



HUMBERSIDE FIRE AND RESCUE SERVICE

Service Delivery

Incident Command Policy

Owner	Executive Director of Service Delivery
Responsible Person	Head of Emergency Preparedness
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What we must
do well



How we support our
communities



We value and support
the people we employ



We efficiently manage
the Service

CONTENTS

1. **Introduction**
 - **Core Code of Ethics**
 - **National Guidance**
2. **Equality, Diversity and Inclusion**
3. **Aim and Objectives**
4. **Associated Documents**
 - **Equality Impact Assessment**
 - **Legal References**
 - **National Guidance**
5. **Definitions**
6. **Policy Statement**

1. INTRODUCTION

This Incident Command policy describes for all personnel the Service's means of planning, preparing and responding to incidents, in terms of incident command.

Core Code of Ethics

HFRS has adopted the Core Code of Ethics for Fire and Rescue Services. The Service is committed to the ethical principles of the Code and strives to apply them in all we do, therefore, those principles are reflected in this Policy.

National Guidance

Any National Guidance which has been adopted by HFRS, will be reflected in this Policy.

2. EQUALITY, DIVERSITY & 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 or 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. AIM AND OBJECTIVES

The Aim of this Policy is to provide a direct strategic link to the use of National Operational Guidance adopted as best practice by HFRS and throughout the Fire and Rescue Service sector. HFRS aligns with the Guidance set out in NOG with the exceptions identified within Operational Information Notes.

4. ASSOCIATED DOCUMENTS

- [Equality Impact Analysis](#)
- Legal References
 - [Fire and Rescue Services Act 2004](#)
 - [Health and Safety at Work etc. Act 1974 \(20/2/2018 03/1974\)](#)
- National Operational Guidance
 - National Operation Guidance Incident Command
- Incident Command Training Policy
- [Incident Command Level 1 to Level 3 Framework Policy Delivery Guidance](#)
- [HSE Striking the balance \(01/03/2021\)](#)
- [The Future of Incident Command - National Fire Chiefs Council \(08/2015\)](#)
- [Joint Doctrine: The Interoperability Framework](#)

- [Lexicon of UK Civil Protection Terminology \(2.1.1 12/2010\)](#)
- [Managing for Health and Safety \(HSG65\) \(Third Edition 2013\)](#)

5. DEFINITIONS

A policy: a formal statement of principles established by HFRS that provides the parameters for decision making and actions.

National Operational Guidance: National framework of identified hazards associated with major incident and a set of control measures in order to limit risk.

6. POLICY STATEMENT

The Fire and Rescue Services Act 2004 requires us to rescue and protect people in the event of fire, road traffic collisions and other emergencies. To do this effectively and safely we supervise our staff by applying National Operational Guidance Incident Command principles when attending incidents.

Incident Commanders are critical to the way in which we respond to emergencies. They must make decisions in dangerous, fast-moving, emotionally charged and pressurised situations, sometimes in the absence of accurate information; they must have cognitive and interpersonal skills, as well as technical knowledge.

Incident Command selection, training and monitoring should be consistent. We will do this by working with our regional partners.

Incident Commanders must gather incident, resource and risk information, including if available Site Specific Risk Information; while simultaneously developing a plan and implementing actions. All Incident Commanders must balance these things against the same three questions highlighted in the Decision Control Process (DCP).



Decision Control Process (Incident Command Foundation Knowledge; ‘Command decision making’)

Incident Commanders should make good, fast use of decision controls at incidents where risks are high and time is short. Where several agencies are involved, they will use the Decision Control Process as part of the JESIP Joint Decision Model.

We support Operational Guidance which is flexible and allows Incident Commanders to use their professional judgement. Incident Commanders should choose the best operational options and not be bound by procedures, when actions can be measured and justified by the Decision Control Process. However, the use of operational discretion should be applied in accordance with national operational guidance. Incident Commanders should train and develop their decision-making skills.

Incident Command decisions should focus on saving life, property, infrastructure and the environment. This outcome focussed approach means that sometimes following a procedure would prevent or severely limit our effectiveness. At such times, Incident Commanders should be agile and adaptive and apply critical thinking, implementing the best response possible in the circumstances.

Emergency Preparedness Incident Command Policy

We will support Incident Commanders to apply assertive, effective and safe incident command; where they use the Decision Control Process and an outcome focus within the window of opportunity that exists at incidents.

Our equipment, systems and Incident Commanders will support effective two-way communication. Effective communication is fundamental to achieving successful and safe resolution of incidents. It provides the Incident Commander with knowledge about the situation. Communication also plays a vital role in coordinating activities, completing tasks and handover of command.

We will communicate effectively in order to achieve successful outcomes to incidents and at multi-agency incidents, including neighbouring Fire and Rescue Services. Using the Joint Decision Model together will inform decision making, establish situational awareness and allow us to communicate a common operational plan.

**If you require any further guidance in relation to this policy,
please contact Emergency Preparedness**