

Title of Standard	Fire Control
Business Area (ref Activity Framework)	Service Delivery
Sponsoring NFCC Committee	TBC
Desired Outcome	
<p>A fire and rescue service that prepares and empowers their fire control personnel to make effective and proactive decisions; to provide safety, evacuation, and survival guidance to the public in an accessible way. It provides fire control personnel with the training and equipment to coordinate an effective operational response with operational employees, blue light partners and other organisations, embedding JESIP principles to provide the best possible service to the public.</p> <p>A service that values and understands the broad and fundamental role that fire control has from when 999 calls are made, through to the conclusion of incidents and beyond. The service provides an effective fire control capability, resourced to meet the demands placed upon it.</p> <p>It is an organisation whose culture and practices include fire control as an integral part of its operational preparedness, response and incident command arrangements. It recognises the important contribution made by its fire control to the effective, safe and coordinated resolution of local, regional and national incidents. The knowledge and expertise of those in its fire control helps inform both community risk management and strategic plans of the service.</p> <p>It is an inclusive and caring organisation that recognises the mental health pressures fire control employees may be exposed to and provides appropriate health and wellbeing support.</p> <p>The service actively values and encourages the contribution of fire control employees as an integral part of organisational management. It has skilled fire control managers, empowered to effectively lead, support and develop fire control, providing them with opportunities for progression.</p> <p>The service invests in their people, providing fire control teams with a continuous cycle of learning and professional development. This includes regular training and exercising with operational employees and incident commanders and, as and when possible, with other agencies.</p> <p>Fire control is integrated in the organisational learning process of the service. There is recognition of the value that is drawn from effective de-briefing and the sharing of information and experiences from a fire control perspective. The service adopts good</p>	

practice and is innovative, it stays informed of industry developments, emerging technologies and trends.

During periods of exceptional demand for fire control and when other factors disrupt business as usual, the service delivers critical fire control functions because of its resilient fire control capability and business continuity planning.

What is required to meet the Fire Standard

To achieve this Fire Standard, a fire and rescue service **must**:

1. Include fire control managers in its community risk management planning
2. As part of their community risk management and workforce planning, consider the resources they need to provide a resilient fire control, including:
 - a. The role and level of the fire control commander
 - b. The number of fire control employees required for the safe and effective command and operation of fire control
3. Base fire control policies, procedures and tailored guidance on National Operational Guidance, unless by exception its content is not relevant to the service
4. Embed JESIP into policies, procedures, training and exercising to support interoperability and multi-agency working
5. Provide fire control employees with effective systems and arrangements to:
 - a. Receive and manage emergency calls
 - b. Identify and record the location of emergency callers and incidents
 - c. Provide advice and life-saving survival guidance to help people at risk
 - d. Determine an appropriate response
 - e. Identify the location, skills and availability of resources
 - f. Mobilise appropriate resources
 - g. Share incident related information with operational employees, other fire controls and other multi-agency organisations
 - h. Increase emergency call management capacity
6. Recruit, train, exercise, develop and maintain a competent and professional fire control workforce
7. Have in place necessary succession planning and processes to maintain a sustainable competent fire control workforce

8. Develop a cycle of continuous learning and development for fire control employees that considers relevant occupational standards
9. Identify, develop and regularly assess enough competent and professional fire control commanders to enable the safe and effective supervision of fire control activities and continuous service delivery
10. Establish and regularly test and evaluate robust business continuity plans (BCP) relating to critical fire control functions, that:
 - a. Plan for the degradation and loss of key fire control functions, including systems, infrastructure and people
 - b. Provide clear steps for invoking the BCP with assigned responsibilities
11. Provide easily accessible and widely promoted mental and physical health and wellbeing support to its fire control employees
12. Integrate fire control employees in organisational and multi-agency learning processes, providing opportunities and tools to:
 - a. Share relevant learning
 - b. Receive relevant learning
 - c. Implement improvements by acting on relevant learning

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

1. Use the training specification component of National Operational Guidance to inform their training needs analysis

Expected Benefits

1. Continuously improves the quality of service provided to the public
2. An effective operational response and improved community safety and wellbeing
3. Professional and competent fire control employees
4. Improved safety, mental and physical health and wellbeing of employees
5. Improved levels of recruitment and retention as a consequence of increased professional development opportunities and effective planning
6. Effective intra-operability between fire controls, contributing to improved coordinated responses, collaboration and sharing of learning
7. Improved interoperability with other organisations
8. A resilient fire control capability

Relevant Legislation

This Fire Standard reflects only the most relevant legislation to this topic.

We recognise that fire and rescue services must comply with a broader list of legislation to undertake their duties, which would be applicable to all standards. [View the legislation which applies to **all** Fire Standards.](#)

1. [HSE Display Screen Equipment Regulations](#)

Linked qualifications, accreditations, or Fire Standards

- [Community Risk Management Planning Fire Standard](#)
- [Operational Competence Fire Standard](#)
- [Operational Learning Fire Standard](#)
- [Code of Ethics Fire Standard](#)
- [Operational Preparedness Fire Standard](#)
- [National Occupational Standards](#) - currently under review
- [Emergency Contact Handler Apprenticeship](#)
- [Communications Tactical Advisor](#)
- Control ILO course (available 2023)

Guidance and supporting information

[Fire control National Operational Guidance: Survival guidance](#)

[Fire control National Operational Guidance: Fire control command](#)

[Fire control National Operational Guidance: Multiple calls and multiple incidents](#)

[Fire control National Operational Guidance: Emergency call management: People at risk](#)

[JESIP](#)

Fire control National Operational Guidance: Multi-agency (Publication 2023)

[International Organisation for Standardisation \(ISO\) 22301: Business continuity management systems](#)

[ISO 11064: Ergonomic design of control centres](#)

Public Emergency Call Service (PECS) Code of Practice – Official sensitive/restricted access