



London Ambulance Service **NHS**
NHS Trust

Airwave Hand Portable Policy and Procedure

DOCUMENT PROFILE and CONTROL.

Purpose of the document: to define the usage and remit of Airwave radio terminals and explains the procedure staff will follow when collecting, wearing and looking after the terminals.

Sponsor Department: Operational Business Change & Innovation (OBCI) on behalf of LARP2 Project Board

Author/Reviewer: Operational Business Change Manager. To be reviewed by August 2018

Document Status: Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
09/08/16	4.3	IG Manager	Document Profile and Control update
08/08/16	4.2	Operational Business Change Manager	Further amendment suggested by PMAG
04/08/16	4.1	Operational Business Change Manager	Amendments made to wording and appendix following consultation with Policy Monitoring, and Assurance Group
29/07/16	3.6	IG Manager	Document Profile and Control update
27/07/16	3.5	LARP2 Project Board	Cross Reference to TP065
26/07/16	3.4	Operational Business Change Manager	Updates to match new loss reporting processes and new operational roles
16/10/15	3.3	IG Manager	Document Profile and Control update
08/10/15	3.2	QAM Control Services	Whole document reviewed by IM&T Airwave lead and Control Services update of titles based on management restructure
15/09/15	3.1	IG Manager	Document Profile and Control update
09/04/15	2.1	IG Manager	Formatting and Document Profile and Control update
07/07/14	1.10	DDO South West	Further minor changes following SMT review
17/06/14	1.9	DDO/PIM South West	Minor changes following SMT review
09/05/14	1.8	DDO South West	Minor changes
10/04/14	1.7	PIM South	Document aligned to the Vehicle Pack User guide dated November 2011
04/04/14	1.6	IG Manager	Document Profile and Control update. Implementation Plan reinstated.
02/03/14	1.5	PIM South Area/ADO Fleet & Logistics	Whole document reviewed
03/12/13	1.4	PIM South Area	Whole document reviewed
19/08/13	1.3	PIM South Area	S.4 updated. S5.1 title added.
09/04/15	2.1	IG Manager	Formatting and Document Profile and Control update
07/07/14	1.10	DDO South West	Further minor changes following SMT review
17/06/14	1.9	DDO/PIM South West	Minor changes following SMT review

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03/12/13	1.4	PIM South Area	Whole document reviewed
19/08/13	1.3	PIM South Area	S.4 updated. S5.1 title added.
13/08/13	1.2	IG Manager	New Implementation Plan added; Document Profile and Control update and corrections
05/08/13	1.1	Performance Manager	Reviewed and updated. S5.2 and S5.4 amended. Lost procedure added as Appendix 1
09/06/09	0.6	Records Manager	Minor – amended 1, 2, 3, 4, 5.1, 5.2, 5.3
3/5/09	0.5	Operational Business Change Manager	Amendments s.1., 2., 3., 4., 5., 6., 7., 8., 9.
3/3/09	0.4	Operational Business Change Manager	Minor amendments post feedback
26/11/08	0.3	Operational Business Change Manager	Minor amendments post feedback
12/9/08	0.2	Operational Business Change Manager	Minor Amendments
11/6/08	0.1	Operational Business Change Manager	First draft
02/03/14	1.5	PIM South Area/ADO Fleet & Logistics	Whole document reviewed
03/12/13	1.4	PIM South Area	Whole document reviewed

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

For Approval By:	Date Approved	Version
PMAG	03/08/16	4.0
SMT	13/05/15	3.0
SMT	16/07/14	2.0
SMG Diary Meeting	22/06/09	1.0
Ratified by (if appropriate):		

Published on:	Date	By	Dept
The Pulse	09/08/16	Governance Administrator	G&A
The Pulse	15/09/15	Governance Administrator	G&A
The Pulse	23/06/09	Records Manager	GDU
LAS Website			

Equality Analysis completed on	By
01/08/16	Central Ops team
Staffside reviewed on	By
27/07/16	Staff Side

Links to Related documents or references providing additional information		
Ref. No.	Title	Version
OP001	Uniform Work Wear Policy	V4.1
TP 091	Out of Service (OOS) Policy and Procedure	V2.1
OP018	Procedure on Station Duties	V.3.1
OP022	Operational Radio Telephone Procedure	V11.3
TP065	Driving Standards Policy and Procedure	V2.3

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

Ref. OP049	Title: Airwave Hand Portable Terminals Policy and Procedure	Page 4 of 15
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1. Introduction

The London Ambulance Service introduced digital radios into the Service in 2008; this was known as the Airwave project, and the hand held portable radios ('handsets') are now a familiar piece of equipment used daily by staff as part of routine operations. In 2016 the handsets were updated to a newer model as part of a Department of Health mandated refresh.

