



HUMBERSIDE FIRE AND RESCUE SERVICE

# CONTROL

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## CONTROL MOBILISING

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<b>Responsible Person</b>	<b>GM Control</b>
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## 1. INTRODUCTION

The following Policy outlines considerations to be made by mobilising officers; it does not detract from the mobilising officer using discretion and adaptation to meet particular circumstances.

Section 7(1) and 8(1) of the Fire and Rescue Services Act 2004 requires Fire Authorities to make provision for the purpose of extinguishing fires, rescuing people and protecting life and property. This policy describes how Humberside Fire and Rescue Service (HFRS) will meet this requirement.

Humberside Fire and Rescue Service (HFRS) will make efficient arrangements for extinguishing fires, rescuing people and protecting life and property in its area.

## 2. EQUALITY AND INCLUSION

HFRS has a legal responsibility under the Equality Act 2010, and a commitment, to ensure it does not discriminate either directly or indirectly in any of its functions and services nor in its treatment of staff, in relation to race, sex, disability, sexual orientation, age, pregnancy and maternity, religion and belief, gender reassignment or marriage and civil partnership. It also has a duty to make reasonable adjustments for disabled applicants, employees and service users.

## 3. LEGISLATIVE REQUIREMENTS

- Fire and Rescue Services Act 2004
- The Management of Health and Safety at Work Regulations 1999

## 4. ASSOCIATED DOCUMENTS

- Optimum Resource location (standby moves) (PGN13\_4A)
- Mobilising to Automatic Fire Alarms (PGN13\_4B)
- Operational Intervention Standards (PGN7\_4E)
- Emergency Call Management Policy
- Weight of Response Table
- Hoax Calls Policy
- Flexible Duty System (FDS) Management
- FDS Officer mobilising criteria
- Control Operating Procedure - Special Appliance Mobilising
- Control Operating Procedure - Make Up Aide Memoire
- Control Operating Procedures – Index of contents
- Incident Types & Priorities

## 5. AIM

To issue guidance to Service Control personnel outlining the considerations to be made by mobilising officers; it does not detract from the mobilising officer using discretion and adaptation to meet particular circumstances.

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## 6. OBJECTIVES

To establish a system of pre-determined attendances for the number and type of appliances responding to emergency incidents in accordance with the intervention standards specified by Humberside Fire Authority.

To establish parameters to enable Service Control Managers to vary these responses where necessary to enhance firefighter safety or otherwise improve the effectiveness and efficiency of the Service.

To establish Control operating procedures and systems of work to ensure operational readiness and response.

Humberside Fire and Rescue Service (HFRS) will make efficient arrangements for extinguishing fires, rescuing people and protecting life and property in its area.

## 7. GUIDANCE INFORMATION

### Vision Mobilising System Configuration

Service Control uses the Vision Mobilising System (VMS) for mobilisation resources to incidents. Incident types used have been taken from HFRS Weight of Response documentation.

Each incident type is configured with an incident priority level 1 – 5 (which has been determined using the proposed National Incident Type Priority rating).

Where those incidents are allocated a priority one (life risk) or priority two (property risk) – the fastest HFRS response will be mobilised regardless of geographical area, i.e. the closest fire station to an incident address may not necessarily be the fastest response as turn out times are factored in to the VMS. This has a particular impact for RDS stations where a WDS station is in relatively close proximity.

To minimise this impact a response area is set up around each RDS station 'area' within the VMS and is attached to all incident types of priority 3 – 5).

This enables the RDS appliance(s) to be proposed as the closest geographical appliance rather than the fastest response.

The Priority levels set against each incident type also enables:

- resource reallocation' to incidents of a higher priority
- the release of resources from certain status types
- the allocated priority levels to form the basis for queuing

### Road Network Manager

The VMS runs in conjunction with the RNM data (Road Network Manager) which is provided by Ordnance Survey and updated at six monthly intervals.

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The RNM enables every road within HFRS area to be allocated either an urban speed or a rural speed.

As an incident is created and plotted on the map within the VMS, all routes, speeds and road types are used to calculate the proposed response to the incident.

### **Appliance Activation Times**

A two-year average of station response times is used to allocate appliance activation times:

- WDS appliances are set as the overall wholetime average response times.
- RDS appliances are set as the actual station average response time.

These figures are provided annually by Organisational Intelligence Unit (OIU).

### **Over the Border Appliances**

Over the border appliances have been weighted with an activation time of 10 minutes, so that these appliances are not offered in preference to HFRS resources.

