

Incident Control Centre Unit 7&8 - The Meadows St Ives

Guide to Set Up and Associated Information

Version 6, 2021

Authors: David Jowett

Unit 7&8, Meadow Park, Meadow Lane, St Ives, Cambs PE27 4LG

Incident Control Centre Guide to Set Up and Associated Information

Contents

| | <i>Page</i> |
|---|-------------|
| 1.0 Unit 7&8, The Meadows Site Map..... | 4 |
| 2.0 Incident Control Centre - Access | 5 |
| 3.0 Instructions for Set up of Incident Control Centre..... | 6 |
| 4.0 Major Incident Box and contents..... | 11 |
| 5.0 Supporting docs | 12 |
| 6.0 Appendix 1 ICC Coordinator SOP | 13 |
| 7.0 Appendix 2 ICC Administrator SOP | 18 |
| 8.0 Appendix 3 Remote logging template | 23 |

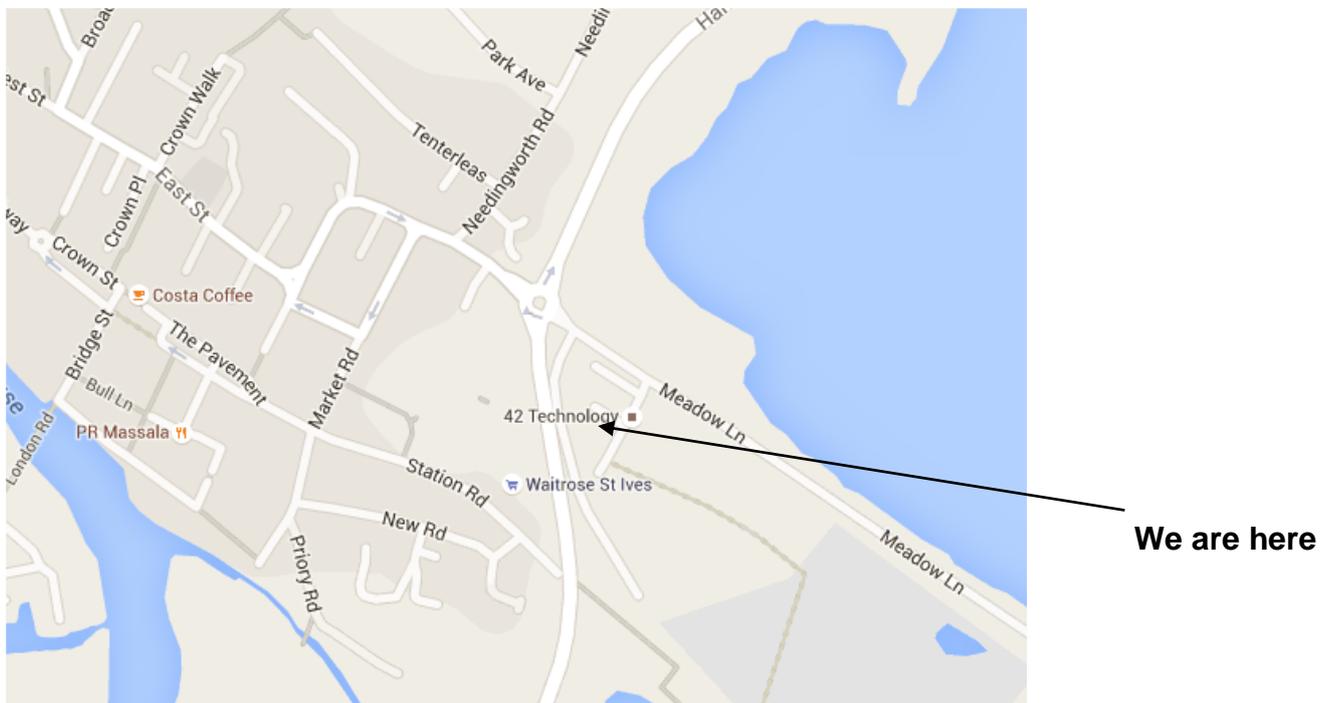
| Document & Equipment Review and History | | | |
|--|--|--|---------------------------|
| Review date | Action taken | Reviewed by | Approved Signature |
| Version 3 [2017] | Checked ICC paperwork, number and box | Incident, Risk Management & Resilience Facilitator | |
| Version 4 [2020] | After move to Units 7&8 The Meadows, changes to tel numbers and desk layout | EPRR & Prevent Lead | |
| Version 5 [2020] | Amendments made to accommodate learnings from Covid-19 Pandemic and remote working | EPRR & Prevent Project Officer | |
| Version 6 [2021] | Further refinements to version 5, addition of more appendices for reference | EPRR & Prevent Project Officer | |

1.0 Unit 7&8, The Meadows Site Map/How to Access the Site

1.1 By Car

From the A14

- At junction 26, take the A1307 exit to A1096/London Road/St Ives/Biggleswade (if travelling Eastwards towards Cambridge along the A1307 originally)
- Continue on London Rd, when you reach the London Road/Harrison Way roundabout (Vindis dealership) go straight over (2nd exit)
- Continue on this road until the next roundabout
- At the next roundabout, take the 3rd exit onto Meadow Lane.
- In 100 metres turn right into Meadow Park, then the third right within that car park. Unit 7&8 will be the conjoined block of buildings on your right (*please note there is restricted parking at Unit 7&8, Meadow Park- only park within bays marked CCS*).



1.1.1 By Bus

Stagecoach runs daily services (at intervals of ten minutes to half an hour between buses) to St Ives from Cambridge City Centre. www.stagecoachbus.com.

Tel: 01480 453 159 (8am - 6pm, Monday to Friday)

Go Whippet also run daily services to St Ives on Busway C. <http://www.go-whippet.co.uk/>.

1.1.2 By Bicycle or Motorcycle

There is bicycle and motorcycle parking available at the Unit 7&8, The Meadows.

1.1.3 By Train

Huntingdon Station is a bus ride away. There are direct main line services from London Kings Cross to Huntingdon.

National Rail Enquiries:

www.nationalrail.co.uk

Tel: 03457 48 49 50

2.0 Incident Control Centre - Access

2.1 Entering the building out of hours

All staff On Call have the door key safe number for access to The Meadows keyed into their phone.

2.2 Where to locate the key safe code

This information can also be found on the first page of both blue folders carried by on call personnel.

