



## Operations briefing – Part three

### National Operational Guidance (NOG)

#### Guidance Development Projects

**Incidents involving animals and Major incidents** – Submitted to the Operational Guidance Group (OGG) in September for their approval to start consultation.

**Hazardous Materials: tier two** – Consultation on Physical Hazards, Health Hazards and the foundation has closed and the final versions are expected at the programme boards in January/February 2018.

**Transport Foundation** – As a result of consultation, the Transport guidance will be reviewed alongside the foundation document.

**Foundation for Breathing Apparatus** – The consultation for a Foundation for Breathing Apparatus is complete and the project board is in the process of agreeing revisions before its publication at the end of the year. The project board has now been tasked with a full review of breathing apparatus and Mick Osborne, project executive and NFCC Lead for RPE (succeeding Gary Walsh) will discuss the commissioning of this second phase with the Operations Co-ordination Committee in November. This is to ensure the scope of the review comprehensively covers the matters of concern within the FRS whilst including issues raised within various Prevention of Future Deaths and HSE reports.

**Scenarios** - The High Rise fires and Fires on Board Vessels scenarios have been written and signed off for publication.

#### National Operational Training Framework

Development of the training specifications is on track to complete by March 2018. The training framework will be realised through the new website which goes live in September (see below) linking guidance, training specifications and National Occupational Standards. A [video](#) has been developed to explain the framework to stakeholders and users.

#### National Operational Learning

The secretariat is now fully resourced and is working well. The team have been working on reviewing current practices to improve how learning data is captured, analysed, reported and communicated. This has seen an increase in the quality of user submissions and published Action Note content.

An update to the trial software tool will be released soon which will greatly enhance the functionality available to users and the secretariat. A new user guide is in the process of being created and education workshops will take place for participants of the trial to make them aware of the changes.

NOG website: <https://www.ukfrs.com/>

### **Phase 1**

The website was officially launched at the Emergency Services Show on 20<sup>th</sup> – 21<sup>st</sup> September.

### **Phase 2**

Workshops have taken place across the UK to determine the technical and user experience requirements for the system. The developers are drafting a full specification for the system which will be shared with the FRS in September for consultation.

### **Phase 3**

There is a great deal of interest in this product across the FRS. The team will soon reach out to MDT providers to engage them in our plans and begin to work together. Dedicated workshops will take place for this product in due course, but the phase 2 workshops are already highlighting important technical and functional considerations.

## National Resilience

Three sets of specialist control measures have been drafted and peer reviewed, covering detection, identification and monitoring (DIM), mass decontamination (MD) and decontamination of body bags (DBB). These are being considered by the NR project board for approval.

## Legal Register

The new deadline to receive the revised document from the barrister is the end of September and, if deemed satisfactory, will appear before the next OGG with a track changed version for reference.

## Business Change and Engagement

Business change and engagement support continues at a fast pace as the end of the programme draws closer. The models of adoption and implementation continue to be the focus for the engagement team with regional workshops being undertaken to support services in the use of the NOGP toolkit to aid implementation.

The fourth monthly newsletter has been published, reaching over 3500 subscribers with a national and international spread. This edition focused on the two new guidance pieces and the progress being made with the training framework, including the production of a new video. The engagement tool has been reinvigorated to ensure an accurate map of engagement and implementation across the UK. This will ensure all engagement activity is captured and the information held is current and measurable and be an effective assurance tool for the project. This will continue to be presented at the OGG as a feature within the business change and engagement agenda item.

## Fire Central Programme Office (CPO) update

The first set of NFCC initiatives to be managed by the CPO were approved at the NFCC's meeting in July 2017.

A new project manager has been recruited and they are currently scoping out the *Risk Management Programme*, covering IRMPs and RRP. CFO Phil Loach is project executive.

The *Fireground radio frequencies* project is now underway and the draft guidance is in development. Consultation is expected to start in October. CFO Daryl Keen is project executive.

The transfer of CFOA services from Tamworth to WMFS is now complete.

The project responsible for the transfer will move into phase 2 from September. In this phase, those systems and processes that transferred will be reviewed and where necessary, be transformed to make better use of current technology and to align with WMFS systems. This will include the development of a single, digital platform enabling better communication and integration across the NFCC. A user specification for this is currently in development. This phase is due to complete by 31<sup>st</sup> March 2018.

A meeting of the three NFCC hubs (WMFS – Corporate Support; LFB – CPO; Merseyside – National Resilience) has been held to discuss how they will work together in support of the NFCC. This is ongoing and the group met again in early September.

