



London Ambulance Service **NHS**  
NHS Trust

**Procedure for Chief Ambulance Officer's Commendations,  
Guidance for Ceremonial Flag Flying Occasions and Children's 999  
Awards**

## DOCUMENT PROFILE and CONTROL.

**Purpose of the document:** to define the internal and external awards process.

**Sponsor Department:** Awards Department

**Author/Reviewer:** Conference, Induction and Awards Manager. To be reviewed by March 2010.

**Document Status:** Final

| <b>Amendment History</b> |          |   |  |
|--------------------------|----------|---|--|
| Date                     | *Version | Author/Contributor                        | Amendment Details  |
| 15/07/10                 | 3.1      | Conference, Induction and Awards Manager. | Reformatted. Added aim, scope, responsibilities, monitoring, |
| 26/01/07                 | 2.1      |   |  |
| 01/03/02                 | 0.3      |   | First draft  |
| 01/06/01                 | 0.2      |   | Second draft   |

**\*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.

| <b>For Approval By:</b>                        | <b>Date Approved</b> | <b>Version</b> |
|--|----------------------|----------------|
| Chief Executive                                | 16/03/07             | 3.0            |
| Chief Executive                                | 01/03/03             | 2.0            |
| Chief Executive                                | 04/02                | 1.0            |
| <b>Agreed by Trust Board (If appropriate):</b> |                      |                |
|  |                      |                |

| <b>Published on:</b> | <b>Date</b> | <b>By</b>       | <b>Dept</b> |
|----------------------|-------------|-----------------|-------------|
| The Pulse            | 23/07/10    | Records Manager | GCT         |
| LAS Website          | 23/07/10    | Records Manager | GCT         |
| <b>Announced on:</b> | <b>Date</b> | <b>By</b>       | <b>Dept</b> |
| The RIB              |             | Records Manager | GCT         |

| <b>EqIA completed on</b>     | <b>By</b> |
|------------------------------|-----------|
|                              |           |
| <b>Staffside reviewed on</b> | <b>By</b> |
|                              |           |

| <b>Links to Related documents or references providing additional information</b> |              |                |
|--|--------------|----------------|
| <b>Ref. No.</b>  | <b>Title</b> | <b>Version</b> |
|  |              |                |
|  |              |                |

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.

|                   |  |                     |
|-------------------|--|---------------------|
| <b>Ref. TP007</b> | <b>Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards</b> | <b>Page 2 of 19</b> |
|-------------------|--|---------------------|

## 1. Introduction

Service staff at regular intervals are engaged in a number of activities that bring credit not only on themselves but also the London Ambulance Service. There may be occasions when members of other services or the public assist London Ambulance Service Staff in exceptional circumstances. It is vital that these events are fully recorded so that due recognition can be given where appropriate.

Chief Ambulance Officers Commendations are awarded to recognise these events and nominations can be put forward on the recommendation of anyone from inside or outside the Service. A specially convened group (The Awards Panel) will, based on evidence provided, recommend to the Chief Ambulance Officer whether a commendation or letter of appreciation is to be awarded. In certain circumstances a Commendation with Merit may be awarded and in exceptional circumstances, the highest commendation, a Commendation with Distinction may be awarded.

Staff may also be put forward for other gallantry awards, e.g., George Cross or Ambulance Service Institute (ASI) Gallantry Award. Consideration will also be given to recommending the award of the Royal Humane Society, M.B.E, O.B.E if appropriate.

## 2. Scope

This procedure defines the internal and external awards process to recognise outstanding acts of bravery within the Service. It also covers the governance behind the service flag flying procedures.

## 3. Objectives

1. To ensure a standard system of recognition exists within the Service.
2. To ensure all staff have an understanding of the procedure.
- 3 To ensure all interested Departments throughout the Service are informed and kept informed of progress of any recommendation for recognition of any Staff member.

|            |   |              |
|------------|---|--------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 3 of 19 |
|------------|---|--------------|

## 4. Responsibilities

4.1 **Line Managers** are responsible for:

- assessing the validity of the nomination
- gathering supporting evidence
- completing and submitting relevant forms and documentation to the Awards Department.

4.2 **Awards Department** is responsible for registering award applications.

