

This aide memoire provides the teams with guidance as amplification to what was discussed at the Service Continuity and PanFlu training event in preparation for Exercise Tweedflu on the 1st of September.

Flip Charts:

See the reverse side for Command Centre Set up Yellow Card YP3

These are the Flip Chart Forms that can be completed by BET/Command Centre on the day depending on the scenario situation. These charts should be affixed on the walls and be completed by the **PA Function and support personnel**.

- *Record of Hot Spots* eg major service disruption
- *Running Summary of Expenditure authorized*
- *Record of deaths* by location
- *Sequence of Events*
- *Running Summary of Outstanding Actions*
- *Record of Staffing absences* by Action Team
- *Policy Decision Log Form YP1* (Logkeeper)
- *Record of Contacts*

CEO PA / PAT support will organize the Flip Chart layouts but as indicated on the training it will be helpful to have electronic and hard copies of all other forms supplied in the packs to be used if required/requested.

Separate Command Centres will be in operation for BET, BGH, PACS, MHS with LDS and Corporate Services.

The "Information In" and "Information Out" Function will both carry a *Communications Log Form* using Form YP2 from Yellow Pack

The "Information Out" function (Karen & Joanne) will also carry the *Record of Media Relations* as a FlipChart.

We have interpreted the prescribed roles as discussed in the training to see if they could work in BET as follows:

Command Centre Roles

Coordinator:

The training indicated this is the Strategic Chair of the Command Centre Group and in normal circumstances they would be supported by the Service Continuity Lead or Emergency Planner as a coordinator but for the purposes of this exercise we would recommend that the Managers in the room supporting BET should take on this role to support the Chair e.g Tim Cameron, Tim Patterson, Karen, June, HR Manager but they might need some **PA support** if they are asked to find things or are monitoring/populating the Flip Charts or trying to access information out of the range of policies/plans/resource packs quickly. Teams will manage this on the day as circumstances dictate.

PATs should similarly agree the membership of the team and their roles.

Minute Taker:

This is a **PA function** sitting in the room with the BET and will be rotated, see previously circulated Rota Chart. You should minute all discussion and timings, highlight "Policy Decisions" in the text (including the time these decisions are taken).

Use a laptop but be prepared for any IT disruption to take regular backups onto the desktop.

LogKeeper:

This is a **PA function** which will be rotated (see previously circulated rota). The Log Keeper should use Form YP1 (Yellow Pack) as a Flip Chart. You will be notified of these Decisions by a BET member or the Coordinator/Support Manager.

Communicator:

There are two levels to this role. The BET member: Director RP (and Karen McN Head of PI&Comms) are strategic and advise on/create content, method and codependences/implications.

They should also sign off and agree all communications out. The PA role in the room is to facilitate/deliver that communication through the **Information Out** function. "Simple" communications eg between/to Action Teams, update reports to/from SG can be created in and sent from the command centre.

Complex/sensitive communications eg Press releases, global comms, service disruption notices, public information will be created by the **PI&C Team** in Room 21 and may be sent back to Command Centre for Director/Head of Service approval where appropriate eg reputation management. Joanne Weir will be PA support to the "Info Out" function but we may need **PA support** as "runners"/ to make calls/enquires/requests depending on volume and any disruptions and to allow for breaks.

The **PI&C Team** has a full electronic and hard copy resource pack of flow charts, policy docs, public information, templates, pre-prepared statements, staff information and contacts. We also have identified Communications Leads in each of the other Action Teams and given them support materials. The **PI&C Team** will also perform media monitoring and media handling on behalf of the organization.

Information In: This will be supported strategically by June Smyth and PA support Clare MacDonald. Similarly to "Information Out" - this team will be supported outside the room by Planning & Performance and the PI&C Team. As we understand it the role of this function is to screen, verify/validate and supply Command Centre with information which will come in from a wide range of internal and external sources. They may give PA's info to put on Flip Charts. They may also need **PA support** to check and log information, receive and manage calls/visitors to the room and allow for breaks. They may also support the Chair and coordinator to access and use policies, plans and reports.

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