



MEETING TITLE Trust Board Meeting in Public		MEETING DATE 31/01/2017	
TITLE of PAPER	Resilience and Special Services Bi-annual Report April 2016 to Sept 2016 (end of)	PAPER REF	5.4
STRATEGIC OBJECTIVE(S)	Work with partners to provide system leadership and resilience Provide a safe and caring service which demonstrates an efficient use of resources		
PURPOSE OF THE PAPER	To provide an update and assurance to the Trust Board on the Emergency Preparedness Resilience and Response (EPRR) work streams		
For Approval	<input type="checkbox"/>	For Assurance	<input checked="" type="checkbox"/>
For Decision	<input type="checkbox"/>	Discussion/Information	<input checked="" type="checkbox"/>
AUTHOR / LEAD	Head of Emergency Preparedness, Resilience & Response (EPRR)	ACCOUNTABLE DIRECTOR	Executive Director of Operations
DISCUSSED AT / INFORMED BY – include date(s) as appropriate (free text – i.e. please provide an audit trail of the development(s)/proposal(s) subject of this paper):			
PREVIOUSLY AGREED AT:	Committee/Group: Choose an item. Choose an item.	Date: Click to enter date Click to enter date	
RECOMMENDATION(S)			
RISK ASSESSMENT		Yes	No
Corporate Risk Register and/or Board Assurance Framework amended <i>If 'Yes' – expand in Section 4. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resource Implications (Financial, Workforce, other - specify) <i>If 'Yes' – expand in Section 2. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Legal implications/Regulatory requirements <i>If 'Yes' – expand in Section 2. / attached paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Diversity and Inclusion Implications <i>If 'Yes' – please attach to the back of this paper</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>
ASSURANCE/COMPLIANCE			
Care Quality Commission Choose a DOMAIN(s)		Choose an item. Choose an item.	
NHSI Single Oversight Framework Choose a THEME(s)		Choose an item. Choose an item.	

1. PURPOSE

1.1 To provide an update and assurance to the Trust Board on the Emergency Preparedness Resilience and Response (EPRR) agenda and work streams for the period; April 2016 up to and including the end of September 2016. It includes:

- Emergency Preparedness, Response and Recovery (EPRR) including Business Continuity
- Special Operations including the Hazardous Area Response Team (HART) and the Yorkshire Air Ambulance (YAA)

2. BACKGROUND

2.1 The report provides the Trust Board with assurance that the Trust continues to develop and maintain a resilient service by:

- Maintaining its statutory duties as a Category 1 Responder under the Civil Contingencies Act (2004).
- Maintaining its NHS England obligations as per their EPRR Core Standards and underpinned by the annual EPRR Assurance Framework.
- Providing a proactive approach to Emergency Preparedness, Resilience and Response (EPRR).
- Maintaining the ability to respond to major incidents.
- Maintain the ability to deliver the Trusts Prioritised activities namely the YAS 7 (Call handling, Dispatch, Triage, Treatment, Transport , Command and Communications) during major incident or business disruption.

2.2 Income Streams Supporting EPRR

2.2.1 There are a number of bespoke funding streams which support the EPRR and Special Operations budgets. They are linked to the on-going provision and maintenance of HART and specialist assets including specialist training and equipment.

- The HART team continues to be funded by the Clinical Commissioning Groups (GGC's) based on a national formula.
- Medical Emergency Response Incident Team (MERIT) is funded by CCG's inclusive of both the hospital Ambulance element of the scheme (including the Critical Care Team at YAA).
- Funding for special assets comes from the Department of Health (DoH) via the National Ambulance Resilience Unit (NARU)
- Annual funding for CBRN Equipment and training of Special Operations Team members.
- Annual funding for MTFAs equipment and training (inc. capital funding for replacement at the equipment end of life).

- Annual funding for National Mass Casualty Vehicles x 2 covering maintenance, storage and security.
- YAS has the ability to draw down limited funds against the Joint Emergency Services Interoperability Principles (JESIP) on an ad-hoc basis.

2.2.2 The national ambulance service contract also defines the requirements to be commissioned over and above the detailed above.

2.2.3 The department continues to take the opportunity for income generation activities linked to business continuity and resilience training.

3. ACTIVITY AND PROGRESS

3.1 Department Structure and Op Blitz

As with the previous update, the Associate Director of Resilience and Special Services post is vacant; it is not intended to recruit to this post. The duties are now the responsibility of the Deputy Director of Operations (DDoOps). The Head of EPRR and the Head of Special Operations now carry out the majority of the duties and responsibilities of this role supported by the DDoOps.

The department currently has a Resilience Manager seconded to a national post as part of the persons CPD. To offset this, the department has recently recruited two new Assistant Resilience Managers to support the department during the time of the Resilience Managers secondment and to provide development in line with future succession planning. Both of the secondees are from within YAS, with one from already in the EPRR team and the other from EOC this also reduces the pay costs for the EPRR Team for this financial year.