Where Section 13/16 arrangements are in place, those appliances may be requested to attend incidents in HFRS area

## **8. MOBILISING**

### **Discretionary Mobilising**

Control Room Supervisors/Watch Managers have discretionary authority to adjust the response offered by VMS, based upon the information given by the caller through the call management process, subsequent calls, review of the response times offered by VMS, or with consideration of the Service wide incident or climatic conditions.

### **Re-direction of Assigned Resource**

When two or more events occur simultaneously within a station/geographical area, resources should be re-directed to attend the higher priority (potential life risk) with additional resources being mobilised to supplement other incident activity. Examples are offered below:

- High Priority      Property Fires, RTC's or special services where persons are reported or physically trapped.
- Medium Priority    Fire alarms from ARC's, car fires.
- Low Priority        Fires in open, humanitarian assistance.

### **Increasing Attendances**

- Numerous calls being received to property fire

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- Further information received after initial mobilisation indicating a more serious incident
- Prior knowledge of risk
- Incidents in remote locations
  - possible lack of water
  - uncertainty of exact location – mobilise from both sides of incident.

Health & Safety reasons (crews previously under attack from youths etc.).

Special appliances may also be mobilised at the time of call if information received from the caller indicates that doing so could lessen the risk to life and/or property.

In some circumstances initial attendances may be reduced, based on the information obtained from the caller and other incident activity etc., however, caution must always be exercised and any possible risk to the public from mobilising actions must be considered.

It is important to remember that the actions taken by the mobilising officer may have a direct positive or negative effect on the outcome of the incident.

### **Reducing Attendances**

The mobilising officer will use professional discretion before reducing attendances, regard being given to the impact of such decisions.

### **Mobilising Procedures**

Control Operating Procedures (COP`s) have been developed which specify the mobilising requirements for those incidents where specialist resources must be mobilised. i.e.

- RTC`s
- Water Rescue
- Animal Rescue
- Hazmat etc.

### **National Resilience**

The COP`s also include the procedures to be followed for the use and/or provision of national assets and ensures that the correct protocols are adhered to when liaising with the National Coordination Centre (NCC).

### **Fire Alarms**

If after mobilising the Pre-Determined Attendance (PDA) to a fire alarm actuation, a call is received from the premises confirming a definite false alarm, appliance(s) will be returned and the cause of the false alarm will be obtained from the premises.

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If there is any doubt then the PDA for an AFA will proceed.

If the Initial call received stating fire alarm actuation – no fire, no appliances will be mobilised and the caller will be asked for the reason for the actuation.

If periods of adverse weather where numerous AFAs are being received the Service Control Duty Watch Manager will determine an appropriate response to each actuation, based on PDAs for AFAs.

### **Suspected Hoax Calls**

Callers will be questioned and given warnings in line with the Hoax Call Policy.

A reduced or non-attendance can be made at the discretion of the Service Control Duty Watch Manager.

### **Pump Reductions**

When large incidents occur, it may be impracticable for the normal PDA to be mobilised to subsequent calls. Discretionary mobilising may then permit the mobilisation of less than the PDA for the site. For further information see Service Policy Obtaining Operational Information.

### **Standby Moves**

Covering moves should be made at the earliest opportunity to ensure the following criteria are met.

### **Maintaining Cover**

Every effort will be made to ensure appropriate levels of Fire Cover are maintained across the Service area at all times, irrespective of incident activity.

See PGN13\_4A Optimum Resource Location (Standby Moves)

### **Proactive Mobilising**

Mobilising Officers should try to anticipate make up messages in advance and have additional resources moving before they are requested.

This is not limited to pumping appliances. Special appliances/equipment etc. can also be pro-actively mobilised to standby closer to an incident, or at the incident location itself.

Pre-alert is a useful option when being pro-active. It is possible to alert a retained station to standby on its own station to reduce RDS turn-out times.

## Reactive Mobilising

The number of resources requested on a makeup should be matched by standby moves to anticipate any further make up **AND** provide the necessary cover for depleted areas.

### Utilising Resources

Standby moves can be made from any station in the Service to any other station in the Service. The resources available on both banks of the Service area should be utilised as effectively and efficiently as possible.

### Use of Adjoining Fire and Rescue Services

If the mobilising officer is pro-active there should not be a need to use other FRS resources for a make pumps or a standby.

It is practical good sense to use our resources first, even if they are not strictly “next fastest or geographically closest “as long as it is reasonable and practical to do so.