The Trust must maintain integrity, authenticity, availability, accountability, confidentiality and effectiveness to avoid any potential misuse of the system. The Airwave System is a secure and speedy network which is used by the country's emergency services to provide resilient communications during both major incidents and routine operations. The Trust is committed to providing two handsets per double crewed ambulance (DCA) and 1 handset per rapid response unit (RRU). A robust process will be in place to manage missing handsets. Airwave handset related processes will be regularly reviewed to ensure they are fit for purpose and staff/user feedback is key to this.

Any, and all users of the Airwave handsets, whether personal issue or as part of a pool supply, must adhere to this policy.

2. Scope

This document defines the user requirements for the secure management, handling, storage and use of the handsets and explains the procedure staff will follow in order to meet these requirements. Lost and Stolen Terminals are to be investigated as described in Appendix 1.

3. Objectives

1. To explain how staff will collect the handsets
2. To explain the correct wearing of the handsets
3. To explain security issues associated with the handsets
4. To investigate all Lost and Stolen handsets

4. Responsibilities

- 4.1 All staff must ensure they are aware of their responsibilities with regards to Airwave handsets. These are summarised in Appendix 2.
- 4.2 Assistant Directors of Operations (ADOs) and Sector Delivery Managers (SDMs) will have responsibility for overseeing compliance to this policy for their respective areas.
- 4.3 The Group Station Manager (GSM) and Group Management Team will ensure staff are held responsible for ensuring all lost or damaged handsets are reported and investigated as per the procedure described in Appendix 1.
- 4.4 All staff who use or move an LAS frontline vehicle will be responsible for checking the number of handsets present in the vehicles nominated

Ref. OP049	Title: Airwave Hand Portable Terminals Policy and Procedure	Page 5 of 15
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storage area and reporting any missing handsets to the Out of Service hub on the talkgroup specified in the lost/missing procedure

- 4.5 Individual staff will be responsible for ensuring the handset ISSI (Individual Short Subscriber Identity) number is written on the LA1 for the vehicle they are on.
- 4.6 Individual staff will be responsible for ensuring the handset is kept safe and worn correctly whilst on duty.
- 4.7 The Out of Service hub will be responsible for ensuring reports of missing handsets are passed to management teams to investigate in a timely manner.
- 4.8 Group Management Teams will be responsible for ensuring the investigation of missing handsets is considered a priority task that is undertaken at the earliest opportunity.
- 4.9 ADOs, SDMs and GSMs will give appropriate advice to their management teams to ensure the investigation of missing handsets can be managed as a priority task by the Group Management Teams.
- 4.20 In the interest of safety and legal requirements, individual staff must adhere to instructions detailed in TP065 in regards to the use of handsets whilst driving
- 4.21 Additional responsibilities for all handset users are contained in Appendix 2.

5. Policy / Procedure

5.1 Hand Portable Terminals (handsets)

- 5.1.1 Digital terminals (Vehicle Based and Hand Portable Terminals) are a part of the safety equipment issued to staff by the Trust. For safety reasons the handsets are intended to be worn by staff whilst on duty.
- 5.1.2 It is expected that all operational staff (including managers) will have access to, wear and have turned on a handset whilst on duty. However, there will be occasions when a functioning handset is not available to a member of staff to wear during their period of duty, e.g. due to damage or loss; All members of staff will remain available for emergency calls, except where stated in TP/091

5.2 Collecting Hand Portable Terminals (handsets)

- 5.2.1 When staff come on duty they will, as normal, source a vehicle (via the vehicle allocation screen or in liaison with the Vehicle Resource Centre [VRC]) and complete a Vehicle Daily Inspection (VDI).

