



# National Operational Guidance

## Guidance Introduction



**NFCC**  
National Fire  
Chiefs Council

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## Introduction

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The Fire Standards provide an opportunity to bring clarity to the sector, and this online guide has been created to provide fire and rescue services with extensive implementation support. By implementing National Operational Guidance (NOG) and National Operational Learning (NOL), which underpin the Operational Response Fire Standards, services should be able to achieve, or in some cases exceed, the aspirational Fire Standards.

The overall expectation of the new Operational Response Fire Standards is that an 'all hazards' approach is used for incident management. The primary focus of fire and rescue services should be to ensure that attending officers understand how to identify the hazards that are present. They need to use the policies, procedures, equipment and other resources that their services provide to deal with those hazards (preparedness). The Fire Standards make specific reference to the [Corporate guidance for operational activity](#), which is critical for achieving the preparedness required for fire and rescue services.

Those officers should understand how to assess the situation and risks throughout the course of the incident. They should then identify and apply the appropriate controls to manage those risks, through decision-making that responds to changes in the hazards and risks presented by the situation (competence).

Lastly, officers should ensure that learning is identified that could improve their own performance, the preparedness of their service, the risk controls identified in their service, or the support and development of NOG itself (learning).

To adhere to the [Operational Response Fire Standards](#), services need to fully implement NOG and NOL, this guide lays out step by step methodology on how to achieve that.