3.0 Incident Control Centre - Instructions for Set Up

3.1 Place within the building to establish the ICC

The Ground floor is to be used for the Incident Control Centre (ICC).

3.1.1 Which staff are to establish the ICC

The Loggist and Administrator first in the ICC are to establish the room in the manner detailed in this document.

3.1.2 Use of the red meeting room

The **red meeting room** is to be used for the Incident Management Team (IMT) meetings.

3.1.3 Major Incident Admin Box

The **Major Incident Admin Box** is in the red meeting room, to the right of the entrance door (upon entry). It is unlocked and contains the papers, stationery and equipment you will require to establish the ICC.

3.1.4 IMT meetings (both in person and remote) set up flow chart

Loggist/Coordinator and admin support arrive in the red meeting room at the behest of the On Call Executive/the Incident Leader, in charge of the incident

The Loggist/Coordinator establishes the ICC as required by the type of incident and on the instruction of the response lead.

The setup includes;

- establishing communications (ensuring phone lines are working, that the incident email address is logged into and that the pertinent numbers are held by yourselves in the ICC)
- beginning the Log book in advance of the first IMT meeting, this is to be done by the Loggist.
- facilitating initial IMT meetings (teleconference and face to face) with the attendee list being dictated by the Incident Leader.
- beginning the compilation of items and information from the incident in case of subsequent review (further detail on how to perform this can be found in section 3.4.6)

If it is decided to hold the IMT meetings remotely by the Incident Leader please instead turn to Appendices 1/section 6.0 and 2/section 7.0 and perform the actions described within. Please use the remote logging form (Appendix 3/section 8.0) if operating remotely.

Depending on the length of the incident handovers may need to be written for subsequent Coordinators and Administrators to follow, this is to include details of specific functions to be undertaken and the timescales they are to be performed within (and whether it is an action that needs to be repeated, if yes at what interval).

Also consider establishing a rota with the support of the Incident Lead to demarcate available staff.

3.1.5 Logging during IMT meetings

The **Incident Management Team (IMT)** whether meeting face to face or remotely must ensure a loggist is recording all decisions taken by the IMT. The Incident Leader will decide on whether to hold a remote of face-to-face IMT.

3.1.6 ICC Standard Operating Procedures (SOPS)

There are two primary support roles in the ICC as outlined in the SOPs in Appendix 1 and 2 (sections 6.0 and 7.0 respectively).

Over a prolonged incident these SOPS will require adaptation and will need to adhere to strict version controls.

*Please note these SOPS are highly specific to the routines and needs of the incident at that time and will need adaptation for use in a different incident.

3.1.7 Sitrep reporting

Depending on the needs of the incident sitreps additional to the Trust's online sitrep may be required, these additional sitreps will either need to be completed by the coordinator or archived. The online sitrep is a system that the Coordinator role will need to fill out on a daily basis, it is accessible at the following link; <https://covid-19.cambscommunityservices.nhs.uk/Default>

The Coordinator will need to follow the SOP on how to complete this return, which can be found in Appendix 1/section 6.0 of this document. More precisely, the third sitrep instruction set marked "Trust Sitrep").

It is worth noting that due to a changing tactical and strategic picture sitreps can need to be established very rapidly and disbanded as swiftly. Ensure any changes to sitrep reporting that take place with immediate effect/in the very short term are included in your handover email (as directed in Appendix 1/section 6.0 of this document).

3.2 Television

The Trust can use a television in the middle of a Major Incident. However, it is likely that staff will be accessing web apps to get the most current information on developing stories.

Staff can access the BBC Newsroom Live, but we will have to register an account at the time at <https://www.bbc.co.uk/iplayer/live/bbcnews>

3.3 Conference phones- please bear in mind these are susceptible to IT failure

There are Conference Phones in situ in the red and orange meeting rooms. The number for the red meeting room is 01480 822116 and the orange meeting room is 01480 822117. To contact an external line from any phone in the Meadows you must put a nine in front of the number you wish to dial.

3.4.1 Telephone lines

In the red meeting room, there are two desk phones that have had voicemails activated, the relevant numbers are [REDACTED]. If you require further detail on how to operate the system, please check the current ICC co-ordinator role SOP (attached as APPENDIX 1 of this document)

3.4.2 Hot desks

There are also 12 hot desks in the ground floor area for ICC use if required (see red desks in diagram below).

| Desk No | PC or laptop | Tel Number |
|------------|--------------|--|
| Desk 1 & 2 | PC | This is the Headquarters main reception area 0300 555 6655 |
| Desk 3 | PC | No phone |
| Desk 4 | Laptop | No phone |
| Desk 5 | PC | [REDACTED] |
| Desk 6 | PC | [REDACTED] |

| | | |
|---------|--------|------------------------------------|
| | | This desk has voicemail capability |
| Desk 7 | Laptop | No phone |
| Desk 8 | PC | No phone |
| Desk 15 | Laptop | No phone |
| Desk 16 | PC | No phone |
| Desk 17 | Laptop | [REDACTED] |
| Desk 18 | PC | [REDACTED] |
| Desk 19 | Laptop | No phone |
| Desk 20 | PC | No phone |

3.4.3 Setting up voicemail at Desk 6

| | |
|---|---|
| 1 | Access the voicemail, by dialling from another phone, the number is 0331 143 7777 |
| 2 | VM notification is a steady red light on the handset. |
| 3 | The ID is [REDACTED] |
| 4 | The pincode is [REDACTED] |
| 5 | Follow instructions on phone |

There are NO fall-back lines (analogue lines) at Unit 7 or 8, The Meadows.

3.4.4 How to use [REDACTED]

Given the rapid onset of most incidents it is advisable to utilise the resilience inbox ([REDACTED]) for initial correspondence with Trust employees and external partners.

To access the inbox, the admin individuals identified should log on to NHS net using their own accounts. They should then LEFT CLICK on the inbox on the upper right hand of the screen and type in the address above.

If access has not already been granted the admin(s) in question should contact the inbox itself to request access being granted, alternatively, the ICT Lead will be able to grant access if no other avenues are available.

3.4.5 How to set up an Incident Control centre (ICC) email inbox

If it is a prolonged incident or one that demands an extreme volume of communications please liaise with the general ICT team inbox ([REDACTED]) and cc' in the IT Lead to get additional and more tailored inboxes deployed.

All admin staff assigned to the incident control room will be given access to this inbox.

