

# Major Incident Plan

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*Led by clinicians, accountable to local people*



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## 1. Introduction

NHS Blackpool CCG has a role to play in any serious incident such as floods, bad weather, heatwave or chemical incident in supporting the wider health economy.

A ratified version of this document will be placed on the CCG website along with the set of EPRR documents and will be updated as required.

## 2. Purpose

This plan sets out the key areas of responsibility for the CCG in terms of Major Incident support and the provision of on-call arrangements, to support NHS England - North (Lancashire) and also commissioned providers of care, with dealing with major incidents and ensuring continued service delivery, for the population of Blackpool.

## 3. Role, Duties and Responsibilities

### 3.1 CCG responsibilities and guidance

NHS England Emergency Preparedness Framework sets out the key role of CCGs in terms of Major Incident planning and response as follows:

1. Ensure contracts with provider organisations contain relevant emergency preparedness, resilience and response elements;
2. Support NHS England – North (Lancashire) in discharging its Emergency Preparedness Resilience and Response (EPRR) functions and duties locally;
3. Provide a route of escalation for Local Health Resilience Partnership (LHRP) should a provider fail to maintain necessary EPRR capacity and capability;
4. Be represented on the LHRP (either on their own behalf or through representation by a 'lead' CCG); and
5. Seek assurance provider organisations are delivering their contractual obligation

### Response

1. In terms of response as a category two responder under the Civil Contingency Act (CCA), CCGs must respond to reasonable requests to assist and co-operate.
2. Support NHS England – North (Lancashire) should any emergency require wider NHS resources to be mobilised. CCGs must have a mechanism in place to support NHS England – North (Lancashire), to effectively mobilise and coordinate all applicable providers, that support primary care services should the need arise.
3. Maintain service delivery across their local health economy, to prevent business as usual pressures and minor incidents within individual providers from becoming significant or

major incidents, this could include the management of commissioned providers to effectively coordinate increases in activity across their health economy, which may include support with surge in emergency pressures. CCGs need a process that enables them to escalate incidents to the NHS England – North (Lancashire).

### 3.2 Specific duties and responsibilities within the CCG

The following specific duties and responsibilities apply within the CCG:

- a) **Accountable Officer (AO):** The AO has overall statutory responsibility for the strategic and operational management of the CCG, including ensuring that the CCG has in place robust arrangements for Emergency Planning and Resilience.
- b) **Accountable Emergency Officer (Director of Ambulance Commissioning):** The Accountable Emergency Officer is responsible for Emergency Planning Resilience and Response (EPRR) and for ensuring that plans are robust. In addition the Accountable Emergency Officer, will act as the CCG's representative on health economy wide EPRR and Business Continuity groups.
- c) **CCG Senior Managers will:**
  - Ensure that they are aware of the Major Incident Plan, including the CCGs On-Call arrangements and their role within it.
  - Notify any revisions to the Accountable Emergency Officer.
  - Support Major Incident awareness and acceptance amongst staff and ensure that all of their staff are aware of their responsibilities.
  - Encourage and participate in training or exercises.

## 4. Major Incident Requirements and Response

Based on the limited role and responsibility of CCGs detailed above, the CCG will initiate the following processes to ensure compliance.

### 4.1 Provider Response and Assurance:

The CCG will ensure that our contracts with provider organisations contain requirements regarding emergency preparedness, resilience and response. The CCG will do this through the contracting arrangements with NHS Staffordshire and Lancashire Commissioning Support Unit (CSU). The CSU will also seek assurance from provider organisations, that they are delivering their contractual obligation and will highlight areas of concern to the Accountable Emergency Officer for escalation.

### 4.2 CCG Support to NHS England Area Team - Lancashire:

The CCG is required to support NHS England - North (Lancashire) in discharging its EPRR functions and duties locally, details of which are provided above within the response section within 3.1 above.

The CCG will support NHS England - North (Lancashire) in their response to a major incident and will respond to reasonable requests for mobilisation of NHS resources. This will include supporting NHS England - North (Lancashire) through mobilising and assisting in the coordination of providers that support primary care. This will be achieved through the utilisation of senior managers and commissioning managers, to contact providers to mobilise resources, in line with NHS England – North (Lancashire) requirements. The CCG on-call manager (see section 6 below for full details) will also provide local knowledge and advice to NHS England – North (Lancashire) where necessary.

