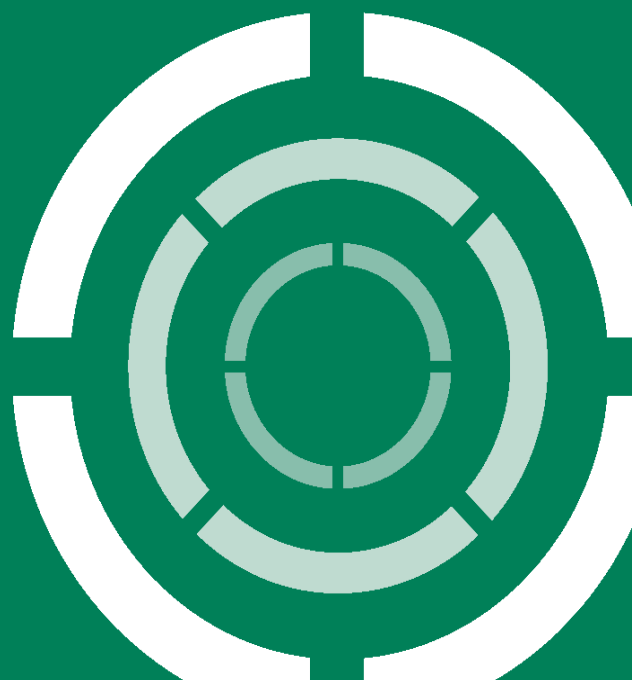




National Ambulance
Resilience Unit
NARU



NHS Ambulance Services
Emergency Preparedness,
Resilience & Response
Quality Assurance Framework



Document Name	National Ambulance Resilience Unit National Ambulance Commissioning Group Emergency Preparedness, Resilience and Response Quality Assurance Framework
Area	NHS Ambulance Services NHS Ambulance Services Foundation Trusts
Purpose	To provide a structured quality assurance framework for EPRR to support the assessment of the capability and maintenance of national standards, identifying best practice and areas of improvement and future development.
Contact for further Information / Additional Copies	
Location of Document	National Ambulance Resilience Unit
Approved By	
Date Approved	
Review Date	Post Audit
Version	1.0

Background

The quality assurance framework has been developed against the Emergency Preparedness, Resilience and Response (EPRR) service specification to allow a comprehensive review of each NHS Ambulance Services Trusts and NHS Ambulance Services Foundation Trusts in England. The quality assurance review will allow reflection on the state of readiness against their emergency preparedness, resilience and response arrangements in respect to organisational risks and threats.

Assuring delivery of the Department of Health Policy for EPRR in NHS Ambulance Trusts and NHS Ambulance Foundation Trusts in England is the responsibility of each Ambulance Trust, through national and local commissioning arrangements.

The assurance framework seeks to maintain standards, improve performance, provide credibility and provide government departments with assurance that organisations are compliant with statutory and other relevant national requirements.

Approach to Quality Assurance

The rationale and purpose behind the EPRR Quality Assurance Framework is to objectively audit the function of EPRR capabilities in Ambulance Trusts. There are clear minimum standards and standard operating procedures that have been developed and adopted nationally. The audit will seek to draw together evidence that supports the effective implementation, delivery and maintenance of those standards.

A consistent approach that upholds national arrangements is paramount to enabling interoperability and collaborative responses or mutual aid scenarios. A consistent approach does not mean that all EPRR arrangements will be identical. Trusts will be audited to the nationally set of standards as identified in this document. The Quality Assurance framework forms part of the evaluation process in place to ensure continued improvement and development of EPRR arrangements locally and nationally. Commissioners, strategic decision makers and Trust Executive teams will be able to clearly see the performance achieved with their EPRR teams and the value added by the capability.

A Quality Assurance Framework and Audit Model

The Quality Assurance Framework is based on the model as described in the NARU Service Specification for NHS Ambulance Services Emergency Preparedness Resilience and Response. The framework follows a straightforward approach that will see the collection and collation of data that will provide evidence to demonstrate that the capability is being operated and managed in each Trust in accordance with the National Model. In all cases the audit will seek evidence and data that demonstrates how EPRR is being managed locally within Trust.

Audit Approach

The Quality Assurance framework sets out the required model and performance standards for EPRR. In order to assess and review both the quality and quantity of operational delivery a number of different approaches will be followed. Audits may draw from specific sections within this framework, using a risk based or phased approach, or may cover the entire specification.

