



NFCC
National
Resilience

Fire and Rescue Service Supporting Guidance to the National Co-ordination and Advisory Framework (NCAF)

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Updated by: Craig Hill (NRAT)

Approved by: Lynsey McVay (Command & Control Lead)

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1 Introduction

The National Coordination and Advisory Framework (NCAF) provides a robust and effective mechanism for a Fire and Rescue Service (FRS) to call upon national mutual aid support when required. The [FRS Circular 42/2006 'National Mutual Aid Protocol for Serious Incidents'](#), of which each FRS within England is signatory, provided the basis for services to call upon wider national support during serious or significant incidents.

This guidance document has been developed for FRS staff to aid understanding of the NCAF. It provides further detail for those who are likely to require assistance either through existing 13/16 arrangements or nationally via mutual aid protocols. This includes access to specialist capabilities or officers during a significant emergency event. This document explains how to access the required assistance.

Major or large-scale incidents can place exceptional demands on FRSs and may require a coordinated response from a range of agencies and resources from across the country. Incidents may be protracted and require extensive provision and deployment of people and equipment to help bring them to a successful conclusion.

The NCAF policy document provides strategic guidance to a range of stakeholders across Government and the FRS sector. It provides a framework for Home Office (HO), NFCC National Resilience (NR), FRS and other functions to utilise and operate within, should a major or large-scale incident occur. The document itself is updated periodically to ensure it reflects the current threats and risks faced nationally.

The Fire and Rescue National Framework for England (2018) reaffirms the role of Government and its strategic responsibility for National Resilience. It also highlights that the role of fire and rescue authorities (FRAs) is a fundamental building block of national resilience, and this is predicated on local professional expertise and understanding of risk.

The Fire and Rescue National Framework states:

The National Coordination and Advisory Framework (NCAF) has been designed to provide robust and flexible response arrangements to major emergencies that can be adapted to the nature, scale, and requirements of the incident. Fire and rescue authorities must proactively engage with, and support, the NCAF arrangements including the NFCC's lead operational role. (3.9 p10)

It is recognised that the resources being co-ordinated through NCAF arrangements may include recognised voluntary organisations and private sector bodies, as well as those provided by FRSs.

In normal operating circumstances (not national spate conditions or certain intelligence led responses) an FRS will be able to utilise their normal local and cross border arrangements without the need to request national support through the NRAT and National Resilience Fire Control (NRFC). However, the benefit of having NCAF arrangements in place has been clearly

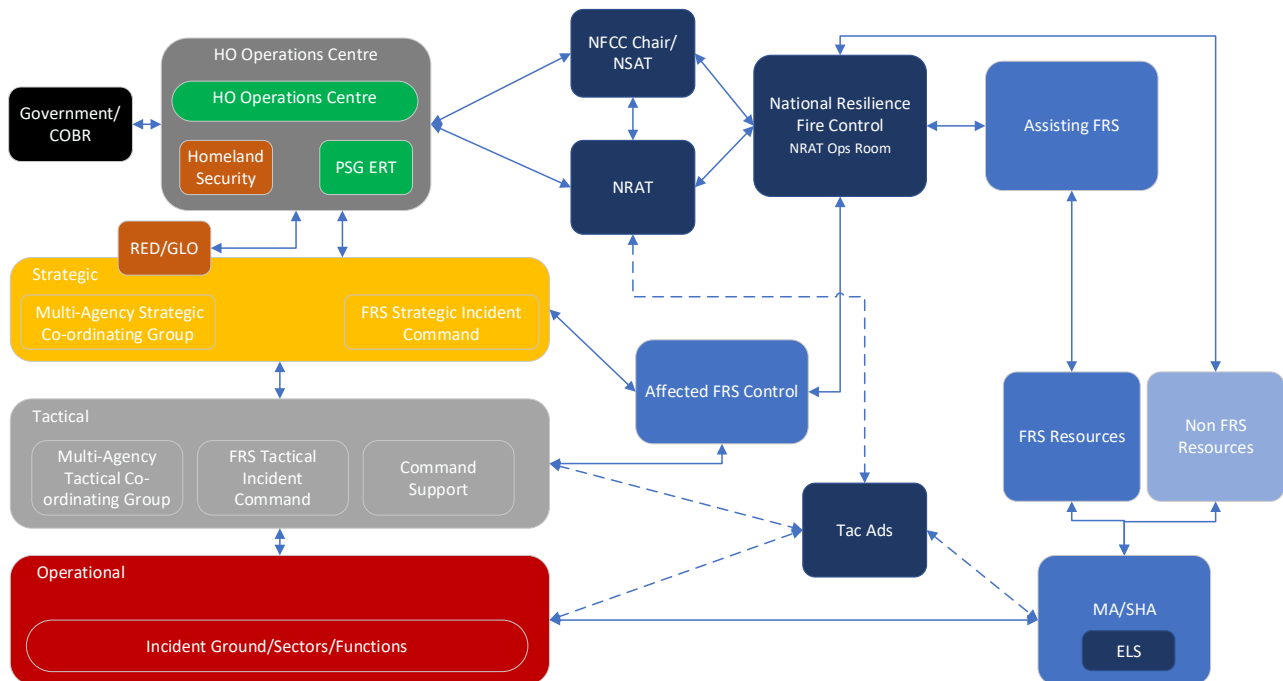
demonstrated on several occasions during significant national incidents and other events that required national co-ordination.

It is important to note that neither the NCAF, nor any of its components, remove any of the statutory responsibilities or expectations placed upon FRSs. As such, locally nominated commanders retain the responsibility to resolve incidents that occur within their service area. NCAF does not compromise the sovereignty of the affected FRS and is simply a mechanism to provide assistance. Equally, following a request for national assets, the affected FRS must have appointed commanders in place to ensure the specialist teams work within a designated and functional sector.

It is therefore essential that control rooms, strategic and tactical officers, together with practitioners and technical advisors, remain fully aware of this guidance and the policy document itself. The NCAF does not attempt to revise any existing response arrangements that have been developed in line with locally focused community risk management plans. The framework and its arrangements are designed to be flexible and adaptable to ensure that it supports and enhances the FRS response to incidents.

2 The Functions of NCAF

The diagram below highlights the functions of NCAF when activated to aid the resolution of a serious, significant, or catastrophic incident. This demonstrates the support network available to an affected FRS. It also indicates the necessary communication channels that are implemented to ensure the flow of information.



Extant Operational, Tactical and Strategic level functions are complimented by the addition of dedicated capability specific resources. The NRAT will ensure the respective NR resourcing in addition to ensuring the flow of information from the incident into Home Office where required.

2.1 Mobilisation, Co-ordination and Monitoring of National Resilience Assets

The mobilisation, coordination, and monitoring of National Resilience (NR) & other FRS assets supporting major or large-scale incident as part of a National Mutual Aid request is undertaken by the National Resilience Assurance Team (NRAT) supported by NRFC and in conjunction with the local FRS control room.

Where an affected FRS requires the use of an NR asset that is already hosted within service, this can be mobilised using local mobilisation protocols. The use of such assets, however, should be reported to NRFC through the FRS Reporting Tool (Report New Incident) which will update the Electronic Support System (ESS) to show the resources as deployed.

In instances where NR assets are required that can be requested from neighbouring services, these can also be deployed using existing mechanisms (sections 13 & 16, Fire Services Act 2004). Ordinarily, neighbouring requests will be passed between the local FRS control rooms without the need for direct NRFC involvement, the incident however, must be reported to NRFC through the FRS Reporting Tool (Assist Another FRS) which will update the Electronic Support System (ESS) to show the resources as deployed.

Where section 13 & 16 arrangements have been exhausted and further support is required, requests for national assistance must be made directly to NRFC via the affected FRS control room. These will be coordinated by the NRAT Duty Officer who will liaise directly with the capability officer of the assets required to develop a mobilisation plan. Further detail is provided in section 6.

Requests for assistance should, wherever possible, be underpinned by an incident plan with a clearly identifiable assessment of resource requirements. To assist in the formulation of incident plans, the support of NRAT and Tactical Advisors (TacAds) should be utilised (see section 3.7). National Strategic Advisory Team (NSAT) officers are also available to assist with specific capability strategic plans as required.

The Electronic Support System (ESS) maintains the national overview of all available NR assets. Mobilisation of these resources is carried out by NRFC on the direction of the NRAT duty officer.

2.2 Multi Agency/Strategic Holding Area (MA/SHA)

The Strategic Holding Area (SHA) is usually a pre-identified location having suitable space and facilities to accommodate large numbers of crews, appliances, and equipment, however occasionally an ad-hoc area can be determined dependant on the needs of the incident.

A SHA provides a base where resources can standby or rest whilst awaiting deployment to marshalling areas or to the scene of operations. The activities at a SHA, in terms of asset management (logistics, communications and operational planning), will be undertaken by NRAT officers assisted by an Enhanced Logistics Support (ELS) vehicle and crew.

In conjunction with Local Resilience Forums (LRF), suitable sites have been identified throughout the country for use as Multi Agency Strategic Holding Areas (MASHA).

The pre-identified SHAs do not preclude the use of other sites that may be more appropriate, depending on incident type and location. Once the location of a SHA has been decided this information should be shared with NRAT. The security of SHA information is paramount, and these records should be maintained and appropriately protected by the local FRS and/or LRF accordingly.

Where a SHA is established, there is a requirement for the affected FRS to provide a dedicated SHA Liaison Officer to facilitate any resourcing requests (e.g., fuel, accommodation etc), as identified by the attending NRAT officer. The officer should therefore be equipped with the authority and ability to provide the requirements. For further information on this role please refer the SHA Liaison Officer Supporting Guidance.

