



**UNITED  
KINGDOM  
RESCUE  
ORGANISATION**

Advancing  
professional  
rescue  
together

Business Plan





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this plan



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# FOREWORD

I am delighted to introduce the United Kingdom Rescue Organisation's (UKRO) new business plan. As a fast moving, dynamic organisation, UKRO is dedicated to advancing professional rescue to its pinnacle. Currently focusing on five rescue areas including vehicle extrication; trauma management; rope rescue; Urban Search and Rescue (USAR) and water rescue, UKRO's aim is to develop, enhance and promote the rescue capabilities of rescue and trauma professionals to ultimately reduce unintentional injuries and deaths that can result from these types of incidents.

As a member of the World Rescue Organisation (WRO), UKRO is also able to influence the rescue agenda at an international level by sharing the experiences, knowledge and expertise of technical rescue that has been developed within the UK with international colleagues.

In addition to this, UKRO's successful International Development Programme (IDP) has allowed the organisation to forge close links and develop strong relationships with countries around the world enabling it to help and assist these countries to develop and improve their own rescue capabilities.

As a result of this extensive international work, UKRO is now working alongside the World Health Organisation (WHO) and the European based Global Road Safety Partnership where it provides advice and guidance to various aspects of technical rescue.

It is an exciting time for the UKRO. New opportunities are emerging to build upon the excellent work done up to this point; this includes better integration of preventing incidents, an improved industry research and development offer and further enhancing the 'all year round' availability of UKRO expertise, products and activities.

The financial climate cannot be overlooked though, particularly as UKRO exists through the efforts of volunteers and the support of UK fire and rescue services and of course our sponsors from industry. That is why it is vital the organisation works towards creating a viable and sustainable financial future so that it can continue its valuable contribution to improving rescue standards.

The hard work and commitment of all those involved with UKRO cannot be underestimated and I am incredibly proud to lead such a special organisation.

# UKRO TRUSTEES



**Neil Odin**



**Dan Quin**



**Ian Greenman**



**Sam Burton**



**Mark Baxter**



**Guy Goodman**



**Ian Marritt**



**Cameron Black**



**Andy Dixon**





# ADVANCING PROFESSIONAL RESCUE TOGETHER

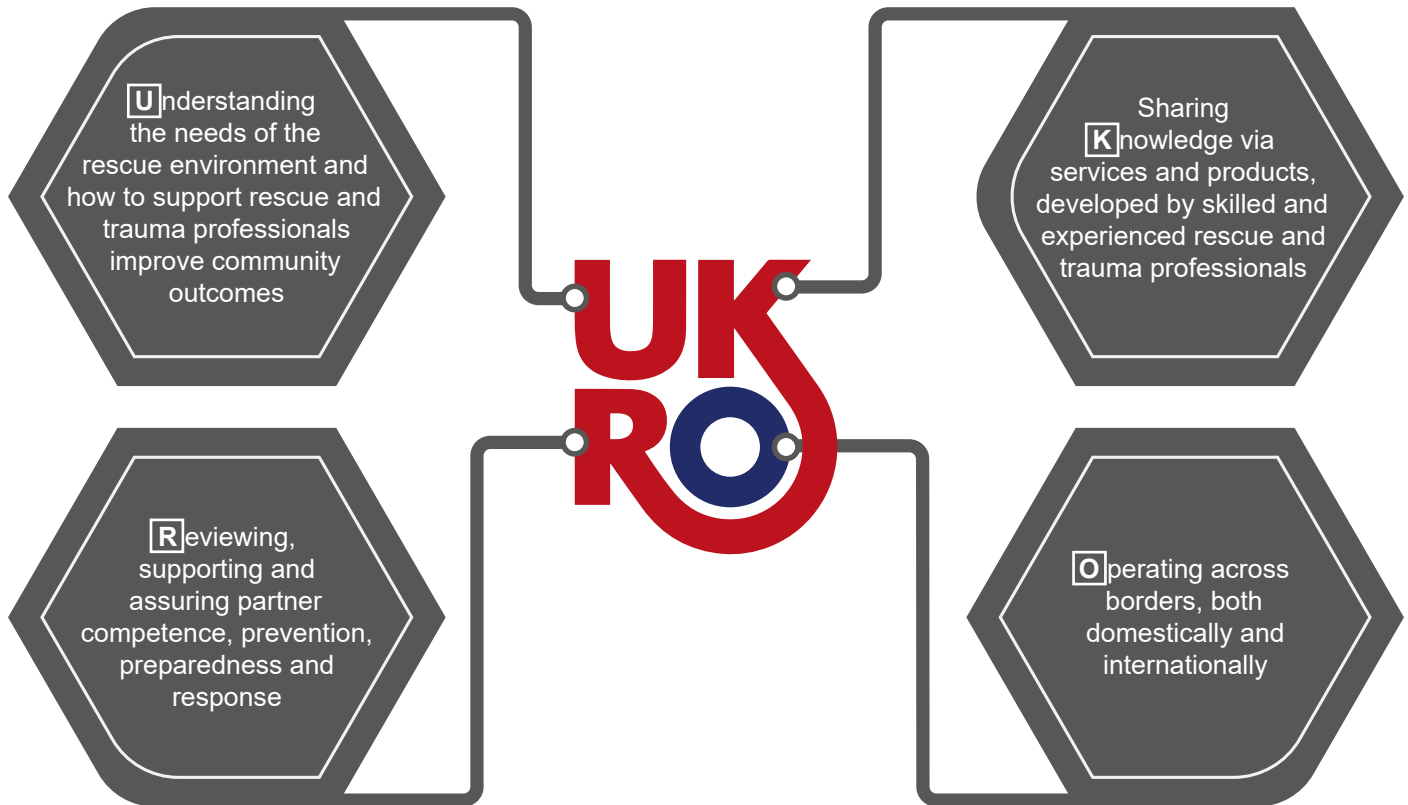
For over 30 years, the UKRO has, and continues to be, at the forefront of development and innovation in the field of professional rescue, ensuring that rescue and trauma professionals both in the UK and internationally, are able to adapt and respond to existing and emerging risks. During this time, the UKRO has acquired a wealth of knowledge and expertise.