NHS Net can also be used for faxing. Create a new email and insert the fax number you require in the 'To:' box followed by @fax.nhs.net. For example: 01234567899@fax.nhs.net. (No spaces in the number).

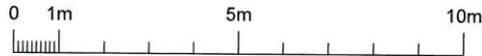
3.4.6 Archiving of documents

Once the inboxes referred to in section 3.4.5 are established, please create an appropriate storage area in the X: drive and archive documents using the military dating system (yyyy:mm:dd) followed by a descriptive title of the content of the email which includes job roles rather than names where possible.

This is to preserve actions performed, decisions made and the reasoning behind both to learn from and in preparation for any enquiries that may occur post incident. If an enquiry is to occur the Trust

will be issued with a stop notice to proscribe the deletion of any files relating to the matter being investigated. A SOP and accompanying “rule set” document for archiving as performed throughout the Covid pandemic can be found at the following file pathway for reference; X:\Governance and Resilience Team\COVID-19\01 Admin folder\Admin support\SOP\Archiving SOP

ICC Desk Configuration



Scaler Bar



KEY TO DESKS

■ HOT DESKS

■ SERVICE RE-DESIGN

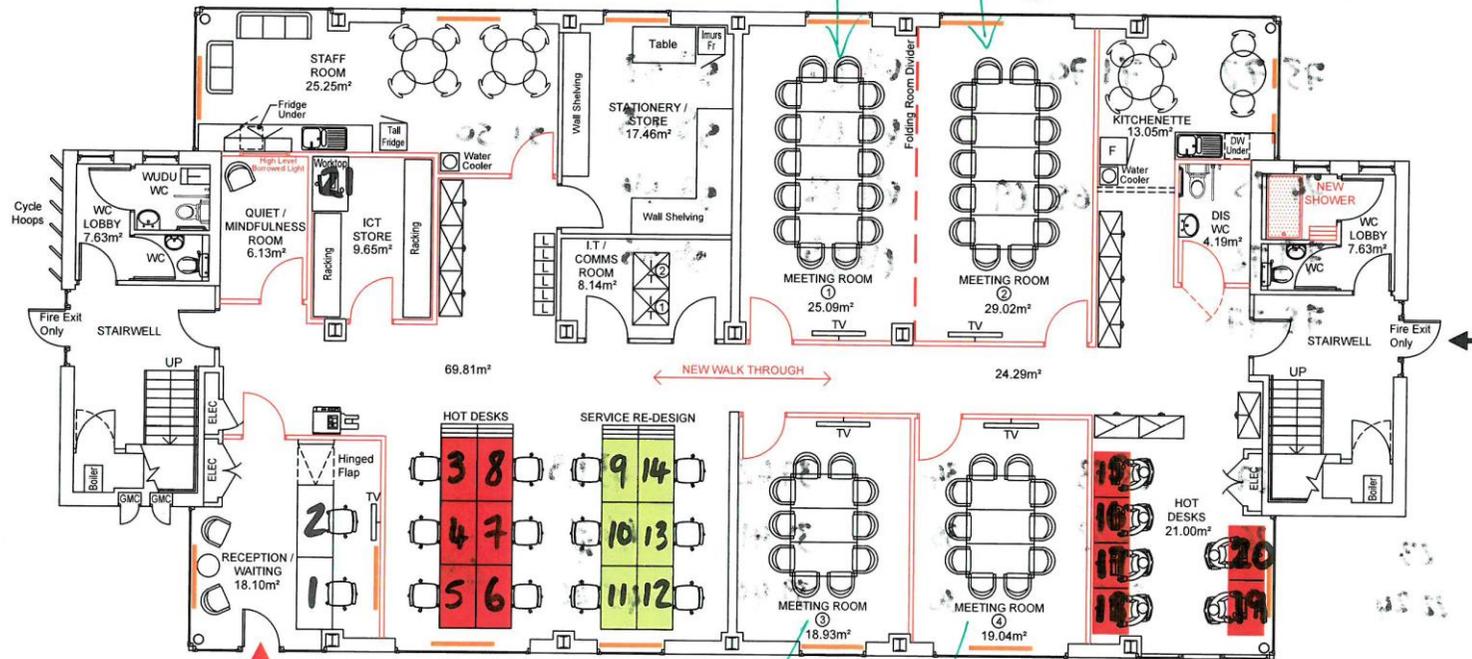


OS PLAN SCALE 1:1250

All dimensions to be verified on site by Main Contractor before the start of any work. All dimensions to work shall be taken from the face of the wall unless otherwise stated.
 Report any discrepancies to the Contract Administrator at once.
 This drawing is to be read with all relevant Architectural and Engineer's drawings and other relevant information.
 © Ingleton Wood LLP

LEGEND: DO NOT SCALE

- 1400 long desk
- 1800 High x 1000 Wide Tall Storage Tambour Cupboard
- 1000 High x 1000 Wide Medium Storage Tambour Cupboard
- 720 High x 1000 Wide (ie desk height) Storage Tambour Cupboard
- 720 High x 800 Wide Low Bookcase



PROPOSED UNIT 7

PROPOSED UNIT 8

VISITOR & STAFF ENTRANCE / EXIT

Green

Yellow



| | | | | |
|----------|----------|---|--------|--------|
| 1 | 20.01.18 | Revised layout & J&P/FP meeting with J&P/FP | LAR | 10" |
| 2 | 20.01.18 | Complete layout to include existing furniture & existing to include target IT to be added | LAR | 10" |
| 3 | 18.01.18 | J&P/FP meeting on 18.01.18 | LAR | 10" |
| 4 | 11.01.18 | Drawing issued | LAR | 10" |
| 5 | 08.01.18 | Updated drawing J&P/FP meeting with J&P/FP | LAR | 10" |
| 6 | 08.01.18 | Updated drawing J&P/FP meeting with J&P/FP | LAR | 10" |
| 7 | 11.12.17 | Updated drawing J&P/FP meeting with J&P/FP | LAR | 10" |
| 8 | 18.11.17 | Updated drawing J&P/FP meeting with J&P/FP | LAR | 10" |
| 9 | 07.11.17 | Updated drawing J&P/FP meeting with J&P/FP | LAR | 10" |
| Revised: | Date: | Description: | Drawn: | Check: |