The CCG will also work closely with commissioned providers to ensure that robust arrangements are in place as referenced within 4.1 above. This assurance is already being received from our main acute provider and the wider health economy, through the Annual Resilience Plan. This document provides detail of the system and processes in place, to ensure business continuity within the health economy at times of increased demand. This includes trigger points for escalation within the acute trust, social services input and support and the arrangements of North West Ambulance Services (NWAS).

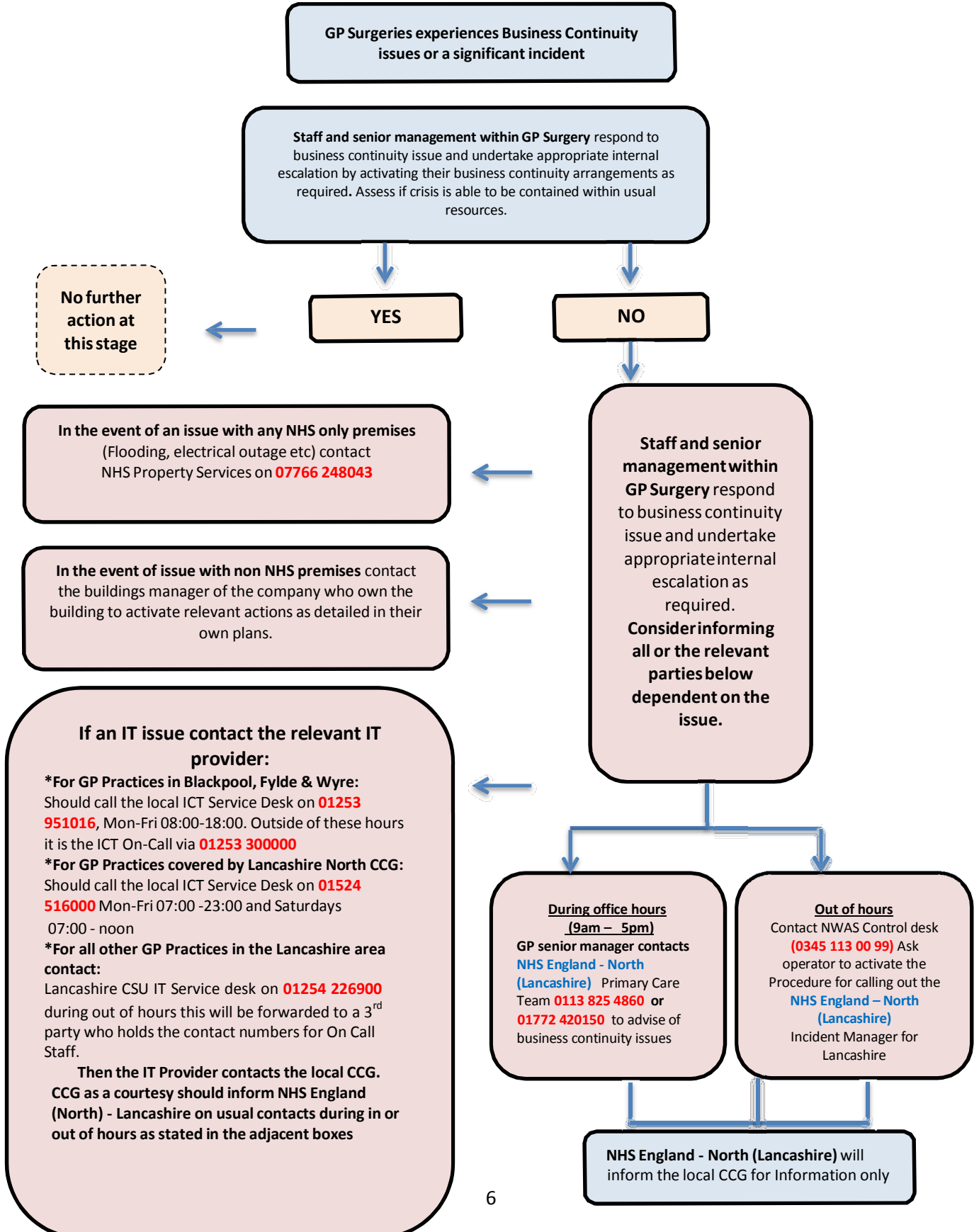
Through the Blackpool and Fylde & Wyre CCGs on-call system, managers are aware of the process for escalating incidents to NHS England – North (Lancashire), where the incident is outside of the CCGs remit, control or of significant severity to warrant a Lancashire wide approach. Details for contacting the Lancashire Incident Manager/Strategic Commander are detailed within the CCG on-call resource pack (separate document to this policy) and has been shared with all Senior Managers on call.

