Procedure note: **PN1049-02**

Policy framework: **PN1049**

Procedure for managing Operations Policy Tools

Official

National Operational Guidance (NOG) Operational information notes (OINs) and control information notes (CINs)

Documents produced following the National Operational Guidance integration process will have their own dedicated templates separate from the standard LFB policy template that must be used.

Dedicated templates will ensure uniformity across documents, which is crucial for clarity and coherence. By using these templates, we will ensure that the document aligns with the required NOG standards and meets the specified criteria.

These can be found by contacting the NOG team who will own and store these:

- For operational information note templates use: 'LFB OIN template'.
- For control information note templates use: 'LFB CIN template'.
- For LFB roles template use: 'LFB roles template'.
- For LFB appliances template use: 'LFB appliances template'.
- For risk assessments template use: 'NOG RA template'.

New control/operational note numbers for NOG information notes (CINs/OINs)

NOG operational information notes (OINs)/control information notes (CINs) will be given a 'control/operational note' number along with its title, this will be issued on publication by the Knowledge Management Team in ascending order (e.g. CN0001/ON0001).

NOG documents title page and document information page

NOG documents have a title page that differs from the existing LFB policy template in terms of look, a summary can be found at the beginning of each document and the relevant dates (e.g. issue date, last amended etc) are on the 'document information' page at the end of the note.

As with existing policies and procedures, the title page is updated by the Policies and Procedures team. The product pack image, NFCC icon and titles can all be inputted via 'Slide Master', (use of existing documents for formatting will assist in creation).

NOG documents have a 'document information' page, which includes the document dates section showing when the note was issued, reviewed as current or last amended, and the next review due date, along with a table listing related policies and notes that should be read in conjunction with the current document.

What is a product pack?

A complete suite of materials that supports the development and implementation of a policy which includes:

- The policy document (OIN, CIN, etc...).
- Risk assessments.
- EIA/SDIA/HSWIA.
- Related training or communications material.
- NOG foundation materials.
- Supporting information.
- Training specifications.

What goes in 'supporting information' within the product pack

Reference materials that provide context or detail, such as:

- Memorandums of understanding.
- External reference documents.
- Any literature that supports the product pack.

Supporting information will need to be included in the reviewing cycle of all product packs to ensure all information is current.

1 Operational or Fire Control policy owner requesting an update to an existing policy (not yet converted to NOG format)

Where a framework area has not yet begun alignment with National Operational Guidance (NOG), the policy owner must:

- Contact the IM Policies Team to request a draft version of the existing document.
- Research relevant information and make any changes to the document.
- Review the content, format the layout, and ensure the document is written clearly in plain English.
- Conduct a final check of the document.
- Submit the document to the NOG Implementation Team, who will advise which framework area the document falls under. They will also contact all relevant teams, so they are aware of the upcoming potential changes.
- Return the document to the IM Policies Team for publication.
- Once approved, the document will be uploaded to The Hub.

2 Conversion of existing SOPs to control/operational information notes (CINs/OINs)

When converting SOPs to OINs or CINs:

- NOG implementation team performs a gap analysis against NOG.

- NOG implementation team will provide the appropriate template to the policy holder.
- NOG implementation team will provide guidance and support on how an existing SOP is turned into an OIN using hazard knowledge, control measures and tactical actions format.
- Once the document is approved by the document owner and the NOG implementation team the note is given to the IM Policies Team for publication on The Hub.

3 Creation of new OINs or CINs (following a gap analysis)

Where new content is needed:

- NOG implementation team performs a gap analysis against NOG.
- NOG implementation team will identify who the new policy owner will be.
- NOG implementation team will provide the appropriate template to the policy holder.
- NOG implementation team will provide guidance and support on how to create a new OIN using hazard knowledge, control measures and tactical actions format.
- Once the document is approved by the document owner and the NOG implementation team the note is given IM Policies Team for publication on The Hub.

4 Creation of an operational safety note, LFB role, LFB appliance

Where new content is needed:

- NOG implementation team identifies gap in knowledge.
- NOG implementation team will identify who the new document owner will be.
- NOG implementation team will provide the appropriate template to the document holder.
- NOG implementation team will provide guidance and support on how to create a new note using the appropriate format.
- Once the document is approved by the document owner and the NOG implementation team the note is given IM Policies Team for publication on The Hub.

5 Creation of risk assessments

- Mandatory for all new and updated operational information notes.
- Created by the NOG implementation team, document owner with support from Health and Safety using approved LFB format.
- Reviewed by the Health and Safety Board or designated reviewer.
- Displayed within the appropriate product pack and linked in policy document.

6 Creation of EIAs, SDIAs, HSWIAs

Each product pack will have an over-arching suite of documents.

