

12/09/2019 Mesh - 1301 Mobilisation

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ORDER 13/1 WEST MIDLANDS FIRE SERVICE MOBILISATION Overview of Amendments 1301

1 STRATEGY It is the strategy of the West Midlands Fire Service (WMFS) that all personnel are aware of the principles of mobilisation. 2 PROCEDURES 2.1 Emergency Call Management (ECM) Utilising the knowledge and skills of control room personnel enables the appropriate risk assessment based on the specific intelligence gathered from the caller: supported by any other available intelligence which will determine the appropriate level of response. At each stage of the ECM process Fire Control (FC) will have to consider if resources should be: sent, adjusted, returned/redirected or sent to Rendezvous Point (RVP). 2.2 Dynamic Mobilisation (DM) DM involves using resources flexibly and efficiently in the approach to ECM. This will result in a proportionate and appropriate initial response. Therefore, allowing FC to alter or amend initial response decisions 'to achieve the best match between incident needs and resources available at the earliest opportunity, to ensure those in need receive a safe and appropriate service.' Dynamic mobilisation may be influenced by:

- Site Specific Risk Information (SSRI)
- Repeat calls
- Information received on initial call
- local knowledge on specific sites, equipment and appliance availability of proposed resources
- Additional information received from reliable sources in attendance
- Additional intelligence from imagery
- High level of incidents in progress

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- Previous incidents to a location
- Other considerations - weather, time of day, travel distances

This is not an exhaustive list. 2.2.1 Operational Considerations to Support Dynamic Mobilisation; Operational Crews whilst mobile to incident – An Incident Commander (IC) may augment the Level of Response (LOR) due to information gathered on route, or local knowledge. FC may amend LOR on route or assessment of any additional information. Resource management – ICs must be aware of resource management and support effective mobilisation by releasing resources from incidents as soon as possible. Alternatively, they should consider adopting the use of 'Available Incident' when resources can be made available to attend another incident. Operational teams should feedback DM decisions, through Organisational Intelligence and FC, to influence SSRI and future DM decisions. FC will verbally update all mobile resources when the LOR to an incident has been adjusted. Any incident where the risk assessment has resulted in an adjustment to the LOR will have a tag added by FC (either DM reduced or increased). 2.2.2 Maximised Response System. Maximised Response fully supports both the Service Delivery Model (SDM) and the five-minute attendance time. A key element of the system are the mobilisation classifications in which appliances can be booked against, these include:

- Extended Delayed Response - No more than six appliances at any one time can be booked on this classification.
- Two Minute Minimum Delayed Response - This option provides a delayed response time for appliances to mobilise to incidents.
- Category One Response Only - Appliance will only be mobilised to Category One incidents.
- Available for immediate turnout. Only two appliances per command area can book onto Minimum Delayed Response or Category One Response at any one time. In order to further support any planned activity FC will use a combination of both planned and dynamic cover moves to support activities booked via Maximised Response and any incidents in progress. In extreme

circumstances FC may have to cancel or delay booked activities if high levels of resource utilisation are being encountered.

5.1 Fire Investigation and Prevention (FIP) Automatically mobilised to incidents within the following categories: · All fatal fires · All incidents from which an assistance message for four pumps or more are received. (If the assistance is for water relay or breathing apparatus, the Fire Investigation Officer will respond at their own discretion.) · Any recall incident, defined as an FDR1 reportable fire at the same address within a 12 hour period between the incident being left correct and the time of any subsequent call · Fire involving service properties Mobilised on request from the IC. 5.2 Dedicated crews 5.2.1 Command Support Crew Will be mobilised: · Upon receipt of an assistance message for 5 pumps

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1 PRL, from any station will be mobilised as command support crew to establish and run command duties for the incident. If there is a further make up requiring the attendance of the ICU/CSV, this crew will form part of the associated attendance for the command vehicle. 5.2.2 Emergency Rescue Crew (ERC) Will be mobilised: · Upon receipt of an assistance message for 8 pumps or more · Upon request of IC dependent on complexity or hazards involved at the incident One PRL, from any station, with a minimum crew of 5 and command level of Watch Commander will be mobilised as the dedicated emergency rescue crew. This crew should not don breathing apparatus and, unless instructed otherwise, be located at or near the incident command unit or command support vehicle. The emergency rescue crew must keep themselves informed with the developments of the incident and must be familiar with the incident ground.

8 STATION RESPONSIBILITIES FC are to be kept informed of resource and staffing availability at stations, including the availability of ancillary equipment. Calls from Sources Other than FC If any member of WMFS receives a call to a fire or other incident from a source other than FC they must: · Obtain all necessary details of incident and address · Inform FC who will action appropriately If a member of the public uses the running call telephone located at fire stations, the call will normally be acted upon by FC.

