 practices, clearly communicated to fire control personnel, is imperative. Effective working
1488 practices may involve the use of dedicated roles within fire control, including a role
1489 overseeing the management of multiple incident logs.

1490 **Viewing incident logs remotely**

1491 Many mobilising systems offer remote access to view incident logs through a secure mobile
1492 application or web page. Operational commanders may use this functionality to view incident
1493 logs from the incident or other remote locations.

1494 Viewing incident logs remotely is an effective way of establishing situational awareness for a
1495 wider audience during periods of multiple incidents, however fire control personnel must
1496 make it clear to other fire control personnel and operational personnel when an incident has
1497 more than one relevant incident log.

1498 The clarity of written information in an incident log is important as it may be read remotely
1499 without the supporting context of communication with fire control personnel.

1500 *STRATEGIC ACTIONS*

1501 Fire and rescue services should:

- 1502 • Consider including in policies and procedures effective management of incident logs
1503 during periods of multiple incidents
- 1504 • Configure mobilising systems to clearly display and organise information in incident
1505 logs
- 1506 • Configure mobilising systems to clearly link related incident logs
- 1507 • Configure mobilising systems to clearly display additional incident locations
- 1508 • Consider providing remote access to incident logs during periods of multiple incidents
- 1509 • Configure systems that provide remote access to incident logs to clearly display
1510 additional incident locations

1511 *TACTICAL ACTIONS*

1512 Fire control commanders should:

- 1513 • Ensure that operational personnel are aware of multiple related incident logs
- 1514 • Consider appointing fire control personnel to oversee the effective management of
1515 multiple incident logs

1516 Fire control personnel should:

- 1517 • Accurately and clearly annotate incident logs during periods of multiple incidents
- 1518 • Accurately categorise entries to incident logs during periods of multiple incidents
- 1519 • Use technology to clearly record additional locations related to an incident
- 1520 • Use technology to clearly link separate but related incident logs

1521

1522 **Hazard – Overwhelming workload: Multiple calls and multiple**
1523 **incidents**

1524 This hazard should be read in conjunction with hazard knowledge [Ineffective command of](#)
1525 [the fire control function](#).

1526 *HAZARD KNOWLEDGE*

1527 **Overwhelming workload**

1528 Fire control personnel may perform a variety of business-as-usual tasks alongside
1529 emergency call and incident management. In many cases, fire control personnel are
1530 responsible for crucial functions that support the day-to-day operation of their fire and rescue
1531 service. These functions will vary between fire and rescue services, but may include:

- 1532 • Receiving and processing sickness absence reporting for fire and rescue personnel
- 1533 • Overseeing operational and fire control personnel availability
- 1534 • Handling of non-emergency enquiries from the public via telephone, email or social
1535 media
- 1536 • Other non-emergency, commercially contracted functions

1537 The demands that periods of multiple calls or multiple incidents place on fire control
1538 personnel mean they will be unlikely to complete these business-as-usual tasks. Whilst
1539 failing to complete some tasks will have negative impact, failing to complete others may
1540 have operational, legal, financial, reputational or health and well-being consequences for the
1541 fire and rescue service.

1542 Failing to receive and process sickness absence reports from fire and rescue service
1543 personnel may mean the fire and rescue service is unable to identify staffing deficiencies for
1544 forthcoming shifts, which may affect fire and rescue service operational capacity and
1545 availability for fire control. Failing to effectively record and report serious injuries, diseases
1546 and dangerous occurrences may contravene health and safety law.

1547 During periods of multiple calls and incidents, fire and rescue services that have assigned
1548 fire control personnel to non-emergency, commercially contracted functions – such as
1549 monitoring CCTV or alarms – may be unable to maintain the normal level of service they
1550 have committed to, putting them at risk of legal and reputational harm.

1551 **Overwhelming contact**

1552 Periods of multiple calls or incidents are likely to generate an increase in non-emergency
1553 contact. This may be through the fire and rescue service’s publicly available general
1554 enquiries telephone line, social media accounts or internal telephone line from other fire and
1555 rescue service personnel.

1556 Fire and rescue services that rely on fire control personnel to manage these general
1557 communication channels may encounter periods where fire control personnel are unable to
1558 receive and respond to any enquiries, potentially resulting in reputational harm to the fire and
1559 rescue service.