Information will be collated to form a clear picture of the level of performance and quality of delivery of EPRR in trusts. Wherever possible, findings will be triangulated to validate any information that supports the audit outcomes. The final audit report will be reviewed by the NARU Programme Manager prior to presentation to the Host Trust to ensure any recommendations are evidence based and proportionate to any associated risk.

From the outset there has been a clear desire to reduce duplication with respect to the collection of performance data. This does however need to be balanced against the requirement to report both locally and nationally on the performance of EPRR to commissioners and other key decision makers.

Requests for information:

- Documentation
- Performance reports
- Informatics
- Responses to structured questions

Observation / Inspection of:

- Visits to Trusts
- Audit of base / vehicles / equipment

Interviews / Discussions will potentially involve:

- Executive Director with responsibility for EPRR
- Finance Director
- EPRR leads
- Operational Manager
- Operational trainer
- Control room staff
- Others as identified as necessary

Audit Schedule

A schedule of audits for EPRR will be agreed and implemented each year. These may be run in conjunction with audit of other areas such as HART.

It is anticipated that audits will require three days for trusts, plus a day each for subsequent report writing; however as the audit process is developed this may be altered.

The audit should cover all elements of the EPRR operating model, as defined in the Service Specification, namely:

1. Emergency Operations Centre
2. Command and Control
3. Specialist Response
4. Emergency Logistics
5. National Mutual Aid
6. Business Continuity Management
7. Media
8. Plans Procedures and Guidance
9. Debriefing
10. Event Management
11. Public Order
12. Training
13. Wider NHS
14. Resilience Forum and Partnership
15. Exercising
16. Staff and Facility Resources
17. Occupational Health, Human Resources
18. Legal Arrangements
19. Specialist Information Technology
20. Audit

The audit team will comprise:

- a) Department of Health Internal Audit – Lead Auditor
- b) The local Strategic Health Authority / Commissioning lead
- c) Care Quality Commission (CQC) Manager
- d) NARU Lead(s)

Feedback to Trusts

Following audit visits a report will be compiled and reviewed by NARU prior to presentation to the Trust. Audit results are key to ensuring an accurate overview and accountability of EPRR activity within England and devolved administration, thus influencing future EPRR models. The overarching outcome is to support commissioning process ensuring value for money and a service provision that is compliant with the specification.

The audit report will seek to provide findings on:

- Areas of good practice to be shared with other EPRR teams;
- Areas of non-compliance with the Service Specification, and assessment of the implications and associated risks;
- Recommendations for changes or interventions that will enhance preparedness and performance.

Audit Process

1. Emergency Operations Centre				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification				
Source material for standard requirements				
<ul style="list-style-type: none"> • EPRR service specification • EPRR service specification handbook • National guidance related to EOC capacity and capabilities 				
Relevant documentation				
<ul style="list-style-type: none"> • Establishment figures, rates of attrition • Recruitment campaigns and approach • Job Descriptions • Questionnaire • Outcome from internal exercising • Proclus, lessons learnt action log 				
Nature of assessment				
<ul style="list-style-type: none"> • Observation, review on site – interviews with EOC staff • Areas of specific 'issue or concern' as raised • Structured responses to various scenarios • Review lessons identified from internal exercises • Review Proclus submissions • Review of documentation 				
Key Indicator	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Effectively and efficiently manage a major incident delivering				

expected high standards of patient care.				
Manage a major incident still deliver a business as usual function to nationally agreed standards.				
Have the capability to manage significant and or high profile events that could bring the service into disrepute or the subject to legal challenge.				
Within an urban conurbation must be able to manage up to four simultaneous incidents and two within rural areas.				
Appropriately resourced to manage such events.				
All staff are fully trained and exercised on a regular basis to manage and sustain such events.				
Able to manage media attention relating to such events at any given time of the day or night.				
Have resilience IT infrastructure to manage all of the above from any location and from a fall back emergency operations centre.				
Have flexibility with IT and or staff to engage in more than one control centre or more and can collectively manage such events as required.				
Have formal arrangements in place to recall staff to duty in any such event.				
Have the ability to deploy a mobile communication unit with				

fully trained and exercise staff.				
Have the ability to provide a forward control team to any such event.				
Have an on call and on duty loggist drawn from a wide cadre or staff.				
Have arrangements to communicate with and control resources from other ambulance providers.				
Have access to the complete suite of service plans, guidance and action cards.				