The handsets will be kept within a service branded red vehicle bag within the nominated station storage area. Any handset found missing upon inspection must be reported immediately to a member of the Group Management Team and/or the Out of Service hub on talkgroup PD33. See 5.5.3.

5.2.2 It will be the responsibility for a crew to hand over the handsets to the oncoming crew, ensuring they are using the same ambulance, or to replace the handsets in the red vehicle bag.

5.2.3 Each handset is specifically assigned to a vehicle and must stay with the vehicle/vehicle red bag, except in specific circumstances described in this policy.

5.2.4 Once in possession of a handset staff will enter the ISSI number on to the LA1.

5.3 Wearing the Hand portable Terminal (handset)

5.3.1 Each handset will be worn and turned on at all times whilst on operational duties. The handset should be used with a Service issued leather pouch, which protects the handset from inclement weather, and indicates that it is the property of the London Ambulance Service. There are two places the handsets are to be worn:

Shoulder Height - Each member of staff should wear the handsets on the shoulder using the tags already sewn on the outer garment (not the epaulettes). This is the preferred area as each terminal receives a better signal the higher off the ground it is.

Waist Height - It is acceptable (but not preferred) for the handset to be worn on the belt. It is recognised that wearing the handset on the shoulder may get tangled in the seat belt whilst driving or interfere in the delivery of patient care.

5.4 Vehicles not in use

5.4.1 Staff will be held accountable for ensuring the handset(s) is/are stowed in the red vehicle bag and in turn this is placed in the nominated station storage area when no longer required i.e. when there is no crew taking over the vehicle.

5.4.2 When the vehicle is required to be sent to outside workshops the red vehicle bag will be retained by workshops until the vehicle is returned. Additionally, as a precaution, the Airwave handsets and mainset will be stunned so that they cannot be used and will not be unstunned until the vehicle returns to the Trust.

VRC staff will check a vehicle has a red vehicle bag complete with handsets before removing the vehicle from station. In the event that both the handsets are missing VRC will register the vehicle a “shell” and leave the vehicle in situ. VRC staff will send a report to the Group Management Team to instigate a timely investigation to recover or replace the handsets on the vehicle.

- 5.4.3 It is prohibited to move a handset from one vehicle to another without due authorisation from an appropriate Manager or the IM&T Airwave Team or Duty Engineer. This will only be approved in exceptional circumstances and with appropriate justification. In the case of lost/stolen terminals, the loss must be reported and the movement will be completed if authorised.

5.5 Security Issues

- 5.5.1 Each handset potentially has the capability to be linked to the other emergency services and some other organisations such as London Underground and Metropolitan Police Service; for this reason handset security is very important.
- 5.5.2 Users shall exercise due care and attention to safeguard the handset against theft, loss or damage when it is being used.
- 5.5.3 Should a handset be lost or stolen, it must be reported immediately to the Out of Service hub on talkgroup PD33.

The Out of Service hub will look up the last known location of the handset and, in the case of a recent (same day) loss, may request vehicle crew staff to search the area or make reasonable attempts to retrieve the handset.

If the handset has been stolen it must be reported to the police at the earliest opportunity and the crime number recorded on the LA1. The crime number should also be reported to your Group Management Team. An entry must be completed on DATIX providing details of the theft.

If the handset has been reported as missing, and the handset can be tracked, the nearest available Clinical Team Leader (CTL) or Incident Response Officer (IRO) will be asked to attend its location for retrieval. At no stage should the CTL/IRO be put in danger trying to retrieve it.

- 5.5.4 Authentication and connection to the Airwave network requires the entry of a PIN code (4 digits). Staff shall not disclose this information outside of the LAS.
- 5.5.5 The handset should be switched off when it is no longer being used. In normal circumstances this should be once the crew have returned to their base station.