3.2 Operation Blitz

Every year as part of a continuous planning cycle EPRR and Special Operations carries out Operation Blitz, this involves:

- A review of the risks
- A review of all plans and guidance
- A review of lessons identified at exercises and incidents
- Any changes to national requirements.

Last year Operation Blitz was carried out at weekly/monthly meetings, however the EPRR team supported by Business Continuity and Special Ops Managers came together in Q1 to deep dive in to the ResWeb file structure to refresh and revamp the web platform to make it more user friendly.

We will hold a week long Op Blitz early in the new year, given that both approaches have now been utilised the short, highly focused approach has deemed more effective overall as it doesn't hijack normal business in the standard team meetings.

As part of Op Blitz, in September 2016 the Resilience Department completed its revision of ResWeb. Working closely with the ICT department all staff were involved and responsibly for ensuring documentation is current and up to date, access rights have been altered to better reflect the requirements of the Trust and unnecessary information has been removed. The department will be promoting better use of ResWeb across the organisation in the coming months.

The ResWeb update has resulted in some slippage due to the complexities of the technical changes needed to give it a hierarchical access capability thus allowing staff at all levels access to information at the appropriate distribution level. At the time of this report, it has had a soft, blind launch and is being tested for any anomalies and will be publicised fully in due course.

3.3 **Multi-Agency Working**

The department continues to work closely with its partner organisations both in daily business as part of the Local Resilience Forums, Local Health Resilience Partnerships and JESIP (detailed in the next section).

Recently the Government undertook a consultation process (Enabling Closer Working Between the Emergency Services; *Summary of consultation responses and next steps*), the findings of this process have led to ensuring there is a statutory duty to collaborate between the emergency services and has sent a Bill (Policing and Crime, 2016) to Parliament. This has been covered in a specific paper to the YAS Board that explains significant changes in governance arrangements for Police and Fire Services as well as the pertinent differentials between collaboration, JESIP and interoperability.

As this is relatively new and hasn't been supported by much publicity, nothing specific has yet come from the Department of Health around our perceived role within the duty. However the YAS Executive Director of Ops and Deputy are engaged with the collaboration agenda across the region and the subject will be part of the normal business for EPRR and Operations going forward.

3.3.1 **Joint Emergency Services Interoperability Principles (JESIP)**

The Trust continues to work with its Emergency Service partners to ensure that JESIP is maintained and continues to be embedded across the region. As part of the continuation of embedding the JESIP training programme YAS has been engaged in follow up sessions for newly qualified/in post Operational and

Tactical Commanders. The final report has now been released and its contents hold nothing outside of what was anticipated and has been covered by the Yorkshire JESIP Strategic Leads Group. The long awaited refresher training materials are due for release in early 2017 by the centre and will be appraised by the Yorkshire JESIP Delivery Leads Group with a view to rolling it out from Q4 onwards. The regions emergency services continue to strengthen the principals in relation to Emergency Operations Centres and Control Rooms.

The JESIP principal to participate in Joint Organisational Learning (JOL) reporting requirements forms part of a wider paper currently in development and will be submitted to the Executive Director of Operations in Q3. The YAS approach to the full range of required learning and reporting will also include the NARU sponsored Proclus LiD, the Lessons Direct platform as well as JOL. The Deputy Director of Operations remains the YAS Strategic Lead for JESIP; he is the chair of the quarterly Yorkshire JESIP Strategic Leads Meeting.

3.3.2 Local Resilience Forums (LRF)

YAS continues to be represented at Strategic level at all four LRFs that meet on a quarterly basis. The Resilience Department also attend and support many of the subgroups and the associated work streams.

YAS participates and supports the various Gold Symposiums and LRF sponsored exercises to demonstrate assurance in the delivery of the civil duties named in the CCA 2004.

3.3.3 Local Health Resilience Partnerships (LHRP)

YAS is represented at the regions three LHRP's at a Senior Management Level, that meet quarterly. YAS contributes to ensure the group meets its obligations within the terms of reference. As with the LRFs, NHS England for Yorkshire and the Humber have the aim to ensure that local health authored multi-agency plans such as pandemic disease and mass casualty framework are produced for a regional approach given; the size and magnitude of such events these would reasonably cross current LRF / LHRP boundaries. YAS as a regional organisation has supported the review of such plans and works with NHS England with their continued development.

3.3.4 National Groups

The Trust is represented at the various national work groups, recent work streams include:

- The commander education standards and the next version of the National Ambulance Command and Control Guidance have been

published and YAS has ordered the latest version for its command cadre.

- The Special Operations Team are involved in the development of the next generation of HART vehicles and technical specifications for their equipment and have just taken delivery of the first consignment of new vehicles.