In the event of the CCG being required to provide support to NHS England - North (Lancashire), response to a major incident, or requirement to provide detailed prolonged support to the local acute trust during an incident, the Accountable Emergency Officer will have the option to convene an urgent meeting of senior CCG colleagues to manage the CCG response.

### 4.3 GP Business Continuity Activation Process

#### Business Continuity/Significant Incident Escalation Procedure for GP Surgeries in Lancashire

(This flow diagram acts as an aid/guidance to activate the relevant stakeholders during a crisis situation and should not hinder any other communication processes established in the General Practice)



## 5. Local Health Resilience Partnerships

Under the Health and Social Care Act 2012 Local Health Resilience Partnerships (LHRP) will provide strategic forums for joint planning for emergencies for the new health system and will support the health sector's contribution to multi-agency planning through LRFs (Local Resilience Fora). They are not statutory organisations and accountability for emergency preparedness and response, remains with individual organisations.

The new system will offer benefits including:

- A more consistent approach across England, permitting better understanding of health preparedness at LRF level and nationally
- Leadership of planning at a senior level with a focus on cross-agency preparedness
- Opportunity for better integration between health and local government emergency planning

The Accountable Emergency Officer, or an appointed deputy, will be the CCG representative at the Lancashire LHRP and will engage with and support the wider health economy, in discharging its requirements through this group.

## 6. Blackpool CCGs On-Call Arrangements

NHS Blackpool with Fylde & Wyre CCG, have developed an On-Call Rota, to ensure that an emergency contact is in place in the event of issues within the acute provider, or a major incident being declared by NHS England - North (Lancashire).

The Rota is staffed with senior members of both CCGs, (bands 8b and above) with each member being provided with a detailed on-call pack (see section A for details of the on call pack). The pack will remain a work in progress document, as the CCGs begin to fully understand their role and requirements and will be refreshed with relevant details and supporting policies. The pack is divided into two key areas, these are:

### **Section A – On-Call Resource Pack Key Documents**

This section provides the role and requirements of on-call managers, key contact details for both CCGs, an incident report log and details for contacting Property Services, Lancashire CSU Communications team and other CCGs within Lancashire both in and out of normal office hours.

### **Section B – For Information**

This section provides supporting information for the on-call manager in terms of process for external reporting, details of Operating Merlin, details in regard to process for OOHs emergency mental health placements, contacting the police and advice if a bomb threat is received, along with full details of Lancashire wide rest centres (for nursing home issues that arise).

All senior managers on the on-call Rota have been made aware of their roles and responsibilities. These are summarised below:

#### **During on-call period**

- Be available to promptly answer calls
- Have access to a copy of the on-call pack (either electronic or hard copy).
- Manage all calls received in the best interests of both CCGs
- Complete an On-Call Incident Report Log for each call received (and also forward this on as detailed on the form)
- Provide appropriate handover to the next on-call manager (either via telephone or email)
- Make urgent contact with your respective Chief Operating Officer if illness or an urgent personal issue arises and you are unable to fulfil your on-call responsibilities. The Chief Operating Officer will then arrange cover and advise BTH switchboard.
- Be prepared to escalate incidents to NHS England – North (Lancashire) staff, where the incident requires a Lancashire wide response.