[SHA Liaison Officer Supporting Guidance](#)

There should only be one agreed link between the affected FRS and the SHA to mobilise resources held at the SHA to the incident or marshalling area. This is normally from the affected FRS control or direct from tactical command.

FRSs should continually review their SHA's and ensure that any changes are reported through to NRAT in order to update the ESS register.

2.3 Home Office Operations Centre

In some circumstances, the scale or complexity of an emergency is such that some degree of central government support or coordination becomes necessary. Government will not duplicate the role of local responders. A designated lead Government Department (LGD) or where appropriate a devolved administration will be responsible for the overall management of the central government response.

The Home Office provides the cross Whitehall coordinating function for the *response* policy arrangements to emergencies involving Fire. Cabinet Office will provide the cross Whitehall coordinating function for the *recovery* policy arrangements to emergencies involving Fire.

The HO Fire Resilience and Major Events (FRaME) Operational Response Team will deliver the Response to Emergencies policy arrangements for major fire incidents. Where an incident is Counter Terrorist (CT) related Homeland Security Operational Policy and Response Unit will take the lead.

The Public Safety Group (PSG) & Homeland Security Centres enable strategic decision makers at a national and local level to carry out their role in an informed manner. The centres, which can be established in multiple locations, comprise of government department policy officials and government liaison teams, who, in consultation with the Chair of the NFCC and/or NSAT, will provide situational awareness to COBR and across central government departments. In addition, they co-ordinate advice for Ministers and engage with Government Liaison Officers (GLO) via the Department for Levelling Up, Housing and Communities (DLUHC) Resilience and Recovery Directorate ("RED"; formerly known as the Resilience and Emergencies Division) who enable Strategic Coordinating Groups (SCGs) in the affected FRS to have access to a single point of contact for central government assistance.

Dependent upon the scale of the incident, NSAT & NRAT assistance may be required to support the Home Office Operations Centres. If necessary, this will be agreed at the time between the Chair of the NFCC and/or NSAT and the HO.

During activation, the principal functions of the Operations Centre are to:

- Provide liaison between; the affected FRS, the Chair of the NFCC, NSAT, NRAT, Cross Whitehall, Government Liaison Officers (GLO) and the Director of Fire, Events and Central Management,
- Provide a central hub for the collection, distribution, and provision of operational, logistical and policy information relating to FRS activity,
- Provide advice and information to the Director of Fire, Events and Central Management and the Chair of the NFCC and/or NSAT,
- Providing effective, efficient, and timely information to other Government departments and ministers as directed by the Director of Fire, Events and Central Management,
- Provide Cross-Governmental and Fire, Events and Central Management strategic advice to the affected FRS,
- Achieve the most effective distribution of available resources (FRS and supporting agencies),
- Assist with the facilitation and coordination of incoming international assistance to the UK (in conjunction with other Government departments),
- Provide Cross-Governmental advice and decision making to support requests for FRS assets to be deployed outside of the UK.

2.4 Cabinet Office Briefing Room (COBR)

COBR is the facility used by Government to ensure all relevant Government departments, teams and personnel are informed and kept aware of significant live and or potential incidents that may have an adverse impact on the country or parts of the country. When necessary, COBR will be established and chaired as detailed in the NCAF policy document.

COBR may be set up in response to a national or regional major emergency or during events abroad that may have major implications for the UK. This arrangement allows for the Government to maintain an accurate overview of an event through the receipt of timely information from a wide range of sources including the FRS.

The Chair of NFCC or a nominated NSAT will attend COBR to provide information on FRS capabilities, resource availability or activities as required. This may include specific detail regarding incident response and will require direct liaison between the Chair of NFCC and FRS principal managers.

3 The Roles within NCAF

3.1 National Resilience Fire Control (NRFC)

The principal functions of NRFC are to:

- Provide a 24/7 monitoring capability of FRS NR assets,
- Coordinate the mobilisation of FRS resources in association with the host FRS,
- Track deployed resources to and from the host FRS and destination (which could include a SHA),
- Provide deployment options in liaison with NRAT and NSAT to maintain national coverage levels,
- Notify NRAT Duty Officers of incidents meeting the national reportable incident types,
- Notify NRAT of NR resource deployments,
- Notify NRAT Duty Officer of instances of when mobilisation requests have not been met,
- In liaison with the NRAT, manage the pre-deployment of resources for intelligence-led/rising-tide events.

3.2 National Resilience Assurance Team (NRAT)

The NRAT is comprised of seconded officers from across the FRS who operate on a continuous availability rota. The NRAT role, at times of emergency, is to support all elements of the NCAF by providing National Resilience capability specific advice at an incident and practical/technical support at various locations such as:

- The affected FRS (to liaise/support with the incident command structure)
- (Multi-Agency) Strategic Holding Areas (MA/SHA)
- NRAT Operations Room at the National Resilience Fire Control (NRFC)
- Government department Operations Centres

The role of the NRAT includes:

- Provision of capability advice to the affected FRS, HO Duty Officer and NSAT officers as required,
- Liaison with the HO Duty Officer and NRFC to ensure deployed resources are effectively supported,
- Implementing and maintaining a robust communication network between NRAT staff at the specified NCAF locations,
- Undertake the ELSO function to support operations and management of a SHA,
- Provision of tactical support and information to the affected FRS commanders relevant to the incident(s).
- Provide regular incident updates to NR and HO.

An NRAT member will not be mobilised to undertake any aspect of command of an incident, monitor performance or to carry out any form of operational assurance. Their key role is to provide liaison and support within the NCAF.

3.3 NRAT Duty Officer

The NRAT Duty Officer is a seconded officer available 24/7 and is the main point of contact for the NRAT team. The officer's primary duties include the coordination of assets and information upon receipt of a significant incident.

For incidents requiring immediate reporting without mobilisation the NRAT Duty Officer will:

- Contact affected FRS control and request to speak to first call officer/control manager to gather information.

For incidents requiring the mobilisation of National Assets the NRAT Duty Officer will:

- Inform the relevant capability NR lead / Home Office Duty officer of the incident
- Consider the information on the NCAF ESS and liaise with the relevant capability as necessary with reference to the mobilisation strategy.
- Liaise with affected FRS where possible to ascertain relevant information.
- Consider mobilising suitable NRAT to National Resilience Fire Control (NRFC) MFRS HQ, Bootle, L30 4YD if Ops room is required.
- Provide Information updates to the Duty NSAT/HODO at the earliest opportunity.
- Provide daily situational awareness reports to the Home Office and NSATs

Additional elements of the role include:

- Maintain contact with and provide updates to the NSAT officer during significant incidents
- Coordinate the mobilisation of NR and non-NR assets during a national deployment
- Remain the point of contact for the Home Office Fire Duty Officer

3.4 Home Office Duty Officer (HODO)

HO has assigned nominated staff to fulfil the role of HO Fire Duty Officer. These officers work on a rota system ensuring that cover is maintained 24/7. The HO Fire Duty Officer is the first point of contact in Government for a range of responsibilities that are within the scope of NCAF, and support of the Chair of the NFCC, the NSAT, PSG and Homeland Security Ops Centres and FRaME. HO Fire Duty Officers maintain a close contact with the NRAT and other Whitehall Government Departments. The HO Fire Duty Officer monitors developing or emerging issues and incidents and provides the necessary advice and support.

The contact number for 24/7 HODO support is 0300 123 3266.

3.5 National Strategic Advisory Team (NSAT)

In the event of large-scale mobilisations of NR assets and/or protracted operations, the NRAT duty officer will contact the relevant member from the NSAT cadre and provide information regarding how and what resources have been mobilised to an affected FRS.

The NSATs provide impartial peer support at Principal Officer level as well as provide professional advice that may be required by an affected FRS due to an incident's scale or complexity. This advice can be obtained 24/7 and accessed via the NRAT Duty Officer through NRFC. Other elements of their role include:

- Ensure national oversight is maintained, including a rolling 48-hour look forward for escalation and associated demand,
- Ensuring any emerging risks are identified and actions taken accordingly to adequately reduce the impact of those risks to FRS operations,
- Provision of strategic support and information to the affected FRS Strategic Commander which may be relevant to the incident(s) and the national situation. This could include the provision of information relating to other on-going national events and deployment of resources.
- Provision of strategic advice on the national deployment and support of assets and personnel,

Primarily the NSAT cadre is formed of principal officers who are the strategic leads for the specialist national resilience capabilities. In addition, there are further officers who form part of the NSAT cadre due to the following:

- The Chair/Vice-Chair of the NFCC
- The National Resilience Board Chair
- NFCC strategic leads for specialist capabilities falling outside of NR e.g., Wildfire
- The Operational Preparedness Response and Resilience (OPRR) Group Chair
- The NFCC Interoperability Lead
- Principal Officers from the Home Office appointed FRS Lead Authority
- Principal Officers within London Fire Brigade (LFB) and as such are best placed to attend COBR in the absence of the NFCC Chair/Vice-Chair

An NSAT officer may be asked to provide capability specific advice or deputise for/support the Chair of the NFCC where required. Advice can be provided remotely, however on occasions the Chair of the NFCC or an NSAT may be requested to attend or be mobilised to a specific location, for example:

- NRAT Operations Room,
- HO Operation Centres,
- COBR

- The affected FRS (to liaise/support the CFO/Strategic Commander),

An NSAT member will not be mobilised to form part of the incident command structure, to monitor performance or to carry out any form of operational assurance. The key role is to provide critical advice and support within the co-ordination and advisory framework.