5.6 Infection control

- 5.6.1 If a handset case becomes visibly soiled (even lightly soiled), it must be disposed of as clinical waste due to the porous nature of the material.
- 5.6.2 If a member of staff has to dispose of their handset case due to soiling, a replacement case should be issued from the Group Management Team or an IRO.
- 5.6.3 If a handset becomes lightly soiled, it can be cleaned with a Clinell wipe.
- 5.6.4 If a handset becomes heavily soiled, frontline staff should:
- a. Attempt to remove excess soiling from the handset by cleaning with a Clinell wipe.
 - b. Place the handset in a patient property bag and seal the bag.
 - c. On the patient property bag note the ISSI number of the handset from your LA1, the date and CAD number the ISSI was soiled on, and your callsign.
 - d. Pass the patient property bag to a member of the Group Management Team or an IRO for onward delivery to the IM&T Airwave team at Union Street.
 - e. Management teams who are sending soiled handsets to the IM&T Airwave Team should make contact by email to confirm the ISSI they are sending so that it can be stunned if appropriate, and an appropriate note made on DIBA.
- 5.6.5 Both shirt clips and belt docks can be cleaned and reused if they become soiled.

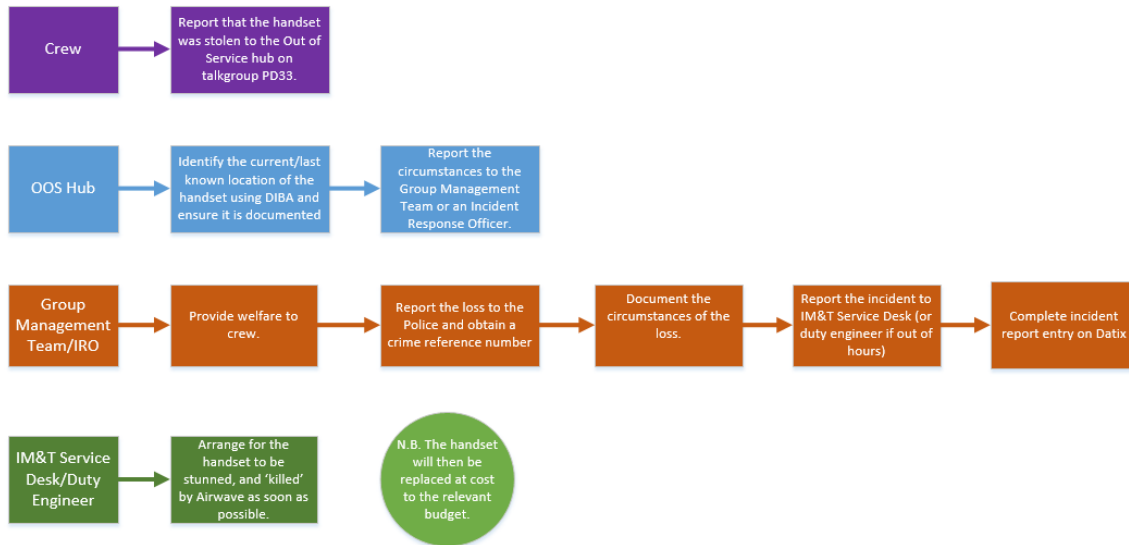
IMPLEMENTATION PLAN				
Intended Audience	For all LAS staff			
Dissemination	Available to all staff on the policy and procedure page of <i>the pulse</i> .			
Communications	Communicated via: <ul style="list-style-type: none"> • RIB with link to updated document • Airwave Refresh Project (2016) communications 			
Training	Trained via: <ul style="list-style-type: none"> • 2016-17 CSR3 'hot topics' • Z-Card distributed to all Airwave users (aide memoire for handset functionality. • Core training for new starters. 			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
The number of handsets lost, stole or damaged.	Weekly internal reports on losses. Monthly audits assessing lost, stole, damage and found with DH/Airwave team. Annual external audit.	IM&T Service Desk/Airwave team.	IM&T SMT and ADO Group	Through detailed analysis of lost, stolen and damaged reports, RCA will be applied to identify areas for further improvements.