3.3.5 Control of Major Accidents and Hazards (COMAH)

New process revised COMAH (Control of Major Accidents and Hazards) regulations 2015 came into being in June 2015. As a designated authority YAS is required to plan, exercise and debrief the offsite plans for COMAH sites with the local authority.

The developed costing methodology to recoup some of the costs incurred in relation to this planning and exercising is now in place and additional income/cost recovery is being processed by the Finance Dept.

3.3.6 Winter Planning

As with last year, The Head of EPRR at YAS is leading for winter planning arrangements to ensure all departments meet the additional pressures and issues that winter brings. This involves collaborative working with Partner organisations including LHRP's NHS England and other Health partners.

3.3.7 Business Continuity Groups

The YAS BC Manager is the chair of the LRF Regional BC Managers Group, the last meeting was held on 6th June 2016. The YAS BC manager is a member of the NARU BC Working Group; BC Managers from all UK Ambulance Trusts meet 4 times per year. The Assistant BC Manager is a member of the South Yorkshire BC Leads Group, the last meeting was held on 29th June 2016.

3.4 Events

A comprehensive record of all events is located on the YAS ResWeb[®] Event Calendar (a summary of these can be seen at Appendix B). They include a wide array of types and sizes of events including sports and culture to village fetes and music events. Attendance can range from very small numbers to thousands.

Where required, dependant on size and assessment of risk, YAS will engage with the organisations and relevant authorities to ensure that we offer appropriate advice and guidance on medial cover that promotes a safe event and doesn't overburden the local health economy provision.

3.4.1 Safety Advisory Groups

Where the above warrant the need for a Safety Advisory Group, these are established by Local Authorities to assist them in exercising their functions under the Safety of Sports Ground Legislation. With the increase, number, variety and complexity of public events, many local authorities now convene advisory groups for other types of activities that fall outside the legal framework for certified sports grounds.

The YAS Resilience Team continues to be engaged in all levels of SAGs, including the preparation and monitoring of the events through During Performance Inspections and Annual Inspections. Our role on the SAG is to provide advice on medical provision and impact on the local health community where the events with associated risks are taking place.

Attending a SAG meeting is a significant workload for the Resilience Team; see below the table for breakdown in areas.

SAG MEETINGS ATTENDED APRIL 2016 – SEPTEMBER 2016			
NORTH CBU	SOUTH CBU	EAST CBU	WEST CBU
24	16	6	21

The EPRR team have reviewed their approach to supporting SAGs in all forms and have introduced a structured approach to highlighting to the SAG Chairs and Local Authorities where we feel the medical cover and / or planning falls below minimum guidance.

3.4.2 Demonstrations/Protests

There has been a marked decrease in organised protest demonstrations over the last six months within our region. Although no single factor for this has been identified, it is thought that a breakdown of relationships within organisations we have become familiar with seeing protest in Yorkshire is a major factor in their reduction.

3.4.3 Tour de Yorkshire

YAS ensured that with its multi-agency partners it met the challenges for the second Tour de Yorkshire. It was considered to be a successful and larger event than the preceding year and it is anticipated to continue to grow over the coming years. Each year YAS with its partners ensures that it has the opportunity to learn from the previous event and add this in to its planning assumptions going forward. Planning will resume with YAS from October and gradually build over the coming months.

3.4.4 Leeds Triathlon

Leeds saw its biggest Triathlon event with the support of draw of Britain's leading athletes (the Brownlee Bros) saw a 6000+ turn out of both elite (circa 130) and amateur enthusiasts take to the streets and water in Leeds to compete. The planning for the event was challenging given it was soon after the Tour de Yorkshire and again required a significant input. It is widely expected to return in 2017 and again we will ensure that we continue to learn and develop our preparations for the event.

3.4.5 Junior Doctors Industrial Action

The Resilience Team have reviewed their plans for the Junior Doctors Industrial Action in 2016 and although some have been cancelled, some have taken place and YAS with its wider health partners will continue to monitor this sector and act accordingly.

3.5 Exercise and Testing

YAS Resilience and Special Operations Managers are actively involved in all exercises either as part of the planning groups, umpires and / or players supporting commanders in their role as National Inter-Agency Liaison Officers (NILOs). These range from table-top format up to full live exercises. YAS was involved in a major live CBRN related exercise held in the region towards the end of Q4 (2016). Please see appendix B for the main exercises held in this period. Exercises conducted this year can be seen on the YAS ResWeb© Exercise Calendar,

3.6 EPRR Focused Training and Education

Each year the EPRR and Special Operations Team contribute to the development of the EPRR Training Programme. The Resilience Learning and Education Coordinator oversees the delivery of the training programme. A summary of all training carried out in relation to EPRR and Special Operations for 2016 can be found on the YAS ResWeb© Training Calendar. Specific training events include:

- YAS Bronze Commander Refresher Course (3 day)
- Resilience Awareness Course (1 day)
- Joint Decision Model Course (5 day)
- SORT Course (5 day)
- SORT Refresher Course (1 day)
- AIT Refresher Course (1 day)
- 1 day Business Continuity and ISO22301 awareness

General incident and resilience education for frontline staff is planned in to the Annual Training Programme; initial training dates have been rolled out for A&E operations frontline staff which signals a significant step forward. Please see appendix B for the training held in this period.

