



HUMBERSIDE FIRE AND RESCUE SERVICE

Emergency Response

Operations 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

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1. INTRODUCTION

This Operations Policy describes the Service's means of planning, preparing and responding to incidents, for all personnel.

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

National Guidance which has been adopted by HFRS will be listed in this Policy.

2. EQUALITY & 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. AIM AND OBJECTIVES

The aim of this Policy is to provide a direct strategic link to the use of National Operational Guidance (NOG) 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
 - [Data Protection Act 2018](#) (2018)
 - UK General Data Protection Regulations 2020
 - [Fire and Rescue Services Act 2004](#) 20/02/2018 (03/1974)
 - [Health and safety at Work Act etc 1974](#) (07/2004)
- National Guidance
 - [National Operational Guidance](#) 18/01/2018 (2017)
- [Health, safety and welfare framework for the operational environment](#) (06/2013)
- [Joint Emergency Services Inter-Operability Programme](#) Edition 3 (08/2021)
- [Code of Practice for the Public Emergency Call Service \(PECS\)](#) (01/2011)

- [Managing for Health and Safety \(HSG65\)](#) – HSE Third Edition (2013)
- [Flood and Water Rescue Policy Delivery Guidance](#)
- [Critical Incident Stress Management Policy](#)

(Dates in brackets are the published dates)

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.

Incidents: any event where a fire and rescue service receive a call for help that results in an electronic record being created. An emergency resource does not have to be deployed in response to the call.

6. POLICY STATEMENT

We attend incidents to extinguish fires, carry out rescues and attend other emergencies including emergencies as directed by the Secretary of State. To do this effectively and safely we will use our Control Centre and operational response. We will comply with relevant legislation and national guidance.

All staff are required to maintain competence relevant to the roles they perform. We will provide training for operational personnel based on the safe person concept, this will allow them to acquire and apply the requisite skills, knowledge and understanding. Staff must operate according to training and procedures.

We expect staff to be fit for duty in line with Service policies and we will support them with safe workplaces, systems of work and equipment.

Our Control Centre will work collaboratively with partners to provide a reliable mobilising system with resilient fall-back arrangements. We will mobilise resources in a timely manner using a Geographic Information System (GIS) and nearest appropriate asset mobilising systems. We have arrangements for emergency call management and communicating with responding resources.

Information Management systems are to be used before and during incidents complying with all relevant data protection legislation. These provide staff with information on foreseeable hazards in our communities through:

- Site Specific Risk Information
- Engaging with our communities
- Working with partner agencies

Our response to incidents will prioritise saving life, property and protecting the environment. Those involved in incidents will receive our support and care.

The Firefighter Safety maxim will balance these priorities: "At every incident, the greater the potential benefit of fire and rescue actions, the greater the risk that is accepted by commanders and firefighters. Activities that present a high risk to safety are limited to those that have the potential to save life or to prevent rapid and significant escalation of the incident". Whilst the decision control process provides incident commanders with a methodology to risk assess their actions.

We also aim to support vulnerable members of our society after incidents, through partner agencies e.g. Recovery Cell.

The JESIP principles will apply at multi-agency incidents. We will work together to save lives and reduce harm.

All Incident Commanders must establish a safe working environment at incidents as soon as practicable. They will use the Decision Control Process to select the most appropriate control measures given the demands of the incident. Where we have control of the inner cordon, we will protect others affected by our actions.

We will monitor the physical and mental health of our Control Operators and staff attending incidents. We will take appropriate actions to maintain their safety and welfare.

Following the emergency phase of incidents, we will work with partner agencies to, as soon as practicable, safely transition to the recovery phase. We should record and communicate to whom we are handing over, any remaining identified hazards and actions.

At incidents, staff will secure evidence and preserve the scene to allow for fire, health and safety or, operational learning investigations. We will conduct appropriate debriefs to support learning and improve guidance and training where applicable, reporting to National or Joint Operational Learning.

We recognise that all our staff can encounter traumatic events during incidents. We offer assistance from an occupational health department and a range of welfare support and access to confidential counselling services listed in the section below.

7. WHO CAN PROVIDE SUPPORT OR ADVICE TO EMPLOYEES

We are committed to maintaining a safe and supportive work environment for everyone. Below are internal and external routes staff can use to speak up, raise a concern and get support.