#### **Outside of on-call period**

- Arrange own cover for any on-call period where you are unable to carry out your on-call commitment and to advise the CCG operational lead immediately of the changes, so that the Rota can be amended.
- Ensure that you have an up-to-date copy of the on-call pack.
- Ensure that any changes in contact details are sent to the CCG operational lead so that amendments can be made to the Rota.

The Accountable Emergency Officer is responsible for ensuring that the switchboard at BTH is provided with an up-to-date copy of the on-call Rota and to manage the relationship with Fylde and Wyre CCG. It is the Accountable Emergency Officer's role, to ensure that the on-call pack is up-to-date. Operationally this will be managed via the CCG's Operational Lead for Emergency Planning and Resilience.

## **7. Record Keeping**

Good record keeping is paramount in the event of any incident. The senior manager on-call is responsible for ensuring that accurate records are kept of all decisions and actions taken in their area of work, once a major incident has been declared by NHS England – North (Lancashire) or if the on-call process is activated by a commissioned provider. An incident log is contained within the on-call pack within Section A.

All records created will be kept by the Accountable Emergency Officer. These records will be stored in line with the CCG's Record Management Policy.

## **8. Communications**

Good communication is essential at a time of crisis. A communication plan will be developed to ensure there are appropriate statements for internal and external communication and processes for ensuring communication to all CCG staff in the event of an emergency.



## 9. Training Requirements

All Governing Body members and senior managers need to be aware of the contents of this plan, and ensure that they are acquainted with the CCG's on-call pack and for those on the on-call Rota, that they have the necessary documents available to them at all times. Training/awareness raising, will be initiated by the Accountable Emergency Officer who will keep a log of attendance.

The Accountable Emergency Officer will, on request, provide support, assistance and advice, including instruction in the application of the process and use of the templates to any member of the CCG and CSU.

Training will reflect the requirements of the CCG, in terms of major incident response and on-call arrangements and will be in line with the requirements of the National Occupational Standards for Civil Contingencies and which relate to the category status and responsibilities of the CCG.

The Accountable Emergency Officer and the Operational Lead for Emergency Planning and Resilience will provide bespoke training to members of the on-call Rota, to equip them with the necessary knowledge to undertake the role. This will be repeated on a yearly basis and will be incorporated within the wider emergency planning and resilience training/awareness raising.

## 10. Implementation, Monitoring and Review

The Accountable Emergency Officer is responsible for ensuring that this document is reviewed and if necessary, revised in the light of legislative guidance or organisational change.

Review shall be annually; this can be undertaken at team meetings. A full test of the plan will be undertaken yearly. All senior managers will be expected to take part in these exercises. A cold debriefing session will take place following the exercise, to establish if any changes need to be made as a result of the exercise. Senior managers will be asked to review existing arrangements and suggest amendments at this stage and submit to the Accountable Emergency Officer to co-ordinate the CCG's overall plans.

### Section A – For information

<b>A00</b>	<b>Content &amp; index</b>	<b>V2.0</b>
<b>SECTION A – FOR INFORMATION</b>		
<b>A01</b>	<b>On call resource pack – information</b>	<b>V2.0</b>
<b>A02</b>	<b>Key contents of the on call resource pack</b>	<b>V2.0</b>

<b>A01</b>	<b>On call resource pack</b>	<b>V2.0</b>
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Senior Managers on Call within Blackpool CCG have been provided with an e-version of the on call pack, including all relevant policies. This is also accessible on the Blackpool CCG shared drive and is kept up to date at all times.

<b>A02</b>	<b>Key contents of the on call resource pack</b>	<b>V2.0</b>
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The on call resource pack contains detailed information including:

- Responsibilities on call
- On call arrangements flow chart
- On call scenarios
- An incident report log
- Key contacts
- Electronic versions of the relevant on call policies have all been sent out to accompany the resource pack, for ease of reference and for each individual on call Manager to store them electronically.