2. Command and Control

Summary

This aspect of an audit will consider the organisations ability to provide robust command arrangements as described in the specification, focus will be for a number of simultaneous or prolonged events. A clear evidence base for command and control training, education and development requirements, delivery and effectiveness needs to be kept. This is often the first aspect to be scrutinised if anything untoward occurs during an incident.

The audit will establish if the provision and organisation of this capability, education and development meets the requirements for the operation of all aspects of command and control capabilities. This is in respect of quality and delivery. Consideration will be given in an operational context – legislative requirements relating to recertification, stipulated frequency of refresh and review, assuring safe systems of work, personal and team competency, and partner agency confidence in a command capability.

Source material for standard requirements

- EPRR service specification
- EPRR service specification handbook
- NARU Command and Control Guidance

Relevant documentation

- National Training requirements
- National Occupational Standards
- Annual Local Training plan
- Evidence of training, education and development
- Learning outcomes/training needs analysis
- Evaluation of training
- Learning points from exercises
- Resilience & Capability reports

Nature of assessment

- Observation, review on site
- Focus Groups, interviews, requests for information
- Reports from information on Proclus

<ul style="list-style-type: none"> • Areas of specific 'issue or concern' as raised • Structured responses to various scenarios • Inspection of documentation training records etc • Observation of operational duties or exercises • Feedback from local partners 				
Key Indicator	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Able to provide a 24 hour command structure and arrangements for one or more event which requires Gold, Silver, Bronze, Specialist Technical/Tactical Advisor level role and supported with an administration and technical provision.				
All command staff trained and exercised with multi-agency and health partners to National Occupational Standards.				
Have 24 hour National Inter-agency Liaison Officer capability within Trust and as part of the national response in line with local and national Mutual Aid arrangements.				
Have 24 hour Ambulance Military Liaison Officer capability within Trust and as part of the national response in line with local and national Mutual Aid arrangements.				
Have 24 hour Specialist Technical/Tactical Advisor for incidents such as a marauding firearms, chemical, biological,				

radiological, nuclear, explosive and hazardous material events and to support Gold and Silver level officers in managing such events.				
Have 24 hour Radiation Protection Supervisor arrangements within Trust and as part of the national response in line with local and national Mutual Aid arrangements.				
All commanders maintain a Continuous Personal Development portfolio in relations to their role.				
Have an annual exercise programme for all command staff and involvement in multi-agency exercising to remain qualified in their role function and remain National Occupational Standards compliant.				
Have an emergency preparedness structure that supports command arrangements for NHS Partners, Acute Trusts and NHS Gold and that all staff are trained tested at a multiagency exercise on an annual basis.				
Have communication and general equipment to support the designated a command role.				

3. Specialist Response

Summary

This element of the Quality Assurance Framework and audit will consider the specialist response arrangements and the specialist kit and equipment that the trust are required to use in order to safely and effectively operate a capability. There are clear guidelines for the storage, maintenance and replacement of vehicles, kit and equipment as part of national capabilities.

The audit will establish if the management and organisation resources, kit and equipment including specialist personal protective equipment and meet the requirements for the operational capabilities. Trusts are expected to be able to demonstrate full compliance.

Source material for standard requirements

- EPRR service specification
- EPRR service specification handbook
- HART Model as described in Service Specification for NHS Ambulance Services Hazardous Area Response Teams April 2012 C 4.7 and C 4.8
- National Ambulance Contract
- Manufacturer's instructions
- Operational instructions / Standard Operating Procedures
- Vehicle & Equipment Inventories
- Guidance for what is carried on what vehicle and where including weight limits

Relevant documentation

- Organisational and National vehicle support requirements including Servicing information / documentation
- Appropriate storage of vehicles and equipment
- PROCLUS Asset management system
- Evidence of budget to support running costs
- Budgeted depreciation strategy and Trust commitment to replace equipment