3.6 Resilience & Recovery Directorate (RED – formerly the Resilience & Emergencies Division)

The Resilience and Recovery Directorate is a critical part of the UK’s national resilience mechanism, situated within DLUHC’s Local Government, Resilience and Communities Group. The Directorate exists to make places safer and more resilient, ensuring join-up between the central and local tiers in the preparation for, response to, and recovery from emergencies and major events.

We prepare and enable the Department to respond to major incidents across our full remit of policy responsibility. We oversee and coordinate the departmental response to major crises, working across teams and ensuring rapid collective advice to support Ministerial decision-making. This includes facilitating the exchange of essential information between Strategic Co-ordinating Groups (SCGs) and UK central government departments.

During an emergency response, the role of RED includes (but is not limited to):

- Managing the DLUHC RED Operations Centre as required to provide a focal point for the collection and collation of information on the situation,
- Deploying a Government Liaison Officer (GLO) to Strategic Co-ordinating Group meetings to ensure a shared understanding of situational information
- Establishing and maintaining lines of communication with the Lead Government Department and the Cabinet Office, including working with partners to identify priorities, and providing advice to COBR and Lead Government Departments to support national discussions on the deployment of resources across the affected area.

While recovery efforts are usually led by local authorities, RED and DLUHC work with authorities to support recovery from incidents. This can include providing recovery liaison officers to assist affected areas, facilitating two-way communications between local areas and HMG, and coordinating activity across Whitehall where needed including agreeing financial support.

RED also develops local resilience policy, building the local capacity to respond. We are driving forward structural reform to strengthen Local Resilience Forums (LRFs) and have recently piloted funding for locally led innovation. The Directorate leverages its close links to local functions to identify gaps and key risks needing national policy interventions.

3.7 Chair of the National Fire Chiefs Council (NFCC)

The Chair of the NFCC and/or NSAT provide professional advice on behalf of the FRS to partner agencies and Government ministers including COBR.

The role of the Chair of the NFCC includes:

- Liaison with FRS/Strategic Commanders,
- Providing advice and briefing to the Director of FRaME and other senior officials as required,
- Liaising with the Secretary of State or other Ministers on FRS issues,
- Co-ordination of Cross-Government and international logistics support to affected FRS,
- Attending COBR meetings as required and providing advice to ministers.

The Chair of the NFCC or nominated NSAT has overall responsibility for FRS support and advisory functions.

3.8 NR Tactical Advisors (Tac-Ad)

An NR Tac-Ad is a specialist officer trained to a national standard in one or more of the NR capabilities. These specialist officers are recorded on the ESS as part of a national register for mobilisation purposes.

NR Tac-Ads are available to be deployed nationally and are overseen and maintained by the following NR capabilities:

- Chemical, Biological, Radiation, Nuclear (explosives) CBRN(e),
- Urban Search and Rescue (USAR),
- High Volume Pumping (HVP),
- Flood Rescue

NR also manage the mobilisation of other non-capability specialist Tac-ads through the ESS in the following areas:

- Waste Fire
- Wildfire

NR Tac-Ads have an in-depth subject matter knowledge of their relevant NR capability. They have responsibility to provide detailed, capability relevant advice to the Incident Commander at both tactical and/or operational levels.

An NR Tac-Ad can provide tactical advice either remotely or in person. Upon confirmation of an incident which may require national assets, the affected FRS should seek to request the support of a Tac-Ad as soon as possible so an early resource appraisal can be undertaken.

The national register of NR Tac-Ads is maintained by the NR capability leads. They can be mobilised locally using section 13 & 16 arrangements, or nationally through NRFC in liaison with the respective capability officer.

An NR Tac-Ad may be requested to mobilise to the affected FRS, if deemed appropriate. NR Tac-Ads will not be mobilised to assume command at tactical or operational levels, monitor performance or carry out any form of operational assurance.

3.9 National Inter Agency Liaison Officers (NILO)

NR do not host the register, nor are responsible for the mobilisation of NILO's. Any requests for a NILO must be made via the affected FRS using extant processes.

The role of the NILO is captured in this position statement: "The NFCC position is that there is a compelling need to have Officers with appropriate security clearance who are trained to work with the Police and other agencies in the pre-planning and information gathering stages of high threat / CT operations. The NILO cadres play a vital role in ensuring that risk and threat information from National Counter-Terrorist Policing HQ (NCTPHQ and the Counter-Terrorism Command SO15) is quickly and securely shared to principal level officers across the Fire & Rescue Service. The NILO network is a "one stop shop" for national CT policing to quickly and securely share information to keep responder's safe and reduce risk to the public.

The function of a NILO within the FRS National Incident Command System would normally be commensurate with that of a Tactical Advisor. However, it should be considered that the function of the NILO is 'outward facing', unlike the 'inward facing' function of most Tactical Advisor roles.

4 NCAF Electronic Support System (ESS)

NCAF arrangements and functions operate efficiently due to the systems that have been developed and introduced through the support and collaboration of Merseyside Fire & Rescue Service (as Lead Authority), HO and NFCC. An NCAF Electronic Support System (NCAF ESS) has been implemented to help provide an accurate overview of resource placement across the country and is hosted by the NFCC Lead Authority for National Resilience (Merseyside FRS).

The system covers all NR resources (as well as some that currently sit outside of NR) and includes physical resources such as USAR, HVP, MDU, ELS & DIM as well as advisory resources such as NR Tactical Advisors.

There are four elements of the NCAF ESS which provide a range of comprehensive real-time information to authorised users. These elements are:

- Incident Reporting Tool (NRFC & FRS Control Rooms)
- Asset Management Tool (Asset Availability & Mapping)
- Strategic Holding Area Asset Management Tool (ELS)
- Analysis Tool (Post incident evaluation)

4.1.1 Incident Reporting Tool

The Incident reporting tool allows the FRS control rooms and NRFC to manage and report the availability of NR assets.

All FRSs are also responsible for reporting all incidents that meet the national reporting criteria as set out in **Appendix A** using this tool.

4.1.2 Asset Management Tool

The asset management tool allows NRFC to maintain an overview of the availability of all NR assets across the country. This includes capability specific resources such as vehicles and equipment in addition to tactical advisors.

Following a request for mutual aid, the NRAT Duty Officer will liaise with the duty capability officer for the resources requested and mobilise the relevant resources based upon location. Through the asset management tool, NRFC will record the NR assets mobilised and track their mobilisation. This is explained in further detail in **Appendix B**.

4.1.3 Strategic Holding Area Asset Management Tool

The strategic holding area asset management tool is a function operated by the ELS team at the SHA. This informs them of the resources that are enroute and allows the recording of deployments from the SHA.

4.1.4 Analysis Tool

The analysis tool provides data and statistics from all incidents employing NR Assets. This includes incident and exercising/training evaluation data together with action plans resulting from evaluation findings.

5 Capabilities

Based on the definition outlined within the Fire & Rescue National Framework for England (2018), NCAF capabilities can be divided into three categories: National Resilience capabilities; Local FRS capabilities; and non-FRS capabilities.

5.1 National Resilience Capabilities

National Resilience Capabilities are the resources which are an integral element of a national response: These are CBRN(e), USAR, HVP, Flood, MTA, and ELS.

5.1.1 Chemical, Biological, Radiological, Nuclear (explosive) (CBRN(e))

The CBRN(e) capability consists of:

- Detection, Identification and Monitoring (DIM),
- Mass Decontamination (MD),
- Decontamination of Body Bags (DBB),
- CBRN Tactical Advisors.

5.1.2 Detection, Identification & Monitoring Unit (DIM)

The confirmation of the presence of Chemical, Biological or Radiological (CBR) materials (where they are, and which specific materials are present) should be a priority tasking at a CBRN(e) event. This information will enable early, accurate decisions to be taken by multi-agency commanders about the decontamination and/or treatment of the public, as well as levels of Personal Protective/Respiratory Equipment (PPE/RPE) for responders.

The DIM capability consists of:

- A cadre of trained DIM Advisors,
- A team of trained DIM Support personnel,
- A suite of analytical equipment,

- A range of PPE and decontamination equipment,
- A bespoke vehicle to deliver the capability to scene and act as the base for DIM operations.

The primary roles of these teams are to undertake the Detection, Identification and Monitoring (DIM) of CBR materials at a terrorist incident. This is carried out in 2 main ways:

1. Entering the CBRN(e) Hot Zone (HZ) in suitable Personal Protective Equipment (PPE) to detect and identify the CBR materials, providing information to the Command Team.
2. Support the deployment of FRS Mass Decontamination operations by monitoring deployed MD detection equipment and provide a response to any detector activations. They will also provide assurance and advice on ongoing decontamination activities in relation to any detected levels of CBR materials within the Mass Decontamination (MD) operating areas (MD Sector).

The disposition of this capability enables a timely national response in the event of a CBRN(e) incident that will assist in:

- Establishing the presence of CBR or hazardous substances.
- Identifying those substances and their associated risks.
- Determining the extent of the potentially hazardous area.
- Providing information for effective demarcation of cordons and sectors.
- Providing information for effective treatment and/or decontamination of the public/responders (clinical measures).
- Providing information for effective implementation of safe systems of work (including appropriate levels of PPE/RPE).
- Providing information for effective monitoring and maintenance of safe systems of work during the initial response phase.
- Liaise with suitable scientific advisors.
- Maintain forensic integrity of the scene where possible.
- Reduce the risks to emergency responders, the public and the environment.
- Significantly reduce the time taken to successfully resolve such an incident thus mitigating social and economic impacts and assist in re-establishing or maintaining business continuity.