The UKRO is formed and run by practitioners predominantly from within the Fire and Rescue and Medical sectors with a passion for advancing professional rescue. Both serving and recently retired rescue and trauma professionals, the dedicated UKRO team of volunteers, come from across the UK, amassing their knowledge, skills and experience.

Supported by the UKRO Board of Trustees, the UKRO ensures that it remains at the cutting edge of rescue developments and that its services and products are as applicable to managing organisational risks, as they are to rescue and trauma professionals putting them into practice at an incident scene.



# OUR MISSION STATEMENT



For the UKRO, 'together' means working with partners, rescue and trauma professionals, sponsors, supporters and international colleagues such as the World Rescue Organisation (WRO).





# RESCUE CHALLENGES

A long-standing product of the UKRO is the 'Rescue Challenge' which provides for a safe and controlled environment in which rescue and trauma professionals can trial innovative techniques and procedures and test new equipment that could ultimately be used at real incidents; this is known as the Rescue Challenge Concept (RCC). The rescue challenges are open to all rescue and trauma professionals, irrespective of background, governance, etc. the priority is providing a platform to allow for information exchange, peer learning and effective feedback.

Rescue challenges are delivered in a variety of scales, including at local (Single organisation), Cross-organisational, Regional and National levels, and across five Rescue Disciplines:

- Vehicle Extrication,
- Trauma Management,
- Rope,
- Water, and
- Urban Search and Rescue (USAR).

The UKRO continues to be committed to developing the RCC, looking at differing delivery models given the current/future operating environments and to encourage more rescue and trauma professionals to attend and participate.

Trauma management  
challenge

# STANDARDS, GUIDANCE AND TRAINING



In addition to the continued development of the RCC, which represent key events in the rescue and trauma professionals' calendars; the UKRO is about much more and supports partners all year round.

This includes but is not limited to:



Make recommendations to the continuous development of National Operational Guidance (NOG) and develop operational frameworks to support compliance



Supporting the Fire and Rescue sector approach to the prevention of rescue incidents, particularly Road Safety; this includes influencing policy and practices in a consistent and coordinated way.



Initiating research and development with sponsors, universities and other academic bodies, to explore specific rescue and trauma related issues and/or improve associated equipment and products.



Develop and deliver international support through our International Development Programme (IDP) and support of the World Rescue Organisation (WRO) and other partners such as FIREAID.



Design NOG compliant training products, capable of supporting remote and blended learning, while also considerate of learning styles and neurodiversity needs.