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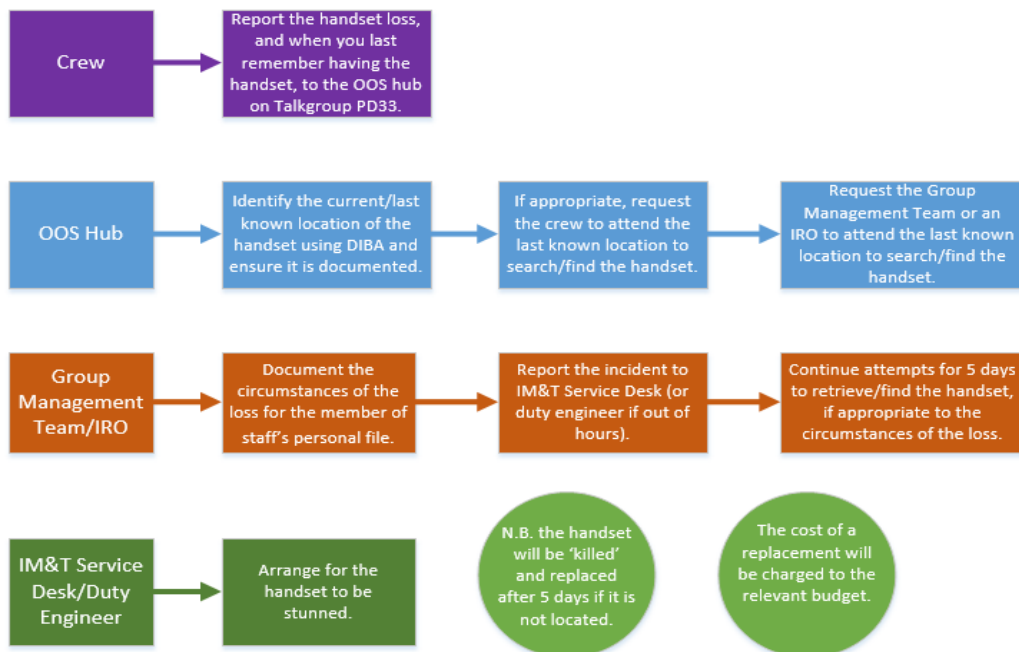
Airwave Handset Loss Procedure

The procedure varies depending on the circumstances of the loss:

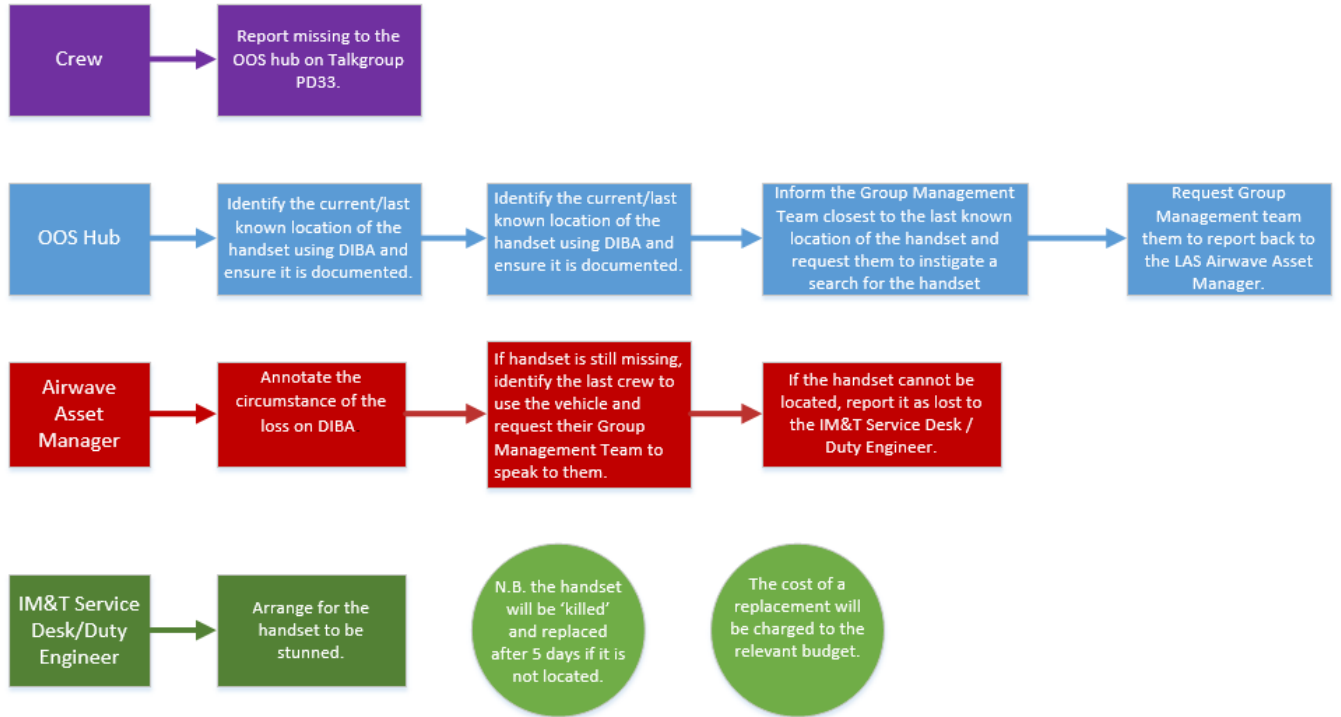
Circumstance: Reported stolen by staff whilst on duty