Ingleton Wood
 Vision, form and function

Blancity London
 Colchester Alcester
 London E1 6BE
 Norwich 01203 7480400
 Fife 01592 7480350
 Fife 01592 7480350
 www.ingletonwood.co.uk

Project: CCS TRUST HQ RELOCATION UNITS 7 & 8 MEADOW PARK MEADOW LANE, ST IVES CAMBRIDGESHIRE, PE27 4LG

Drawing No: PROPOSED GROUND FLOOR PLAN

Client: CAMBRIDGESHIRE COMMUNITY SERVICES NHS TRUST

| | | | | |
|--------|----------|----------|--------|-------------|
| Drawn: | Checked: | Issue: | Scale: | Sheet Size: |
| LAR | TP | 26.11.18 | 1:100 | A3 |

Job No: 812003 | Day No: 21 | Stage: | Revision: H

4.0 Major Incident Admin Box

4.1 Location: red room

Incident Control Centre - Please note: this box is portable should there be a need to relocate to another incident control centre. If for any reason you must vacate this room please take the major incident admin box, all papers and all equipment with you.

This box and its contents are checked periodically every 6 months by the EPRR Team. All ICC staff are required to inform the EPRR Team of any additional supplies that may be required for the running of the ICC.

During an incident, the ICC stationery orders will be managed by the administrative team in the ICC.

4.1.1 Contents:

- Incident Control Centre Set Up Guide and Associated Documents
- There are teleconference phones in situ in the red ([REDACTED]) and orange ([REDACTED])
- Emergency Incident Record Books (These Records Books are to be used by the identified Loggist/s)- these can be reordered via the following website <https://www.cwc-services.com/information/product-in-depth/logbooks/idl> this needs to be followed by contacting CWC (the manufacturer) to order the number required.
- Telephone Message Sheets
- The printer/photocopier is located on the ground floor. You will need to add this to your profile as the default printer.
- Name Plates and Badges for Incident Control Team
- Maps (all 2016 edition)
 - OS Map – Peterborough (Market Deeping & Chatteris)
 - OS Map – Cambridge and Newmarket (Saffron Walden)
 - OS Map – Bedford and Huntingdon (St Neots and Biggleswade)
 - OS Map – Ely and Wisbech (Downham Market)
 - OS Map – Boston and Spalding
 - OS Map – Luton and Hertford (Hitchin and St Albans)
 - OS Map – Kettering and Corby
 - OS Map – North West Norfolk
 - OS Map – North East Norfolk
 - OS Map – Norwich and the Broads
 - OS Map – Thetford and Diss (Wymondham and The Brecks)
 - OS Map – Bury St Edmunds (Sudbury and Stowmarket)
 - OS Map – Saxmundham, Aldeburgh and Southwold
 - OS Map – Ipswich and the Naze (Clacton on Sea)
- Stationery Supplies- stock is checked every six months by the EPRR Team
- Extension Lead
- Spare Computer Cables
- Geometry Kit
- Wind up Torch & Radio
- First Aid Kit is located at reception

4.1.2 All documentation used in the incident control centre must be dated, timed and signed and placed after each shift and either handed to a member of the EPRR team or placed in the EPRR cupboard located on the 1st floor, behind the Secretariat Team.

5.0 Incident Control Centre - Supporting Documents

The Master (complete with all annexes) Major Incident plan and annexes folder is stored in the cupboard (top shelf) behind desk 24 which is occupied by the Secretariat Team.

The following documents are available to support the Incident Management Team in the event of a Major Incident or Business Continuity Incident.

| | |
|---------|---|
| | Critical & Major Incident Plan V 13.0 and its annexes (listed below) |
| Annex A | Incident Management Team (IMT) Structure |
| Annex B | Incident Management Team Action Cards |
| Annex C | Estates Guidance |
| Annex D | Trust Business Continuity Plan |
| Annex E | Resilience Escalation Guidance |
| Annex F | Emergency/Incident Message Report Form |
| Annex G | Major Incident Occurrence Log |
| Annex H | Agenda 1 st Meeting of Incident Management Team Papers |
| Annex I | Incident Control Centre Set up - The Meadows |
| Annex J | Trust Communications Protocol |
| Annex K | Serco Business Continuity Strategy |
| Annex L | Trust Influenza Pandemic Plan |
| Annex M | Chemical, Biological, Radiological, Nuclear (CBRN) Guidance |
| Annex N | Multi Agency East Coast Flood Plan 2017 |
| Annex O | Cambridgeshire & Peterborough and Bedfordshire & Luton Fuel Plans |
| Annex P | East of England Joint Communicable Disease Incident/Outbreak Management Plan 2016 |
| Annex Q | Heatwave Plan for England 2015 |
| Annex R | Cold Weather Plan for England 2015 |
| Annex S | ICT Contact numbers |
| Annex T | Lockdown Policy |

6.0 Appendix 1 ICC Coordinator SOP (as of 22.09.2020)

SOP for role of ICC Co-ordinator

The role of the ICC Co-ordinator is predominantly to support the IMT in ensuring the smooth running of the Incident Control Centre.

Key responsibilities are:

- To liaise with the role of ICC Administrator, IMT members or other CCS staff to ensure data/information, etc., is available when requested.
- Ensure that the ICC rota is up to date and to check everyone's availability.
- Co-ordinate the daily Trust Sitrep in time for circulation of the IMT agenda and papers.
- Save all other sitreps sent to the Control Centre inbox in the appropriate folders in the Sitrep folder (<X:\Governance and Resilience Team\COVID-19\Sitreps>).
- Cross check actions to be added to the IMT action plan with the ICC Administrator.
- Have oversight of the COVID19 – [REDACTED] inbox and checks the inbox daily. Emails to the COVID19 – [REDACTED] inbox are monitored by the IG Team.
- IMT meetings will run on Thursdays. An ICC Co-ordinator will need to be on site at the Meadows building; If not sitting in the red Room, the Co-ordinator should check the two phones in the ICC room regularly for any voicemails (see section on Answerphones below).