## On-Call Incident Report Log

### ON CALL INCIDENT REPORT LOG

#### Call Information

<b>Name of On-call Manager</b>	
<b>Call Received by</b>	
<b>Date of On Call</b>	

#### Actions and Advice

<b>Callers Name</b>	
<b>Callers Organisation</b>	
<b>Designation</b>	
<b>Callers Number (inc. STD)</b>	
<b>Time of Call (24hr)</b>	
<b>Caller Location</b>	

#### Summary and Handover

<b>Outcomes</b>	
<b>Handover to (name and organisation)</b>	

#### Incident Information

<b>Type of Incident and Details</b>	
<b>When</b>	
<b>Exact Location</b>	
<b>Who</b>	

<b>Time (24hr)</b>	<b>Action/Advice Given</b>	<b>Passed on to/Discussed with</b>


**Guidance Notes on completing and submitting the form**

1. This form must be completed for each and every incident received over the on call period. Where an incident is closed off and a related /follow up call comes in; a new form must be started but linked back to the previous incident in the notes.
2. The completed form must be submitted to by 8.30 am the following day to **the Executive Assistant to the Accountable Officer (Blackpool CCG)**
3. Where appropriate a photocopy/electronic version of the completed form should be passed onto the next on call manager

## Section B – For information

<b>B00</b>	<b>Content &amp; index</b>	<b>V2.0</b>
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<b>SECTION B – FOR INFORMATION</b>		
<b>B01</b>	<b>Operation Merlin Information</b>	<b>V2.0</b>
<b>B02</b>	<b>Contacting the Police in an Emergency</b>	<b>V2.0</b>
<b>B03</b>	<b>Lancashire Wide Rest Centre List</b>	<b>V2.0</b>
<b>B04</b>	<b>Security Awareness Bomb Threat Advice and Checklist</b>	<b>V2.0</b>

## OPERATION MERLIN

### What is Operation Merlin?

Operation Merlin is a multi-agency Lancashire plan which provides a framework within which statutory agencies (including the Emergency Services, local authorities, the Health Protection Agency, the NHS, the Environment Agency, the Health and Safety Executive and others) can assess and deal with an actual, or potential, hazardous substance incident (chemical, biological or radiation) in a coordinated manner and then deliver an appropriate graded response. Outcomes can range from taking no further action, information only, normal multi-agency service response, to a major incident.

The Plan has been written in consultation with the organisations that form the Lancashire Resilience Forum Hazardous Substances Group:

Lancashire County Council	Lancashire Constabulary
Lancashire Fire and Rescue Service	North West Ambulance Service NHS Trust
Environment Agency	Environmental Health Lancashire
Health and Safety Executive	Health Protection Agency (LaRS) (Cumbria & Lancashire)
Blackpool CCG	Blackpool Council

### What is the Aim of Operation Merlin?

The aim of Operation Merlin is to protect the health and safety of people and to safeguard the natural environment in relation to incidents involving hazardous substances.

### Who Declares Operation Merlin?

A 'Merlin Incident' can be declared by any of the following organisations:

- An emergency service
- Health Protection Agency
- A Primary Care Organisation
- The A&E department of a designated hospital a local authority
- Statutory agency e.g. Environment Agency

However, the response to an incident will normally involve the emergency services and in these cases, it can be **anticipated** that Lancashire Fire & Rescue Service will lead on the declaration of an Operation Merlin.

### What do you have to do as an On Call Manager?

As the on call manager you will assist and support the local response in conjunction with the NCB Area Team Lancashire Strategic Commander.

In the event of you becoming aware of a hazardous substances incident for which Operation Merlin is not declared, discuss the matter with NHS England - North (Lancashire) Strategic Commander (contactable through ambulance control on their emergency number of 01772 – 867640) to ask them to consider a declaration.



**CONTACTING THE POLICE IN THE EVENT OF AN EMERGENCY INCIDENT**

**In an emergency, when there is a crime in progress or a life at risk, always call 999 or 112 from a mobile phone**

During working hours any of the suspicions below also contact the relevant organisation's Local Security Management Specialist as a backup. Contact details are available within the individual CCGs key contacts document.