Nature of assessment

Suggestions include

- Observation, review on site
- Reports from information on Proclus

<ul style="list-style-type: none"> • Areas of specific 'issue or concern' as raised • Structured responses to questions • Inspection of documentation and resources 				
Key Indicator	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
HART capability compliant with the current National Service Specification, February 2012, including vehicle and equipment replacement programme.				
Have the capability to respond to marauding firearms incidents in line with National Joint Operating Procedures.				
Have the capability to respond to and manage a chemical, biological, radiological, nuclear or explosive event for an extended period in line with National CBRN guidance.				
Have the capability to manage a Pandemic Influenza epidemic for a prolonged period in line with the Department of Health guidance.				
Have the capability to manage a flood event for a prolonged period.				
Have a mobile emergency response incident team (MERIT) capability for the operational area compliant with the Department of Health guidance.				
Have capability to manage a mass casualty event in line with the Department of Health and Cabinet Office guidance;				

Have capability to manage a casualty clearing station with significant numbers of P1, 2, and 3 patients for a protracted period in line with the Department of Health guidance.				
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4. Emergency Logistics				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> Estates plans and business cases Local SOPs Capital Budgets Estates revenue budgets Resilience & Capability reports 				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Key Indicators	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have arrangements to provide and supply large quantities of medical consumables and general ambulance equipment to one or more concurrent events.				
Have arrangements to identify organisational and national asset location and availability.				
Have arrangements to be able to				

respond with organisational and national asset and provide situational reports to the National Ambulance Coordination Centre.				
Have arrangements for assets to be called for or respond to a local and or national mutual aid request.				
Have capability to have staff identified, trained and exercise to drive these assets and respond to such events.				
Have formal arrangements for the dispatch of and or reception of assets and an agreed trigger mechanism for they request, this should be supported by a robust audit process.				
Have formal arrangements in place for resupply during the recovery phase of any incident.				

5. National Mutual Aid				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> National mutual Aid Arrangements 				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Key Indicators	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have mutual aid arrangements to support neighbouring ambulance trust and or an incident of national importance.				
Have arrangements to ensure compliance with national mutual aid plan.				
Have arrangements for communication and logistic infrastructure to support national mutual aid.				
Have trigger mechanism for the				

request of mutual aid and an identified person with the authority to agree this, the process should identify what is required, what can be supplied and how the response will be managed when arriving at the specific destination.				
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6. Business Continuity Management				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification.				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Key Indicators	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have robust arrangements that support organisational critical infrastructure.				
Have arrangements that support the organisation during periods of adverse weather.				
Have arrangements to audit and seek assurance that their agency suppliers also maintain and have robust Business Continuity process in place to ensure they can support the Trust in a business as usual function.				
Have formal arrangements in				

place for rapid resupply of goods and services during the recovery phase of any business continuity challenge to the organisation.				
Certification to BS2599 or ISO22301				

7. Media				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification.				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> Organisational Media and Communication plan 				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have in place systems to manage the media at all Emergency Operational Centres plus fall back locations and the wider organisational structure.				

8. Plans, Procedures and Guidance				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification.				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> NARU minimum Requirements for an Emergency Plan 				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have in place appropriately trained staff to develop, maintain and exercise a range of specific plans guidance documents detailed for a range of events.				
Have in place arrangements for ad-hoc emerging threat and risks.				

9. Debriefing				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification.				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> Proclus LID Trim assessment 				
Nature of assessment				
Suggestions include <ul style="list-style-type: none"> Observation, review on site Review of recruitment approach Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have arrangements in place to debrief and identify lessons, embracing electronic technology and shared on a national basis.				

10. Event Management				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> Guide to Safety at Sports Grounds (2008), Department Culture, Media and Sport Event Safety Guide (2005), Health and Safety Executive The Good Practice Safety Guide (2006), Home Office Managing Crowds Safely (2000), Health and Safety Executive Safety Guidance for Street Arts, Carnivals, Processions and Large-Scale Performances (2004) Independent Street Art Network (ISAN) CAP 403 Flying Displays and Special Events (2012), Civil Aviation Authority British Horseracing Authority (BHA). 				
Nature of assessment				
<p>Suggestions include</p> <ul style="list-style-type: none"> Observation, review on site Review of recruitment approach Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have arrangement in place for routine events involving large numbers of the public i.e. social events, demonstrations and any public event that is not funded				

through private means.				
Have arrangements in place for the organisation to recover from events which ensure, resupply, and restock of resources and equipment maintenance.				
Have in place arrangements attend safety advisory groups which supports the Trust to mitigate organisational risk at the planning and actual event, Police Fire and Ambulance are standing members of safety advisory groups.				
Have in place arrangements for inspections during an event or performance to ensure private providers of healthcare are delivering what they claim at the safety advisory group.				

