

Action Card 21

Primary Emergency Operations Centre Duty Manager

All decisions should be made in accordance with the Joint Decision Model (JDM) and logged
 If the incident is identified as a suspected or confirmed Marauding Terrorist Attack (MTA) also
 follow additional MTA actions shown in blue

	Description	Time	Initial
1	Based on the information received, is this a <ul style="list-style-type: none"> Major Incident - <u>Standby</u> or Declared A suspected or confirmed Marauding Terrorist Attack (MTA). If yes, continue below and INCLUDE MTA ACTIONS in blue (refer also to EOC0029 – Marauding Attack (Firearms and Non-Firearms)) 	12:02	A-C
2	If necessary, pass call details onto the EOC for the area affected by the incident using the Primary and Secondary EOC flowchart.		
3	Identify a major incident talkgroup and pass details to all responding resources. The following talkgroups have been designated for use by EOCs: Cheshire & Merseyside Cumbria & Lancashire Greater Manchester	11:55	A-C
	I&S		
4	Appoint a loggist and start an incident log.	12:06	A-C
5	Allocate a Critical Incident Manager (CIM). Instruct the CIM to instigate Action Card 21a.	11:55	AC
6	Allocate an EOC Communications Officer. Instruct the EOC Communications Officer to instigate Action Card 21b.	X	X
7	Identify a support EOC using the Primary & Secondary EOC Flowchart and inform the support EOC to instigate Action Card 21c.	12:06	EM
8	Ensure Major Incident details are accurate and reliable. At the earliest opportunity, request a M/ETHANE report.	12:02	A-C
M	Major Incident - Standby		
E	43 MART Street Southport PR8 6DS		
T	4 Patients Stabbed - knife Attack		
H	Unknown		

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Reviewed/Updated By:	Andrew Wood Head of Contingency Planning (interim)	Status:	Final
Date of Approval:	01/02/2023	Approved By	Executive Director of Operations
Date of Issue:	01/02/2023	Date of Review:	31/01/2024

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Description		Time	Initial
A	MAR7 Street		
N	4		
E	Ambulance + Police.		
9	Ensure full details including M/ETHANE reports, safety critical details and any known attack methodology are passed to Police and Fire control rooms immediately on the Emergency Services Inter Control Room Talk Group (ESICTRL - refer to 'Command & Control, hailing and tactical talkgroup allocation'). Maintain the ESICTRL providing regular updates back and forth until all agencies agree an appropriate time to discontinue.	X	X
10	Liaise with Police and Fire & Rescue Service Control Rooms to jointly agree a rendezvous point (RVP) for the initial response. Based on the information received and/or M/ETHANE report, dispatch appropriate vehicles to the incident or designated rendezvous point (RVP).	11.59	AC
11	Ensure that other external partners are notified as appropriate, these may include: <ul style="list-style-type: none"> • Maritime and Coastguard Agency (if appropriate) • Network Rail (if appropriate) • National Highways (if appropriate) 	X	X
12	If any immediate risks to crew safety are identified, instruct affected crews to withdraw from the area. Ensure that the PTS Control and Clinical Hub Duty Managers are informed.	X	X
13	Ensure that ALL PES ambulance resources that are within or heading towards the affected area are informed of the incident using the message 'Stop and Standby there is a serious incident ongoing – confirm receipt of this message and your location by text and await further instruction. Over and out'.		
14	Where an interoperable airwave talkgroup is requested or established for Tactical and/or Operational Commanders to use, ensure that this is requested through the Police and passed to the relevant NWS Commander. Refer to 'Command & Control, hailing and tactical talkgroup allocation'.		
15	Inform PTS Control, ensuring that the PTS Duty Manager passes the 'Major Incident Declared' message to all crews. 0800 028 9224 – 0600 – 0730 hrs 0800 032 3240 – 0730 – 2100 hrs 0800 028 9224 – 0100 – 0800 hrs		
16	Inform the Clinical Hub, ensuring that the Clinical Hub Duty Manager		

Police only

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	Description	Time	Initial
	passes a 'Major Incident Declared' message to all crews. Clinical Hub - DPA		
17	If required, obtain authorisation from the on-call Strategic Commander to activate a Dynamically Controlled Access Zone (DCAZ).		
18	If activated, ensure that the Critical Incident Manager and the EOC Communications Officer are working at the designated DCAZ desk.		
19	Instruct Regional Operational Coordinating Centre (ROCC) to instigate Action Card 25.	12:19	SL
20	Notify the EOC Tactical On Call Manager of the incident.		
21	Lockdown Emergency Operations Centre (EOC) to all unauthorised personnel utilising EOC0020 – EOC Lockdown Procedure.		
22	Inform the Ambulance Tactical Commander on any significant issues relating to the incident or core business activity. If necessary consider escalation levels and actions as per the NWS Patient Safety Plan.		
23	If necessary, liaise with the EOC Tactical on call manager regarding the use of the Emergency Rule utilising EOC0032a – Emergency Rule.		
24	Monitor duty times and welfare of EOC staff.		AC
25	Consider activation of the EOC BCM Phase 2 – Business Continuity Plan should the incident become prolonged.		
26	In conjunction with all NWS resources implement return to normal working following a Major Incident / Major Incident Standby / Stand Down.	18:18	AC
27	Notify all those informed and record all stand down messages issued from the EOC.		
28	In liaison with the EOC Tactical On Call Manager, arrange for a hot debrief for EOC staff within 24 hours of incident closure. Ensure that appropriate Secondary EOC staff are included.	16:00	MC JK
29	Ensure that no member of staff leaves unnoticed, whether at shift change or incident closure.	18:40	AC
30	Ensure incident logs are fully written and completed within 24 hours of the incident stand down. Submission of all incident logs and any contemporaneous notes to the Resilience Team must be within 72 hours of the incident stand down.		
31	'Information Only' and Major Incident Standby/Declared messages passed by other agencies should be managed utilising EOC0046 – Information Only Calls. if necessary: <ul style="list-style-type: none"> Inform the on call Tactical Commander to allow for the impact on NWS and the wider NHS to be assessed The Tactical Advisor (NILO) should be informed if further information is needed from the originating agency 		

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