3.6.1 Business Continuity Training

The BC Team has continued to deliver training both internally and externally.

- BCMS and ISO22301 training has been ongoing throughout the period. All departments identified for verification to ISO2301 in October have been through the training programme; HART, Air Ambulance, Procurement, Corporate Communications and Fleet.
- Debrief training will take place in November 2016, all departments have been asked to nominate a member of staff to attend, the aim being to increase the competency pool of staff able to arrange and facilitate debriefs. Much of this work is currently done by the BC team but this takes considerable time and resources.
- The BC Manager continues to support the Commander training both internally and externally

3.7 New Developments

Recently the head of EPRR and the BC Manager have been commissioned by one of our local health partners to assist in the preparedness of their on-call teams. This has resulted in delivering three, one day JESIP awareness courses attended by their senior team. They have been received favourably and have indicated they wish to undertake further days as they wish to roll this education out wider within their Trust.

On the back of this work we have also been approached by two other Foundation Trusts and a CCG, all of which are currently looking at our proposals (and quote) for the delivery of similar training. We will look to continue to roll this out where required as it has the potential to become a valuable income stream for the department.

3.7.1 Staff Responder Scheme

Although there has been some slippage in the progress of this scheme due to wider operational pressures and demands on the EPRR team, The Head of EPRR has recently met with the workgroup to agree the parameters for the pilot and subject the Executive Director of Ops final approval the pilot is anticipated to run over the winter period followed by a review of its findings.

3.7.2 YAS Commander Framework

Future development of the framework will be assessed once it is clear what the Review of the Operational Team management (and command) structures as well as incorporating the revised National Command and Control Guidance.

3.7.3 YAS RESWEB[®]

As covered earlier in the paper, the team together with ICT have revised the YAS ResWeb[®] platform to make it more user friendly, in line with the YAS Pulse format and accessible to a wider audience.

3.8 Debriefs and Lessons Identified (DATIX)

The Trust facilitates debriefs for various incidents and exercises. It remains challenging to attract the commitment to the debrief process from departments as / when incidents occur mainly due to the demands of front end service delivery.

YAS has embarked on its participation in two national programmes related to identify and sharing lessons and any associated learning processes.

These are:

- **Joint Organisational Learning (JOL) programme;** for the emergency services as part of the JESIP legacy. YAS and its partners will be expected to partake in the debriefing and learning processes where the need has been highlighted for multi-agency incidents, events and exercise. This will be scrutinised by the relevant LRF sub-group and uploaded to a national database.
- **Proclus LiD;** endorsed by AACE and managed by NARU, any Ambulance / Health specific learning similar to the JOL process should be uploaded to the Proclus LiD system to be shared across the Ambulance Trusts. Thus far this process has not been embraced by Ambulance Trusts nationally and YAS has its concerns around the protection of the data being submitted and where it is likely to be utilised and shared

The process began by ensuring the process for sharing lessons is embedded into the existing YAS processes. This resulted in a piece of work by the Head of Resilience and the BC Manager. The Trusts Incidents and Learning Lessons Policy has been reviewed, this is supported by process maps of learning from others' lessons and a framework for sharing YAS lessons with others. This process is new and will be embedded in the trust over the coming months.

3.9 Business Continuity Management

3.9.1 Document Reviews

The how to guide for logging incidents and lessons on datix has been updated following changes to Datix.

3.9.2 Business Continuity Plans Reviewed

The YAS Business Continuity Management system remains on track, meetings have taken place with all BC leads. The resource department is a new plan included in the scope this year. See Appendix C for BCMS dashboard

Work is ongoing with on the site specific plans, beginning with Manor Mill, once completed this will be used as a template for other key YAS sites.

3.9.4 BC Exercises

The Trust has a policy to exercise all level 1 BC plans on an annual basis. 20/21 plans have been tested 95% of BC plans have been tested/exercised.

In June 2016 all department BC leads attended a BC workshop, this included an update on business continuity for the Trust and an update on requirements for sharing lessons and the legal obligations YAS has to do this. The afternoon was spent on Exercise Space Weather, this allowed departments to work collaboratively on a large scale simultaneous BC scenario.

In July 2016 the Trusts Executive team also participated in Exercise Space Weather at the Executive Training Day.