Water rescue challenge



# OUR STRATEGIC OBJECTIVES

Our strategic objectives are outlined in the following pages and the specific actions that we plan to deliver are also detailed. As with any organisational business plan it is important to understand the context in which the plan is set. The key contextual points to note regarding professional rescue for the period of this plan are:

- The continued remit by statute of the fire and rescue service to be the main provider of rescue capabilities and health services for trauma capabilities, working alongside other emergency services and specialist rescue providers, for increased efficiency and intra and interoperability.
- The financial constraints in which public services operate, and the transformation agenda around governance and organisational structures that is reviewed annually and has the potential to radically change the organisation of services over the period of this plan.
- The blend of capabilities across services and how these capabilities can best be arranged to meet the emerging threats and hazards that are faced, on a daily basis and as part of national capabilities in line with the national risk assessment and planning assumptions.

- The changing environment in which rescue and trauma professionals can acquire, develop and maintain their skills and knowledge. The ever-increasing need for a broader technical understanding of the subject matter, combined with the need to enable opportunities to develop and practice new and innovative ideas and techniques.
- An industry of suppliers to the services who more than ever need to ensure that their product development and research programmes are informed not just by anecdotal evidence, but moreover by a well-defined improvement agenda that clearly identifies where focus and investment is needed to provide for the future.

With these broad contextual points in mind, it is logical that the strategic objectives take account not only the aspirations of the organisation itself, but also how it can support, drive and where necessary influence the outcomes of these contextual challenges.



Vehicle extrication challenge

# OUR STRATEGIC OBJECTIVES

## **STRATEGIC OBJECTIVE 1:**

Developing standards, guidance and training materials for rescue and trauma professionals

## **STRATEGIC OBJECTIVE 2:**

Assessing, assuring and reviewing organisations, teams and individuals, to ensure the best outcomes for our communities

## **STRATEGIC OBJECTIVE 3:**

Undertaking and/or leading research and development into rescue and trauma-related issues

# OUR STRATEGIC OBJECTIVES

## DELIVERY PLAN: SERVICE DELIVERY

No.	Objective	Strategic Objective	Owner	By
1.1	Design, draft and implement in National Operational Guidance (NOG) and Rescue Challenges, a suite of Rescue Standards for the Vehicle Extrication, Rope, USAR and Water Rescue Disciplines.	1	Ian Marritt	June 2025
1.2	Establish qualifications via the Institution of Fire Engineers for each level of completed Rescue Standards (Frameworks).	1&2	Ian Marritt	June 2025
1.3	Embed the latest pre-hospital care into NOG and Rescue Challenges.	1&3	Andy Dixon/ Ian Marritt	Annually
1.4	Support the creation of rescue-related Trauma Care guidance, for pre-hospital trauma professionals, that reflects differing skill and training levels.	1&3	Ian Marritt	June 2025
1.5	Review the relevant sections of the rescue and trauma-related NOG and feedback to the National Fire Chiefs Council (NFCC).	2&3	Ian Marritt	Annually
1.6	Work closely with the NFCC Leads for Alternative Fuels and particularly Electric Vehicles, incorporating the latest research into rescue challenges and education workshops.	1,2&3	Ian Marritt	Annually
1.7	Integration of the UKRO Academy Modules into the Rescue Challenge Concept (RCC) and International Development Programme (IDP).	1	Ian Marritt/ Cameron Black	Annually
1.8	Ensure that IDP projects, are delivered to the same standards, reflective of in-country context and facilities.	1,2&3	Cameron Black	Each Project
1.9	Delivery of the National Rescue Challenge.	2	Board Lead - Guy Goodman	Annually
1.10	Embed the delivery of Education Workshops into every Rescue Discipline, for each Challenge Event.	1	Andy Dixon	Annually
1.11	Support the United Nations Decade of Action for Road Safety 2021-2030, in the delivery and improvement of Post-Crash Response.	1,2&3	Cameron Black	To 2030



## DELIVERY PLAN: SERVICE DELIVERY

No.	Objective	Strategic Objective	Owner	By
1.12	Support the NFCC with the coordination of rescue-related professionals, sharing of ideas and participation in shared events.	3	Dan Quin	Annually
1.13	Integration of Assessor and Education Team Workshops into the Challenge Year.	1	Andy Dixon/ Ian Marritt	Prior to National Rescue Challenge
1.14	Work with UKRO Directorates and the Federation Internationale de l'Automobile (FIA) on a 'Proof of Concept' Rescue Challenge.	1,2&3	Cameron Black	February 2025