- Offences against the person – Various grades of physical assault
- Protection from Harassment – Causing alarm or distress
- Theft Offences – Trust property and personal – There is a variety of theft offences, robbery, burglary, TWOC (taking without consent – joy riding!), Wastefully diverting electricity, false accounting, blackmail, handling stolen goods, amongst others
- Deception Offences – Obtaining property/services by deception, pecuniary advantage, retaining a wrongful credit
- Sexual Offences, Rape, assault by penetration, sexual assault
- Criminal Damage – Actual or threats to do so
- Public Order – Affray or violent disorder
- Drugs – possession, supply or cultivation
- Firearms – Presence, threat of use
- Missing staff members

<b>B04</b>	<b>Nursing Home Rest Centres for use in the event of significant issues relating to nursing homes</b>	<b>V2.0</b>
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<b>District Unitary</b>	<b>Name</b>	<b>Address</b>	<b>Office Tel:</b>	<b>Capacity</b>
<b>Blackburn/Darwen</b>	Audley Sports Centre	Chester Street, Blackburn, BB1 1 1LP	01254 680012	700
<b>Blackburn/Darwen</b>	King George's Hall	Northgate, Blackburn BB2 1AA	01254 582579	1500
<b>Blackburn/Darwen</b>	Shadsworth Leisure Centre	Shadsworth Road, Blackburn BB1 2HR	01254 264561	400
<b>Blackpool</b>	Blackpool Sports Centre	West Park Drive, Blackpool FY3 9HQ	01253 478470	1000
<b>Blackpool</b>	Palatine Sports Centre	St Anne's Road, Blackpool FY4 2AP	01253 478484	700
<b>Burnley</b>	St Peter's Leisure Centre	Church Street, Burnley BB1 1 2DL	01282 664444	250
<b>Chorley</b>	All Seasons Leisure Centre	Water Street, Chorley, PR7 1EX	01257 515000	600
<b>Chorley</b>	Clayton Green Sports Centre	Clayton Green Road, Chorley PR6 7TL	01257 515050	300
<b>Fylde</b>	Lowther Pavillion	Lowther Terrace, West Beach, Lytham FY8 5QQ	01253 658665	350
<b>Hyndburn</b>	Hyndburn Sports Centre	Henry Street, Church, Accrington BB5 4EP	01254 385945	1100
<b>Hyndburn</b>	Oswaldtwistle Civic Theatre	Union Road, Oswaldtwistle, Accrington BB5 3HZ	01254 232172	120
<b>Lancaster</b>	Lancaster University Sports Centre	Scotforth Road, Lancaster LA1 4YW	01524 594006	500
<b>Lancaster</b>	Salt Ayre Leisure Centre	Salt Ayre Lane, Lancaster LA1 5JS	01524 847540	600
<b>Lancaster</b>	Truckhaven	Scotland Road, Carnforth LA5 9RQ	01524 736699	400

<b>Pendle</b>	Pendle Leisure Centre	Crownway, Colne, BB8 0AQ	01282 661166	300
<b>Pendle</b>	The Ace Centre	Cross Street, Nelson, BB9 7NH	01282 661999	200
<b>Pendle</b>	West Craven Sport Centre	Kelbrook Road, Barnoldswick BB18 5TB	01282 666710	600
<b>Preston</b>	Fulwood Leisure Centre	Black Bull Lane, Fulwood, Preston PR2 9YA	01772 716085	150
<b>Preston</b>	St Cutbert's Church Centre	Lytham Road, Fulwood, Preston PR2 3AR	01772 719710	100
<b>Preston</b>	West View Leisure Centre	West View, Ribblesdale, Preston PR1 5EP	01772 296788	250
<b>Ribble Valley</b>	Civic Hall Longridge	Willow Park Lane, Calder Avenue, Longridge PR3 3HJ	07779 572663	200
<b>Ribble Valley</b>	Roefield Leisure Centre	Edisford Road, Clitheroe BB7 3LA	01200 442188	250
<b>Ribble Valley</b>	Waddow Hall (accommodation only)	Waddington Road, Clitheroe BB7 3LD	01200 423186	60
<b>Ribble Valley</b>	Chipping & District Memorial Hall	Garstang Road, Chipping PR3 2QH	01995 61835	200
<b>Rossendale</b>	Bacup Central Methodist Church	Burnley Road, Bacup OL13 8AB	01706 874541	80
<b>Rossendale</b>	Haslingden Sports Centre	Helmshore Road, Rawtenstall, Rossendale BB4 4DN	01706 227016	400
<b>Rossendale</b>	Old Fire Station, Rawtenstall	Burnley Road, Rawtenstall, Rossendale BB4 8EW	01706 242020	75
<b>Rossendale</b>	Whitworth Civic Hall	Market Street, Whitworth, OL12 8DP	01706 854130	250
<b>South Ribble</b>	Bamber Bridge Leisure Centre	Off Brindle Road, Bamber Bridge PR5 6YD	01772 322102	400