On the 12th July 2016 the West Yorkshire Resilience Forum hosted a Strategic level exercise for a Business Continuity Event. Exercise Blackout Blackstart focused on the implications of a total power outage across the UK, the event was attended by over 150 LRF partners from the Yorkshire Region. YAS was represented by the two Operational Managers, two Resilience Managers and the BC Manager. The impact on YAS should such an event occur were mainly around fuel supply and communications. Lessons have been brought back into the organisation and shared with appropriate departments for information and action where appropriate.

The Business Continuity Institute holds an annual Business Continuity Awareness week; this year it was held between the 15th - 20th May. YAS participated in the national week long exercise 'Bravo Charlie', the main benefits of this was the opportunity to use the National Resilience Direct Exercise Portal.

3.9.5 Events and Incidents

Morrison's Fire

- On the 3rd July 2016 fire broke out at the Morrison's bakery on the Wakefield 41 Industrial Estate, close to Junction 41 of the M1.
- No-one was injured in the blaze but Police issued warnings to stay indoors and close windows, this was due to the size and nature of the smoke plume.
- The site contained 25 Lorries and also contained Diesel, LPG and acetylene tanks.
- It was considered by the Power Supplier and the Fire service that there may be a need to turn off the power to the Industrial Estate.
- Yorkshire Ambulance Service Headquarters are located on the same industrial estate most significantly the 999 and the NHS111 call handling centres, there was initial concern that the site may need to be evacuated were the power to be lost.
- YAS put in place a command structure and took appropriate actions, a debrief was carried out and a final report completed, lessons have been shared with appropriate departments and partners.

August Bank Holiday

- Problems with the wallboards were first reported on 13/07/16 and investigated and resolved by the Voice Comms team.
- Windows updates were installed on 20th and 26th July on the CC6 server. Work was planned for w/c 22/08/16 to rebuild the impacted servers.
- On the 26th, it is believed BT inadvertently plugged in a server into the network causing a conflict between the servers of which one was the primary. Service went down at approximately 14:30 and problems were experienced with calls going to wrong departments, PTS calls going to Service Desk (reason being investigated) and some Trainee EMDs were getting 999 calls.
- EOC and 111 users were not familiar with using desk phones as they usually use pilot. Engineers and Voice Comms helped users log on to the desk phones. PTS had some operation difficulties as the default South calls were coming to Wakefield. This was a resilience function setup but needs to be reviewed by Voice Comms. BT logged a job internally for an engineer to come out again.
- The incident was escalated on Saturday 27/08/16 at 13.44 with BT. This was escalated hourly until 28/08/16 at 12:00 when BT were able to identify a for 30/08/16.
- Downtime is planned on 01/09/16 at 10:30 for 30-60 minutes to change the IP addresses and enable to high availability resilience. Staff will still be able to log on to the Nortel phones. This communication was sent

out at 12:42 on 31/08/16 by Scott Kellie. Further work will be required to rebuild the Callflex server once this work is complete.

- YAS has raised a formal complaint with BT into catalogue of failings including problems with the server management, lack of rollback plans; issues raised previously, their escalation process and engineer availability.

3.9.6 ISO 22301 Certification

NHS111, PTS, ICT, and EOC and Resilience recertified to ISO22301 – March 2016.

For 2016 the Procurement, Fleet, and Corporate Communications departments have been selected to work towards certification, dates for this have been secured for October and November 2016.

A decision has been taken to include HART and Air Ambulance in this year's certification scope.

For 2016 -17 A&E Ops (including Community Resilience and Organisational Effectiveness and Education) and Estates which should have been in 2015.

As part of the organisations training and awareness programme and the ongoing certification to ISO22301 there is a requirement for the Trusts Executive to keep up to date with new and existing threats and the plans and processes which are in place to mitigate and respond to all types of incidents.

Four Managers from Resilience and Special Operations Team prepared an awareness training and awareness programme for the Trusts Executive. The first part of the programme began earlier in the year with the Top Management Review of the Business Continuity Management System, the second part took place on the 3rd August 2016 and involved an update on Counter Terrorism: Special Operations and some guidance on the role of the Executive on call when responding to Major Incidents, the training and awareness session concluded with a strategic level Exercise 'Solar Storm'.

The aim of all the sessions was to inform and assure the Trust Executive but equally to improve their knowledge and understanding, three of the attendees are fairly new in post and new to the Trust so the training was very welcome and very timely.

3.9.7 Consultancy/ Support and Advice

Since 2015 YAS has been delivering training courses and BCMS consultancy to various organisations as well as providing help and advice to partner organisations, during the period April to October:

- Decision Model training for Mid Yorks NHS Trust executives and Senior Managers
- Quotes for Wakefield CCG and quotes for Calderdale and Huddersfield NHS Trust have been submitted.