The reasons for the deployment and use of DIM equipment are as follows:

- Detection - The confirmation of the presence or absence of a CBRN(e) or Hazmat material. This may include information about concentration and quantity if known.
- Identification - The determination of which CBR or hazardous material is present.
- Monitoring - A process to determine the continuing presence or absence of CBR or hazardous material at the incident scene and immediate vicinity. The capability to carry out this function will be dependent on the nature of the substance(s) involved and the limitations of the equipment available to perform the function.
- Categorisation - A partial identification of a CBR or hazardous material.

Examples could include:

- Chemical - nerve, blister, blood agents, corrosive liquid
- Biological - viral, bacterial or toxin
- Radiation/Nuclear – beta particles or gamma radiation

Across England there are 18 DIM teams and 1 in Wales, each with a cadre of 12 DIM Advisors.

DIM equipment provides the capability the ability to detect and identify a range of chemical warfare agents (CWA), biological warfare agents (BWA), toxic industrial chemicals (TIC) and radiological materials. Specifically, it can:

- Detect the presence of, and monitor levels of, several different types of ionising radiation.
- Identify radiological Isotopes.
- Detect the presence of a range of flammable gases.
- Detect the presence of a range of organic / inorganic gases or vapours.
- Identify a range of organic/inorganic gases or vapours.
- Provide an estimate of the concentrations of a range of organic vapours.
- Identify a range of organic solids, liquids, powders, and pastes.
- Identify the presence of a range of biological contaminants and toxins.

Although provided for response to CBRN(e) incidents, it is accepted that this capability can provide added value to FRS response to 'accidental' hazmat incidents.

Where DIM response is required for hazmat support, FRSs should either make 13/16 arrangements with their nearest DIM team, or request support via NRFC.

5.1.3 Mass Decontamination (MD)

Specialist FRS teams trained to decontaminate large numbers of people following contact with a substance. The MD capability deploys using Mass Decontamination Units (MDUs). There are currently 28 MDU's in England and 5 located in Wales.

Each MDU contains:

- 1 public decontamination structure (MD1, MD2 & MD3)
- 1 Firefighter decontamination structure (MD4)
- 12 Powered Respirator Protective Suits (PRPS)
- 3 generators
- Hot air blower
- Hot water boiler
- Lighting masts
- DIM Detection Equipment
- Area gas monitoring equipment
- Radiation detection equipment
- Casualty disrobe/ re-robe packs (350 of each, 300 Adult, 30 Junior, 20 Infant)

MDUs are mobilised with supporting appliances from local authority FRSs with personnel specially trained to construct and operate within the MD sector. One MDU is mobilised with 24 operational members of staff, made up of at least 16 trained MD operators and a maximum of eight untrained MD operators. The MDMM (mass decontamination mobilising model) will mobilise three MDUs.

Due to the size of footprint required for a MD sector, (approximately six fire appliances will support each MDU), it is critical that the incident commander is able to provide a safe location to accommodate up to 20 large vehicles.

Support and resilience to the deployment of MDUs is provided by Mass Decontamination Support Units (MDSUs) and Mass Decontamination Reserve Units (MDRUs).

The MDSUs are mobilised to the incident in direct support of the MDUs, as necessary, as part of the response, each brings additional PRPS as well as increased quantities of disrobe/re-robe packs.

The MDRUs are held centrally and are an exact replica of an MDU. These are in place to provide an immediate reset if MDUs are utilised and are unable to be reused.

5.1.4 Decontamination of Body Bags (DBB)

The Decontamination of Body Bags (DBB) capability utilises the structures and PPE within the MD capability to provide the facility to decontaminate specialist CBRN body bags used within the disaster victim identification process undertaken by the Police. This supporting function to the recovery process is modelled on the NSRA and is provided by three FRS across England and Wales.

5.1.5 Urban Search and Rescue (USAR)

The Urban Search and Rescue Capability will respond to incidents involving unstable and collapsed structures arising from deliberate or accidental origins by searching, detecting, locating, and rescuing entrapped casualties, and supporting the recovery of the deceased. Furthermore, the capability will also respond to serious transportation incidents involving trains, trams, and aircraft.

Capability overview (England & Wales)

- 20 Teams in 17 FRSs (includes Wales)
- 600 Fully Trained Responders
- 60 Prime Movers
- 100 Equipment Modules
- Cadre of national Tactical Advisors
- Canine Search capability in each USAR zone

Mobilising

There are 5 different levels and types of USAR response that may be mobilised on request from the Incident Commander.

Remote USAR Advice only

- Local arrangements: phone call by the Incident Commander to the nearest available USAR FRS for USAR capability advice.

- Contact through existing local Mutual Aid arrangements or facilitated, if necessary, by NRFC

Attendance of USAR Tactical Adviser (Tac-Ad) or Specific USAR Resource

- Attendance at the scene by a Tac-Ad or specific resource (e.g., search canine) of the closest USAR FRS for USAR capability advice
- Attendance through existing local Mutual Aid arrangements or facilitated, if necessary, by NRFC
- NRFC must be informed of deployment

Single USAR Unit Response

- This will usually be the nearest unit to the incident and will consist of 10 trained personnel, 3 x prime movers and 3 modules, a search canine and handler and a Tactical Advisor.
- NRFC must be informed of any deployment of National Resilience resources

Single USAR Group Response

- USAR teams are split in to 4 USAR zones with 5 teams in each zone
- Referred to a USAR Group response
- Each of the 5 USAR teams in the group will provide resources as described in the single unit response option above
- Module configurations for each team will be determined based on the operational need and confirmed to the providing FRS at point of request
- NRFC must be informed of deployment of National resilience resources

Double Group Response

A double group response is double the resources detailed for a single group response and is the optimum USAR response

Relief resources

Provided via the use of teams not mobilised as part of the initial single unit, single group or double group response options

For further information relating to the USAR capability please see the [Concept of Operations](#)

5.1.6 High Volume Pumping (HVP)

To counter the threat from a range of water-related scenarios, National Resilience utilises HVPs, which are positioned around the country and can be used in the following situations:

- Natural flooding
- Deliberate flooding
- Fire-fighting operations.

HVP Assets

Module 1 (HVP Module)

Consists of a Hydrosub pump module and hose box, containing 1km of 150mm hose and ancillary equipment.

Module 2 (Hose Box Module)

Consists of the same base module with a variation of ancillary equipment and two hose boxes, each containing a further 1km of 150mm hose.

Each module is equipped with ancillary equipment to set up a range of water-removal or water-supply systems and can operate from both open water and pressure fed supplies. Both the HVP Module and the Hose Box Module can mechanically recover the hose. The Hydrosub is continuously monitored by an inbuilt control system which permits the Hydrosub, once properly set up, to function with the minimum of monitoring.

High Volume Pumps (HVPs) can be used to deliver water from pressure-fed supplies (hydrants), open water or other installations with compatible Storz couplings.

There are also a range of HVP support modules located around the country that can be requested to support HVP operations.

Ancillary Equipment Modules (AEM) - carry additional ancillary equipment to facilitate water supply/removal set ups and road crossings.

Ramp Module - provides 21 ramp sets to facilitate road crossings.

Hydraulic Hose Extensions - additional 20mtr hydraulic hose to provide a greater reach of the submersible pump.

For further information relating to the HVP capability please see the [Concept of Operations](#)

5.1.7 Flood Rescue

National Resilience provides co-ordinated Flood Rescue Asset response to any area affected by flooding. This assistance and support are provided via Defra's Flood Rescue National Asset Register, which hosts organisations from both Fire and Non-FRS Organisations.

To assure a guaranteed standard of response, these assets must conform to specified standards laid out in the 'Flood Rescue Concept of Operations' produced by DEFRA, as the lead Government department for Flooding.

Flood Rescue Assets

Type B Team

A Water & Flood Rescue Boat Team comprising 7 persons, with a powered boat to operate in flood areas. The boats used vary in type, but all meet the minimum specification in the Concept of Operations.

Type C Team

A Water & Flood Rescue Technician Team comprising 7 persons, with non-powered boats and rafts to operate in water and flood areas.

A team's water and flood rescue expertise include searching, wading and technical water rescue.

In addition to these rescue teams, there is provision of a group of suitably qualified and experienced officers to act as Flood Rescue Tactical Advisors (TacAds).

Trained by National Resilience and Defra, these officers can offer guidance and support to the Command-and-Control structures within any flood-related event.

They can be used in a range of roles and locations from the immediate scene of operations, through all levels of the Command structure. Supporting regional and national strategic management, where required.

A key role carried out by Flood Rescue Tac-Ads is to carry out a credentialing review of any responding teams, to assure their compliance with the team specifications within the 'Concept of Operations'. Typically, this would be carried out at a Strategic Holding Area.

For further information relating to the Flood capability please see the [Concept of Operations](#)

5.1.8 Enhanced Logistics Support (ELS)

ELS Vehicles

There are nine ELS vehicles and teams across England. The following section gives details on the current ELS capability and Strategic Holding Areas (SHA).