Most speaking up happens through conversations with supervisors and line managers where challenges are raised and resolved quickly. We strive for a culture where that is normal, everyday practice and encourage you to explore this option it may well be the easiest and simplest way of resolving matters. However, you have

other options: Station Managers, Group Managers, TLT and SLT member with responsibility for the subject matter you are speaking up about.

Via your line manager

Your line manager is a key point of contact for reporting concerns and seeking support. They are here to listen, provide guidance, and ensure that your concerns are addressed appropriately. Whether you have questions about workplace policies, encounter issues with colleagues, or require assistance with personal matters affecting your work, your line manager is there to support you.

If, for any reason, you feel uncomfortable discussing your concerns with your line manager, we have established multiple channels for reporting concerns anonymously or confidentially.

Through our Policies and our Professional Standards Policies

Various routes are included in our Policies and our Professional Standards Policies listed below:

- Anti-Fraud and Corruption
- Complaints
- Dignity at Work (anti Bullying and Harassment)
- Disciplinary
- Exits From the Service
- Equality and Inclusion
- Grievance
- Menopause
- Mediation
- Personal Relationships at Work Policy
- Safety Event Reporting Recording and Investigation Arrangements
- Whistleblowing

Further Whistleblowing Support

[Protect](#) is the UK's whistleblowing charity, who aim to stop harm by encouraging safe whistleblowing. Their free, confidential [Advice Line](#) supports more than 3,000 whistleblowers each year who have seen malpractice, risk or wrongdoing in the workplace.

Independent Speak Up (Powered by Crimestoppers)

This service aims to provide a safe space for staff to speak up when something isn't right in the workplace:

- Discrimination, victimisation and harassment (on gender, sexual orientation, disability)
- Misogyny and violence against women and girls
- Health and safety breaches
- Fraud and corruption
- Poor or unsafe working practices

The service is available online or via phone [here](#).

Service users can remain anonymous or can choose to provide their name and contact details which will then be shared for confidential use by the Fire Service.

Our internal bullying and harassment hotline

Bullying will not be tolerated within Humberside Fire and Rescue Service. Our Dignity at Work policy clearly defines bullying and how to report it.

The Service's 'Zero Tolerance' campaign has a very simple strapline - **SUPPORT - CHALLENGE - REPORT** - and we encourage our employees to do just that.

Contact HR

You can contact your HR team, in complete confidence, on: 01482 567572.

This number will take you through to one of our HR advisers who will listen to what has caused you to feel the way you do.

You don't need to provide names and you will receive completely confidential advice as to how to manage any issues you raise.

HMICFRS Independent reporting line

The independent reporting line (IRL) form is a tool for Fire and Rescue Service staff to confidentially pass information to HMICFRS, which as an independent body is responsible for inspecting fire and rescue services on their efficiency, effectiveness and how well they look after their people.

The reporting line can be accessed [here](#).

Employee Assistance Programme

As part of an ongoing commitment to employee wellbeing, Humberside Fire and Rescue Service Occupational Health Team are very pleased to offer all employees confidential support, with free access to emotional and practical support through CiC's Confidential Care Service.

The service is provided by CiC, an external organisation, who are entirely independent, so support and advice is completely confidential. You can call the

Confidential Care line as often and for as long as you need to discuss any issues you would like support with.

The Confidential Care service is available 24 hours a day, 7 days a week, 365 days a year and is accessed by calling the freephone number: 0800 085 1376.

Internal Freedom to Speak Up Routes

The Freedom to Speak Up model was developed in health and has six key elements; we have used the model as the basis for the HFRS process. How we implement 'Valuing' and 'Modelling' Speaking Up within HFRS will be developed from the 'ground up' by listening to staff about how line managers and the organisation can value and model Speaking Up.

Our 'Freedom to Speak Up Guardian' can support you to speak up if you feel unable to do so. The Guardian will ensure that people who speak up are thanked for doing so, that the issues they raise are responded to, and that the person speaking up receives feedback on the actions taken. You can find out more about the guardian role [here](#).

Additional information relating to Freedom to Speak Up Routes can be found [here](#).

You may also wish to speak to:

- A colleague
- A trade union representative
- The Humberside Fire Authority Counselling Service

You may wish to discuss the concern with a colleague or trade union representative first and may find it easier to raise the matter if there are other colleagues who share the same concerns. A trade union representative or work colleague may accompany a member of staff at any meetings or interviews in connection with the concerns raised.

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