1560 Failing to respond to contact through non-emergency channels may congest emergency
1561 lines as members of the public seek to contact the fire and rescue service by other means.

1562 An increase in emergency calls is likely to result in a noisy working environment for fire
1563 control personnel and be detrimental to their health and well-being. More information can be
1564 found in control measure [Personal resilience](#).

1565 **Control measure – Prioritise critical functions: Multiple calls and multiple**
1566 **incidents**

1567 *CONTROL MEASURE KNOWLEDGE*

1568 A period of multiple calls or multiple incidents will affect individual fire and rescue services
1569 differently and therefore their ability to perform other business-as-usual functions.

1570 **Critical functions**

1571 Fire control personnel should focus attention and resources on performing critical functions
1572 during periods of multiple calls and multiple incidents, including:

- 1573 • Emergency call management
- 1574 • Mobilisation of operational resources
- 1575 • Multi agency communication
- 1576 • Incident management and support
- 1577 • Management of operational resource coverage

1578 **Prioritisation**

1579 The impact that a period of multiple calls or incidents has on the completion of business-as-
1580 usual tasks may be mitigated by pre-planning, in which fire and rescue services consider
1581 which functions fire control personnel can realistically perform whilst working under such
1582 conditions. One way to achieve this would be by prioritising functions in a degradation plan.

1583 Fire and rescue services should recognise that sustained periods of multiple calls or
1584 incidents may mean fire control personnel are unable to perform any non-critical business-
1585 as-usual functions for protracted periods of time.

1586 **Re-allocation of non-priority tasks**

1587 It may be appropriate for some non-critical functions to be temporarily re-allocated to other
1588 suitably trained fire and rescue service personnel. It is important that these functions and
1589 their methods for re-allocation are pre-identified and involve as little intervention by fire
1590 control personnel as possible.

1591 Pre-identifying functions that are suitable for re-allocation avoids fire control personnel
1592 becoming overwhelmed and allows them to concentrate on fulfilling critical functions.

1593 The re-allocation of non-emergency functions normally performed by fire control personnel
1594 may include:

- 1595 • The overseeing of fire and rescue service resource availability to other suitably
1596 trained personnel
- 1597 • The diversion of public, non-emergency lines of communication away from fire
1598 control
- 1599 • The re-allocation of fire and rescue service personnel sickness absence reporting
1600 and processing to other suitably trained personnel
- 1601 • The re-allocation of monitoring of and response to other non-emergency public
1602 queries (such as social media) to other suitably trained personnel

1603 The work required and any strategies to re-allocate it should be pre-planned and clearly
1604 understood by fire control personnel and the suitably trained personnel to whom the
1605 functions are assigned.

1606 **Share situational awareness**

1607 Fire control personnel may reduce the amount of non-essential contact they receive from the
1608 wider fire and rescue service by sharing situational awareness of the current situation with
1609 other fire and rescue service personnel. This may be achieved through suitably trained
1610 personnel, such as communications and media personnel, using email or other electronic
1611 messaging systems to reach a wide audience quickly.

1612 *STRATEGIC ACTIONS*

1613 Fire and rescue services should:

- 1614 • Identify the functions fire control personnel should prioritise during periods of multiple
1615 calls and multiple incidents
- 1616 • Establish strategies for the re-allocation of non-emergency, business-as-usual
1617 functions away from fire control during periods of multiple calls or multiple incidents
- 1618 • Provide fire control personnel with effective methods to share situational awareness
1619 with all fire and rescue service personnel during periods of multiple calls and multiple
1620 incidents

1621 *TACTICAL ACTIONS*

1622 Fire control commanders must:

- 1623 • Prioritise critical functions during periods of multiple calls and multiple incidents

1624 Fire control commanders should:

- 1625 • Inform fire and rescue service personnel when anticipating or experiencing periods of
1626 multiple calls and multiple incidents

1627

1628 **Hazard – Ineffective management of remote emergency calls:**
1629 **Multiple calls**

1630 *HAZARD KNOWLEDGE*

1631 Fire control personnel often manage emergency calls from outside their normal area of
1632 responsibility, referred to as ‘remote calls’ in this guidance. This may be for several reasons,
1633 including:

- 1634 • Calls misrouted by the call handling agent
- 1635 • Emergency callers reporting an incident in another area
- 1636 • Buddy or consortium arrangements in effect due to multiple calls
- 1637 • Call redistribution plans in effect due to multiple calls

1638 Fire control personnel may experience additional challenges in accurately locating remote
1639 incidents. Delayed or inaccurate mobilisation could occur if assisting fire control personnel
1640 managing emergency calls on behalf of an affected fire control are not provided with
1641 sufficient tools, or if they are unprepared to manage calls outside their usual area.