# OUR STRATEGIC OBJECTIVES

## DELIVERY PLAN: SERVICE SUPPORT

No.	Objective	Strategic Objective	Owner	By
2.1	Support the Faculty of Pre-Hospital Care, via their Clinical and Training Standards Boards to continually improve medical standards.	1,2&3	Andy Dixon/ Ian Marritt	Annually
2.2	Expand the Approved Training Provider Scheme, for recognition of organisations achievement of Rescue Standards and National Operational Guidance (NOG) delivery.	1	Ian Marritt	Annually
2.3	Continued development and expansion of the UKRO Academy Vehicle Extrication Modules.	1,2&3	Ian Marritt	Annually
2.4	Creation of UKRO Academy Modules relating to Trauma Care/ Management.	1,2&3	Ian Marritt	June 2025
2.5	Begin development of UKRO Academy Modules for other Rescue Disciplines	1,2&3	Ian Marritt	June 2025
2.6	Provide opportunities for Road Safety partners to participate in UKRO events, educating both rescue/trauma professionals and the attending public.	1,2&3	Dan Quin	Annually
2.7	Review of the National and Regional Challenge Handbooks and associated Memorandum of Understandings for Challenge Hosts.	2	Guy Goodman	Annually
2.8	Combine each National Challenge with a NFCC Conference.	1&3	Board Lead - Neil Odin	
2.9	Identify opportunities for the technological advancement of UKRO practices, to improve the quality of feedback from Rescue Challenges, at an individual, team and event/sector level.	3	Ian Marritt	Annually
2.10	Ensure that the assessing process is of the same quality across all Rescue Disciplines and to develop our staff to ensure that that any implemented system is maintained and complied with.	2	Andy Dixon/ Ian Marritt	Annually
2.11	Engage with Firefighter and Supervisory Manager Apprenticeship Providers, including End Point Assessors, to maximise the use of the RCC in Development Programmes.	1&2	Dan Quin/Ian Marritt	February 2025
2.12	Publish the developed 'Assessment of Road Risk' methodology to UK FRSs, to support their Community Risk Management Plan (CRMP) creation and implementation.	2	Dan Quin/Ian Marritt	October 2024

## DELIVERY PLAN: SERVICE SUPPORT

No.	Objective	Strategic Objective	Owner	By
2.13	Review the RCC Delivery Model, learning from feedback and recent experiences, to create a suite of event options.	2	Andy Dixon	October 2024
2.14	Incorporation of the relevant NFCC Operations and Prevention Committee Leads, to participate within the National Rescue Challenge, aligned to their individual Rescue Discipline.	1,2&3	Neil Odin/ Dan Quin	February 2025
2.15	Establish representation from each Fire and Rescue Service in the UK, at the next National Rescue Challenge.	1&2	Mark Baxter/ Sam Burton	February 2025
2.16	Each Ambulance Service in the UK, to enter a team within the National Rescue Challenge, Trauma Care/Management Rescue Discipline.	1,2&3	Mark Baxter/ Sam Burton	February 2025
2.17	Provide personal development opportunities to UKRO personnel, through the delivery of International Development Programme (IDP) projects and activities.	1&2	Cameron Black	Annually
2.18	Work with vehicle and equipment manufacturers to support their product research and development.	3	Ian Greenman	Annually
2.19	Each Directorate to create and implement an individual Succession Plan, coordinated through OMDC for consistency of recruitment.		Board	Annually
2.20	Review and recommunicate the expectations of Assessors, Rescue Discipline Leads, etc. for clear understanding of the organisational requirements	1&2	Andy Dixon/ Ian Marritt	October 2024
2.21	Create a set of 'Organisational Values' for volunteers to professionally exemplify	2	Guy Goodman	October 2024
2.22	Review and revise the UKRO Funding Model and support provided for National Rescue Challenge hosts.		Board	October 2024
2.23	Liaise with NFCC to see what additional administrative and/or system support the NFCC could provide.		Neil Odin	October 2024

