# Consultation of National Operational Guidance: Fire control command

**1. Information**

We recommend that you thoroughly read the draft guidance before completing your review.  
  
The draft content has been created to assist fire and rescue services in ensuring appropriate arrangements are in place for fire control command and will form part of the full suite of national operational guidance for fire control that is currently being developed.  
  
The draft guidance includes information on the command skills that are the social, personal and cognitive skills that come under the heading of human factors – the skills needed to enable fire control commanders to function effectively when in command of activities in fire control.  
  
The document also includes guidance on the actions that may be required of fire control commanders in the event of overwhelmed emergency call handling capacity.  This has been written to assist fire control commanders in such an event, however it will also be covered in other areas of guidance such as ‘multiple calls’ and ‘multiple incidents’, and emergency call management.  
  
Please provide sufficient detail in your comments for us to determine the content they relate to, along with the page and line number of the PDF document.  
  
Please complete the survey by **midday on 2 August 2021**. If you have any questions or experience any difficulties in completing the survey, please email [FireCPO@nationalfirechiefs.org.uk](mailto:FireCPO@nationalfirechiefs.org.uk?subject=Consultation%20of%20NOG%3A%20Fire%20control%20command)

**2. Your details**

In case we need to contact you, please provide the following information.

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

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

### **2. Are you responding as: \***

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

**3. Introduction**

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

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

Please provide any comments here: Please remember to start each comment with the line number from the PDF.

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**4. Ineffective command of the fire control function**

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

### **4. Hazard: Ineffective command of the fire control function**

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### **5. Control measure - Leadership**

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### **6. Control measure – Situational awareness**

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### **7. Control measure – Decision-making**

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### **8. Control measure – Interpersonal communication**

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### **9. Control measure – Personal resilience**

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### **10. Control measure - Teamwork**

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**5. Overwhelmed emergency call handling capacity**

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

### **11. Hazard – Overwhelmed emergency call handling capacity**

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### **12. Control measure – Additional call handling capacity: fire control personnel**

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### **13. Control measure – Additional call handling capacity: Emergency call redistribution**

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

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**6. Ineffective management of fire control**

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

### **15. . Hazard – Ineffective management of fire control**

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### **16. Control measure – Effective communication**

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### **17. Control measure – Organisation of the fire control function**

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### **18. Control measure – Specialist advice**

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### **19. Control measure - Command roles and responsibilities**

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**7. Ineffective safety management**

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

### **20. Hazard – Ineffective safety management**

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### **21. Control measure – Positive safety culture**

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### **22. Control measure – Risk assessment of fire control activities**

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### **23. Control measure – Emergency call supervision**

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### **24. Control measure – Hold debriefing or post incident reviews**

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**8. Final thoughts**

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

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