1642 **Insufficient technology**

1643 **Enhanced Information Service for Emergency Calls (EISEC) and Advanced Mobile**
1644 **Location (AML)** data is available for almost all emergency calls. However, mobilising
1645 systems that are unable to effectively receive or display this data are likely to challenge fire
1646 control personnel unnecessarily in accurately locating an emergency caller outside of their
1647 normal area of responsibility.

1648 **Geographical information systems (GIS)** are used by fire control personnel to accurately
1649 locate emergency callers and the incidents they are reporting. Fire control personnel are
1650 likely to use GIS when managing remote emergency calls in unfamiliar areas.

1651 Fire control personnel are likely to encounter difficulties when managing remote emergency
1652 calls if the GIS they have access to are not current or do not sufficiently cover the area in
1653 which the emergency caller, or the incident the caller is reporting, is located. For example,
1654 fire control personnel managing remote emergency calls may be presented with mapping at
1655 a zoom level containing insufficient detail to be useful.

1656 **Premises gazetteers** that do not have sufficient records to effectively record remote
1657 incidents may delay the management of remote calls. Fire control personnel are likely to
1658 encounter difficulties in selecting appropriate records for remote emergency calls if the
1659 gazetteer they have access to is not current or does not adequately cover the area in which
1660 the remote incident is located.

1661 Whilst this may cause delay in the creation of an incident record, it should not prevent a full
1662 and accurate location being obtained from the caller and passed to the affected fire control.

1663 **Insufficient situational awareness**

1664 Fire control personnel managing remote emergency calls and returning incident-related
1665 information to affected fire controls are likely to face difficulties doing so effectively if they do
1666 not have sufficient awareness and understanding of:

- 1667
- Established buddy or consortium arrangements
- 1668
- Call redistribution plans
- 1669
- Whether buddy, consortium or call redistribution plans have been implemented due
- 1670
- to multiple calls or other eventualities

1671 Failing to receive and understand current situational awareness or instructions from affected
1672 fire controls may prevent assisting fire control personnel from:

- 1673
- Being prepared to receive remote emergency calls
- 1674
- Having accurate situational awareness of the events causing remote emergency calls
- 1675
- Giving current and accurate safety guidance to remote emergency callers
- 1676
- Promptly passing incident information to affected fire controls for mobilisation
- 1677
- decisions

1678 **Ineffective communication with affected fire controls**

1679 Assisting fire control personnel are likely to experience delays in passing incident-related
1680 information to affected fire controls for operational response decisions if effective
1681 communication methods are not in place and understood. This could lead to delayed
1682 mobilisation of resources, causing harm to people at risk.

1683 In assisting fire controls, fire control personnel may have trouble contacting affected fire
1684 controls using normal communication methods in the event of multiple call conditions.

1685 If fire control personnel attempt to pass incident-related information using unexpected
1686 communication methods, there is a risk that these communication methods may not be
1687 monitored and essential information missed. This could lead to delayed mobilisation of
1688 resources, causing harm to people at risk.

1689 **Control measure – Prepare to manage remote calls: Multiple calls**

1690 This section should be read in conjunction with [Control measure – Share situational](#)
1691 [awareness – Buddy, consortium, and other fire and emergency controls: Multiple calls.](#)

1692 *CONTROL MEASURE KNOWLEDGE*

1693 **Effective access to NTG20**

1694 Fire control personnel may access Airwave National Talkgroup 20 (NTG20) directly through
1695 their integrated communication control system (ICCS) or by using a desk-mounted radio.
1696 Giving fire control personnel access to an ICCS has several advantages, including:

- 1697 • The ability for several fire control personnel to monitor the talkgroup from different
1698 workstations
- 1699 • The ability to record and re-play broadcasts