Locations

- Cumbria
- Devon & Somerset
- Gloucestershire
- Hampshire
- Hertfordshire
- Kent
- Nottinghamshire
- Staffordshire
- West Yorkshire

Introduction

- ELS provide 9 strategically placed vehicles in the locations identified
- The vehicles are crewed by a team that has been trained to the national standard to operate the six key roles within the team
- Primarily mobilised to pre-identified SHAs or other nominated locations to assist with large scale incident management.
- An initial team will be mobilised to the SHA within 2 hours from receipt of call and a further team will be expected to arrive at the SHA within 6 hours.
- An NRAT officer will always be mobilised to act as the Enhanced Logistics Support Officer (ELSO) when the ELS is deployed. They will support the two-way flow of information from the IC through to the ELS. They may also be required to dial into any TCG/SCG to provide information.

Mobilisation Triggers

- Request for national support from local authority
- Request from duty officer/capability following deployment of national resilience assets
- Pre-emptive mobilisation
- By host FRS for local incident support.

For further information relating to the ELS capability please see the [Concept of Operations](#)

5.1.9 Enhanced Briefing Facility (EBF)

The Enhanced Briefing Facility (EBF) structure is based upon the public mass decontamination structure (MD1). The structure provides seated briefing facilities for up to 30 personnel and is supported by ancillary equipment, which provides power, lighting, heating, and ICT support in the form of a projector and screen.

Locations

- Hampshire
- West Midlands
- West Yorkshire

Mobilisation Triggers

- Request from an FRS to support the needs of an incident
- Request from duty officer/capability following deployment of the ELS
- Pre-emptive mobilisation
- By host FRS for local incident support

5.1.10 Marauding Terrorist Attack (MTA) Specialist Response

MTA is the term used to describe a terrorist attack involving the use of weapons that are designed to inflict a high number of casualties that would represent a major incident for the emergency services. The rapidly changing nature and unique features of this type of incident require a more dynamic and collaborative approach to that adopted in standard major incident response planning.

FRS MTA Specialist Response teams operate by way of an integrated and jointly planned/agreed incident plan. Fire, Police and Ambulance operatives will carry out operations following a joint risk assessment and formulation of agreed objectives.

The MTA Specialist Response Capability has been developed to provide national coverage in alignment with the Cabinet Office National Security Risk Assessment. This capability comprises of fire and rescue service personnel who are suitably trained and equipped to respond to and work within the higher threat environments of an MTA.

The capability is provided by 24 FRSs in England spread across all nine regions.

For further information relating to the MTA capability please see the [Concept of Operations](#)

5.2 Additional Specialist Assets and Skills hosted which can act as a National Capability.

5.2.1 Waste Fire Tactical Advisor

Waste Fire Tactical Advisors (Tac-Ads) are personnel from FRSs who have been identified as having the relevant skills and knowledge to enable them to provide tactical advice and operational planning assistance to an incident commander and/or their nominated support officers at Strategic, Tactical, and Operational levels, at waste fire incidents involving both legal and illegal waste sites.

Although not a funded NR capability, the Waste Fire Tac-Ad cadre are hosted on the ESS and mobilised using the same extant processes in place as the other capability TacAds. They can be mobilised in the following ways:

1. Locally - by their host FRS in accordance with local risk assessments and requirements.
2. Regionally- By their host FRS in accordance with pre-determined mutual aid arrangements.
3. Nationally - by their host FRS following a request from NRFC.

Following any local or cross border request, the mobilisation must be logged with NRFC to ensure the ESS is updated accordingly.

5.2.2 Wildfire Tactical Advisor

The Wildfire Tactical Advisors (TacAds) are personnel from FRSs who have the relevant skills and knowledge to provide specialist tactical advice and operational planning assistance to an incident commander and/or their nominated support officers at Strategic, Tactical and Operational levels at wildfire incidents.

The Wildfire TacAds can provide support via on-scene attendance at wildfire incidents and/or via remote assistance.

Although not a funded NR capability, the Wildfire Tac-Ad cadre are hosted on the ESS and mobilised using the same extant processes in place as the other capability TacAds. They can be mobilised in the following ways:

1. Locally - by their host FRS in accordance with local risk assessments and requirements.
2. Regionally - by their host FRS in accordance with pre-determined mutual aid arrangements.
3. Nationally - by their host FRS following a request from NRFC.

Following any local or cross border request, the mobilisation must be logged with NRFC to ensure the ESS is updated accordingly.

5.2.3 Conventional Fire fighting

Fire and Rescue Services can call upon existing 13 & 16 arrangements to supplement the number of firefighting appliances at incidents. There are occasions however where such support cannot be provided,

In the event of an incident requiring the deployment of conventional resources beyond normal cross border mutual aid arrangements, the affected FRS should immediately contact NRFC giving details of the nature and location of incident, resources already deployed, and an assessment of the additional assistance required. The incident should also be reported on the NR Web App Reporting Tool

Requests for conventional firefighting assets will be coordinated via the NRAT Duty Officer in conjunction with the Duty NSAT Officer.

5.2.4 Non-FRS Capabilities

There are a wide range of resources that are available through non-FRS organisations that have the potential to support NCAF arrangements. In some cases, these may form part of a capability that has been validated and is held on an approved national register (such as Flood Rescue). Known/previously declared resources would normally be requested through the NRAT.

Non-FRS capabilities may also be mobilised through local arrangements or through Government initiated agreements and as such the NCAF arrangements may be of use in managing effective deployment.

Some examples of Non-FRS resources that could be available are: Bulk foam, Bulk CO₂, Drone capability and helicopter support amongst others. Some government funded private companies also have the same capabilities as NR in some circumstances such as HVP and MTA.

6 Mobilisations

6.1 Local Level Mobilisations

All incidents deploying NR assets should be reported on the ESS. A local incident which doesn't employ NR resources is not required to be reported on ESS unless the incident meets one of the national reportable incident types (**Appendix A**).

Local level mobilisations only involve resources from the host FRS and other attending local agencies. The multi-agency approach to the incident should be in line with the Joint Emergency Service Inter-Operability Principles (JESIP) guidance. Depending on the nature, impact and duration of the incident, a multi-agency Strategic Co-ordinating Group¹ (SCG) may be established.

Following an incident where NR assets have been used, the ESS should be updated as soon as those resource(s) become available for redeployment so that an overview of national availability can be maintained.

6.2 Cross Border Mobilisations (sections 13 & 16)

This is where an incident or event occurs, requiring cross border support arrangements established under The Fire & Rescue Services Act 2004, section 13 & 16 arrangements to be applied. Requests for support utilising cross border arrangements will be passed between local FRS control rooms, ordinarily without involvement of NRFC, NRAT or the NCAF.

Should a cross border incident involve the mobilisation of NR assets or is a reportable incident type, the ESS should be updated as soon as possible, by the local FRS control room. This will ensure that an accurate picture is maintained of the availability and disposition of NR assets for other national deployments.

Following an incident where NR assets have been used, the ESS is to be updated as soon as those resource(s) are available for redeployment.

For both local and regional level incidents, if an incident does not significantly involve the local FRS but does impact upon one or more of the other emergency services or has impact or involvement of a Government department, it is possible that the Home Office Operations Centre may be functioning, with the involvement of the NRAT Duty Officer. Should this occur, contact will be made directly by the NRAT Duty Officer to the affected FRS to ensure that the FRS is kept fully briefed of the national perspective. Again, the NRAT Duty Officer will seek confirmation of the local FRS resources deployed along with any other information that may assist in understanding the current and likely future situation.

Cross border arrangements should be fully exhausted prior to requesting wider mutual aid support via NRFC. This ensures there is no undue delay to the affected service receiving the required resources.

6.3 National Level Mobilisations

Where an incident occurs that requires specialist resources beyond those available through local and cross border arrangements, a request should be made to the NRAT via NRFC for national assistance. **See Appendix B.**

The request should be made by the local FRS control room for the capability required, as determined by the incident commander. The relevant Tac-Ad (mobilised through the NRFC) will be able to assist in determining what specific resources are required to meet the need identified by the incident commander.

Requests for significant numbers of NR assets will need to be underpinned by the incident commander's detailed plan. Support and advice in relation to the NR elements of incident plans can be provided by the NRAT and Tac-Ads. This may also involve the NSAT as appropriate to ensure peer support is offered and a strategic balance of national assets is maintained.

The process for requesting resources is outlined below.

1. The incident occurs. If the incident hits one of the notifiable criteria, NRFC to be informed. **See Appendix A**
2. Affected FRS send local PDA and (if they have them) any necessary NR assets. If NR assets are mobilised, NRFC to be informed
3. FRS may request additional support from neighbouring FRS (13/16). Should any neighbouring FRS send an NR asset in support of a 13/16 request, they must notify NRFC
4. The incident becomes such that the affected FRS requires more specialist assets to resolve it. So, the affected FRS control contacts NRFC to request such support. At this stage, an affected FRS can legitimately request a specific asset without recourse to a Tac-Ad
5. NRFC will contact the NRAT Duty Officer who looks to ascertain any further detail around the request. This may involve speaking with the affected FRS, contacting an on-call capability officer (not necessarily a Tac-Ad) to identify the suitable resources (regarding type and location)
6. From that process, the relevant assets are identified, the relevant hosting FRS is contacted, and it is mobilised to the incident, SHA etc

6.4 International Response

6.4.1 Incoming: International Reciprocal Mutual Assistance

In exceptional circumstances where an emergency is of sufficient scale to overwhelm UK capacity, or where highly specialised niche assistance is required, a request maybe considered.

International assistance is requested on a case-by-case basis following His Majesty's Government cross departmental consultation and can only be initiated following a formal request.

