



# SHROPSHIRE

## Fire and Rescue Service

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**BRIGADE ORDER  
OPERATIONS  
NO. 2**

**PART 3**

**OPERATIONAL  
INTELLIGENCE  
GAINED FROM  
STAFF**

## BRIGADE ORDER OPERATIONS NO. 2

### **PART 3 – OPERATIONAL INTELLIGENCE GAINED FROM STAFF**

#### **PURPOSE**

All of our staff are the Service's eyes and ears in the community. The information they gather can be vital for the safety of building occupiers and firefighters attending incidents in these places.

This Order sets out how staff can quickly and easily report 'operational intelligence' gathered.

#### **STRATEGIC AIMS AND OBJECTIVES**

This Order supports the following Strategic Aims and Objectives:

Strategic Aim 1 – “Reduce the risk of life and material loss from fire and other emergencies in the community”

Strategic Aim 2 – “Protect life, property and the environment from fire and other emergencies”

and Strategic Aim 3 – “Secure the highest level of safety and welfare for all staff by providing effective supervision, training, equipment and systems of work”.

Associated Corporate Objectives are:

Objective 1 – “Reduce the incidence of deaths and injuries in the community”

Objective 2, - “Reduce the incidence of fires and false alarms”

Objective 3 – “Ensure the effective enforcement of fire safety legislation”

Objective 4 – “Ensure the provision of an appropriate risk based approach to fires”

Objective 5 – “Ensure the provision of an appropriate response to non-fire emergencies”

Objective 6 – “Minimise the effect of our intervention actions on the environment

and Objective 8 – “Ensure that all Members and employees are competent and able to perform their role”.

#### **ROLES, RESPONSIBILITIES AND REVIEW**

The **Head of Operational Response** is responsible for ensuring this Order is implemented across the Brigade and will also be responsible for the day to day operation of the Order.

The **Head of Operational Response** will review this Order biennially in *September* and as and when organisational changes take place.

## **INTRODUCTION**

Operational intelligence is vital for the safe and effective performance of operational crews within Shropshire Fire and Rescue Service. It is information about matters that would assist or hinder operational firefighters responding to an incident.

The Service has systems to formally collect, collate and disseminate information to crews but very often informal information, known locally, can be lost and unavailable to crews attending an incident and not available to the Service when formulating contingency plans and Integrated Risk Management Plans.

Shropshire Fire and Rescue Service has almost 600 members of staff who work and live across the county. They shop in local shops, work in local factories and visit local amenities. Staff visit premises through work in Business Fire Safety teams and on operational duty. Each and every member has the opportunity to see issues that could impact on operational risk assessments.

This Brigade Order sets out the systems adopted by the Service to ensure that information, crucial to operational success, is communicated from members of staff to the Service operational planning teams.

## **INTELLIGENCE GATHERING WHILE AT WORK**

### **WHILE CARRYING OUT FIRE SAFETY VISITS**

Many of our staff visit premises while carrying out fire safety visits, be they for Business Fire Safety Inspections / audits or Community Fire Safety issues. On many occasions they will see issues that may impact on operational efficiency.

### **WHILE ATTENDING INCIDENTS**

Operational crews gain access to premises when attending incidents including Automatic Fire Alarm actuation. Occasionally they will see issues in the premises that could impact on the operational safety of crews.

Equally staff could see major issues of concern for the safety of members of staff working in the premises or members of the public resorting in the premises.

## **INTELLIGENCE GAINED WHILE OFF DUTY**

### **RETAINED DUTY STAFF AT THEIR NORMAL PLACE OF WORK**

Over 300 members of Shropshire Fire and Rescue staff have their full time employment outside the Service. Most of these work in premises that could be the scene of an emergency incident. Therefore, they have the best information to support our crews attending such an event.

All significant risk premises in the county will have a contingency plan and the retained staff who work in these premises will be able to report any significant changes to the risks within these premises so that they can be re-inspected. To do this they should bring the changes to the attention of their line manager who will discuss these with the Incident Command team in Brigade Headquarters who are responsible for gathering risk information.

Staff who spot significant operational risks in their place of work are legally obliged to report these to their employers under Health and Safety legislation and should inform their employers that they need to report these to the fire and rescue service under the same legislation. Most often these issues are of no threat to the safety of staff under normal conditions but may be a risk to firefighters or a hindrance to fire service activities.