### Flexible Duty System (FDS)

FDS Officers are an operational resource available to mobilising officers, when on duty they provide supervision, command and tactical support for incidents and operational personnel.

Officers will be mobilised on a `nearest Officer` principle irrespective of role up to and including GM.

The default mobilisation will be to attend as Tactical Advisor (TA). As an incident progresses and the TA takes command, the mobilisation of further Officers will be specified as Tactical Advisor.

See FDS Attendance criteria and FDS management guidance.

### Retained Duty System Personnel

#### Incidents

If an RDS appliance has not booked mobile 6 minutes from the alert time, Service Control will attempt to contact the appliance by radio once, if there is no response the next appropriate appliance will immediately be mobilised.

#### Attendances

If RDS crews are forecast as available but are unable to make a crew when alerted, the relevant SM will be informed.

- When mobilising one appliance from a two pump RDS station, a crew from the remaining personnel will be asked to remain on standby at the station for 20

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minutes or until the “stop” message is received at the discretion of the Service Control Watch Manager.

- When attendances are dismissed from a RDS station, the number of personnel and time they are dismissed will be recorded as a key message on the relevant incident log.
- Attendances may be asked to remain at a station, at the discretion of the Service Control duty Watch Manager.

### **Appliance Engaged for One Hour**

When an appliance has been engaged at an incident for one hour and an FDS Officer has not been informed or requested to attend, an FDS Officer will be informed.

### **Special Appliances**

Special appliances will not normally be mobilised as part of an initial PDA, but will be mobilised on request from the Incident or at the discretion of the Service Control duty Watch Manager (dependant on type of incident).

All special appliances are Unit Crewed. This is where a pump crew take a special appliance to an incident, so that the special and the pump mobilise together as a unit. Special appliance mobilising procedures can be viewed on the HFRS Portal.

### **Make Ups**

Procedure for Make ups can be found HFRS Portal.

### **Cross Border Incidents**

When a Humberside Fire & Rescue Service (HFRS) appliance is mobile to a cross border incident HFRS, Service Control will contact the relevant host Fire Control and pass details of the Officer in charge of the appliance, number of crew and number of BA wearers on board, only if crews are unable to transfer to the host FRS radio talk group.

HFRS appliances will change to the host FRS radio talk group once they have booked mobile with Service Control and will remain so until they are returning from the incident. Regular contact will be maintained between Control Rooms to monitor progress of incidents being attended.

### **Officer Attendance**

An FDS Officer will be mobilised to cross border incidents when:

- WDS or RDS pump with an acting Crew Manager
- One HFRS appliance attending a single incident as part of a PDA or a make up
- Two or more HFRS appliances attending a single incident
- On request from another FRS for command purposes

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- Special appliance requested to attend an incident out of Service area

## Spate Conditions

Further information on Extreme Weather and Spate Conditions can be found in the Spate Conditions Policy.

During periods of severe weather a great number of calls for assistance may be received by Service Control.

The urge to mobilise FDS Officers and appliances as soon as extreme weather conditions take hold should be resisted with immediate responses being restricted to life/property risks.

This will allow the time for Service Control to determine a “feel” for how the conditions are affecting the wider Service county area and gauge the potential demand for assistance.

When the volume of calls received exceed Sixty (60) calls or continue at a steady rate beyond a thirty (30) minute period we are considered to be in **Spate Conditions**. At this point calls will be batched and allocated to FDS officers.

## Assisting Other Emergency Services

Police Calls for assistance: e.g. ladders/lighting:

- Mobilise the appliance deemed appropriate
- Inform Duty NILO

Possible life risk or humanitarian reasons:

- Mobilise the appliance deemed appropriate Inform Duty NILO.
- Standby for Police incident:

General Assistance:

- If HFRS resources are requested discussion/liaison should be undertaken via the NILO.

Civil Disturbance:

- Refer to Civil Disturbance procedure

## Ambulance

On request of the Ambulance Service, Service Control will mobilise resources to assist personnel in emergency situations only.

This includes the lifting and moving of bariatric patients.

An emergency situation is one where medical opinion is that there is a high risk to the health of the person and urgent intervention is required. A Paramedic or Doctor must be in attendance.

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## **Other Organisations**

On request for assistance from other organisations Service Control will mobilise resources to assist personnel in emergency situations only.

If the event of any queries regarding a non-attendance – an FDS Officer should be contacted to determine whether an attendance should be made.

**If anyone requires any further guidance / information regarding this document, please contact Control.**