11. Public Order				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification.				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> National guidance for Ambulance services Lessons identified 				
Nature of assessment				
Suggestions include				
<ul style="list-style-type: none"> Observation, review on site Review of recruitment approach Areas of specific 'issue or concern' as raised Structured responses to previously circulated questions Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have in place arrangements to meet local or national acts of public disorder i.e. Riots or demonstrations.				

12. Training

Summary

This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification with regard to the identification, organisation, delivery and evaluation of EPRR training, education and development. The specification makes provision for a Training Manager (or equivalent) to lead and assure this area of work. Training and the time set aside for training, education and development is a pressure area for EPRR. A clear evidence base for training, education and development requirements, delivery and effectiveness needs to be kept. This is often the first aspect to be scrutinised if anything untoward occurs during an incident.

The audit will establish if the provision and organisation of training, education and development meets the requirements for the operation of all EPRR capabilities. This is in respect of quality and delivery. Consideration will be given in an operational context – legislative requirements relating to recertification, stipulated frequency of refresh and review, assuring safe systems of work, personal and team competency, and partner agency confidence in EPRR capability.

Source material for standard requirements

- EPRR service specification
- EPRR service specification handbook

Relevant documentation

- NARU Command and Control Guidance
- National Training requirements
- Annual Local Training plan
- Evidence of training, education and development
- Learning outcomes/training needs analysis
- Evaluation of training
- Learning points from exercises
- Learning points from Incidents
- Resilience & Capability reports

Nature of assessment

Suggestions include

- Observation, review on site
- Review of recruitment approach

<ul style="list-style-type: none"> • Areas of specific 'issue or concern' as raised • Structured responses to previously circulated questions • Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have in place arrangements to identify the need for training for all new and existing staff and refreshed on an annual basis, training must include the underpinning knowledge essential for emergency preparedness.				
Have in place arrangements for a continuous professional development programmes that supports the training need.				
Have in place arrangements for training for incidents involving radiation and compliance to the Department of Health guidance.				
Have in place arrangements for the provision of Radiation Protection Supervisors (RPS).				
Have in place arrangements for operational staff and managers to receive training to a major incident response for both the trust or as part of mutual aid.				
Have in place arrangements to train the voluntary and community first responders.				
Identify internal and external providers for the training.				
Have in place arrangements to identify training needs for NHS partners in the use of personnel				

protective equipment.				
Have in place arrangements to provide training support to NHS partners in the use of personnel protective equipment for chemical, biological, radiological, nuclear, hazardous material and casualty clearing.				
Have in place arrangements which maintain develop and improve the HART training programme.				
Have in place arrangements to provide and develop teams to respond to planned firearms and marauding firearms incidents.				

13. Wider NHS				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust adheres to the specification.				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> Civil Contingencies Act 2004 NHS Planning Guidance 2005 				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Focus Groups, interviews, requests for information Reports from information on Proclus Areas of specific 'issue or concern' as raised Structured responses to questions Inspection of documentation training records etc Observation of operational duties or exercises Feedback from local partners 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have arrangements in place to link with other NHS stakeholders.				
Have arrangements that demonstrate consistent links with and for Acute Trusts in all areas of emergency preparedness.				
Can demonstrate there is a synergy in the planning process				

between the Ambulance service and support logistics in the event of a major incident for Acute Trusts.				
Can demonstrate the organisation have in place arrangements and plans to establish and operate shared incident control rooms with the Wider NHS where practicable.				
Organisation has provision for mutual aid either assets or staff: e.g. Hazardous Area Response Team, Air Support Unit, National Inter-agency Liaison Officer.				

14. Resilience Forum and Partnership		
<p>Summary</p> <p>This element of the Quality Assurance Framework and audit will consider the extent to which each Trust has embedded the requirements of engaging with Local Resilience Forum and Local Health Resilience Partnerships and takes into consideration the resilience, health & wellbeing of personnel, all of which will influence collective capability and preparedness to respond.</p>		
<p>Source material for standard requirements</p> <ul style="list-style-type: none"> • EPRR service specification • EPRR service specification handbook 		
<p>Relevant documentation</p> <ul style="list-style-type: none"> • Observation, review on site • Focus Groups, interviews, requests for information • Reports from information on Proclus • Areas of specific 'issue or concern' as raised • Structured responses to questions • Inspection of documentation training records etc • Observation of operational duties or exercises • Feedback from local partners • Civil Contingencies Act 2004 • NHS Emergency planning Guidance 2005 		
<p>Nature of assessment</p> <p>Suggestions include</p> <ul style="list-style-type: none"> • Observation, review on site • Review of exercising records • Areas of specific 'issue or concern' as raised • Structured responses to questions • Review of documentation • Review exercising programme 		
Detail	Evidence Provided	Describe the method used for evidence reporting