Incoming assistance must be well co-ordinated to ensure rapid and effective integration into the national response. Precise co-ordination arrangements will depend on the given situation. However, plans should be prepared and communicated across a range of Government departments, LRFs and agencies well in advance of arrival to ensure that arrangements are understood and work effectively. This will involve the NCAF arrangements and should be made in conjunction with Chair of the NFCC and/or the NSAT, the HO Fire & Rescue Service Duty Officer and lead Government Department. **Annex B** of NCAF provides an overview of the procedure for the approval of incoming international reciprocal mutual assistance.

6.4.2 Outgoing: International Reciprocal Mutual Assistance

On occasion, the UKFRS is requested to respond to humanitarian disasters or other emergencies overseas. Foreign Commonwealth and Development Office (FCDO) have an agreement with the UKFRS that in such an event they would utilise UKISAR (United Kingdom International Search and Rescue) as their primary response. UKISAR consists of search and rescue specialists from 14 Fire and Rescue Services. The mobilisation of UKISAR sits outside of the parameters of the NCAF and would be initiated by the FCDO, Lead Authority for NR/ISAR, NFCC, HO and NSAT/ISAT.

Following an overseas emergency, which does not fit the criteria for a UKISAR deployment supported by FCDO. Home Office may request an overseas deployment of UKFRS personnel, which would be coordinated through the NCAF arrangements supported by the Lead Authority for NR, NFCC and Capability Leads. Any deployment of UKFRS or NR capabilities must not mitigate the UKs ability to respond to a national scale incident on the UK mainland.

7 Recovery and Repatriation

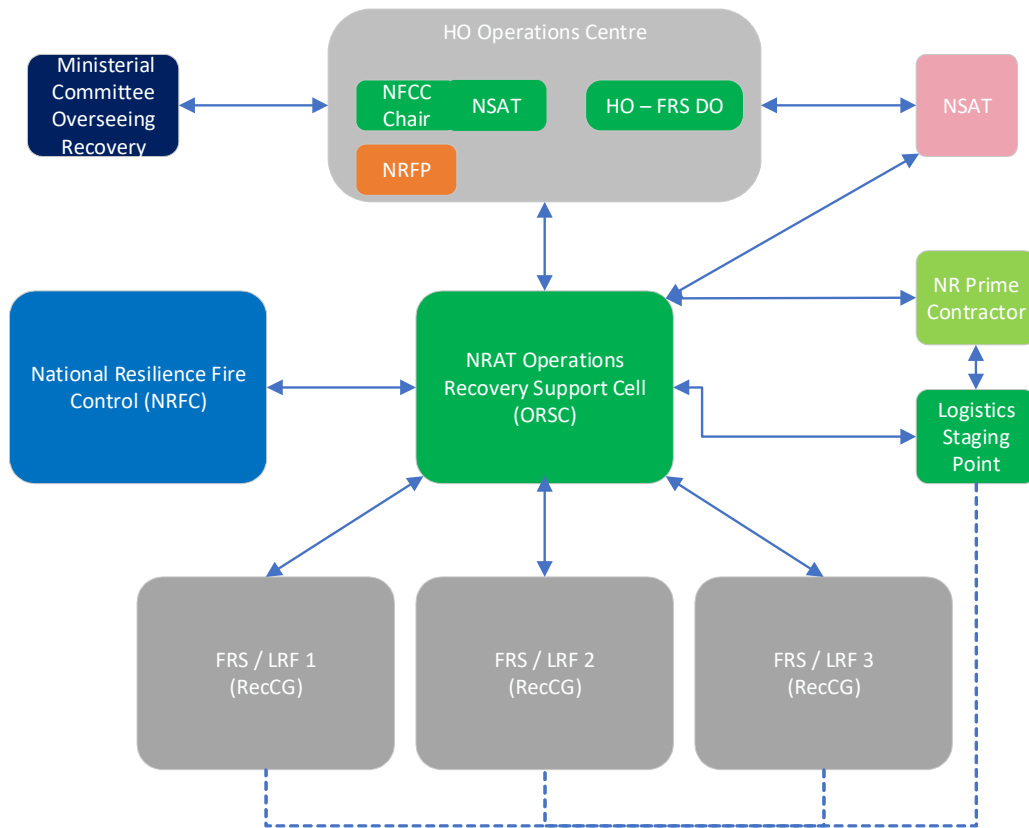
Following a co-ordinated response to a major emergency it will be necessary to ensure timely and secure asset repatriation arrangements are in place. There is an expectation that these arrangements should extend to cover other asset capabilities deployed under the auspices of NCAF.

The recovery and repatriation process is the responsibility of the affected FRS and can be supported by NRAT officers, TacAds and the Prime Contractor responsible for the servicing and maintenance of NR assets, as detailed within the National Resilience Recovery and Repatriation Guidance document. The guidance has been produced to support the recovery and repatriation of NR resources to ensure that a consistent approach is undertaken by the FRS. It offers overarching considerations for the FRS following a major emergency involving the use of NR resources but can also assist with other non-NR resources that may have been deployed.

An affected FRS/LRF may have established a Recovery Co-ordination Group² at local level, whilst the incident is still in the response phase. With specific reference to FRS recovery operations, such group(s) may derive support at a more strategic level from the NRAT Operations Recovery Support Cell (ORSC).

The NRAT ORSC may be established when a major emergency involving the deployment of significant numbers of resources begins to transition from the response to the recovery phase of operation. The ORSC will take direction from, and provide support to, the relevant capability NSAT regarding the co-ordination of the overall resource recovery and repatriation process.

² Emergency Response and Recovery (Non-Statutory guidance accompanying the Civil Contingencies Act 2004) revised version October 2013.



Successful recovery and repatriation will have taken place when all assets are returned to their host FRS or host organisation promptly after they have completed operations and are once again available for deployment.

Further information relating to Recovery and Repatriation can be found [here](#)

8 Devolved Administrations

8.1 Wales

Arrangements for addressing major emergencies within Wales will be similar in operational terms to that in England but FRS matters are fully devolved to the Welsh Government. Therefore, operational monitoring and reporting arrangements to Welsh Ministers are different and will be managed by the Welsh Government and/or the Chief Fire & Rescue Adviser for Wales.

Should a major emergency occur in Wales that requires additional resources that are not available through the normal Welsh National Resilience plans, it will be the Chief Fire Officer (CFO) of the affected FRA or their nominated representative who would contact the Chair of the NFCC and /or the NSAT Duty Officer in England to request assistance of resources from England through the established National (UK) Mutual Aid.

Should resources be required from Wales to assist with a major emergency in England, under existing mutual aid agreements, the NFCC/NSAT in England should make the request to the Welsh CFOs or their nominated representative.

Mobilising Arrangements

Identified resources are registered through NCAF and, with the relevant Welsh CFO support, can be mobilised through the NRFC and monitored through existing NCAF arrangements.

Despite the differences in governance arrangements, the Welsh Government and FRAs recognise that operational requirements are paramount, and they will work collectively with other FRAs to support public safety in both Wales and the rest of the Great Britain.

It will be for the CFOs in Wales to make an operational decision to deploy their resources to England to provide support to an incident. This decision will consider the circumstances which exist at the time in their own area and the potential for resources to be required locally to respond to an incident. It will also depend upon whether the CFO has the required resources to provide support at that time. Where any such resources are deployed the CFO will inform the Welsh Government and keep the relevant Welsh Minister fully briefed on the operation.

For major incidents in Wales, the affected LRF areas will implement their multi-agency response plans and the FRS will form part of this multi-agency response under the strategic leadership of the Strategic Co-ordinating Group. The national FRS resources deployed to support the local FRA will be incorporated into this response structure under the direct command of the local FRA.

For major emergencies, and for those which involve more than one LRF area, a decision may be taken by the SCG, in consultation with Welsh Government, to implement the Pan-Wales Response Plan. This plan will see a co-ordination structure established linking in the affected SCG(s) with the Emergency Co-ordination Centre (Wales) at Welsh Government and the support provided by a Wales Civil Contingencies Committee reporting directly to Welsh Ministers. The Welsh Government may wish to use the Emergency Coordination Centre (Wales) (ECC(W)) to centralise its own response to any emergency in Wales or within the UK. This will depend upon the nature of the emergency concerned and may, or may not, involve

external partners. On such occasions, the ECC(W) may act as a crisis management centre for the Welsh Government.

8.2 Scotland

Arrangements for addressing major emergencies in Scotland are similar in operational terms to those in England but, as Fire and Rescue matters are fully devolved to the Scottish Government, operational monitoring and reporting arrangements to Ministers are different and will be managed by the Scottish Government and Her Majesty's Fire and Rescue Inspectorate.

Should a major emergency, that requires additional resources which are not available through Scottish national arrangements, occur in Scotland, the Chief Fire Officer (CFO) – Scottish Fire and Rescue Service (SFRS) or their nominated representative would contact the Chair of the NFCC in England to request assistance of resources from England through the established National (UK) Mutual Aid Arrangements. The identified resources will be mobilised through the NRAT and monitored through NCAF processes.

Should resources to assist with a major emergency in England be required from Scotland, then the Chair of the NFCC or representative NSAT in England would contact the CFO – SFRS or their nominated representative to agree the resources to be mobilised.

Requests for SFRS national resilience resources to be deployed in other administrations could have the effect of reducing national (Scotland) capacity below an effective minimum level, which is likely to have political implications. Where this is likely to be the case, CFO

– SFRS or their nominated representative will liaise with the Chair of the NFCC in England with a view to identifying an alternative solution.

Despite the differences in governance arrangements, both Administrations recognise that operational requirements are of the utmost importance and agreement to work collectively to support public safety in both England and Scotland has therefore been reached.