<b>South Ribble</b>	Leyland Leisure Centre	Lancastergate, Leyland, Preston PR25 2EX	01772 432285	750
<b>South Ribble</b>	South Ribble Tennis Centre	Cuerden Way, Bamber Bridge, PR5 6BJ	01772 620421	370
<b>West Lancs</b>	Banks Leisure Centre	Greaves Hall Lane, Banks, PR9 8BL	01704 212970	400
<b>West Lancs</b>	Burscough Sports Centre	Bobby Langdon Way, Off Mart Lane, Burscough L40 0SD	01704 895266	200
<b>West Lancs</b>	Digmoor Community Centre	Birleywood, Digmoor, Skelmersdale, WN8 9HR	01695 727483	200
<b>West Lancs</b>	Ormskirk Civic Centre	Southport Road, Ormskirk L39 1LN	01695 575824	360
<b>West Lancs</b>	Skelmersdale Sports Centre	Digmoor Road, Digmoor, Skelmersdale WN8 9NL	01695 723777	400
<b>Wyre</b>	Fleetwood Leisure Centre	The Esplanade, Fleetwood FY7 6HF	01253 771505	200
<b>Wyre</b>	Frank Townsend Christian Fellowship Centre	Kensington Road, Thornton Cleveleys FY5 1ER	07802 984600	200
<b>Wyre</b>	Garstang Leisure Centre	Windsor Road, Garstang PR3 1ED	01995 605410	350
<b>Wyre</b>	Marine Hall	The Esplanade, Fleetwood FY7 6HF	01253 887693	400
<b>Wyre</b>	Poulton Youth & Community Centre	Parry's Way, Poulton-le-Fylde FY6 7PU	01253 895115	400
<b>Wyre</b>	Thornton Sports Centre	Victoria Road East, Thornton Cleveleys, FY5 3SX	01253 824108	1200

## Security Management & Emergency Preparedness Awareness Note

**Although this would be a Lancashire Area Team responsibility in terms of managing the response, all on-call managers need to be aware of the process in terms of managing the receipt of a bomb threat.**

Commissioning and providing quality health care presents a unique security management challenge. Life-threatening situations, specialist facilities and valuable equipment, medicines requiring controlled access and situations whereby emotions can run high creating a volatile and challenging working environment. In addition, the presence of large numbers of transient populations can make it difficult to monitor access and identify obvious criminal activity.

However significant these challenges may seem, they do not mitigate against criticism of NHS Trusts when security breaches occur. Details of security lapses regularly make the news and can seriously undermine public confidence and perceptions of public service. Typical incidents can include unauthorised access to patients' medical notes, attempted access to controlled areas and opportunist thefts from handbags or cars.

Staff vigilance and resilience is an intrinsic part of the programme that protects staff and assets.

### Areas of concern and for Extra Vigilance

- Wear your name badge and be in possession of your **ID badge** at all times while you are on duty. If you lose your ID badge, please contact the relevant department immediately. If you have an access control card or fob, please view this as a key with associated responsibilities, as invariably, they are attached to your identity card.
- Please avoid bringing **valuable personal property** on site and keep your personal belongings with you or in your locked drawers, where they are provided. Please don't leave rooms open and unattended particularly where personal clothing or handbags are on show to passers-by. Ensure rooms, offices, cupboards etc. are locked when not in use.
- **Be prepared to challenge**, in a non-confrontational way, all persons not wearing a Trust name badge in a non-public or staff area. All external contractors are expected to wear as a minimum a Trust issued site visitor's identification badge.
- Do not allow **tailgating** at doors. If a person tries to gain access to a secure area by following you through a door and is not wearing a name badge, ask them politely to use the entry phone/call system if one is available. Do not let people in to secure areas if you do not know them.