Daily schedule on IMT meeting days:

| Time | Details | Who |
|-------------------|---|-----------------------------------|
| On arrival | Check the 0300 029 29 29 number works by dialling the number using the spare ICC phone. Check to see if there are any answerphone messages | ICC Co-ord |
| | Access the cupboard under the television using the key with the transparent fob which can be found in the 'Elephant' pencil holder and remove the keyboard and mouse (turn on the mouse) for the red meeting room computer. | ICC Co-ord |
| | Turn on the television. Turn on the computer which is on top of the cupboard and log in (username: meadowlane, password: mlpe274lg). | ICC Co-ord |
| | Check key mailboxes (i.e. COVID19 –[REDACTED]) as well as your own in case someone has emailed you directly (note that this should be discouraged due to frequent change of ICC support personnel). | ICC Co-ord |
| From 0930 onwards | Start completing the on-line sitrep https://covid-19.cambscommunityservices.nhs.uk/Default (see relevant section on page 4 below). | ICC Co-ord |
| 10.00 approx | Send ICC Lead the draft IMT agenda ahead of call at 10.15am. | |
| 1015 approx | On the IMT meeting days (Mon and Thurs) call ICC Lead via Teams to confirm contents of IMT agenda (this includes ICC Administrator). | ICC Co-ord, ICC Admin, ICC Lead |
| 1030 approx | Confirm agenda with the Chair or, in the Chair's absence, ICC Lead. | ICC Co-ord, Chair and/or ICC Lead |
| 1100 approx | Ensure that the Trust Sitrep is completed online prior to the IMT meeting and attach a PDF copy (ensure that you change the format to landscape so includes all columns); as well as the MHLDA Sitrep for that day in the meeting folder, so that | ICC Co-ord |

| Time | Details | Who |
|-------------------------|--|-------------------------|
| | this may be distributed to the IMT with the agenda. On IMT non-meeting days, you will need to continue to distribute the MHL&A sitrep by email and complete the online Trust sitrep as above. | |
| 1130 approx | Confirm Loggist, Minute Taker and Recordist are all present and understand who is doing what. | ICC Co-ord |
| 1150 – 1155 | ICC team to Setup Teams call on Meadowlane login | ICC Co-ord or ICC Admin |
| 1200 – 1300 | Log the IMT meeting. | ICC Co-ord |
| 1400 approx | Update the Decision Log Spreadsheet with decisions from the meeting. | ICC Co-ord |
| 1545 approx | Review actions with the ICC Administrator to ensure all have been added to the IMT action plan. | ICC Co-ord, ICC Admin |
| 1600 approx | Add any key messages and the Admin Rota for the ICC Team to the white board and also email them to the appropriate staff and cc in the COVID19 - controlcentre inbox. | ICC Co-ord |
| 1600 approx on a Friday | Send a handover email to the next ICC co-ordinator/ICC Administrator and ICC Training Officer and cc in the COVID19-controlcentre inbox, with a link to the current ICC Administrator and ICC Co-ordinator SOP's | ICC Co-ord |
| 1600 approx on a Friday | Send ICC Lead and Chair Sitrep SOP and most recent Sitrep documents for the weekend | ICC Co-ord |
| 1600 approx on a Friday | Update the whiteboard with the ICC staff rota for the coming week | ICC Co-ord |

0300 line

1. Do a daily check of the 0300 line to ensure it is working by dialling 0300 029 29 29 using the spare ICC phone (01480 822123).
2. To switch the 0300 number off and on use instructions found here: [X:\Governance and Resilience Team\COVID-19\01 Admin folder\Admin support\SOP\Incident Room - 0300 Skills Group.msg](#)

Answerphones

1. Check the telephones for answerphone messages. If a new message has been received the handset should be showing a red light.
2. Dial (9 for an outside line) 0331 143 7777
3. Enter the PIN 822123# or 822127# depending on which handset you are on.
4. **If** you are asked to enter an ID this will be 8618 22123# **or** 8618 22127# depending on which phone you would like to access. You will then need to enter the relevant PIN – either 822123# or 822127#.
5. You will receive a message advising you if there are any new messages.
6. Transcribe any new messages onto an email and send it to the COVID – [REDACTED] email for action.
7. Follow the instructions on the voicemail to save a message if required (particularly if the message was not clear) or delete when appropriate.

Inboxes

1. Log into your own computer and check the COVID-19 [REDACTED] inbox for messages.
2. Any staff queries that arrive in the COVID19- ccs.controlcentre inbox should be dragged into the COVID19- ccs.coronavirus inbox for logging by the IG Team.
3. Set up a new signature along the lines of:

<add your name here>

COVID-19 Incident Management Team

Cambridgeshire Community Services NHS Trust
Units 7&8, Meadow Park, Meadow Lane, St Ives, Cambs PE27 4LG
Direct: [REDACTED]
Switchboard: 0300 555 6655
[REDACTED]

Find us online at www.cambscommunityservices.nhs.uk | Find us on [Facebook](#) | Follow us on [Twitter](#)

The Care Quality Commission inspected and rated us as OUTSTANDING on 30 August 2019

Cambridgeshire Community Services NHS Trust: providing services across Bedfordshire, Cambridgeshire, Luton, Milton Keynes, Norfolk, Peterborough and Suffolk

This message may contain confidential and privileged information. If you are not the intended recipient please accept our apologies. Please do not disclose, copy or distribute information in this e-mail or take any action in reliance on its contents. To do so is strictly prohibited and may be unlawful. Please inform us that this message has gone astray before deleting it. Thank you for your co-operation.

4. DO NOT use your personal email to send emails relating to the ICC. This will ensure an element of continuity and consistency when the ICC staff rota changes. When sending emails, make sure that they are sent from either the COVID19 – [REDACTED] inbox and not your personal inbox.
5. The COVID19 - controlcentre inbox is mainly for emails relating to the IMT (e.g. documents for logging or inclusion in the papers for the daily IMT meeting. Sub folders have then been created. IT queries sometimes come into the inbox and these should be dragged into the IT queries folder for the IT Team to pick up.
6. It is important to check the COVID19 - ccs.controlcentre inbox regularly throughout the day as emails other than those described above tend to be sent and will require action/response/logging.
7. Emails that say for the ICC for logging (they usually come from the ICC Lead) should be dragged into the 'For logging' folder in the COVID19 – [REDACTED] inbox.
8. All CAS alerts should be forwarded to [REDACTED].
9. Any emails from PPE suppliers should be forwarded to [REDACTED] (Procurement).

Sitreps

There are three Sitreps that are completed and submitted/uploaded throughout the week (some of them are daily submissions). Only one sitrep (Trust internal sitrep) is prepared by the ICC. A SOP for those sitreps prepared by Workforce Information can be found here: [X:\Governance and Resilience Team\COVID-19\01 Admin folder\Sitrep template and process\SOPs\Covid Reporting – How to Notes \(Workforce Information\) – updated 30.07.20.docx](#). .

