

## OIC 2015 Generic Feedback

### Good Practise

- Gathering and *recording* key information on initial 360 using TIC / visible smoke / building layout / hazards and using this in the brief to BA team
- Clear instructions given to BA team on their priority for
  - Search and rescue
  - Fire fighting
  - Tactical ventilation
- Keep ECO in the loop if IC briefing BA teams directly
- Keep brief to BA teams simply
  - Some IC's briefed the full incident in the initial brief – room by room, ground floor, first floor, when to change sets, messages, location of first aid point etc
  - Crews will have forgotten half of it after the first 5 mins
  - Stick to priorities and principles unless briefing to do a specific task
- Little time was wasted on tasking BA crews to look for utilities / services.
  - Crews informed they were still live and given approximate location
- 'Calm is contagious'
  - IC's displayed good control and calmed situations when tensions were high
  - This worked well with witness and their own crews
- Messages were timely and accurate
- Tactical modes passed

### Learning points

- Enough initial information was sought from the witness to brief BA crew but this was not then 'drilled down' enough later in the incident to clarify additional information on the casualties
  - exact locations, numbers, ages, were they contactable by phone etc
- Clarification between crew members to confirm *understanding* of briefs was not confirmed
  - This led to a crew starting a door entry procedure on the wrong initial entry door
  - BA Crew waiting for a door to be opened externally but wrong external door opened
- External identification of heat source used as only information in formulating tactical plan for BA crews
  - Several crews were sent directly to the first floor which placed them above a fire burning on the ground floor
  - Internal and external smoke leakage clearly indicated a fire on the ground floor but this was ignored by IC / BA crew
- Plans clearly stated 2007 but few IC's identified this possible conflict when feedback from BA teams stated internal layout appeared different.

- Some IC's simply altered the plans without proper clarification from BA teams or the witness
- Use the venue / treat as real
  - Only one team opened the large doors on the ground floor (Indie A) for ventilation / access
- Match the resources to the incident
  - Make ups ranged from 5 to 10 appliances -no right or wrong number but.....
  - Need to match functional roles / operational requirements to the number of appliances requested
  - Simply saying they are all for BA does not recognise the need for command support / Water? / marshalling? / safety?
- Sectorisation
  - Standard model of sectorisation to be used
  - Some IC's made the front and back sector 1 and 2 rather than 1 and 3
- Poor practise to run PPV fans while no BA crews in building
  - Even in phase 1
  - Especially if not all the areas have been searched.
- Treat as PRT
  - BA teams were taking too long (10 mins +) to enter building
    - Longest was 17 mins
- Initial 360
  - If not done by IC then detailed feedback needs to be sought from the crew member doing it
  - Hazards / signs of smoke / heat sources (TIC) / access & egress etc