

<b>Title of Standard</b>	Service delivery - Response		
<b>Business Area/Capability</b>	Operational learning		
<b>Sponsoring NFCC Committee</b>	Operations Committee		
<b>Date of approval</b>	[for office use]	<b>Date of Issue</b>	[for office use]
<b>Reference Number</b>	[for office use]	<b>Review Date</b>	[for office use]
<b>Desired Outcome</b>			
<p>A fire and rescue service that has:</p> <ul style="list-style-type: none"> <li>• Developed a culture where lessons are learned from operational activity and shared with others to help shape normal practice across the fire and rescue service, or the wider sector if appropriate</li> <li>• Fully embedded learning from operational activity into its management structures and processes</li> <li>• Appointed a single point of contact for operational learning, who: <ul style="list-style-type: none"> <li>○ Is of appropriate seniority and influence, with responsibility for ensuring that actions to support learning from operational activity are implemented</li> <li>○ Manages information received from the wider sector and determines what further action should be taken</li> <li>○ Determines what information their service shares with the fire and rescue service, or the wider sector if appropriate</li> </ul> </li> </ul>			
<b>What is required to meet the Fire Standard</b>			
<p>To meet this Fire Standard, a fire and rescue service must:</p> <ul style="list-style-type: none"> <li>• Comply with legislative duties to monitor, maintain and improve the health and safety of its employees</li> <li>• Have processes in place for: <ul style="list-style-type: none"> <li>○ Capturing learning at incidents</li> <li>○ Post-incident learning</li> </ul> </li> <li>• Evaluate learning, considering the size and scope of the issues reported, and the potential harm to personnel, the public or the service</li> <li>• Appropriately share learning, either or in combination: <ul style="list-style-type: none"> <li>○ Internally</li> <li>○ Using the National Operational Learning system</li> <li>○ Using the JESIP Joint Organisational Learning system</li> </ul> </li> </ul>			

To meet this Fire Standard, a fire and rescue service should:

- Follow the NFCC National Operational Learning: Good practice guide for fire and rescue services
- Apply three fundamental approaches to managing operational learning:
  - Use National Operational Guidance as the common framework to identify the areas of operational activity where change may be required
  - Use a consistent approach to analyse and objectively compare what has happened against the control measures contained in National Operational Guidance which provide good practice
  - Maintain an open reporting culture, even when details of learning are sensitive; concentrating as National Operational Learning does, on the ‘how’ and ‘why’ of the learning and not the “who”

### **Legal Requirements or mandatory duties**

Fire and rescue services are responsible, under legislation and regulations, for developing policies and procedures and to provide information, instruction, training and supervision to their personnel about foreseeable hazards and the control measures used to reduce the risks arising from those hazards.

#### **[Health and Safety at Work, etc. Act 1974](#)**

This act imposes a duty on employers to ensure, so far as is reasonably practicable:

- The health, safety and welfare at work of all of their employees (section 2)
- The health and safety of others is not affected by the work carried out by their employees (section 3)

The act also means that employees have a duty to take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work (section 7).

#### **[Management of Health and Safety at Work Regulations 1999](#)**

Regulation 5 states that every employer has to make and record appropriate arrangements for the effective planning, organisation, control, monitoring and review of preventive and protective measures.

#### **[Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#)**

Under RIDDOR, all employers must report any work-related deaths, and certain work-related injuries, cases of disease, and near misses involving their employees wherever they are working.

### **Expected benefits of achieving the Fire Standard**

National Operational Learning is an integral part of National Operational Guidance; used in combination they facilitate continuous improvement in the sector.

The National Operational Learning system provides a vehicle to identify new or emerging risks, monitor trends within the sector, recommend remedial actions, promote best practice and share learning across all UK fire and rescue services.

Expected benefits of achieving the Fire Standard include:

- A reduction in in preventable deaths, injuries and dangerous occurrences

- Sharing of operational learning for the greater good of the fire and rescue service and the communities they serve
- Internal improvements in services of their policies, procedures and training
- Sharing of operational learning for the greater good of associated responder agencies

#### Linked qualifications, accreditations or Fire Standards

##### Fire Standards

- Operational preparedness
- Operational competence

#### Guidance and supporting information

[National Operational Learning: \*Good practice guide for fire and rescue services\*](#)

[National Operational Guidance \(NOG\)](#), in particular:

- The section *Corporate guidance for operational activity*, including the corporate actions

Note: Please contact the Fire Standards team within the NFCC CPO for any queries or support with regards to the use or completion of this template [contact@firestandards.org.uk](mailto:contact@firestandards.org.uk)