1. **STP C&P sitrep** (staffing data) – this is handled by the ICC Lead
 - Ruth Moody/Natalie Butcher prepares and submits this to Claire London (CCG) by 10.30am on a Monday, Wednesday and Friday and send a copy to the Control Centre inbox.
 - Save this sitrep in the following folder: [X:\Governance and Resilience Team\COVID-19\Sitreps\C&P STP templates](#), renaming it in line with the previously saved versions.
2. **MHL D&A (national) SitRep (old name: SDCS)**
 - The Workforce Team prepares and submits this daily by 11.00am. (note: this is now submitted separately to the Trust sitrep reports which are usually submitted around 9.00am).

- Save this sitrep in the following folder: [X:\Governance and Resilience Team\COVID-19\Sitreps\SDCS – MHLDA](#), renaming it in line with the previously saved versions.
- A copy of this sitrep is circulated with the meeting papers on Monday's and Thursdays.
- On Tuesdays/Wednesday/Fridays, the MHLDA sitrep is circulated to the IMT via email along with the Trust internal sitrep (see below).

3. Trust internal sitrep*/**:

- The new on-line sitrep is available at: <https://covid-19.cambscommunityservices.nhs.uk/Default>
- Log in (via the small padlock on the top left of the screen) using your ICTS username and password. If you require access contact the ICC Deputy Lead.
- Norfolk Children's team enter their data. All other data is entered by the ICC Co-ordinator.
- There is a function 'button' in the top right hand corner of each data sheet which allows you to copy over the previous day's data if no changes have been notified by the Services by 10.30am. Luton Adults continue to complete their excel version and submit that data via the control centre inbox and the ICC Co-ordinator manually enters the data onto the on-line sitrep.
- Always remember to press SAVE at the bottom of each page as you work through the individual sheets.
- The weekend figures don't currently update automatically so when in on a Monday you will need to go into each service and copy across the data from the Friday to the Saturday and Sunday – using the 'Copy Prev Day' button and then 'save' for each Service.
- Once all the data has been added and saved, [PDF](#) the top level page of the Sitrep and save in the relevant meeting folder. This link to the folder has also been added to the agenda template.
- On Tuesdays/Wednesday/Fridays, the PDF of the on-line sitrep is circulated to the IMT via email along with the MHLDA sitrep (see above).

4. The remaining Sitreps are detailed in the following document: [X:\Governance and Resilience Team\COVID-19\01 Admin folder\Sitrep template and process\SITREP reporting – log in and submission details.docx](#)

Log book/Minutes

1. The Log Book (Emergency Incident Record Book) is kept in the cupboard under the television as it should be kept in a secure place at all times and overnight. It should not leave the ICC room.
2. Remember to return the log book to the cupboard at the end of each day, and the cupboard locked.

Decision Log Spreadsheet

1. Decisions logged during IMT meetings should be added to the Decision Log Spreadsheet on the day of the meeting.
2. The ICC Lead will contact the ICC Co-ordinator if there are any discrepancies found between the Decision Log Spreadsheet and their own records, The ICC Coordinator should then refer to the minutes of the day in question for further clarification.
3. Where a decision that has been recorded in the log book is to be amended in any way it will be raised in the next IMT meeting. The alteration will be recorded in that day's minutes and log book and cross-referenced back to the original minutes and log entry. The log book and minutes of the original entry must not be amended.

ICC Admin Rota

1. The ICC Loggist's rota is filed here: <X:\Governance and Resilience Team\COVID-19\01 Admin folder\Admin support\Rota>
2. Ensure that the rota is kept up to date.
3. The on duty ICC co-ordinator (on a Thursday), should go through the rota for the following week and check with all those listed that they are still able to attend. If not, arrangements should be made to find alternative cover and the rota updated accordingly.

Inbox/folder access

1. If additional admin staff need access to the shared folder (X:\Governance and Resilience Team\COVID-19), this can be arranged via Michelle Robinson and/or Mercy Kusotera using the ICTS amendment form found on the intranet (<https://itservices-east.sbs.nhs.uk/ITForms/ccs.htm>)
2. If additional admin staff need access to the two inboxes, speak to David Jowett or Helen Ruddy in the first place or, if they are not available, any of those listed below have permission to do this:

[REDACTED]

Version Control

| Version | Date updated | Updated by | Brief description of changes |
|---------|--------------|------------|--|
| 1 | 28/05/20 | AJB | Answerphone messages |
| 1 | 16/06/20 | JW | Decision log spreadsheet |
| 1 | 17/06/20 | LC | East of England INC-419 - INC 411: COVID-19 Staff testing Daily Return |
| 1 | 21/06/20 | HR | General update including checking hyperlinks |
| 1 | 29/06/20 | HR | Update relating to change of meeting frequency/day |
| 1 | 07/07/20 | HR | Updated sitrep section re sds not submitting before 10.30am |
| 1 | 08/07/20 | LC | Updated info on when to send Decision Log and change in IMT meeting days |
| 1 | 24/27/20 | LC | Updated relating to online sitrep |
| 2 | 30/07/20 | HR | Updated sitrep guidance, checked hyperlinks, removed section relating to the ccs.coronavirus inbox as no longer relevant |
| 2 | 10/08/20 | LC | Updated relating to online sitrep |
| 3 | **/09/20 | TW | Made applicable to additional incidents and streamlined |
| | | | |

7.0 Appendix 2 ICC Administrator SOP (as of 25.09.2020)

SOP for role of ICC Administrator

The role of the ICC Administrator is to work with the ICC Co-ordinator in ensuring the smooth running of the Incident Control Centre.

Key responsibilities are:

- Preparation of the daily IMT meeting agenda (with Chair, ICC Lead and the ICC Co-ordinator). ICC Lead will deputise for Chair in their absence.
- Circulation of the IMT papers.
- Taking minutes at the IMT meeting.
- Recording all actions from the IMT in the IMT Action Plan.
- Forwarding the IMT Action Plan to Chair for review.