3.10 Special Operations

Special Operations consists of the Hazardous Area Response Team (HART); the Yorkshire Air Ambulance (YAA); Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE), which includes the Special Operations Response Team (SORT) and the nationally provided Nerve Agent Antidote's Kits (NAAK); Marauding Terrorist Firearms Attack (MTFA) and the Ambulance Intervention Team (AIT). In addition, the logistical support of equipment and vehicles that underpin's the response to a major incident, including the national Mass Casualty Vehicles (MCV).

3.10.1 NARU

The National Ambulance Resilience Unit (NARU) is contracted by NHS England to oversee the HART, CBRNE, MTFA and MCV capabilities across English ambulance services. The CBRNE, MTFA and MCV are all funded through NHS England, via NARU. In 2015 NARU revised the service specification for HART and are in the process of writing similar specifications for CBRNE, MTFA and MCV. It is expected these will be in place in readiness for the financial year 17-18.

3.10.2 HART

HART are required to maintain a capability to deliver patient care in hazardous environments. This includes working in irrespirable atmospheres, working at height, working underground, working in collapsed structures, working in water and working in ballistically unsafe environments.

In 2016, a revised Service Specification was released by NARU, which reduced the previous 34 standards to 21. However, the required capabilities and service level provision remain unchanged.

In 2016/17 the majority of the HART vehicles are due to be replaced. In September HART received the three new Primary Response vehicles, which replace the two Urban Search and Rescue (USAR) vehicles. It is a NARU

requirement that each Trust has sufficient vehicles to maintain normal business. In January they are scheduled to receive the three Secondary vehicles, along with a Welfare vehicle. The Personnel carrier is due for replacement this year, however the preferred provider has yet to complete the vehicle specification and pricing. In addition to the vehicles, they will take delivery of the new Incident Ground Technology, which will replace the Forward Command vehicle. The equipment includes satellite communications, deployable cameras, capable of transmitting real time imagery remotely, body worn cameras, personal physiological monitoring and a Team Leader tablet to receive all the above data. This is due for delivery in early November. However, it will not become operational until the Secondary vehicles arrive in January.

Training and exercising continues on a weekly basis, with multi-agency exercises being a regular feature of their training. In July the staff received individual CPD portfolios containing all the HART competencies they are required to evidence year on year. This includes the YAS clinical competencies which are also assessed annually.

Since April a revised safe system of work, led by NARU, for HART staff has been in development. This includes revised generic risk assessments, equipment data sheets, revised Standard Operating Procedures (SOP's) and revised training competencies. It is expected these will be released in the last quarter of 2016/17, with an implementation date of December 2017, whereupon they will be assessed for compliance by NARU.

3.10.3 CQC

To September, the CQC undertook a re-inspection of YAS. In the 2015 inspection, HART received a less than favourable report. Since then a considerable amount of effort has been put in to correct that which was identified. Initial feedback from the inspectors is that there are no issues in HART and all the areas previously raised as being a concern have been remedied.

3.10.4 YAA

The partnership between the Yorkshire Air Ambulance Charity and YAS continues to strengthen. In April 2016, a team of Consultant led Doctors were appointed to join the paramedic air crew and form a critical care team, operating twelve hours a day, seven days a week. Early indicators are that the addition of a Consultant has been beneficial. A paper detailing the first six months of activity and benefits is being prepared for the YAS/YAA Partnership Board.

The Charity has recently purchased two new aircraft, the first becoming operational in August, with the second on schedule for December. Both aircraft are fitted with night flying capabilities, as well as a winch for lowering medical staff into difficult access areas. Plans are being developed to extend the hours of operation from 0600 to midnight, from April 2017. The Pilots and air crew will be trained in the use of night vision imagery systems in the coming months. During this time, a detailed piece of work to scope out the risks and training implications in the use of the winch will be undertaken.

3.10.5 CBRN and SORT

NHS England require that we have 150 staff (was 250 originally, but the reduction has been agreed with NHS England). The current numbers can be seen in the table below. Initial training is for five days, with an annual two-day refresh. The annual refresh training days are behind, due to operational pressures in being able to release staff. However, there is a programme in place to recover these. All SORT staff are volunteers.

Number of staff required	Trained and able to respond	Waiting to be trained	Comments
150	94	27	54 currently going through the selection process

3.10.6 Nerve Agent Antidote Kit

Part of the CBRN capability is to provide Nerve Agent Antidote Kits (NAAK). The previously out of date NAAK have now been replaced with Duodote and a programme of work is in place to distribute across the Trust on to all front line vehicles.

3.10.7 MTFA

YAS is required to have a response capability in place to meet a Marauding Terrorist Firearms Attack (MTFA) type incident. This includes the HART duty team and ten Ambulance Intervention Team (AIT) staff on duty in any 24-hour period. The current AIT numbers can be seen in the table below. It should be noted the provision of the ten AIT staff each 24-hour period remains challenging, which breaches the requirements of the NHS EPRR Core Framework (2015).