The NOG implementation team will develop and provide one from each of the following:

- EIA: developed with EDI team.
- SDIA: developed with Sustainability Lead.
- HSWIA: developed with Health and Safety Team.
- Required at draft stage and submitted with product pack.
- Aligned with Policy number 0673 – Risk assessment procedure.

7 Review and governance

All policy content is subject to formal governance before publication.

Initial drafts reviewed by:

- NOG implementation team.
- Subject matter expert (SME) and peer group if applicable.
- Review cycle: every 3 years or after major incidents, national learning, or procedural changes.

8 Version control and archiving

All documents use the LFB master document template with embedded version control.

- Version number, date, and change history recorded on the front page.
- Obsolete versions archived securely and marked "Cancelled".
- The Hub must always host the current version.

9 Communication and implementation

- Once approved, the NOG implementation team will communicate the new information via their dedicated Hotwire page.
- Learning and Professional Development will be informed by the NOG team.

NOG OIN/CIN workflow process

Department author/editor:

- Create or edit an information note using the information note template or contact the IM policies team for the current draft version an existing document.
- Research relevant information and obtain approval from the Head of Department.

Head of Department:

- Review the new or draft information notes.
- Send the document to the IM policy team, copying all correspondence to the policiesandprocedures@london-fire.gov.uk and nogintegration@london-fire.gov.uk mailbox. Include all relevant teams in the process such as Learning and Professional Development and DaMOP.

IM Policy Team:

- Add or edit the information note in the admin database and SharePoint.
- Review the content, format the layout, and ensure the document is written clearly using plain English.
- Return the document to the author for approval.

Department author/editor:

- Review the edited information note.
- Complete impact assessments (Equality, Sustainability, Health and Safety). Send all signed off impact assessments to policiesandprocedures@london-fire.gov.uk.
- Forward the document to interested departments for wider consultation.

Other Departments:

- Review the document for consultation and provide feedback.
- Return the edited document to the author for approval, copying all correspondence to the policiesandprocedures@london-fire.gov.uk mailbox.

Department author/editor:

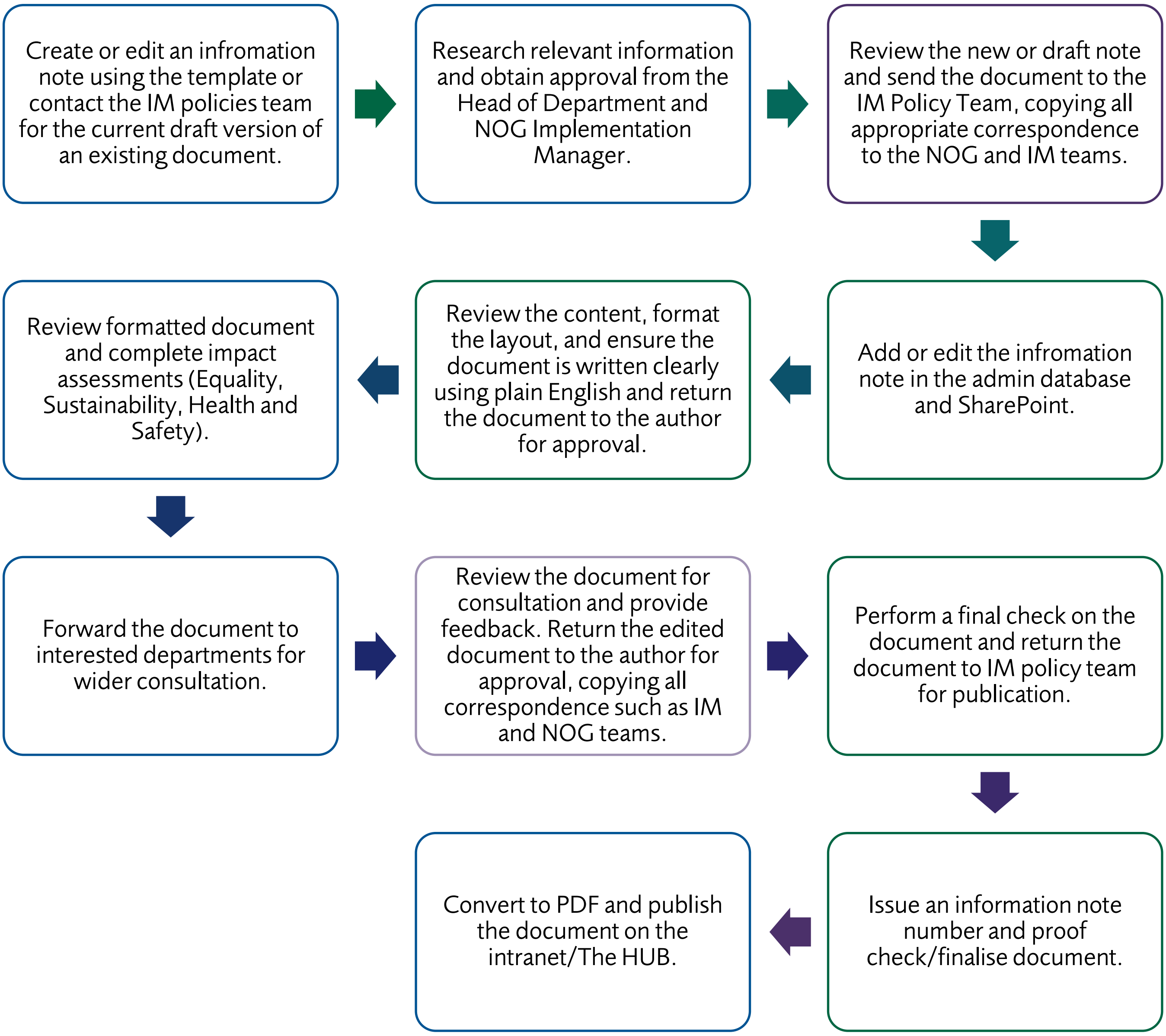
- Perform a final check on the document.
- Return the document to the IM policy team for publication.

