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**Document Control:**

Active date	Review date	Author	Editor	Publisher
April 2014	April 2029	[REDACTED]	[REDACTED]	[REDACTED]

**Amendment History:**

Version	Date	Author	Reasons for Change
1.0	Sept 10	[REDACTED]	Initial version
1.1	Apr 11	[REDACTED]	Reviewed in line with Retention Policy
1.2	07/08/12	[REDACTED]	Reviewed and SOP reference changed
1.3	16/12/2013	[REDACTED]	Policy Review
1.4	27/03/2015	[REDACTED]	Policy Review
1.5	12/03/2017	[REDACTED]	Policy Review
1.6	28/03/2018	[REDACTED]	Policy Review
1.7	05/04/2019	[REDACTED]	Policy Review
1.8	28/02/2020	[REDACTED]	Policy Review
1.9	31/03/2023	[REDACTED]	Policy Review
1.10	20/03/2024	[REDACTED]	Update for Op Willow Beck and change of Author/Editor
1.11	16/03/2026	[REDACTED]	Amendments following policy review, change of author/editor/contact

**Equalities Impact Assessment:**

Initial	Full	Date	Reviewed by	Comments
	x		ED&I TEAM	LOCATED ON PORTAL

**Civil Contingencies Impact Assessment:**

Date	Reviewed by	Comments

**Related Documents:**

Doc. Type	Ref No.	Title	Location
Policy	RESPOL07	Spate Conditions	MFRS Portal
SI	0584	MDT and Airwave radio Communications procedure	MFRS Portal
SI	0415	Provision of Resources during Periods of Sustained Operational Activity and or Spate Conditions	MFRS Portal
SI	0441	Recall to Duty Scheme	MFRS Portal
MOU		Buddy agreement – Surrey FRS	
MOU		Buddy agreement - NWFC	
FCG	1.1.0	Emergency Call Management and Mobilising	MFRS Portal
FCG	1.1.1	Multiple Calls and Multiple Incidents	MFRS Portal
FCG	8.1.0	Operation Willow Beck	MFRS Portal
FCG	8.2.0	Mobilisation Procedure	MFRS Portal

**Distribution List:**

Name	Position	Department

**Sign-Off List:**

Name	Position

**Target Audience:**

All MFRS	Principal Officers	Senior Officers	Operational Crews	Fire Safety	Community Fire Safety	Support Staff
X						

**Ownership:**

FOI exemption required?	Yes		URL
	No	X	Reason

**Legislation:**

Title
Fire & Rescue Services Act 2004

**Contact:**

Department	Email	Telephone ext.
Operational Response		

## RESPOL08 Emergency Call Management Policy

### 1. Policy Introduction and Background:

It is the policy of Merseyside Fire and Rescue Authority (MFRA) to efficiently respond to all calls for help from any member of the community at any time of day. This shall include provision of competent personnel and equipment as is deemed necessary to ensure that we respond to all calls for assistance with a level of response appropriate to the risk.

### 2. Policy Explanation:

MFRA will comply with the statutory duty imposed under the Fire and Rescue Services Act 2004 Section 7, 8 and 9 to have efficient arrangements for dealing with calls for help and summoning personnel.

We will continuously improve our emergency call management provision with due regard to relevant up to date guidance and the needs of all stakeholders.

MFRA will endeavour to answer all emergency calls as promptly as possible with the aim of responding to all 999 calls within 10 seconds. This is in line with the corporate aims and objectives as defined in the current Community Risk Management Plan (CRMP) and Service Plan

MFRA will ensure all control staff are competent to deal with the full range of situations they are likely to face through structured training and development.

Action Plans within the Vision Command and Control system provide detailed guidance to Fire Control operators in the handling of emergency calls and the mobilisation of resources. We will obtain essential information from callers through call prompts and will reduce the risk to responders and the public by relaying safety critical information that is held on the Vision system. This will include information such as operational risk information and fire survival guidance to callers in danger.

To continuously improve our ability to respond to calls for help from all members of the community, MFRA have entered into partnership with Language Line and 999 BSL to assist callers and operators understanding each other. Interpreters are available for people with language differences and text and video call facilities are established for those with speech or hearing difficulties.

Dynamic mobilisation utilising Automatic Vehicle Location Search (AVLS) technology embedded within the Vision system ensures that the nearest available resources are dispatched in accordance with the pre-determined weight of attack.

In order to enhance the FRS capacity to handle larger incidents we have provided an Operational Support Room, which delivers improved incident support to teams attending major incidents. MFRA also provides the capability of a secondary control room, which is a key element of our Fallback arrangements to enable Business Continuity.

Buddy agreements and national arrangements (Operation Willow Beck) are in place to allow for calls to be redistributed and be answered by another FRS control room in the event of systems failures or spate conditions. These agreements are supported by robust processes for handback of calls and mobilisation of MFRS resources.

With the increased threat under National Resilience and in collaboration with other Fire and Rescue Services we have developed call management procedures to be adopted when responding to incidents outside of the boundary of Merseyside in support of other FRS's.

This is above and beyond the scope of Fire and Rescue Services Act 2004 Section 13/16 mutual aid agreements already in place.

### **3. Policy Implementation:**

This Policy will be implemented by means of the following documents accessed electronically within Intranet Portal:

- SI 0584 MDT & Airwave Radio Communications Procedure
- SI 0415 Provision of Resources during Periods of Sustained Operational Activity and or Spate Conditions
- SI 0441 Recall to Duty Scheme
- FCG 1.1.0 Emergency Call Management and Mobilising
- FCG 1.1.1 Multiple Calls and Multiple Incidents
- FCG 8.1.0 Operation Willow Beck
- FCG 8.2.0 Mobilisation Procedure
- FCG 8.3.0 AURA Operating Procedure
- FCG 8.4.0 MAIT Operating Procedure
- RESPOL07 Spate Conditions Policy

The Emergency Call Management Policy should be also read in conjunction with the Spate Conditions Policy

All Policies can be found on the [Website](#)