	Yes	Partially	No	
Have in place arrangements to attend and participate in Local Health Resilience Partnership (LHRP) and Local Resilience Forums (LRF) and any relevant subgroups established.				
Have in place arrangements for engagement at both strategic (exec director) and tactical levels.				
Have in place arrangements of monitoring LHRP and LRF activity, each of these bodies have work programmes that require ambulance trusts to undertake actions that fall to them on such work programmes.				

15. Exercising

Summary

This element of the Quality Assurance Framework and audit will consider the extent to which each Trust has embedded the requirements of exercising and takes into consideration the resilience, health & wellbeing of personnel, all of which will influence collective capability and preparedness to respond.

National job descriptions have been set for EPRR and command and the appointment criteria for operational positions are clearly set out in the national occupational standards manual. Similarly the competency based framework in organisational and personal development ensures that the skills required to effectively fulfilling the operational and management roles are understood and supported. All EPRR and command personnel are requested to participate in an annual Resilience & Capability survey which provides an assessment of their health & wellbeing, their individual and collective capability and identifies what factors are influencing these whether positively or negatively.

Source material for standard requirements

- EPRR service specification
- EPRR service specification handbook

Relevant documentation

- Observation, review on site
- Focus Groups, interviews, requests for information
- Reports from information on Proclus
- Areas of specific 'issue or concern' as raised
- Structured responses to questions
- Inspection of documentation training records etc
- Observation of operational duties or exercises
- Feedback from local partners
- Civil Contingencies Act 2004
- NHS Emergency planning Guidance 2005

Nature of assessment

Suggestions include

- Observation, review on site
- Review of exercising records

<ul style="list-style-type: none"> • Areas of specific 'issue or concern' as raised • Structured responses to questions • Review of documentation • Review exercising programme 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have in place processes and audit trail for all staff to train and exercise with multi-agency partners.				
Have arrangements in place to exercise with the voluntary sector.				
Have arrangements exercise with Acute Trusts.				
Demonstrate interoperability with all other stakeholders in relation to a major or any event that generates high profile media attention.				
Have in place the provision to share the outcome of exercises nationally electronically with other ambulance trust and cross government stakeholders.				

16. Staff and Facility Resources

Summary

This element of the Quality Assurance Framework and audit will consider the extent to which each Trust has provided an appropriate base for the EPRR team. The Service Specification sets out requirements for the facilitating staff, resources and national assets. In some cases the requirements are to facilitate effective operation of the HART capabilities. In others there is a specific or legislative requirement for provision. Each EPRR and HART has been set up with a considerable number of essential assets that need to be appropriately housed, maintained and secured.

Teams need to be sufficient in numbers to support the emergency preparedness resilience and response capability, able to attend stakeholder groups, help facilitate national work groups, be part of a national response to incident in other roles trust feel is necessary.

Funding has been provided to Trusts to deliver a HART estates solution and each Trust has a location or locations within the Model Response plan to which a response is required within 45 minutes. Location and accurate and effective delivery of the required minimum as set out in the Estates Specification will be reviewed.

Where co-location with wider Trust services has been achieved the audit will look for operating procedures and physical use of the building for evidence that the EPRR and HART requirements have not been compromised and central funding has been used appropriately.

Source material for standard requirements

- EPRR service specification
- EPRR service specification handbook

Relevant documentation

- Estates plans and business cases
- Local SOPs
- Capital Budgets
- Estates revenue budgets
- Resilience & Capability reports

Nature of assessment

- Observation, review on site
- Areas of specific 'issue or concern' as raised
- Structured responses to questions

<ul style="list-style-type: none"> Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have in place robust processes for staff profiling and facilities management to accommodate the emergency preparedness resilience and response function and storage of all assets in line with national guidance and as laid down in the Civil Contingencies Act 2004.				