The objectives of Security Awareness are encapsulated in the four watchwords:

**Vigilance - Challenge - Protect – Report**

<p><b>Vigilance</b></p> <ul style="list-style-type: none"> <li>• Be vigilant, report anything suspicious or out of the ordinary happening in your work area!</li> <li>• Be familiar with common security risks.</li> <li>• Recognise a security threat.</li> <li>• Understand the appropriate response.</li> </ul>	<p><b>Challenge</b></p> <ul style="list-style-type: none"> <li>• Challenge anyone entering your work area that you do not recognise as belonging there.</li> <li>• Challenge anyone not wearing a name badge.</li> <li>• Challenge anyone not complying with security/safe work practices.</li> </ul>
<p><b>Protect</b></p> <ul style="list-style-type: none"> <li>• Protect the Trust’s assets; follow end-of-day procedures, ensure that all doors and windows are locked, computers are logged off before leaving work.</li> <li>• Protect your own property and that of your colleagues; lock your valuables in a locker, ensure Staff Rooms are locked securely.</li> </ul>	<p><b>Report</b></p> <ul style="list-style-type: none"> <li>• Report <b>ALL</b> incidents to the Trust LSMS and report criminal acts to the Police. Complete Trust DATIX forms for all security related incidents.</li> </ul>

**Bomb Threat Procedures:**

The Police should be contacted immediately whenever a bomb threat is received and this should be via the 999 system. **The Local Area Team’s Emergency Planning contact must also be informed of any bomb threat.**

An incident report form (IR1) will be completed by NHS England - North (Lancashire) and submitted to the Risk Management Team as soon as possible after the incident and the Local Security Management Specialist (LSMS) informed of the circumstances – (this should be done as soon as practicable). The IR1 form should contain the full details of the incident and where the police have been involved: the police officer’s details and the police incident log reference number.

The advice of the LSMS is needed regarding the protection and preservation of the scene of a crime and the (forensic) evidence. The LSMS will carry out a review: of the incident itself, the available evidence, the outcomes and what redress the Trust/organisation can pursue in order to ensure this policy is effective.

**Telephone Bomb Threats**

Most bomb threats are made by the way of a telephone call. The overwhelming majority are hoaxes, often the work of malicious pranksters, although terrorists also make hoax calls. Any such hoax is a criminal act and no matter how ridiculous or unconvincing, should be reported to the police and LSMS.

Calls from terrorists fall into two categories:

1. Bomb threats when none has actually been planted. These hoaxes may not be merely malicious but designed to disrupt, to test reactions or to divert attention.
2. Bomb threats warning of a genuine device. These may be attempts to avoid casualties, but they also enable the terrorist to blame others if there are casualties.

Even genuine threats are frequently inaccurate with regard to where and when a bomb might explode and staff receiving a bomb threat, may not always be those trained and prepared for it. However, although they may be unable to assess the accuracy of a threat or origin, their impressions of the caller could be important.

**Staff receiving a bomb threat telephone call should follow these instructions:**

- Stay calm and listen
- Obtain as much information as possible – try to get the caller to be precise about the location and timing of the alleged bomb and try to establish whom they represent. If possible keep the caller talking
- If voice recording equipment is available switch it on
- When the caller rings off, dial 1471 (if that facility operates and you have no automatic number display) to see if you can get their number
- Immediately inform your supervisor, who should notify the Security Co-coordinator (LSMS). It is their responsibility to decide on the best course of action and who should immediately notify the police. If you cannot contact your supervisor and even if you think the call is a hoax, inform the police immediately and directly. Advise the police of your impressions of the caller, as well as an account of what was said.
- If you have not been able to record the call, make notes for the Security Coordinator and police. Do not leave your post – unless ordered to evacuate – until the police or the Security Co-coordinator advises.

**All staff must comply with the following the instructions:**

- Do not touch suspicious items.
- Move away to a safe distance.
- Prevent others from approaching.
- Communicate safely to staff, patients and visitors.
- Do not use hand-held radios or mobiles phones in immediate vicinity of a suspect item or at a distance of less than 15 metres.
- Notify the police.
- Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.