1700 **Receiving announcements on NTG20**

1701 Making announcements on NTG20 helps fire control personnel assisting fire controls to:

- 1702 • Be aware of events impacting affected fire controls, which could lead to multiple call
1703 conditions
- 1704 • Recognise the possibility they may receive remote emergency calls and become an
1705 assisting fire control
- 1706 • Understand the methods by which affected fire controls require incident information
1707 passed to them
- 1708 • Receive ongoing situational awareness of events impacting affected fire controls
- 1709 • Be alerted to changes in safety guidance issued by affected fire controls for remote
1710 emergency callers
- 1711 • Understand when events impacting affected fire controls have ended

1712 **Recording information received on NTG20**

1713 Fire control personnel assisting fire controls should record details of announcements
1714 received on NTG20. The creation of an incident record in the mobilising system will help
1715 assisting fire control personnel to:

- 1716 • Record the time information was received
- 1717 • Share the information with fire control personnel
- 1718 • Refer to the information later
- 1719 • Share the latest advice with remote callers
- 1720 • Record actions they may have taken related to the announcement
- 1721 • Link any remote emergency calls managed

1722 **Training**

1723 Fire control personnel will benefit from the regular inclusion of announcement talkgroups in
1724 relevant training exercises. This should include how to locate and select talkgroups, such as
1725 other fire and rescue service hailing groups, by using:

- 1726 • The ICCS

- 1727 • Talkgroup folders in the radio equipment
- 1728 • Speed dials in the radio equipment
- 1729 Fire and rescue services may choose to use another of their own talkgroups to simulate
1730 broadcasting on NTG20 for regular training exercises, however this should be in addition to
1731 taking part in national NTG20 exercises.
- 1732 Fire control personnel who take part in regular exercises that include the use of NTG20,
1733 either through simulation or in real application, are more likely to use NTG20 confidently
1734 during multiple call events.
- 1735 Operational personnel should be aware of the role NTG20 has in multiple call situations,
1736 particularly if they are likely to provide support to fire control personnel under such
1737 circumstances.
- 1738 *STRATEGIC ACTIONS*
- 1739 Fire and rescue services must:
- 1740 • Provide guidance to fire control personnel to effectively navigate between talkgroups
1741 on radio equipment
- 1742 Fire and rescue services should:
- 1743 • Include the use of announcement talkgroups in regular fire and rescue service
1744 training exercises
- 1745 • Consider providing fire control personnel with access to NTG20 through an ICCS
- 1746 • Establish a process for fire control personnel to record information received during
1747 announcements on NTG20
- 1748 *TACTICAL ACTIONS*
- 1749 Fire control commanders must:
- 1750 • Ensure NTG20 is constantly monitored at a sufficiently audible level in fire control
- 1751 • Ensure that situational awareness broadcast on NTG20 is shared with fire control
1752 personnel and relevant operational personnel
- 1753 Fire control commanders should:
- 1754 • Take part in debriefs for exercises and real events involving NTG20
- 1755 Fire control personnel should:
- 1756 • Record and react accordingly to information received on NTG20

1757 **Control measure – Manage remote calls effectively: Multiple calls**

1758 This should be read in conjunction with [Emergency call handling and mobilising – Control](#)
1759 [measure – Effective handling of emergency calls](#).

1760 *CONTROL MEASURE KNOWLEDGE*

1761 The principles of good emergency call management apply whether an emergency call
1762 originates from within the geographic area a fire control normally serves or is remote to the
1763 assisting fire control receiving the call. Effective technology may support fire control
1764 personnel to accurately locate an incident that is remote to their normal area of
1765 responsibility.

1766 **Advanced Mobile Location (AML)** data accompanying emergency calls allows fire control
1767 personnel to identify the location of most emergency callers to within 3m. The compatibility
1768 and configuration of mobilising systems determines whether fire control personnel can
1769 receive AML information during a remote emergency call.

1770 **Geographical information systems (GIS)** covering the United Kingdom provide fire control
1771 personnel with visual representation of areas remote to them. They help fire control
1772 personnel to determine the accurate location of remote emergency callers and the incidents
1773 they are reporting. GIS with zoom layers down to premises or street level will provide the
1774 most useful information to fire control personnel.