The challenge is having staff available on a rota that provides the ten staff. Due to the AIT being volunteers, without taking them off their rota and putting them into a bespoke rota, it is difficult to achieve consistently. AIT staff have been

asked if they would be prepared to do this, however most have declined because they will lose their rota line.

Number of staff required	Trained and able to respond	Waiting to be trained	Comments
63	62	Nil	An expression of interest is due for release soon to increase the numbers to 70

Initial training for AIT staff is three days, followed by a two annual refresh. As with SORT, the AIT refresh is behind schedule due to operational release challenges. However, there is a programme in place to recover.

4. RISK ASSESSMENT

4.1 NHS England EPRR Statement of Compliance

The NHS needs to plan for, respond to and recover from, a wide range of incidents and emergencies that could affect health or patient care. These could be anything from extreme weather conditions to an outbreak of an infectious disease or a major transport accident.

All providers of NHS funded care are required to work towards meeting the requirements for EPRR as set out in the NHS England Core Standards Matrix, the NHS England planning framework, Everyone Counts: Planning for Patients 2013/14, and the 2013/14 NHS standard contract (Service Condition 30, page 25).

NHS Trusts which are designated as Category 1 Responders under the Civil Contingencies Act (2004) are required to undertake a self-assessment against the core standards during November/December 2014.

The Accountable Emergency Officer (AEO) is required to take a Statement of Compliance (see appendix 1) and any necessary improvement plan to their Trust Board before submission to the NHS England Area Team.

The Statement of Compliance will be submitted once approved by the Board on 8th November 2016.

The Action Plan included in the board paper is being monitored and is on target for completion.

The Level of Compliance Matrix is shown below.

Compliance Level	Evaluation and Testing Conclusion
Full	The plans and work programme in place appropriately address all the core standards that the organisation is expected to achieve.
Substantial	The plans and work programme in place do not appropriately address one or more the core standard themes standards that the organisation is expected to achieve.
Partial	The plans and work programme in place do not adequately address multiple core standard themes standards that the organisation is expected to achieve.
Non-compliant	The plans and work programme in place do not appropriately address several core standard themes standards that the organisation is expected to achieve.

YAS is at Substantial level of compliance

5. RECOMMENDATIONS

The Board are updated and assured of the Trusts compliance and progress of the EPRR agenda.

6. APPENDICES/BACKGROUND INFORMATION

- Appendix A Resilience Training Summary April 2016 – September 2016
- Appendix B Resilience Exercise Summary April 2016 – September 2016
- Appendix C Business Continuity Dashboard

Appendix A Resilience Training Summary April 2016 – September 2016

Course Title	Course Duration	Target Audience	Numbers Trained
Bronze Commander Refresher Course	3 Days	Those who have already attended the 5 day bronze course	9
Joint National Decision Model	5 Days	Event Commanders, Locality Managers, Senior Managers, EOC Duty Managers, EOC Team Leaders	27
Resilience Awareness Course	1 Day	All front line staff	52
Business Continuity and ISO22301 Introduction Course	1 Day	Business Continuity Leads, Resilience Managers	77
SORT Course	5 Days	SORT Team Members (ECAs / Paramedics)	24
SORT Refresher Course	1 Day	SORT Team Members who have already attended the 5 day course.	32
AIT Refresher Course	1 Day	AIT Team Members (Paramedics)	25