Daily schedule On Meeting Days:

| Time | Details | Who |
|-------------|--|---------------------------------|
| 0900 – 1015 | Prepare draft agenda from template. Review emails and update agenda accordingly Rename documents with agenda item number at beginning of file name and save in Docs Send draft agenda to ICC Lead for discussion before 10:15 call. | ICC Admin |
| 1015 – 1030 | Review agenda with ICC Lead and ICC Coordinator by phone or Teams. | ICC Admin, ICC Co-ord, ICC Lead |
| 1040 – 1045 | Send agenda to Chair for agreement. In the Chair's absence send to ICC Lead, cc ICC Co-ord | ICC Admin |
| 1045 – 1100 | Update agenda if required and re-number documents if item numbers have changed. Prep papers issuing email and attach documents | ICC Admin |
| 1100 – 1110 | Issue papers via email from COVID19 – [REDACTED] | ICC Admin |
| 1110 – 1145 | Prepare minutes template and add apologies | ICC Admin |
| 1150 – 1155 | Setup Teams call on Meadowlane login | ICC Co-ord or ICC Admin |
| 1200 – 1300 | Take minutes of meeting | ICC Admin |
| 1300 – 1330 | Take a break | ICC Admin |
| 1530 – 1545 | Update Action Plan with completed actions and new actions (remember to save as new date) | ICC Admin |
| 1600 | Send Minutes, Action Plan and scanned log pages (from log book) to Chair | ICC Admin |

Key:

ICC Co-ord ICC Coordinator
 ICC Admin ICC Administrator

Email etiquette

1. DO NOT use your personal email to send emails relating to the ICC. This will ensure an element of continuity and consistency when the ICC staff rota changes. When sending emails, make sure that they are sent from the COVID19 – [REDACTED] inbox and not your personal inbox.
2. Set up a new signature along the lines of:

<add your name here>

COVID-19 Incident Management Team

Cambridgeshire Community Services NHS Trust
Units 7&8, Meadow Park, Meadow Lane, St Ives, Cambs PE27 4LG
Direct: [REDACTED]
Switchboard: 0300 555 6655
[REDACTED]

Find us online at www.cambscommunityservices.nhs.uk | Find us on [Facebook](#) | Follow us on [Twitter](#)

The Care Quality Commission inspected and rated us as OUTSTANDING on 30 August 2019

Cambridgeshire Community Services NHS Trust: providing services across Bedfordshire, Cambridgeshire, Luton, Norfolk, Peterborough and Suffolk

This message may contain confidential and privileged information. If you are not the intended recipient please accept our apologies. Please do not disclose, copy or distribute information in this e-mail or take any action in reliance on its contents. To do so is strictly prohibited and may be unlawful. Please inform us that this message has gone astray before deleting it. Thank you for your co-operation.

ICC meeting papers

File path is [X:\Governance and Resilience Team\COVID-19\Meeting docs\IMT](#)

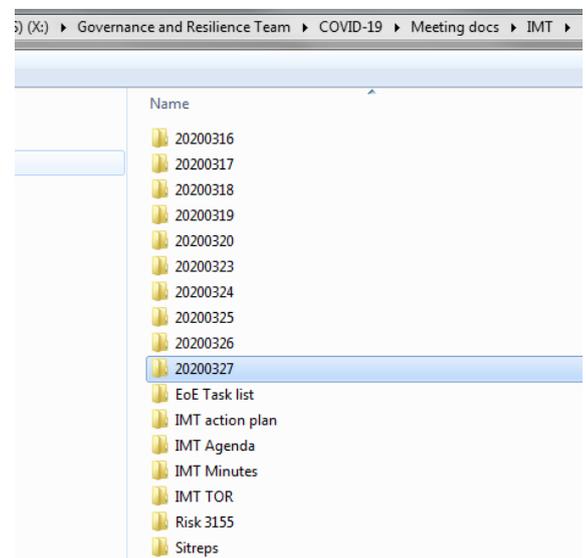
Each meeting has its own folder – formatted as:

| Year | Month | Day |
|----------|----------|----------|
| 4 digits | 2 digits | 2 digits |
| 2020 | 03 | 30 |

e.g. **20200330** for 30 March 2020.

Each meeting date folder should contain the agenda and the minutes, with a sub-folder of Docs to hold any documents that are circulated prior to or on the same day as the meeting.

Each document should have an agenda item number as the beginning of the file name.



IMT Agenda

An agenda template can be found in this file: [..\..\Meeting docs\IMT\IMT Agenda and Minutes templates](#)

If the agenda template is updated, re-save as next version number and place old version in Archive Versions sub-folder.

Note: COVID-19 IPaC Update should be added to Monday's agenda with COVID -19 Risks being reviewed every other Monday Incidents/ NICE, and Risk assessment's /Safer working should be added to Thursday's agenda. Ethics Consideration Panel and Safer working should be added at Chairs request

Actions:

- 1) Create meeting date folder e.g. 20200403 for 3 April 2020.
- 2) Create sub-folder of 'Docs'.
- 3) Open Agenda template – save within meeting date folder by renaming the file e.g. 20200403 Agenda Covid-19 IMT Meeting.
- 4) Update date on agenda to date meeting is taking place.
- 5) Check COVID19 – [REDACTED] inbox for any instructions or papers for the meeting – these usually come from the ICC Lead or her deputy
- 6) Update agenda with items as per instructions in emails – include the title of the document and any document numbers provided by others, e.g. C19 T116.
- 7) Save documents in 'Docs' file – renaming the beginning of the document with the agenda item number. When multiple documents are attached to an email if they are named in this way they will attach to the email in the order they appear on the agenda (e.g. *8b C0032 Maintenance of TB Services – C19 T115*).
- 8) Send draft agenda to ICC Lead or Chair) for review.
- 9) Collaborate with Chair and ICC Lead to confirm agenda.
- 10) Sitreps will be received from the ICC Coordinator– file these in the Docs file, renaming the beginning of the filename with the agenda item, e.g. *3a MHLDA Covid19 Daily Sitrep 27.3.20 or 3b COVID-19 Sitrep v6 27032020*.
- 11) Liaise with ICC Lead and ICC Coordinator– update agenda with any new items and file new documents – **ensuring that detailed information is included i.e. if the item has been deferred from a previous meeting and the date**. Ensure that any related emails/docs related to deferred items remain in the control centre inbox, for reference on the day of the IMT.
- 12) Send agenda to Chair ICC Lead for agreement. It is not necessary to send documents as attachments unless they are asked for.