# OUR STRATEGIC OBJECTIVES

## DELIVERY PLAN: SERVICE SUPPORT

No.	Objective	Strategic Objective	Owner	By
2.24	Creation of a UKRO Newsletter.	1	Ian Greenman	October 2024
2.25	Delivery of a UKRO Challenge Year 'Seminar' for UKRO volunteers and patrons.	1,2&3	Ian Greenman	Annually
2.26	Deliver a Sponsors Event to update on the UKRO, expand the Research and Development 'Offer' and align support to the UKRO rather than individual Rescue Challenge hosts.	3	Ian Greenman	Annually
2.27	Seek UKRO membership of the Global Alliance of Non-Governmental Organisation (NGO) for Road Safety.	3	Cameron Black	July 2024
2.28	Commission report on options for Post-Crash Response partnerships with Commonwealth Nations.	3	Cameron Black	November 2024
2.29	Support the work of the World Rescue Organisation (WRO), including Board and Rescue Challenge delivery/development.	1,2&3	Neil Odin/ Cameron Black/ Ian Marritt	Annually
2.30	Identify funding for Phase 2 of the Ukraine IDP.	3	Cameron Black	October 2024
2.31	Develop report on Post-Crash Response for Nepal.	3	Cameron Black	Scoping Visit in November 2024
2.32	Investigate options for closer international collaboration with Approved Training Provider Technical Rescue International (TRI).	1,2&3	Cameron Black	October 2024
2.33	Establish stronger links between UKRO Global and FireAid.		Cameron Black	Annually
2.34	Purchasing of Social Media Scheduling Platform to assist in promoting UKRO.		Ian Greenman	October 2024
2.35	Ongoing Review of and Development of UKRO Risk Register.		Ian Greenman	Annually
2.36	Review existing Patrons and approach to their use.		Ian Greenman	Annually