8.3 Northern Ireland

Arrangements for addressing major emergencies in Northern Ireland are similar in operational terms to those in England but, as Fire and Rescue matters are fully devolved to the Northern Ireland Assembly, operational monitoring and reporting arrangements to Ministers are different and will be managed by the Northern Ireland Assembly through the NIFRS sponsoring Department of Health.

Should a major emergency, that requires additional resources which are not available through local arrangements, occur in Northern Ireland, the Chief Fire and Rescue Officer (CFRO) – Northern Ireland Fire and Rescue Service (NIFRS) or their nominated representative would contact the Chair of the NFCC in England to request assistance of resources from England

through the established National (UK) Mutual Aid Arrangements. The identified resources will be mobilised through the NRAT and monitored through NCAF processes.

Should resources to assist with a major emergency in England be required from Northern Ireland, then the Chair of the NFCC or representative NSAT in England would contact the CFRO – NIFRS or their nominated representative to agree the resources to be mobilised.

Requests for NIFRS national resilience resources to be deployed in other administrations could have the effect of reducing national (Northern Ireland) capacity below an effective minimum level, which is likely to have political implications. Where this is likely to be the case, CFRO – NIFRS or their nominated representative will liaise with the Chair of the NFCC in England with a view to identifying an alternative solution.

Despite the differences in governance arrangements, both Administrations recognise that operational requirements are of the utmost importance and agreement to work collectively to support public safety in both England and Northern Ireland has therefore been reached.

9 Crown Dependencies (States of Jersey)

Arrangements for addressing major emergencies within Crown Dependencies will be similar in operational terms to that in England but FRS matters are fully devolved to the respective Crown Dependencies Government's. Therefore, operational monitoring and reporting arrangements to Crown Dependencies are different and will be managed by the Crown Dependencies Governments and/or the Chief Fire Officer.

Should a major emergency occur in a Crown Dependency that requires additional resources that are not available through the normal Crown Dependency Business Continuity Plans / National Resilience plans, it will be the Chief Fire Officer (CFO) of the affected FRA or their nominated representative who would contact the Chair of the NFCC and /or the NSAT Duty Officer in England to request assistance of resources from England through the established National (UK) Mutual Aid protocols.

National Resilience capabilities will aid resilience across the UK and to the Crown Dependencies and Overseas Territories where this is practicable and does not compromise resilience in England and that no extra burden falls on the mobilised FRS's sending their capability or on the Home Office.

Should resources be required from a Crown Dependency to assist with a major emergency in England, under existing mutual aid agreements, the NFCC/NSAT in England should make the request to the respective Crown Dependency or their nominated representative.

Mobilising Arrangements

Identified resources are registered through NCAF and, with the relevant Crown Dependency CFO support, can be mobilised through the NRFC and monitored through existing NCAF arrangements.

Despite the differences in governance arrangements, Crown Dependencies and FRAs recognise that operational requirements are paramount, and they will work collectively with other FRAs to support public safety in both Crown Dependencies and the rest of the UK.

It will be for the Crown Dependency to make an operational decision to deploy their resources to England to provide support to an incident. This decision will consider the circumstances which exist at the time in their own area and the potential for resources to be required locally to respond to an incident. It will also depend upon whether the CFO has the required resources to provide support at that time. Where any such resources are deployed the CFO will inform the Crown Dependencies Government and keep the relevant Crown Dependency Ministers fully briefed on the operation.

For major incidents in Crown Dependencies, the affected LRF areas will implement their multi-agency response plans and the FRS will form part of this multi-agency response under the strategic leadership of the Strategic Co-ordinating Group. The National Resilience FRS resources deployed to support the local FRA will be incorporated into this response structure under the direct command of the local FRA.

For major emergencies, and for those which involve more than one LRF area, a decision may be taken by the SCG, in consultation with Crown Dependency Governments, to implement the Pan-Crown Dependency Response Plan.

This plan will see a co-ordination structure established linking in the affected SCG(s) with the Crown Dependencies Government(s) and the support provided by a Crown Dependency Civil Contingencies Committee reporting directly to Crown Dependency Ministers.

The Crown Dependency Government may wish to use Crown Dependency Operations Centre to centralise its own response to any emergency in a Crown Dependency or within the UK. This will depend upon the nature of the emergency concerned and may, or may not, involve external partners. On such occasions, the Crown Dependency Operations Centre may act as a crisis management centre for the affected Crown Dependency Government

10 Appendix A

Notifiable incidents should be added to NR Web App Reporting Tool at initial incident notification and subsequent incident information updates.

Incident Types requiring Reporting Tool Notification to NRFC/NRAT Duty Officer, those in bold require immediate notification

- 10+ Pump incident
- Adverse weather conditions
- **Civil disturbance**
- Confirmed CBRNE Incident
- **Firefighter Fatality**
- **Firefighter Serious Injury**
- Fires in medium and high-rise buildings
- Fires involving historic buildings
- **Incident generating high media interest**
- Incident involving COMAH/pipeline
- **Incident involving Consulate/Embassy**
- **Incident involving Critical National Infrastructure**
- **Incident involving mass evacuation**
- Major Flooding
- **Major incident**
- **Major Road Network**
- Marine
- **MTA Incident**
- National Assets in use
- Operation Willow Beck³
- **Significant security incidents**
- Suspect packages
- Terrorist Incident
- Waste Fires
- Wildfires

³ The implementation of Willow Beck is a notification to NRFC and the DO only and will not require an NR response.

10+ pump incident- Any incident 10 pumps and above.

Adverse weather conditions impacting on operational activity- Any incident that has a major impact on an FRS operational activity due to heavy rainfall causing wide area flooding and/or high winds with the potential to cause major building damage or structural collapse.

Civil Disturbance- Large scale civil disturbances which would have an impact on Fire & Rescue Service operations, resources, property and/or personnel. NB: Notification required where there is NR asset damage or any crime related incidents that affects Fire & Rescue Service resources or personnel. Also linked to incidents of high media interest or major incident. Update NR asset status when assets become unavailable or moved to a different location due to the period of disturbance.

Confirmed CBRN(e) incident

One or more MD Units have been mobilised.

Two or more DIM vehicles have been mobilised (or have been requested).

Mobilisation of DIM could be for either, deliberate reconnaissance or in support of the Mass Decontamination Mobilising Model (MDMM)

Fires in medium and high-rise buildings- All fires in medium buildings (between 4 to 6 floors) and high-rise buildings (6 floors and above). Also, fires involving properties deemed multiple private dwellings (flats, residential housing schemes or domestic premises converted into flats), or industrial/commercial premises which meet this medium/high rise criteria and hit additional triggers i.e., major incident or 10+ pumps etc'.

Firefighter Fatality- Immediate notification is required for all firefighter fatalities. NB: Due to the sensitivity in nature, there is no requirement to report names and circumstances involved. Either a SPOC (Single Point of Contact) or NILO (National Inter-Agency Liaison Officer) contact number must be provided so the NRAT Duty Officer can retrieve any information via mobile phone.

Firefighter Serious Injury- Immediate notification is required for all firefighter injuries reportable under RIDDOR (Reporting of Injuries, Diseases and Occurrences Regulations 2013). NB: Due to the sensitivity in nature, there is no requirement to report names and circumstances involved. Either a SPOC or NILO contact number must be provided so the NRAT Duty Officer can retrieve any information via telephone contact.

Fires involving historic buildings- All fires in any historic buildings, especially buildings of special risk due to the building construction or in areas with poor water supplies. NB: Any historic building with an HVP added to the pre-determined attendance (that attends) must be added as national assets in use. Small rubbish fires in grounds or areas surrounding historic buildings need not be reported, unless there is direct impact to the property or significant fire spread deems it reportable. May be linked to major incident, incident of high media interest, national assets in use and/or 10 pumps+ incident.

Incident involving Consulate/Embassy- All incidents involving consulates or embassy's, with the potential to meet the criteria for high media interest. This would predominantly affect the London/metropolitan areas.

Incident involving Major Road Network- Only needs to be reported if carriageways are closed for a protracted period and may have a wider impact on infrastructure or may hit multiple criteria of incidents of high media interest, major incident (e.g., multiple fatalities, major disruption etc.). NB: NRFC would need to know if there are disruptions to routes where they have sent NR

Assets. Once reported NRFC may consider rerouting assets if they believe the road network would affect their attendance time or ability to proceed to an incident.

Incidents generating high media interest- Significant incidents reported by BBC/Sky News agencies, social media sites (but not local news agencies). Examples include fires in sheltered accommodation, fires in historic buildings, incidents involving CNI sites, hospitals, or RTC/fires with multiple fatalities.

Incidents involving COMAH/Pipeline- Any significant incident involving and impacting COMAH sites or pipelines, with the potential to be linked to multiple criteria (major incident, 10 pumps + incident, incident of high media interest, incidents involving CNI sites etc).

Incidents involving Critical National Infrastructure- Incidents involving and impacting hospitals, railways stations, power stations, major road networks, railways lines, national grid etc, and may hit multiple criteria.

Incidents involving mass evacuation- Considerations for reporting incidents that involve mass evacuation, which is expected to be large scale and long term. NB: Consider impact to Fire Service resources, property, NR asset availability and/ or locations; and impact on CNI sites.

Major Incident- Any incident that an Incident Commander has deemed a major incident as identified from a METHANE Message. A major incident may be formally declared by police, but it is not deemed major for an FRS. This may be reported at the discretion of the Officer in Charge of Control because it hits multiple criteria and there is significant fire service involvement or national assets are in use. NB: Consider any incident that impacts Fire and Rescue Service operations, resilience, or communications. This is particularly relevant for NRFC as NR assets could be travelling through an area following a national mutual aid request, where they are unable to communicate with NRFC.

