



**Kent Fire &  
Rescue Service**

Service Delivery Framework

National Inter Agency  
Liaison Officer (NILO) Service Order

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## **Introduction**

Kent and Medway Fire and Rescue Authority recognises the importance of inter-agency liaison with the other emergency services as part of its duties as a Level 1 responder under the Civil Contingencies Act. To provide this function, the Authority will maintain a group of security cleared staff to liaise with Kent Police, and other local level 1 responders. These officers will be known as National Inter-Agency Liaison Officers (NILOs).

## **Scope**

This Service Order applies to all staff of the Authority.

## **Regulations and Guidance**

### **Principles**

- 1 The Authority will maintain a group of National Inter-Agency Liaison Officers whose role will be to:
  - Bridge the gap between fire and rescue authorities (FRAs) and the UK Counter Terrorism Commands;
  - Improve inter-agency planning, operational preparedness and multi-agency incident command structures at relevant incidents;
  - Improve co-operation and understanding amongst agencies on matters of organisational capacity, capability and strategic command;
  - Reduce risk to the public, operational personnel and the environment;
  - Standardise the NILO role across UK fire and rescue authorities by implementing an agreed governance structure and formalising national intelligence links with partner agencies.

### **Roles and responsibilities**

- 2 There will be a minimum of eight trained NILOs within the Authority. This ensures that one duty NILO can be on-call and available 24 hours a day, 365 days a year.
- 3 The Authority will ensure that NILOs will facilitate two broad areas of work:-

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- **Proactive response:** Intelligence-led operations where the focus will be on risk-reduction, risk and asset management and communication. The NILO will ensure that the Chief Executive and Duty Brigade Manager are kept fully briefed on all intelligence-led operations.
  - **Reactive response and mobilising:** Where the Authority's knowledge, skills and assets can support multi-agency working to ensure a swifter and safer resolution to the incident.
- 4 The Authority will respond to four main categories of incident at which inter-agency liaison is required and can be supported by the NILO role:-
- Conventional and Chemical, Biological, Radiological, Nuclear and Explosives terrorism;
  - Complex or protracted Police-led incidents;
  - Spontaneous or planned serious public disorder;
  - Criminal or domestic critical incidents such as incidents where firearms or Police Firearms Units have been deployed, and at which FRA resources provide control measures in case of fire.
- 5 To assist inter-agency work and facilitate the proactive response, a minimum of three of the NILOs will work within the Authority's Operational Planning section.

### **Competencies and Training**

- 6 The Authority will:
- (a) Ensure that National Inter-Agency Liaison Officers have the appropriate security clearance.
  - (b) Ensure that all National Inter-Agency Liaison Officers have successfully passed a recognised national inter-agency liaison course.
  - (c) Ensure that a process is in place to ensure that these officers maintain their competence in line with agreed National Occupational Standards for the NILO role.

### **Partnership Working Arrangements**

- 7 The Authority will enter into a partnership agreement with Kent Police and South East Coast Ambulance Trust which defines the agreed arrangements for inter-agency NILO working.

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