1775 Regularly updated GIS provide fire control personnel with accurate and relevant information
1776 to support effective remote call management.

1777 **Gazetteer** records covering remote areas that are accurate and current offer an effective
1778 method for recording remote incidents. Owing to the volume of data required, it may not be
1779 possible for all mobilising systems to access premises-level gazetteer data covering the
1780 whole United Kingdom. Mobilising systems may:

- 1781 • Provide fire control personnel with access to county-, town- or street-level gazetteer
1782 data for the United Kingdom
- 1783 • Allow for the manual addition of locations to gazetteers such as remote cities, towns
1784 or county areas to enable fire control personnel to select the nearest appropriate
1785 location on which to base their remote incident record
- 1786 • Allow fire control personnel to create incidents directly from GIS during a remote
1787 emergency call, allowing fire control personnel to add more address details

1788 Mobilising systems may allow for GIS and gazetteer records covering remote areas to be
1789 regularly updated with little or no manual intervention, as in cloud-hosted solutions.

1790 **Other locational tools**, many of which are freely available, may provide fire control
1791 personnel with other options to help them obtain accurate locations when managing remote
1792 calls.

1793 *STRATEGIC ACTIONS*

1794 Fire and rescue services should:

- 1795 • Configure mobilising systems to receive and effectively display AML data for use
1796 when managing remote emergency calls

- 1797
1798
- Consider providing fire control personnel with access to up-to-date GIS data down to at least street level for the United Kingdom when managing remote emergency calls
- 1799
1800
- Configure mobilising systems to provide an effective solution for creating remote incidents
- 1801
1802
- Consider providing fire control personnel with access to other geo-locational systems when managing remote emergency calls

1803 *TACTICAL ACTIONS*

1804 Fire control personnel should:

- 1805
1806
- Use effective emergency call management techniques to confirm the location of remote emergency callers
- 1807
1808
- Use available technology to accurately confirm the location of remote emergency callers
- 1809

1810 **Control measure – Pass remote incident information to affected fire controls:**
1811 **Multiple calls**

1812 *CONTROL MEASURE KNOWLEDGE*

1813 **Passing incident information to affected fire controls**

1814 The ability of fire control personnel in assisting fire controls to communicate incident-related
1815 information to affected fire controls is a crucial element of the effective management of
1816 remote emergency calls. Fire control personnel in assisting fire controls should be equipped
1817 and prepared to accurately receive and follow the affected fire control's instructions for
1818 returning incident information.

1819 Fire control personnel in assisting fire controls may be required to use different
1820 communication methods for higher-priority and lower-priority incidents. This allows fire
1821 control personnel in affected fire controls to focus their attention on managing information
1822 received via the higher-priority channel. Methods used may include:

- 1823 • Emergency telephone lines
- 1824 • Hailing talkgroup
- 1825 • Bespoke electronic methods, such as Multi Agency Incident Transfer
- 1826 • Other electronic methods, such as email

1827 Fire control personnel in assisting fire controls should use the communication methods
1828 specified by affected fire controls, particularly where a communication method has been
1829 identified specifically for life-risk incidents.

1830 **Identifying calls from assisting fire controls**

1831 Many fire and rescue services have dedicated emergency telephone lines for assisting fire
1832 controls. Integrated communication control systems configured to identify calls from other
1833 fire controls in a distinct colour, ring tone or priority enable fire control personnel to easily
1834 distinguish those calls from other emergency calls.

1835 Fire control personnel should, where possible, prioritise answering these emergency calls as
1836 an assisting control may have important incident-related information to share.

1837 *STRATEGIC ACTIONS*

1838 Fire and rescue services should:

- 1839 • Establish an emergency telephone line for sole use by other fire controls
- 1840 • Configure mobilising systems to allow fire control personnel to easily identify calls
1841 from other fire controls during periods of multiple calls
- 1842 • Configure mobilising systems to prioritise emergency telephone calls from other fire
1843 controls during periods of multiple calls

1844 *TACTICAL ACTIONS*

1845 Fire control personnel should:

- 1846 • Accurately record and follow information and instructions received from affected fire
1847 controls during periods of multiple calls

1848
1849

- Prioritise the answering of calls identified as being from other fire controls during periods of multiple calls