



National
Operational
Guidance

Control measure

Additional resources: Major incidents



NFCC
Fire Central
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Control measure knowledge

Protracted or widespread major incidents will involve large numbers of fire and rescue service personnel, vehicles and equipment over prolonged periods of time. This requires significant resilience and logistical arrangements to be managed successfully. This scale of operations is likely to be outside of that normally experienced by crews at an incident, including fire control room(s) and normal incident support arrangements that are in place for day to day activities. Operational support for ongoing major incidents requires an additional level of support to manage the incident successfully. This will require scalable support arrangements and systems, including command support as well as sufficient numbers of trained personnel to sustain extended periods of operation. See National Operational Guidance: [Incident command](#).

Strategic actions

Fire and rescue services should:

- Ensure that they have scalable command support arrangements for all incidents, however large or protracted
- Consider the provision of a major incident room or support cell to provide additional support to fire control, and strategic, tactical and operational commanders
- Ensure that sufficient resources are available and considered within risk management plans and that planning assumptions and exercising includes preparation for major incidents

Tactical actions

Tactical incident commanders should:

- Ensure that they are aware of the type and level of support that an ongoing major incident will receive and how the structural arrangements work



- Plan ahead at the incident to predict and request resource requirements as far in advance as practicable
- Establish clear lines of communication with all the relevant parties that are in place to assist them