4.3 **Communication Department** will be responsible for promotion of the nomination

## 5. Initial Application

- 5.1 On receipt of a letter or other information from anyone outside the Service to indicate that a member of staff has acted in such a way that recognition may be suitable; this information will, in the first instance, be passed to the relevant line manager for verification and subsequent transferral to Section A of the Honours in Confidence Form (LA29) (Appendix 1).
- 5.2 If the recommendation for commendation comes from an internal source then Section A (LA29) should be completed and sent to the line manager.
- 5.3 The line manager is responsible for ensuring that the necessary information and paperwork, e.g. Patient Report Form (PRF) or AS1 is collated for both internal and external recommendations. Full statements from all staff involved and any witnesses present must accompany any recommendation (photographic evidence will be of benefit). Line managers are then to ensure the nominations accuracy before completing Section B of the LA29 and submit a supporting recommendation. These must all then be sent to the Awards Department for the attention of the Awards Panel.
- 5.4 Line Managers must satisfy themselves that the recommendation will have a reasonable chance of success before sending it to the Awards Department, if in any doubt advice should be sort from the Awards Department.
- 5.5 To assist in giving an idea of what information is required the following example may be of assistance:

|            |   |              |
|------------|---|--------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 4 of 19 |
|------------|---|--------------|

- Incident
- Rooftop of Block of Flats person attempting suicide. Police & LFB on scene
- LAS crewmembers talk to person and after a time person goes with them to hospital

Duty Station Officer / Team Leader or other person believes it's good enough for consideration of an award so what is the next step.

1. Get Statements from Police, LFB and anyone else who was on seen.
2. Note time of day was it dark or light, what was the weather conditions, how high up from the ground, what risk did the crew take in affecting a rescue,
3. Take pictures of the seen and particularly of the spot downwards were the person was standing.
4. See the person and or family to explain. The recognition procedure and that the crew may be put forward for external recognition by newspapers etc and get their backing by completing LA99.
5. Lastly have you included all those who took part in the rescue i.e. other crew staff, Police Officers, LFB personnel etc?

## **6. Registration of Application**

- 6.1 The Awards Department will register the application and send an acknowledgement to the originator of the commendation
- 6.2 A copy of the nomination will be sent to the Communications Department and at this stage the application will be quality assured by Deputy Chief Ambulance Officer's Staff Officer and if found to be incomplete or items need clarification a letter will be sent to the originator, explaining what is required and giving thirty days to respond. Failure to do so within the time period without due reason, will cause a further letter being sent by the Awards Manager informing the originator that no further action will be taken in the matter.
- 6.3 A flow chart attached at appendix 2 clearly identifies the process involved and who is responsible for what and when.

|            |   |              |
|------------|---|--------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 5 of 19 |
|------------|---|--------------|

## 7. External Awards - Timeline of actions

The earlier the Communications Department knows about a nomination in an external awards ceremony the more time it can invest in promoting it. It gives us enough time to speak to the members of staff involved, speak to the event press officers, select the media that would be interested in the story and make the story relevant to their audience. For example, newspapers near the station where the nominee works or near to where they live would both be interested as well as trade press and in some cases national press.

It is very difficult for the Communications Department to comment when they are approached by journalists about staff being nominated in external awards if they don't know anything about the reasons for the nomination. It is also difficult when a member of staff is not aware that they have been entered into an awards ceremony or that they are expected to take part in media interviews. That is why it is essential that a clear process of communication exists between the two teams.

Listed below are key stages in the nomination process and a list of actions that should be completed at each stage to help us communicate the Service's success:

### 7.1 When nominations are placed:

- event details – date, venue, sponsors, contacts
- nomination category
- name of nominee
- nominee's personal details including job title, which station or department they work for, etc
- summary of reason for nomination including details of where and when the incident took place, what they did, who was involved, why it was significant and any other interesting facts
- name of nominator.