17. Occupational Health, Human Resources				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust have in place arrangements for counselling, supporting staff and advising on long term clinical care following a traumatic incident, post incident or any event that generates high profile attention.				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> Observation, review on site Focus Groups, interviews, requests for information Reports from information on Proclus Areas of specific 'issue or concern' as raised Structured responses to questions Inspection of documentation training records etc Observation of operational duties or exercises Feedback from local partners 				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Areas of specific 'issue or concern' as raised Structured responses to questions Review of documentation 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Organisations must demonstrate they are able to identify and monitor workplace factors affecting the health and wellbeing of staff required to command or				

respond to major incidents and be able to ensure their resilience and preparedness for such events.				
Have in place arrangements for counselling supporting staff and advising on long term clinical care following a traumatic incident post incident or any event that generates high profile attention.				

18. Legal arrangements				
Summary				
<p>This element of the Quality Assurance Framework and audit will consider the extent to which the Trust have legal arrangements in place that support the organisation and staff in the event of any legal challenge as a result of a major or critical incident or any event that generates high profile media attention.</p> <p>Managers involved in any incident that could attract legal attention must have training to include standards of behaviour, what to expect in a court of law, how to speak to people, requirements of them as a professional witness and situational awareness. Staff and organisations must understand the legal ramifications of their involvement with the Civil Contingencies Act 2004, Corporate Manslaughter Act 2007 and Health and Safety 1974.</p>				
Source material for standard requirements				
<ul style="list-style-type: none">EPRR service specificationEPRR service specification handbook				
Relevant documentation				
<ul style="list-style-type: none">Observation, review on siteFocus Groups, interviews, requests for informationReports from information on ProclusAreas of specific ‘issue or concern’ as raisedStructured responses to questionsInspection of documentation training records etcObservation of operational duties or exercisesFeedback from local partners				
Nature of assessment				
<ul style="list-style-type: none">Observation, review on siteAreas of specific ‘issue or concern’ as raisedStructured responses to questionsReview of documentation				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	

Have arrangements in place to support the organisation and or its staff in the event of any legal challenge as a result of a major or critical incident or any event that generates high profile media attention.				
The organisation must demonstrate they are complaint with the European Convention on Human Rights namely articles 2, 8 and 14				

19. Specialist Information Technology				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust have arrangements in place for the IT requirements to support a major or critical incident or any event that generates the use of a specialised IT capability. The audit must establish if the trust has a resilient communications and IT platform.				
Source material for standard requirements				
<ul style="list-style-type: none">EPRR service specificationEPRR service specification handbook				
Relevant documentation				
<ul style="list-style-type: none">Observation, review on siteFocus Groups, interviews, requests for informationReports from information on ProclusAreas of specific 'issue or concern' as raisedStructured responses to questionsInspection of documentation training records etcObservation of operational duties or exercisesFeedback from local partners				
Nature of assessment				
<ul style="list-style-type: none">Observation, review on siteAreas of specific 'issue or concern' as raisedStructured responses to questionsReview of documentationReview of lessons learntReview of Proclus				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have arrangements in place for				

the IT requirements to support a major incident or any event that generates the use of a specialised IT capability.				
Have in place arrangements to regularly test the IT function and ensure it is understood by the staff who will utilise it.				
Ensure resilient communications and IT platform.				
Have in place appropriate levels of servicing and maintenance cover for their IT systems and equipment.				

20. Audit				
Summary				
This element of the Quality Assurance Framework and audit will consider the extent to which the Trust manages an internal and external audit process in line with the specification				
Source material for standard requirements				
<ul style="list-style-type: none"> EPRR service specification EPRR service specification handbook 				
Relevant documentation				
<ul style="list-style-type: none"> Observation, review on site Focus Groups, interviews, requests for information Reports from information on Proclus Areas of specific 'issue or concern' as raised Structured responses to questions Inspection of documentation training records etc Observation of operational duties or exercises Feedback from local partners 				
Nature of assessment				
<ul style="list-style-type: none"> Observation, review on site Areas of specific 'issue or concern' as raised Structured responses to questions Review of documentation Review of lessons learnt Review of Proclus 				
Detail	Evidence Provided			Describe the method used for evidence reporting
	Yes	Partially	No	
Have in place a system for regularly testing the procedures and requirements listed above.				

Have in place internal audit programmes which cover the audit of the EPRR Function.				
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