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9 SENIOR COMMAND COVER

9.1 Flexible Duty Officers It will be assumed by FC that the officer is on duty, and 'available pager', from 0900 hours until 1800 during a day shift and until 0859 on the following day during continuous duty, as detailed on the daily duty sheet. If the officer's status needs to be recorded as anything other than 'available pager', the responsibility falls on the officer to notify FC by telephone. Satellite Navigation Mobilising to Incidents and Status Updates Incident details will be sent to Flexible Duty System (FDS) and other emergency blue light responding officer's devices mobilised to emergency incidents. FDS officers must keep their device switched on at all times when driving whilst on duty. The normal method to alert FDS officers and other emergency blue light responding

officers to emergency incidents still applies, for example, via pager. FDS officers will use the device to keep their status up to date with FC, including mobile to incident, in attendance at incident, available pager, available home station and available home address. This process will allow FC to monitor the location and status of those lone workers issued with a device. The normal contact arrangement with FC, other than for status updates, still applies. Permission to go 'off the run' must be given by FC during periods of continuous cover or day duty. Satellite Navigation devices must then be used to book 'Mobile Unavailable'. 9.2 Duty Brigade Command Officer At least one brigade command officer will be on duty to carry out the responsibilities of duty brigade commander.

9.3 Duty Area Commander There must be at least one Area Commander on duty to carry out the duties of the duty senior commander. 9.4 Duty Station/Group Commander There must be a minimum of eight station or group commanders on duty at all times. An officer will be nominated as duty officer to carry out the role of duty commander. A suitably qualified Station or Group Commander may be mobilised by FC to undertake specialist roles as required. It is the responsibility of Response to ensure that there are sufficient trained command officers available to fulfil the requirements of the specialist roles at all times. A weekly rota sheet detailing officers and their duties will be produced by workforce planning. 9.5 Duty Fire Control Command Officer

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Group Commanders and Station Commanders attached to FC are responsible for operational and management issues within FC.

9.6 Recall to Duty

9.6.1 Introduction The Recall to Duty system will not be used to cover organisational long term deficiencies in skills or establishment strength. It is entirely separate to other routine cover arrangements in place to manage employee shortages caused for example by sickness.

9.6.2 Initiation To ascertain the appropriate level of volunteers to recall, the Duty Commander will liaise with Fire Control and any other sections as needed. The Incident Room will be opened if necessary, to provide a consistent and co-ordinated response to the planning and response phase of the event.

The Incident Room will manage the process, supported by Fire Control if resources permit, an FDS Officer may be assigned and mobilised to assist the implementation of Recall to Duty in-conjunction with the Incident Room. If there is no available FDS Officer on duty one may be recalled.

When contacting volunteers, the situation and their role at the incident should be fully explained. If a volunteer is able to return to duty, they should also be informed of the mobilising instructions and timescales required. Where possible it should also be indicated as to the likely time they may be deployed at the incident, especially if they are deployed outside the West Midlands area.

Any vehicles and equipment required for the volunteers will be sourced during the development of the plan by the Incident Room Manager.

When a serious incident, emergency or request for assistance is received from another Fire Service or the National Command Centre, Fire Control will contact the Duty Area Commander who will assess the urgency of the request and authorise, if necessary, the implementation of the Recall to Duty system. If Gold Command is established, they will authorise the request.

9.6.3 Volunteer Guidance Volunteers who wish to be added to the Recall to Duty register must register via a Microsoft Forms found here.

When requested, volunteers will be asked for their estimated time of arrival at the nominated assembly point. It will be the responsibility of the volunteer to assess their journey time; this may include collecting

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their PPE. Driving will be under normal driving conditions and in adherence to the road traffic regulations and WMFS driving policies.

All volunteers must ensure that their contact details and skills are kept up to date. Any changes must be made by resubmitting the Microsoft Form as Recall to Duty is not linked with HRMS.

All volunteers are reminded that when making their decision to return to duty that they are fit to work and should be free from alcohol or other substances as per WMFS policies.

In line with NJC Scheme of Conditions of Service, an employee who is not on duty and is recalled to duty shall be paid for a minimum of three hours. Employees in the role of Group or Area Manager shall be paid at the maximum rate applicable to a Station Manager. Where the period of recall exceeds three hours payment shall be made for complete periods of fifteen minutes. All payments shall be at double time.

Further guidance can be found on the MESH news item.

9.6.4 System Guidance The process below details actions required to initiate, implement and stand down a recall to duty:

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10 CROSS REFERENCES Fire and Rescue Service Circular: Emergency Call Management Message Procedure Academy Informing Other Services and Resources 11 KEY STAKEHOLDERS Strategic Enablers

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Organisational Preparedness Fire Control Response Representative Bodies 12 EQUALITY IMPACT ASSESSMENT (EIA) The Initial Equality Impact Assessment did not raise any issues. 13 RESPONSIBILITY AND REVIEW 13.1 Responsible SET Member Strategic Enabler for Organisational Preparedness. 13.2 Created/Reviewed/Amended