### 7.2 When a shortlist is produced:

- The Awards Department will provide the Communications Department with the names of staff that have made the shortlist
- The Communications Department will liaise with the event press office (if appropriate) about the nominees and media opportunities

|            |   |              |
|------------|---|--------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 6 of 19 |
|------------|---|--------------|

- The Communications Department will speak to the short listed nominee to find out more about their experience and to confirm that they are willing to participate in media interviews
- The Communications Department will update the Awards Department before publication.
- The Communications Department will inform the relevant media either over the or via a press release that a member of staff has been nominated for an award. They will set-up media interviews or photo-calls
- The Communications Department will publicise the nomination internally via the intranet or LAS News
- The Communications Department will update the Awards department

### 7.3 The event:

- The Communications Department will liaise with the event press office (if appropriate) to discuss media management at the event and any interviews with our staff
- The Communications Department will advise the nominee on how to handle media at the event if they are approached for interview
- The Communications Department will ensure photos are taken for distribution to the relevant media or internal magazine.
- The Communications Department will update the Awards Office
- A representative of the Awards department will be in attendance at any Award Ceremony.

### 7.4 Post event:

- If a member of staff wins an award, the Communications Department will interview the winner for the internal magazine and will again publicise the win to the relevant media.
- The Communications Department will inform the Awards Department.

|            |   |              |
|------------|---|--------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 7 of 19 |
|------------|---|--------------|

## **8. Disqualification**

- 8.1 If it comes to light that a nominee by any action may have brought discredit on them or the Service, they will either be delayed or disqualified from receiving an award until the outcome of any enquiry is known.

## **9. Awards Panel**

- 9.1 The panel will comprise of:
- Director of Ambulance Services / Director of Operations
  - Assistant Chief Ambulance Officer
  - Member of Awards Department
  - Staff Officer
  - Staff Side Council Representative
  - Co-opted members will be invited when specialist knowledge would be helpful due to the nature of the recommendation.
- 9.2 The panel will meet whenever ten completed recommendations have been received or every six months, depending on which is sooner.
- 9.3 The panel will decide, based on the information available, whether a Commendation or Letter of Appreciation is to be awarded. Section C of the LA29 will then be completed by the Chairman of the awards panel accordingly.
- 9.4 In some instances the Awards Panel may decide that the recommendation should be forwarded for the consideration of a Queen's award being made. This may be, for example, for a high profile incident or an event attracting large media coverage. If this is subsequently not granted the recommendation should then return to the Awards Panel for reconsideration.
- 9.5 The Awards Department will inform the Communications Department of the results.

## **10. Letter of Appreciation**

- 10.1 When a commendation is not approved but the actions of the nominee require some special recognition, a Letter of Appreciation will be written by the Awards Department on special headed notepaper. The Letter will be signed by both the appropriate Senior Manager framed, and

|            |   |              |
|------------|---|--------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 8 of 19 |
|------------|---|--------------|



then presented in person by the local Assistant Chief Ambulance Officer.

10.2 The Awards Department will inform the communications Department

## **11. Ratification by Chief Ambulance Officer**

11.1 All decisions of the awards panel will be forwarded to the Chief Ambulance Officer for ratification and completion of Section D of the LA29. This form will then be returned to the Awards Department.

## **12. Appeals**

12.1 There is no appeal as the Chief Ambulance Officer's decision is final.

## **13. Notification of Individuals**

13.1 The Awards Department will inform all those involved, including the person originally making the recommendation and the Communications Department of the panel's decision and make arrangements for the presentation ceremony.

## **14. Award Ceremonies**

14.1 The presentation will be in the same format as presentations for Long Service Awards and Recruits Passing out Ceremonies.

## **15. Official Flag Flying Occasions**

15.1 See Appendix 3 for details

## **16. Children's 999 Awards Procedure**

16.1 From time to time the involvement of children in incidents is highlighted in the way they conduct themselves in times of great difficulty and personal trauma. For some time this Service has recognised that involvement.

## **17. Initial Application**

17.1 On receipt of information from a staff member that indicates the involvement of a child in an incident in such a way that recognition may be suitable; this information will, in the first instance, be passed to the

|            |   |              |
|------------|---|--------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 9 of 19 |
|------------|---|--------------|

relevant line manager for verification and subsequent transferral to Section A of the Honours in Confidence Form (LA29) (Appendix 1).

17.2 The line manager is responsible for ensuring that the necessary information and paperwork, e.g. Patient Report Form (PRF) or AS1 is collated. Full statements from all staff involved and any witnesses present must accompany any recommendation (Tape of telephone conversations if relevant will be of benefit). Line managers are then to ensure the nominations accuracy before completing Section B of the LA29 and submit a supporting recommendation. These must all then be sent to the Awards Department for the attention of the Awards Panel.