Major wide area Flooding- Large scale incidents causing widespread flooding and spate conditions (caused by flooding). Any incidents where there could be a potential for the deployment of Flood Rescue or HVP Assets.

Marine incidents- Any incidents involving marine vessels or marine type incidents (ships in port or at sea).

MTA Incident- Any incident suspected or confirmed as terrorist in nature (likely to have been confirmed as such via an Operation Plato declaration from the Police). These incidents may include Marauding Terrorist Attack (MTA), vehicle borne attacks, bladed weapon attacks or incidents involving improvised explosive devices (IEDs).

National Assets in Use- Any incident where nationally declared assets are in use locally (including NR Tactical Advisors), with the exception of ELS (ELS will only be deployed via NRFC).

NB: Advice from a DIM A (Detection Identifying and Monitoring Adviser), can be classed as National Assets in Use, even though they cannot be physically mobilised on the ESS. In these instances, the following should be added to the text, REMOTE ADVICE FROM DIM A ONLY/DIM A ATTENDANCE ONLY.

Significant Security Incidents- To be instigated by a NILO (may be intelligence led) and where there is fire and rescue service involvement.

NB: Only addresses of Rendezvous Points (RVP) are required. Additional information to include a NILO name and telephone contact number.

Suspect Packages- Confirmed suspect packages that may impact infrastructure and people. This may generate high media interest and hit multiple criteria.

NB: Specific risks and impact may be confirmed by a NILO, due to the sensitive nature of the incident. In these instances, the details of the NILO could be added at the time of notification.

Theft of FRS Equipment- This includes theft of officer's cars or kit contained within a car as well as:

- Vehicle
- FF PPE
- Uniform
- MTA Responder Equipment/PPE
- NILO Equipment/PPE
- Airwave Radio
- UHF Radio
- Mobile Phone
- ID Card/ Swipe Access Card
- Blue Light Beacon

Waste Fires- Any fires on waste sites, renewable energy facilities and other sites where waste is handled, stored, or transported as part of a wider operation. A waste fire will meet on or more of the following criteria:

- 4 pumps or above
- Likely to be protracted more than 24 hours
- Waste Fire that requires a multi-agency Tactical Coordination Group or Strategic Coordination Group meeting.

Wildfires- Any uncontrolled vegetation fire where a decision or action is needed about suppression. A wildfire will meet one or more of the following criteria:

- Involves a geographical area of at least one hectare (10,000 square metres)
- Has a sustained flame length of more than 1.5 metres
- Requires a committed resource of at least four fire and rescue service appliances/resources
- Requires resources to be committed for at least six hours
- Presents a serious threat to life, environment, property, and infrastructure

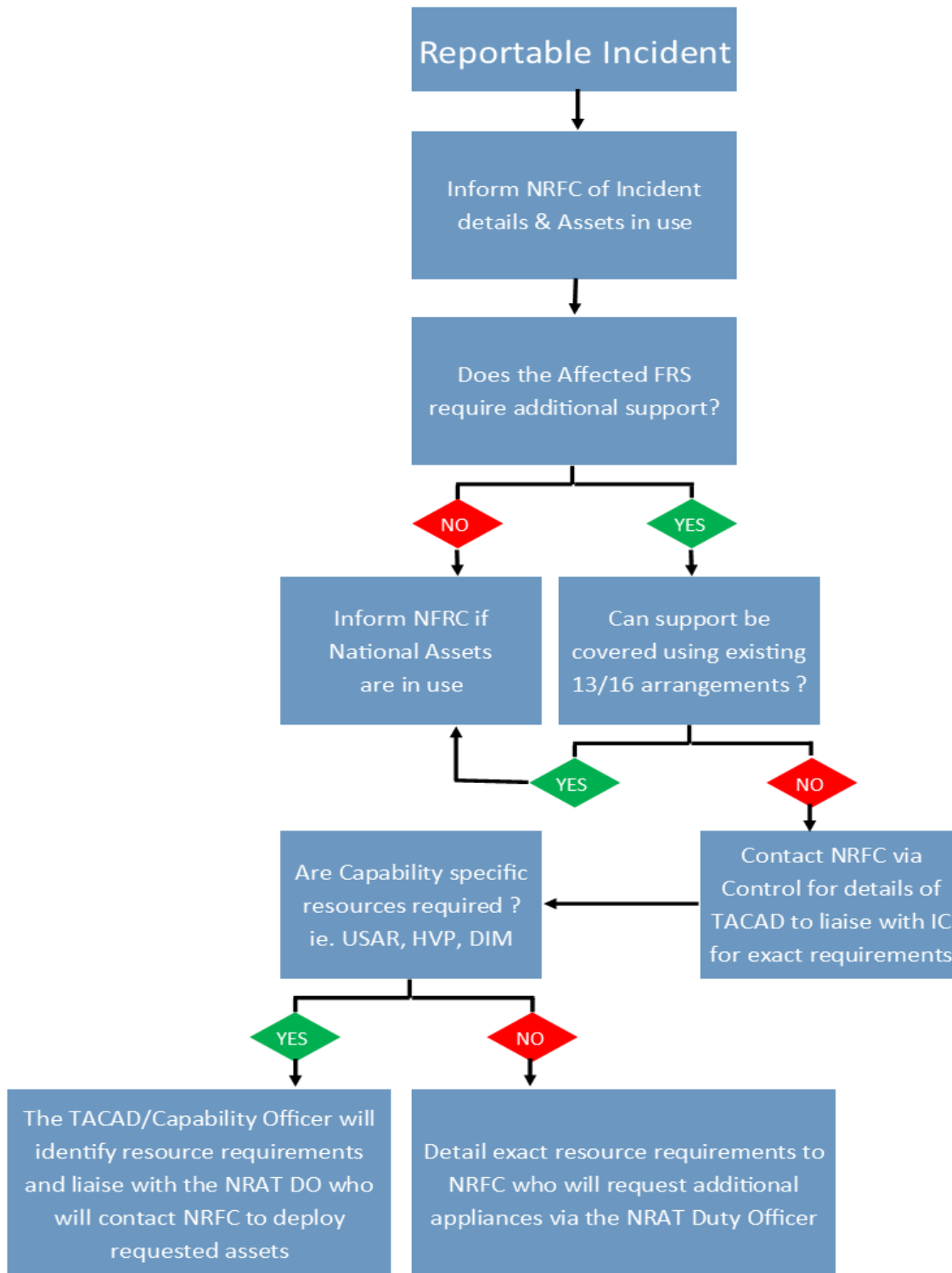
Operation Willow Beck - Operation Willow Beck is a national `operation` which can be instigated by an FRS control room/s when they are overwhelmed with 999 calls during spate conditions e.g., weather related events such as flooding or wildfires. When instigated, 999 calls to the affected FRS control room will be filtered by the 999-call handling agent. The 999-call handling agent will then divert 999 calls using the following routes:

Route 1 – Business as usual and calls not related to the spate conditions will be sent to the affected FRS Control

Route 2 – Calls relating to the spate conditions will be sent to assisting FRS Controls that are signatories to Operation Willow Beck

The percentage of calls that an assisting control room will handle will be dependent on their call handling capacity and operational activity at the time of instigation. The assisting FRS control room will ensure that all calls are immediately routed back to the affected FRS using nationally agreed and verified contacts and procedures. Operation Willow Beck does not replace existing FRS control room buddy, partnership, or consortium arrangements, but can be called upon when these existing arrangements are significantly overwhelmed.

11 Appendix B NR asset mobilisation flowchart



12 Glossary of Terms and Abbreviations

BICS	Borders, Immigrations and Citizenship Strategy
CBRNe	Chemical, Biological, Radiological, Nuclear, Explosive
COBR	Cabinet Office Briefing Room
CRIP	Common Recognised Information Picture
ELS	Enhanced Logistics Support
ESS	Electronic Support System
FCDO	Foreign and Commonwealth Development Office
FRaME	Fire Resilience and Major Events
FRS	Fire and Rescue Service
GLO	Government Liaison Officer
HO	Home Office
HODO	Home Office Duty Officer
HVP	High Volume Pump
JOL	Joint Organisational Learning
LGD	Lead Government Department
LRF	Local Resilience Forum
MASHA	Multi-Agency Strategic Holding Area
DLUHC	Department for Levelling Up, Housing and Communities
MOU	Memorandum of Understanding
MTA	Marauding Terrorist Attack
NCAF	National Coordination Advisory Framework
NFCC	National Fire Chiefs Council
NOL	National Operational Learning
NPCC	National Police Chiefs Council
NPoCC	National Police Coordination Centre
NRAT	National Resilience Assurance Team
NRFC	National Resilience Fire Control
NSAT	National Strategic Advisory Team
PSG	Public Safety Group
RED	Resilience and Recovery Directorate (formerly the Resilience and Emergencies Division and still referred to as “RED”)
SCG	Strategic Coordinating Group
USAR	Urban Search and Rescue

13 Bibliography

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The Fire and Rescue National Framework For England 2018
The Fire Services Act 2004
The Fire and Rescue Services (Emergencies) (England) Order 2007
The NCAF Recovery and Repatriation guidance
FRS Circular 42/2006 'National Mutual Aid Protocol for Serious Incidents'
National Fire Chiefs Council Guidelines on FRS Charging for Mutual Assistance
Multi Agency Strategic Holding Areas – Civil Contingencies Secretariat