Examples are:

- Insulated Sandwich Panels used in construction of the building.
- Large numbers of acetylene cylinders used in the premises.
- High Security fencing / doors erected that might prevent easy fire service access in an out of hours emergency.
- Sprinkler system / fire alarm system deactivated during building work.
- ‘Smoke Cloak’ type security systems installed.
- On farms, children making ‘dens’ in hay stacks.

Retained staff may also see fire safety issues in their normal places of work that cause concern. Again they should report these to their employer but should also report these to the Brigade.

## **ALL STAFF WHILE OFF DUTY**

### **Operational Information**

Staff whilst shopping or at leisure may gather information vital for operational efficiency or firefighter safety. This may include knowledge such as that identified above or such issues as:

- Abandoned cars that could be set alight.
- Large amounts of fly tipping.
- Children playing with matches in parkland.
- Knowledge of large temporary risks such as caravan gatherings, fairs, derelict buildings etc.

### **Fire Safety Information**

Equally staff may see fire safety issues that cause concern, fire exit doors locked or stock blocking exits for example. If necessary staff can immediately let the occupier know of any concerns but should they feel unable to do so they should use the communication channels set out below.

### **Hydrants and Water Supplies**

Water is a vital ingredient in the success of a fire service, so staff should be extra vigilant when they discover information that might impact on water supplies.

Important information that staff could report are issues such as:

- Contractors or using hydrants.
- Open water supplies drying up or access restricted.
- Areas where there appears not to be hydrant provision.
- Loose hydrant lids or missing plates.

## INTELLIGENCE GAINED FROM MEMBERS OF THE PUBLIC

Members of the public regularly report fire safety concerns. They are dealt with through another system. However, members of the public may report issues impacting on operational effectiveness to any member of the Service. Staff should gather as much information as possible from the person, including name and contact details and forward this information on to Headquarters as detailed below.

## REPORTING INFORMATION

There are 3 methods of reporting information gathered.

1. Staff identifying fire safety issues that may present an unacceptable hazard to life or property should send their concerns to [fsintel@shropshirefire.gov.uk](mailto:fsintel@shropshirefire.gov.uk)

The Fire Safety administration team will check the inbox daily during office hours and deal with any matters reported. Or speak directly to Fire Safety during office hours.

2. Staff identifying operational intelligence and water supply related matters should e-mail [opsintel@shropshirefire.gov.uk](mailto:opsintel@shropshirefire.gov.uk) The on duty Incident Commander will check the mailbox daily and deal with any matters reported. Or speak directly to an Incident Commander.
3. For **urgent** hazard information of both types, staff can contact Fire Control (01743260200) with the information. Fire Control will liaise with the Duty Principal Officer on the action needed.

## FEEDBACK

All suppliers of information will receive feedback on what actions have been taken following receipt of their information.

## AUDIT AND REVIEW

Incident Command and Business Fire Safety teams will produce an audit file containing every intelligence led e-mail and telephone contact. The file will also contain what actions were taken at various levels within the organisation.

On a quarterly basis the Quality and Skills Manager (Business Fire Safety) and the Head of Operational Response will audit the actions taken and verify that significant issues have been dealt with.

## **OPERATIONAL INTELLIGENCE – AIDE MEMOIR OF ISSUES TO LOOK OUT FOR**

Many members of staff may not feel confident in their competence to spot the sort of hazards that could be vital for operational intelligence. Below is a short, not exhaustive, list of the sort of issues you may see that you should report.

### **Fire Safety Issues You May See**

- Fire exit doors chained or blocked by stock.
- Large quantities of waste paper etc left outside factories or shops.
- Skips with flammable contents stored close to factories or shops.
- New Occupation of building with different usage
- Storage of large quantities of flammable substances
- Fire Alarm systems or sprinklers turned off or not working.

### **Operational Issues You May See**

- Abandoned cars that could be set alight.
- Large fly tips.
- Plans for large caravan gatherings, fairs, barn dances etc.
- Large derelict buildings or premises being closed down
- New large buildings under construction
- Access for fire appliances severely restricted

### **Water Supply and Hydrant Issues You May See**

- Contractors such as builders or drain cleaners using yellow marked hydrants.
- Hydrant posts broken or lids loose.
- Hydrants leaking water onto the road.
- New housing estates with no visible hydrants.
- Large areas of open water drying up.

## **What to Do**

### **Either:**

Tell the occupier

Fire Safety Issues E-Mail: [fsintel@shropshirefire.gov.uk](mailto:fsintel@shropshirefire.gov.uk)

Operations and Water Supplies E-mail: [opsintel@shropshirefire.gov.uk](mailto:opsintel@shropshirefire.gov.uk)

Phone Fire Control and inform them of urgent issues