## **18. Registration of Application**

18.1 The Awards Department will register the application and send an acknowledgement to the originator of the commendation

18.2 At this stage the application will be quality assured by Deputy Chief Ambulance Officer's Staff Officer and if found to be incomplete or items need clarification a letter will be sent to the originator, explaining what is required and giving thirty days to respond. Failure to do so within the time period without due reason, will cause a further letter being sent by the Awards Department informing the originator that no further action will be taken in the matter.

## **19. Awards Panel**

19.1 The panel will meet whenever ten completed recommendations have been received or every six months, depending on which is sooner.

19.2 The panel will decide, based on the information available, whether an award is to be made. Section C of the LA29 will then be completed by the Chairman of the awards panel accordingly.

## **20. Notification of Individuals**

20.1 The Awards Department will inform all those involved, including the person originally making the recommendation of the panel's decision and make arrangements for the presentation ceremony.

## **21. Award Ceremonies**

21.1 In liaison with the child's parents the Awards Department will make the arrangements for an informal presentation at Headquarters incorporating a visit to EOC, Press office attendance, Crew Staff and any other facility or personnel to ensure the event is successful.

|            |   |               |
|------------|---|---------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 10 of 19 |
|------------|---|---------------|

| <b>IMPLEMENTATION PLAN</b> |   |
|----------------------------|---|
| <b>Intended Audience</b>   | All LAS Staff   |
| <b>Dissemination</b>       | Available to all staff on the Pulse and to the public on the LAS website.                                       |
| <b>Communications</b>      | Revised Policy and Procedure to be announced in the RIB and a link provided to the document.                    |
| <b>Training</b>            |   |
| <b>Monitoring</b>          | A spreadsheet of individuals nominated for awards the outcome of these awards is kept by the Awards Department. |

**SECTION A HONOURS IN CONFIDENCE**

**RECOMMENDATION FOR AWARD OF THE CHIEF AMBULANCE OFFICERS  
COMMENDATION FOR MERITORIOUS SERVICE**

**DETAILS OF NOMINEE:**

**FULL FORENAME(S) (BLOCK CAPITALS)**

**SURNAME (BLOCK CAPITALS)**

**PRESENT APPOINTMENT/JOB TITLE OR, MEMBER OF THE PUBLIC**

**SERVICE AND HOME ADDRESS:**

**REASONS FOR THE RECOMMENDATION:**

**REASONS FOR THE RECOMMENDATION** (continuation sheet):

|   |  |
|---|--|
| <b>ORIGINATOR'S SIGNATURE</b>                         |  |
| <b>ORIGINATOR'S NAME</b>                              |  |
| <b>ORIGINATOR'S JOB TITLE</b>                         |  |
| <b>ORIGINATOR'S STATION /<br/>SECTOR / DEPARTMENT</b> |  |
| <b>DATE OF APPLICATION</b>                            |  |

**HONOURS IN CONFIDENCE**

**SECTION B**

**COMMENT BY NEXT IN LINE MANAGER**

|   |  |
|---|--|
|   |  |
| <b>SIGNATURE</b>                          |  |
| <b>NAME</b>                               |  |
| <b>JOB TITLE</b>                          |  |
| <b>DATE SENT TO AWARDS<br/>DEPARTMENT</b> |  |

**FOR USE BY PERSONNEL  
(To be completed only in respect of present or past members of LAS.)**

Is the proposed recipient still Employed by LAS?

YES / NO

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

If NO, give the date of leaving LAS

—  
( DD / MM /  
Year )

If a past member of LAS please give last known contact address:

|  |
|--|
| <br><br><br><br><br><br><br><br><br><br> |
|--|

Has the proposed recipient ever received any other Award or Honour?

YES / NO

If YES, give details of other Awards / Honours in the box below

|  |      |
|--|------|
|  | Date |
|--|------|

**HONOURS IN CONFIDENCE**

**Date received by Awards Office**.....

**SECTION C**

The contents of this page are not to be disclosed to anyone other than the Members of the Award Panel, the Chief Ambulance Officer and, if requested a senior LAS Trades' Union Representative.