Appendix B Resilience Exercise Summary April 2016 – September 2016

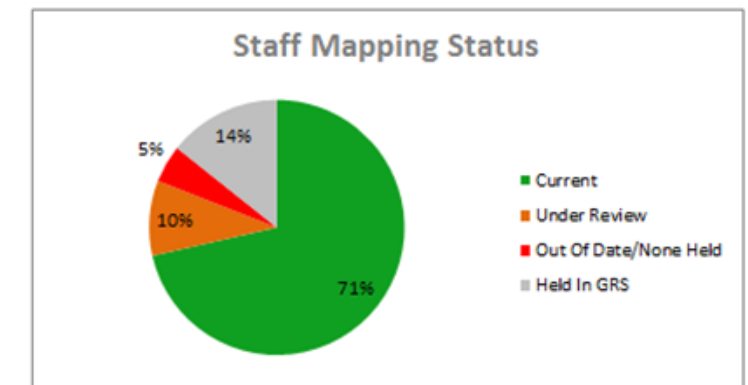
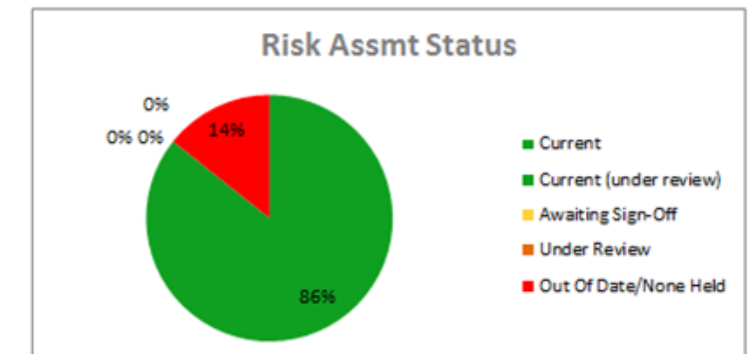
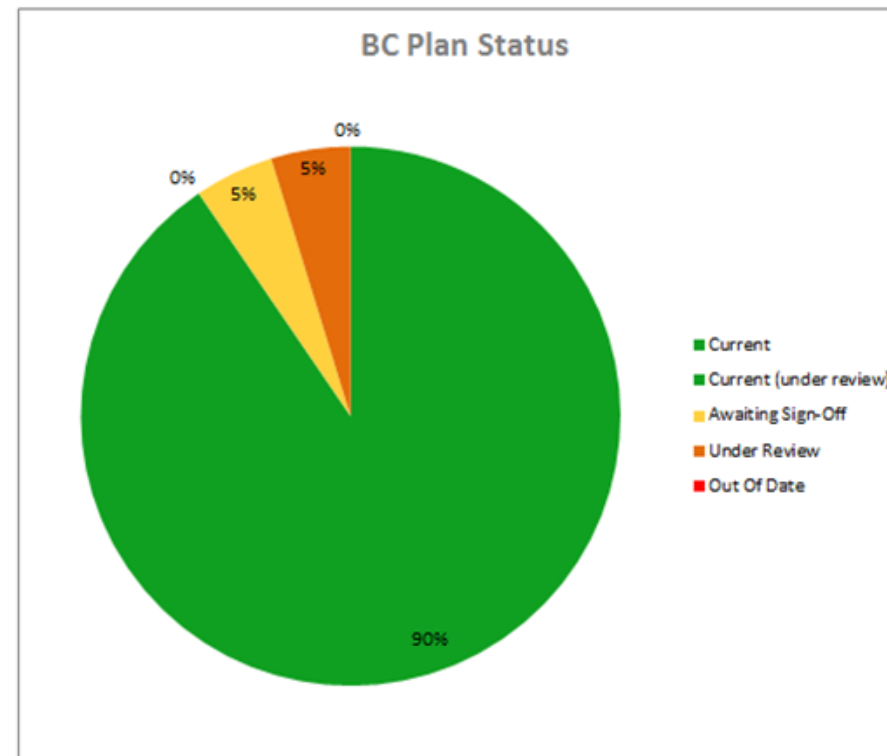
Exercise Title	Date	Numbers attended
SY Exercise Marconi (RHADS)	13 th April 2016	4
Leeds East Airport Exercise	21 st April 2016	11
SY COMAH Exercise Steele Breeze	12 th May 2016	3
NY COMAH Exercise Third Energy	30 th June 2016	5
WY COMAH Exercise Sword	6 th July 2016	9
Exercise Blackout; Blackstart	12 th July 2016	5
SY COMAH Exercise Four Corners	16 th August 2016	4

Yorkshire Ambulance Service Business Continuity Dashboard

Produced by the Business Continuity Team 2016

13/09/2016

Department	BC Plan & BIA	Testing & Exercising	Risk Assmnt	Staff Mapping
EOC (Emergency Operations Centre)	Green	Green	Green	Grey
ICT (Information, Communication & Technology)	Green	Green	Green	Green
Resilience	Green	Green	Green	Green
A&E Operations	Green	Green	Green	Grey
PTS (Patient Transport Service)	Green	Green	Green	Green
Fleet	Orange	Green	Green	Green
Estates	Green	Green	Green	Green
Procurement	Green	Red	Green	Green
Standards & Compliance	Green	Green	Green	Green
Clinical	Green	Green	Green	Green
Corporate Communications	Yellow	Green	Green	Orange
Private & Events	Green	Green	Green	Green
NHS 111	Green	Green	Green	Green
Resource Planning	Green	Green	Red	Grey
Business Intelligence & Management Information	Green	Green	Green	Green
Air Ambulance	Green	Green	Red	Orange
Community Resilience	Green	Green	Green	Green
Finance	Green	Green	Green	Green
HR (Human Resources)	Green	Green	Green	Green
OEE (Org Effectiveness & Education)	Green	Red	Red	Red
HART Team	Green	Green	Green	Green



KEY:

BC Plan Status
 Current
 Awaiting Sign-Off
 Under Review
 Out Of Date

Testing & Exercising Status
 Completed
 Completed (awaiting report)
 Planned
 Not Completed/Planned

Risk Assmt Status
 Current
 Awaiting Sign-Off
 Under Review
 Out Of Date/None Held

Staff Mapping Status
 Current
 Under Review
 Out Of Date/None Held
 Held In GRS