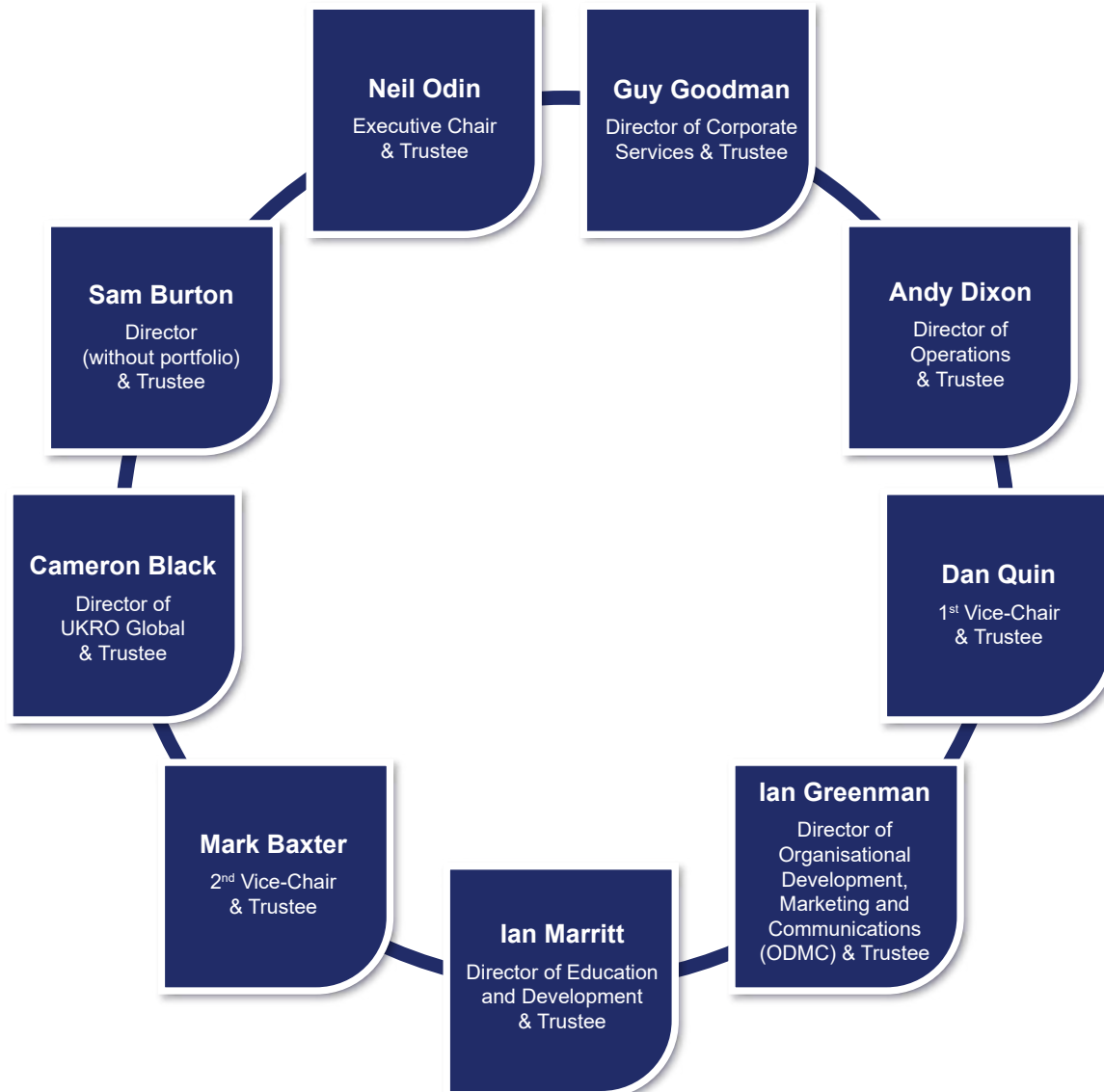


## DELIVERY PLAN: SERVICE SUPPORT

No.	Objective	Strategic Objective	Owner	By
2.37	Development of Marketing Strategy and Social Media Policy.		Ian Greenman	October 2024
2.38	Continued provision of article for the Emergency Services Times (EST), Institution of Fire Engineers (IFE) Journal and Fire Magazine.	1&3	Ian Greenman	Annually
2.39	Ensure that the UKRO Website, App and other platforms are update, current and consistent in content, brand, etc.		Ian Greenman	Annually
2.40	Develop a UKRO Business Continuity Plan (BCP).		Ian Greenman	October 2024
2.41	Ensure that the UKRO Financial Accounts are current, accurate and independently examined. Including that all expenditure is prudent and appropriately challenged.		Guy Goodman	Annually
2.42	Ensure that UKRO Governance is established and adhered to.		Guy Goodman	Annually
2.43	Ensure that the UKRO Insurance(s) is attained and is sufficient cover for the charity's activities.		Guy Goodman	Annually
2.44	Oversee the provision of Health and Safety Management, for UKRO activities, working closely with partners, hosts, etc.		Guy Goodman	Annually

# DELIVERING AGAINST OUR STRATEGIC OBJECTIVES

In order to deliver against the strategic objectives, we have established our Management Board and have clear governance.



Each of these key post holders has a responsibility to review and update the Service Delivery and Service Support - Delivery Plans, in relation to, but not limited to, the strategic objectives allocated to them. The reporting of progress against the Delivery Plans is through the Management Board to the Executive Chair, on at least a quarterly basis.

### **Quality management**

To ensure that the UKRO's activities, services and products are of the highest quality, the UKRO introduced a robust Quality Management System (QMS), which is reflected in organisational policies, procedures and ways of working. The QMS is monitored by each Director, to ensure compliance with the principles and guidance, throughout their Directorates.

### **Performance management**

The Executive Chair has ultimate responsibility for ensuring that performance against strategic objectives is being achieved to the required level. The attainment of key milestones and progress will be fundamental to the performance management regime. The Executive Chair will consider the quarterly reporting outcomes from the respective Directorate leads.

### **Financial reporting**

In addition to the quarterly reporting of progress against Delivery Plans, the finance lead will provide accounts for each quarterly Management Board meeting. The

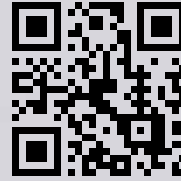
Executive Chair and the Director of Corporate Services will maintain ongoing dialogue outside of the board structures to ensure appropriate oversight and diligence over financial matters.

### **Risk management**

A risk register for key identified business risks will be maintained by the Management Board. This is monitored and reviewed quarterly at Management Board meetings.

### **Legal responsibilities**

The UKRO operates in an environment that has inherent risks. Legal responsibilities, including our role in the health and safety of volunteers, participants, etc. are taken very seriously. Legal advice is accessed consistently and specialised where required. Our health and safety team consists of qualified and passionate practitioners, who work with event hosts, to assess hazards, quantify risks and agree control measures.



[www.ukro.org](http://www.ukro.org)