IM Policy Team:

- Issue a new information note number.
- Add or edit the information note in the admin database and SharePoint.
- Proof-check and finalise the document.
- Convert the information note to PDF and publish it on the intranet/The Hub.

If you are reviewing an existing NOG foundation document or SOP, you must obtain an editable PowerPoint version from the Knowledge Management Team by using the policy and procedure mailbox (policiesandprocedures@london-fire.gov.uk). Ensure you copy in the NOG Implementation Team (nogintegration@london-fire.gov.uk) for document consistency.

Much of the editable information may be found in 'Slide Master' within the 'View' tab in PowerPoint, consult the NOG Implementation Team for assistance. All changes and amendments should be completed using the tracked change function so that there is an audit trail.


Create or edit an infromation note using the template or contact the IM policies team for the current draft version of an existing document.
Research relevant information and obtain approval from the Head of Department and NOG Implementation Manager.
Review the new or draft note and send the document to the IM Policy Team, copying all appropriate correspondence to the NOG and IM teams.
Add or edit the infromation note in the admin database and SharePoint.
Review the content, format the layout, and ensure the document is written clearly using plain English and return the document to the author for approval.
Review formatted document and complete impact assessments (Equality, Sustainability, Health and Safety).
Forward the document to interested departments for wider consultation.
Review the document for consultation and provide feedback. Return the edited document to the author for approval, copying all correspondence such as IM and NOG teams.
Perform a final check on the document and return the document to IM policy team for publication.
Issue an information note number and proof check/finalise document.
Convert to PDF and publish the document on the intranet/The HUB.

National Operational Guidance (NOG) foundation policies and Standard Operating Procedures (SOPS)

1 NOG policies and SOPs have their own templates separate from the standard LFB policy template that must be used. These can be found at **Start>new office documents>forms (departments)>Information Management.**

- For NOG policies use template named 'LFB Policy template 2021'.
- For SOPs use template named 'LFB SOP template'.

2 If you are reviewing an existing NOG foundation policy or SOP, you can obtain an editable Word version from the Knowledge Management Team by using the policy and procedure mailbox (policiesandprocedures@london-fire.gov.uk).

New policy numbers for NOG policies and SOPs

3 NOG policies will be given a policy number the same as standard LFB policies and this will be issued by the Knowledge Management Team in ascending order.

4 For SOPs, the number is linked to the NOG policy it is related too, with each related SOP having an alphabetic suffix after the main policy number (e.g., for PN466 the related SOPs would be numbered PN466a, PN466b etc).

NOG foundation policy title page and document information page

5 The NOG foundation policy title page differs from the standard LFB policy template in terms of look, with the policy dates found on the 'document information' page at the end of the policy rather than on the title page. Only the latest version date is on the title page, in the top right corner.

6 On the NOG policy title page, there is now an area to list related policies to be read in conjunction and an area to give a brief policy summary.

7 As with the standard policy procedure, the title page is mostly updated by the Policies and Procedures team so apart from the title and policy summary no other information is needed from the officer writing the policy and is for reference only.

8 The NOG foundation policy 'document information' page is used the same as the document history page on the standard LFB policy template but now includes the document dates section which lists the issued, reviewed as current, last amended, and next review due dates.

SOP title page and document history

9 The SOP template does not have a main title page and should only have the title and SOP number in the top right corner (incident type code is not being used at present and should therefore be left blank). There is no policy owner or contents page on the SOP template.

10 The SOP template does not have a document information page and therefore any changes made to a SOP must be recorded on the document information page of the related main NOG foundation policy.

This procedure should be read with:

- PN1049 – Policy framework
- PN0830 - Sustainable development impact assessments
- PN0673 - Risk assessment procedure
- Hotwire guidance on Equality Impact Assessments (EIAs)