Issuing Agenda and Papers

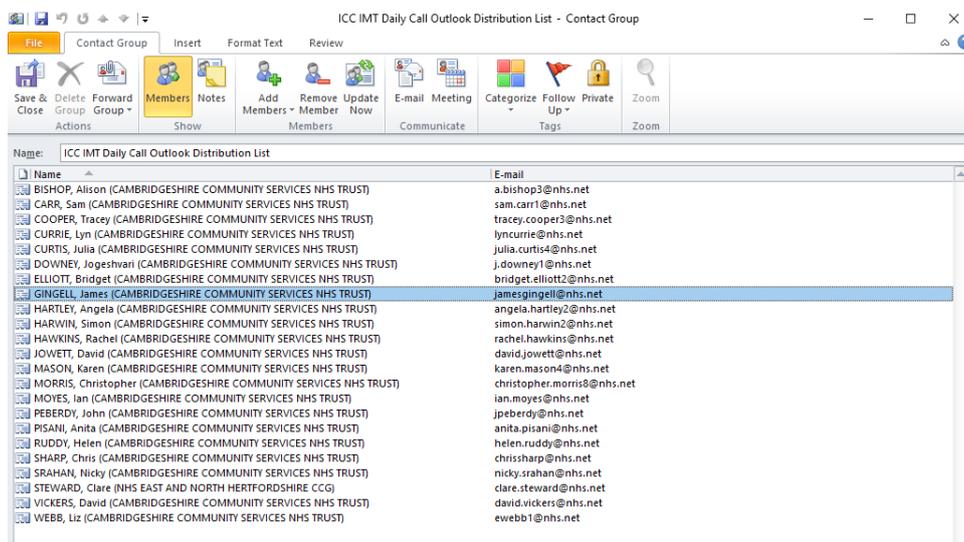
Once the Chair has confirmed the agenda:

- 1) From the COVID19 – [REDACTED] inbox, compose email – Subject: *Papers for IMT Meeting 27 March 2020*.
- 2) Details: Papers are sent out approximately 1 hour before meeting.
- 3) Attach papers – the agenda first, followed by all the documents in the Docs folder.

Documents for information should NOT be attached. If members of the group want sight

of any of the papers for information, these can be requested by the members directly to the Control Centre or to the ICC Lead.

- 4) Check your signature is current – particularly the send address details (not your personal NHS account).



- 5) Complete "To" by using the appropriate distribution list "ICC IMT Outlook Distribution List" in Contacts of the Control Centre Inbox.
- 6) **It is important that all IMT meeting emails are sent to the whole of the core IMT Team regardless of whether or not they have sent apologies. If a request for deputies to be added is received, these staff can be added separately but only for the duration that they are acting as deputies.**
- 7) Add any additional recipients into the 'CC' field – for example deputies attending on behalf of members who have given apologies, rotational staff within the ICC.
- 8) Issue email from COVID19- [REDACTED] mailbox (if you have access, you may need to change the "From" on the email). The email will appear in your Sent items as well as the Sent items for the control centre mailbox.
- 9) Check out of office responses for any apologies.

Minuting the Meeting

- 1) Open minutes template "TEMPLATE Minutes Incident Room". The template is stored here: <X:\Governance and Resilience Team\COVID-19\Meeting docs\IMT\IMT Agenda and Minutes templates>
- 2) Save as draft in the meeting date folder – rename it to the date of the meeting, e.g. *20200327 Minutes IMT Meeting DRAFT*.
- 3) Make sure that all relevant doxes/items are updated ready for the meeting.
- 4) Note apologies received by updating attendees list with Apologies (deleting the tick).
- 5) Update each number/item to correlate with the agenda items –Update the author name at the end of the document.
- 6) Save the document.
- 7) At the beginning of the meeting update the attendees list. Anyone who is absent but not given their apologies (or you have not received an out of office) should be marked with an X. Any additional attendees (e.g. deputies for IMT members, ICC staff/observers) should be added at the end of the list.
- 8) Type or take the minutes by hand as best you can during the meeting (see guidance notes).
- 9) Type and tidy up the minutes – noting any actions by adding the initials of the person tasked in the Action column.
- 10) Save the minutes as Draft.
- 11) Send the minutes to the Chair (along with the relevant scanned pages from the Log book and action log) to for checking/amendment (once a response has been received, delete the email and replace with the email approving the minutes etc.).
- 12) The minutes should be reviewed by the Chair of the meeting as they would be responsible for responding to any future audit queries (or legal implications). Complete any amendments they request. Keep the original DRAFT document and save the updated document with the filename updated to FINAL. The FINAL minutes of the meeting can now be circulated if requested.

Action Plan

- 1) Open the latest version of the action log – they are stored here: <X:\Governance and Resilience Team\COVID-19\Meeting docs\IMT\IMT Action Plans and Decision Logs>
- 2) Each time the Action Plan is updated it must be resaved as the current meeting date, e.g. Updates performed on 27 March 2020 are to be saved within the document dated 20200327 (27 March 2020) as there was a weekend between meeting dates. Naming example: *20200327 Covid-19 IMT Action Plan and Decision Log*
- 3) Add new actions to the log within the appropriate Section. If you are unsure check previous actions or liaise with the ICC Coordinator:
 - Incident Management Team
 - Stakeholder Engagement
 - Management of Patients
 - Business Continuity
 - Workforce

- Contracts Management
 - Clinical and Non-Clinical Supplies
 - Medicines and Vaccines
 - Communications
 - Sitreps
 - Lessons learnt?
- 4) All actions recorded from the Risk Review on a Monday should be entered to the Incident Management Team section of the action plan.
 - 5) The Owner will be the person the task was assigned to.
 - 6) The Start Date will be the date of the meeting the action was created.
 - 7) The Finish Date will be the deadline by which the task was needed to be completed (if unknown make this one week later than meeting date).
 - 8) The RAG status will be green until the date the task was due to be completed by has passed.
 - 9) The Action Plan should be sent to the Chair, as the Owner, each time it is updated.

Please note: some of the information that is discussed in the room is not for general discussion with colleagues, as taken out of context it might cause unrest. The information relevant for general staff will be communicated via Comms Cascade and NHS email.

Version Control from 30/07/20

| Version | Date updated | Updated by | Brief description of changes |
|---------|--------------|------------|---|
| 2 | 30/07/20 | HR | Review and check of hyperlinks |
| 3 | 25/09/20 | TW | Made applicable to additional incidents and streamlined |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

