Shared Learning
Information from operational incident debriefs, monitoring and feedback drives continuous improvement through updates to training and operational practices. Where relevant this learning is shared through regional and national channels.

Operational Assurance
By combining learning from staff, incident monitoring, and robust assurance processes, NFRS can quality assure its response practices. This integrated approach ensures that operational performance is continually evaluated and enhanced.

Incident debriefs
NFRS operates as a learning organisation by providing staff with effective systems to identify learning opportunities and the tools to analyse data, enabling continuous improvement and informed decision-making

Receiving calls
Working in partnership with WFRS to provide a resilient Fire Control to take 999 calls and mobilise the appropriate response depending on the type and severity of incident

Emergency Planning and Preparation
Through the Joint Operations Team and working with partners as a member of the local resilience forum, with neighbouring fire services, and internally to plan and prepare for major or complex incidents requiring multi-agency response

Operational training and maintenance of competence
Mix of practical and theoretical based training to equip firefighters with skills and knowledge to deal safely and effectively with any type of incident. We work with the East Mids region to provide standardised training and guidance based on National Operational Guidance (NOG)

Maintain Risk Information
Visiting targeted premises to capture specific risk information and develop tactical plans for dealing with incidents, Risk information is identified through prevention, protection and response and therefore NFRS will take a joined-up approach to ensure risk information is identified and shared across the service.

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Fleet and Equipment
NFRS maintain a fleet of vehicles and equipment to respond effectively to emergency incidents taking an innovative approach and therefore maximising the safety of the public and responders.

Response to national incidents
We host several national assets and capabilities to support large complex incidents such as flooding and terrorist attacks which can deploy anywhere in the country at the request of other services. We can also call on other services for their support

Our People
Workforce planning, succession management, and staff development to ensure operational readiness is achieved through robust training systems that define core and specialist competencies.

Responding to local incidents
We aim to reach all primary dwelling fires within an average of 9 minutes, RTC's in an average of 12 minutes, other emergencies that are high risk in 12 minutes and other calls for service that are Low to medium risk calls will be responded to within an average of 60 minutes.
NFRS have a range of specialist capabilities including specialist officers that are mobilised to specific incidents. We have mutual aid arrangements with our neighbouring services that allow us to request or provide resources to help with incident response.