



NFCC
National Fire
Chiefs Council

Dr Anton Van Dellen
Coroner's Area for West London

Sent by email to:
[REDACTED]

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7 May 2025

Dear Dr Anton Van Dellen

Thank you for raising the concern in relation to the death of Liam Stephen Allan on 26 August 2022. It is with great sadness that I read about the circumstances of his death. The National Fire Chiefs Council (NFCC) is committed to a culture of learning and improvement and seeks to support fire and rescue services to embed a learning culture. We actively track Prevention of Future Deaths reports that relate to fire and rescue services or similar relevant activities such as emergency response driving and share them with our members to ensure all opportunities to improve are taken.

In your report you have identified NFCC as being an organisation that has the power to take action to prevent future deaths associated with delays in control rooms transferring information between agencies via the telephone rather than using a CAD-mediated system to transfer information electronically.

We recognise the seriousness and devastating impact that can occur from ineffective and untimely sharing of information between emergency services. This has been captured within the [Fire Control Fire Standard](#) which requires fire and rescue services in England to provide fire control employees with effective systems and arrangements to mobilise appropriate resources and share incident related information with operational employees, other fire controls and other organisations.

To support this further, effective working with partner agencies is a critical part of our Fire Control Guidance. This includes multi-agency hazards and control measures on the following:

- Ineffective communication between fire control and other agencies
- Inaccurate situational awareness during a multi-agency incident: Fire Control
- An uncoordinated response to a multi-agency incident: Fire Control
- Learning in isolation from other agencies: Fire Control

One of the control measures is to establish effective communication systems between fire control and other agencies. Within this guidance it gives several strategic actions including

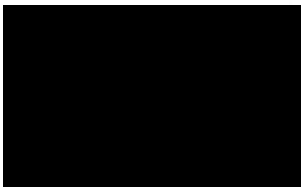
the consideration of configuring mobilising systems to integrate with electronic methods of communication. This will take a variety of forms within fire and rescue services and be agreed locally with their relevant partners.

There is a Multi-Agency Information Transfer (MAIT) system that can be used by UK fire controls and partner agencies. This system provides a method for organisations to share incident information electronically and is currently being implemented in all fire control rooms in England. It will enable interoperability between different systems and facilitate electronic information exchange between fire control rooms. This system could, therefore, facilitate electronic information exchange between emergency control rooms of all responding agencies should they sign-up also.

We seek to support fire and rescue services to improve the effectiveness and maximise the use of digital systems and this is key priority for us in the [Fit for the Future](#) strategic plan, which was developed in partnership with the Local Government Association and National Employers (England). This has led to the development of various pieces of guidance and tools on our [Digital, Data and Technology](#) webpages, and we continue to look at how we can influence innovation across the UK fire and rescue community.

For this tragic death of Liam Stephen Allan, we have been in liaison with London Fire Brigade to ensure that all learning captured from the incident is processed through our NFCC Organisational Learning arrangements. By doing this, we will not only be able to share key learning points with other UK fire and rescue services, but we will also be able to reflect on national guidance to ensure that fire and rescue services are adequately addressing the risks of similar incidents from occurring.

Yours sincerely



Chair
National Fire Chiefs Council