



Douglas Adams

E-mail: request-651381-xxxxxxx@xxxxxxxxxxxxxxxxxxx

18 March 2020

Bernicia House
The Waterfront
Goldcrest Way
Newburn Riverside
Newcastle upon Tyne
NE15 8NY

Tel: 0191 430 2000
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Our Ref: FOI.20.076

Dear Mr Adams

Freedom of Information Act 2000 – Information Request

Thank you for your request for information under the Freedom of Information Act which was received on 2 March 2020. I can confirm that we hold the information you have requested. You asked the following questions, reproduced in **bold** below:

Please can you detail the job roles dedicated to the COVID-19 response, along with supporting associated information, as below:

- **Job title**
- **Job description**
- **Pay band**
- **Count of individuals in this role**
- **Date that the role first begun**
- **Current intended date that the role will end on**

The North East Ambulance Service NHS Foundation Trust (NEAS) has an established command and control structure to respond to either a “rising tide” incident such as a pandemic, or a “big bang” incident, such as a major environmental or man-made occurrence.

The strategic commander will work with other partners in the police, fire & rescue service, military, NHS, local and national government. The role is supported within NEAS by a tactical commander, NEAS operations room, executive directors, communications team and a loggist.

The strategic commander operates permanently on a weekly rota that is covered by six individuals. These individuals are on an NHS Agenda for Change band 8 range pay band.

We do not hold a job description for this role. There is no start date or end date for this role because it is covered on a weekly rota for everyday of the year.

Please can you confirm who has overall accountability for and who has overall responsibility for the COVID-19 response (this must include the job role but if appropriate, may include the persons name)?

Overall accountability for the command, response and recovery of any major incident in the Trust sits with the strategic commander.

Please can you confirm what arrangements are in place to support the COVID-19 response? This should include for example (but not limited to): conference calls, meetings, amendments to your dispatch or triage software, escalation routes and guidance / policy / procedure documents issued to crews and management.

Our governance and management structures are reporting into an infrastructure that is supporting central planning and national government.

A NEAS cell operates with a manager, clinician and dispatcher 24-hours-day, seven days a week. All operational crews have telephone access to the cell to raise any questions or concerns.

This cell feeds into the NEAS tactical cell which runs from 07.00h to 22.00h seven days a week and led by the on-call strategic commander, who holds a conference call at 08.30h every day with operational, Emergency Operations Centre (EOC) and on-call managers to review our daily operations.

There is a separate conference call held at 13.00h every Monday, Wednesday and Friday involving subject matter experts from across the organisation, such as infection prevention and control; health & safety; human resources; procurement and occupational health. This is chaired by strategic head of operations (south) and includes the on-call strategic commander.

All these meetings report to NEAS directors and senior managers who attend the North East and North Cumbria ICS Strategic Health Command Group. This includes representatives from public health, local health resilience partnerships and local authorities. This then reports into the North East and Yorkshire Incident Co-ordination Centre, which support our national resilience infrastructure.

If you are not satisfied with the information we have provided, you can request an internal review within 40 working days of the date of this letter, which will be carried out by Mr Paul Aitken-Fell, who is the Trust's Consultant Paramedic and is someone not involved with your original request.

If you wish to follow this route, please contact audrey.turnbull@neas.nhs.uk who will commence the process on your behalf.

If you remain unhappy with the outcome of the review, you can ultimately complain to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely



Mark Cotton
Freedom of Information Lead