**DECISION OF THE AWARDS PANEL**

The Awards Panel on..... have decided To Approve / Not Approve the Award of the Chief Ambulance Officers Commendation for Meritorious Service to:

|       |                 |
|-------|-----------------|
| Name: | Level of award: |
|-------|-----------------|

Please state, briefly, below the reasons for Approval / Non Approval

|                  |                  |                  |
|------------------|------------------|------------------|
|                  |                  |                  |
| <b>SIGNATURE</b> | <b>SIGNATURE</b> | <b>SIGNATURE</b> |
|                  |                  |                  |
| <b>NAME</b>      | <b>NAME</b>      | <b>NAME</b>      |

**SECTION D**

To be completed by Chief Ambulance Officer:

|  |
|--|
|  |
|--|

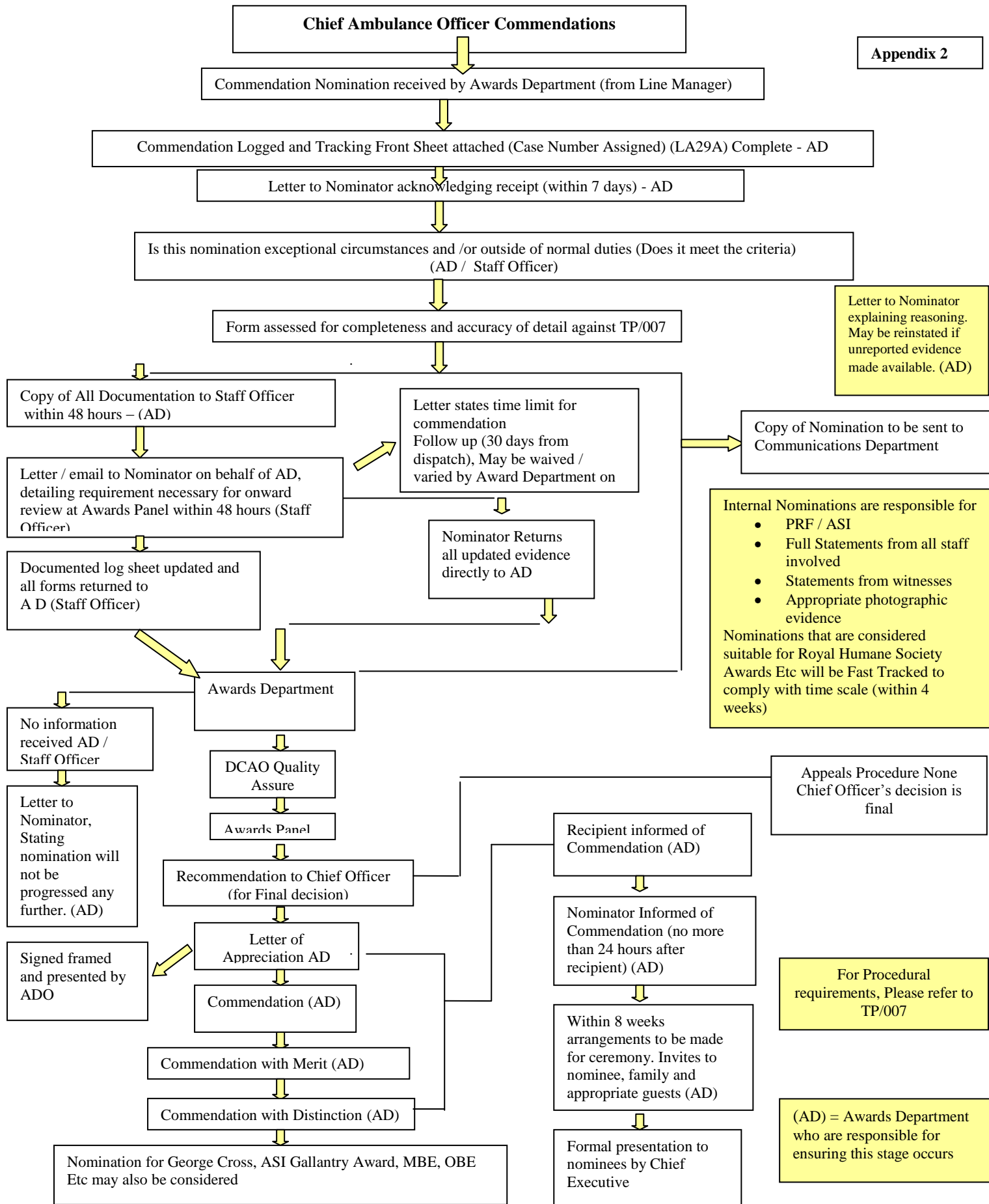
The decision of the Awards Panel is ratified / is not ratified for the following reason:

|  |
|--|
|  |
|--|

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Ambulance Officer





(1) Authorised flags may be flown from LAS premises that have a suitable flag pole from 0800 hours to sunset on the following dates, and on any special occasion notified by the Awards Manager:

|                            |   |
|----------------------------|---|
| 20 <sup>th</sup> January   | - Birthday of the countess of Wessex                      |
| 6 <sup>th</sup> February   | - her Majesty's Accession                                 |
| 19 <sup>th</sup> February  | - Birthday of the Duke of York                            |
| The second Monday in March | - Commonwealth Day  |
| 10 <sup>th</sup> March     | - Birthday of the Earl of Wessex                          |
| 19 <sup>th</sup> March     | - St David's Day (raised in Wales not in the London area) |
| 21 <sup>st</sup> April     | - Birthday of Her Majesty the Queen                       |
| 23 <sup>rd</sup> April     | - St George's Day (raised in the London Area)             |
| 09 <sup>th</sup> May       | - Europe Day  |
| 02 <sup>nd</sup> June      | - Coronation Day  |
| 10 <sup>th</sup> June      | - Birthday Duke of Edinburgh                              |
|                            | - Official celebration of her Majesty's birthday          |
| 15 <sup>th</sup> August    | - Birthday of the Princess Royal                          |
| November                   | - Remembrance Sunday                                      |
| 14 <sup>th</sup> November  | - Birthday of the Prince of Wales                         |
| 20 <sup>th</sup> November  | - Her Majesty's Wedding Anniversary                       |
| 30 <sup>th</sup> November  | - St Andrew's Day (raised in Scotland not in London area) |

### **Guide on hoisting flags on London Ambulance Service NHS Trust premises**

The Union Flag should be flown; with the broader diagonal white stripe should be at the top left hand side of the flag nearest the flagpole.

**Occasions on which flags are to be flown at half mast** (half mast means the flag is flown two-thirds up between the top and middle of the flag pole).

- A) From the announcement of the death up to the funeral of the Sovereign, except on proclamation day, when they are hoisted right up from 11am to sunset.
- B) The funerals of members of the royal Family, subject to special commands from her Majesty in each case.
- C) The funerals of foreign rulers, subject to special commands from her Majesty in each case.
- D) The funerals of Prime Ministers and ex-Prime Ministers of the United Kingdom, subject to special commands from Her Majesty in each case.

### **Flying the Union Flag and the London Ambulance Service Flag on designated days**

|            |   |               |
|------------|---|---------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 18 of 19 |
|------------|---|---------------|

On other special occasions, the Awards Department will inform the Service when and how flags will be flown. You should fly the Union Flag where available, or the Ambulance Service Flag if the Union Flag is not available.

### **Flying the Ambulance Service Flag throughout the area covered by the Service**

The Ambulance Service Flag may be flown for events such as:

- An Ambulance Service anniversary
- The death of serving member of staff
- The death of a member of the Service who dies in the course of duty involving an act of bravery

On these occasions, the awards department, on behalf of the Awards Manager, will tell the Service when and how flags must be flown.

### **Flying the Service Flag locally**

With the authority of a Duty Station Officer or above, a flag may be flown for events such as:

- Royal visits;
- Open days;
- Death of a member of the Service attached to the area usually on the day of death and the day of the funeral; and
- Death of a member of the local community, where the London Ambulance Service would wish to pay its respect, usually on the day of the funeral only

### **General information**

- Flags must always be hoisted at 0800 and lowered at sunset
- Flags must always be clean and in good condition
- Where a building has two flag poles which vary in height and both flags are flown together, the Union Flag must be flown in the higher position.
- Flags flown in cases of death should be flown at half-mast

|            |   |               |
|------------|---|---------------|
| Ref. TP007 | Title: Procedure for Chief Ambulance Officer's Commendations, Guidance for Ceremonial Flag Flying Occasions and Children's 999 Awards | Page 19 of 19 |
|------------|---|---------------|