Circumstance: Reported lost by staff whilst on duty



Circumstance: Reported lost by staff on vehicle inspection



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Replacement HPT

All replacements will be authorised by the Airwave team, will be authorised by the Airwave team, ordered by IM&T and entered on the weekly tracking log. A purchase order will be raised for each HPT and a cost centre assigned as per the list agreed by Finance and budget holders.

Damaged handset

Damaged or faulty handsets should be reported to the Out of Service hub on PD33 at the earliest opportunity.

The OOS hub will take the necessary details and advise the crew of any further actions required.

IM&T will record details of any damaged handset and generate purchase orders for repairs. A regular report of actual costs to the LAS and Finance will be charged to the appropriate budget holder.

Financial Penalty

Where there is a loss attributed to a crew which is not disputed then the local Group budget will be charged the cost of a replacement set. Where there is a disputed case or lack of evidence to attribute the loss to an individual(s) then the cost will lay with the last known location of the HPT. In all cases of dispute the sector ADO will make the final decision.

Accessories

A small stock of replacement handset covers, shirt clips and belt docks will be held by Group Management Teams and Incident Response Officers (IROs) for immediate issue to staff.

Earpieces can be requested by Group Management Teams from the Logistics Support Unit at Deptford on an LA454 form.

Broken or faulty batteries can be replaced for free by Airwave, as they are on a managed service. Frontline staff should take their faulty or broken battery to a member of their Group Management Team or an IRO, who will be able to issue a new battery. Under no circumstances should batteries be disposed of in a bin.

AIRWAVE HANDSETS – YOUR RESPONSIBILITIES

All staff who use Airwave radios are required by the Airwave Code of Practice to know and understand their responsibilities.

This summary document has been prepared to assist you in understanding what these responsibilities are and what actions you are required to take in relation to Airwave handsets under the Code of Practice and LAS policy.

Your responsibilities:

- All radios, when in use, must be carried in a service issue case.
- Users must not disclose the radio PIN number to any person within the Trust who is not authorised to use Airwave radios.
- Whilst on duty, users should keep the terminal on their person and wherever possible have it clipped to a service issue outer garment or belt clip.
- Airwave radios must not be used for personal matters.
- Correct communication protocol (per OP/022) must be adhered to at all times.
- In all cases, the initial loss of any handsets must be reported within 1 hour of the loss being identified. During the initial hour, the user must endeavour to locate and recover the missing handset.
- All users must ensure that each vehicle has the correct allocated number of handsets (two for ambulances, one for FRUs). Where a vehicle does not hold the correct allocation, all users must report the missing handsets to the Out of Service Hub on talkgroup PD33 promptly.
- All users must record their ISSI numbers on the LA1 form.
- All users must switch off their handsets at the end of a shift once they have returned to station.
- All users must ensure all HPRs are turned off when not in use.
- At no point should the handsets be stored on the dashboard of the vehicle.
- Users must report any damage, faults or suspected misuse on PD33 at the earliest opportunity.
- Always hold the main body of the radio - never hold it by the aerial.
- All users must store handsets in the red bag when not in use.
- Where it is necessary to leave handheld radios in a vehicle, they should be secured out of sight (e.g. in a fitted container where one is present).

Ref. OP049	Title: Airwave Hand Portable Terminals Policy and Procedure	Page 15 of 15
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