From 2018, the reading list for all IFE examinations will be based solely on NOG and its associated foundation material. NOG scenarios will also replace referenced GRAs. The programme has been working with the IFE to map NOG material to across the IFE exam framework to ensure it reflects current and up to date operational guidance.

### National Implementation Forum – Chair

Notes of interest are invited from strategic managers from across the United Kingdom Fire & Rescue Services who wish to be considered for the position of Chair of the National Operational Guidance Programme (NOG) National Implementation Forum (NIF).

This is an exciting and challenging appointment, providing an opportunity to influence the direction and quality of national guidance products. NIF is an integral part of the scrutiny arrangements employed by NOGP, providing the platform for fire and rescue service policy writers to voice their views and share feedback on their experiences of NOG products and therefore assertive and knowledgeable leadership is required.

This position is fully supported by a team of seconded officers and support staff within the NOG central team based in London.

Further details are available on the [NFCC Jobs site](#).

## **Operational Communications**

### Mobilising Officers Group (MOG)

MOG is continuing to meet regularly and is providing a forum for control room staff and managers to discuss key topics and share lessons learned. Any Control rooms that are not currently represented on this group should contact the Chair, Joanne Smith (LFB), [JOANNE.SMITH@london-fire.gov.uk](mailto:JOANNE.SMITH@london-fire.gov.uk). A number of workstream leads have been identified to cover aspects such as MAIT, ESMCP, 999 Liaison Committee and eCall. The group is also working closely with NOG to develop guidance for control room functions and to ensure that appropriate consideration is given to control rooms in operational guidance.

### 999/112 Infrastructure Replacement Project

NFCC continues to lead engagement with BT and Government departments on behalf of all the emergency services. BT are still within their infrastructure tender phase but expect to shortly be in a position to identify what may be possible with new architecture. The requirements set agreed between all the emergency services seeks to capitalise on the capability of modern telephony to include such elements as control room initiated video calling and accurate GPS data retrieved from the mobile device rather than relying on network triangulation.

## eCall

BT are due to start initial tests of the eCall capability from October but have yet to provide a specification to FRS for the interface. It is expected that data will be passed either via voice or via the EISEC service which all FRS have access to. BT will continue to provide a voice transfer facility until all of the emergency services have access to EISEC. Development of the interface is obviously a key element. Once this is complete FRS will be able to develop mobilising systems to accept eCall via data to ensure that the arrival of information in this way is able to be as effectively handled as a voice call. eCall will be a requirement in all new cars from April 2018. As soon as clear information becomes available NFCC will share it with FRS.

## Fireground Radio project

This project being run via NOG after the business case was approved by NFCC at the meeting on 7<sup>th</sup> July with draft guidance due to be issued for consultation in October.

The provision of intrinsically safe radios for BA sets is creating a lot of debate nationally and the last published national guidance on this subject is DCOL 8/1995. Whilst the provision of fireground radios and the requirement for BA comms is an operational matter the advice on whether intrinsically safe equipment should be provided is a health and safety issue. This will therefore be raised at the NFCC Health and Safety committee but it is expected that the advice on this subject will be included in the Fireground radio guidance for simplicity.

## Airwave

Monitoring of the network and the performance of Airwave against the contract continues via the Firelink Service Management Board which NFCC attends. One aspect of this monitoring is to ensure that performance and resilience of the service do not begin to degrade as the transition to ESN approaches – this is not something which is being identified at this time. NFCC representatives continue to monitor the planning for transition from Airwave to ESN and to ensure that there will be continuity of service through the transition phase. However NFCC can only do this in relation to the core contract. There is therefore a need for FRS to ensure that they monitor elements which they have procured through individual, local arrangements to maintain local continuity of service – this will be particularly important should any delay occur to ESN.

## ESMCP/ESN

ESN will work using EE's 4G mobile network. The 4G network is being enhanced to provide public safety features, coverage and resilience that the three emergency services require.

Delivery is being led by the Emergency Services Mobile Communications Programme (ESMCP) and the Programme Director has made it clear that he will not take any risks with public safety and there will be no gap in the emergency services' communications provision. The existing Airwave system will continue until transition on to ESN is completed.

The EE ESN Coverage Portal is now being rolled out and a number of users from across all emergency services will be able to access the quarterly vehicle/handheld coverage prediction information. A working group including FRS representatives is working hard to ensure that FRS coverage requirements are met. Procurement for handheld and vehicle mounted devices is progressing well and information on the options available will be shared with FRS shortly, however the proposals for devices seen to date have been much more akin to smartphones than the previous Airwave San J's which will assist in use of the network for normal day-to-day activity.

