

ITEM	IDENTIFIED BY	REC. No.	Comments
AREAS FOR IMPROVEMENT			
Difficulty on initial setup of Silver to be able to get to speak to Silver for early update due to volume of work Silver was undertaking	3, 1		
Casualty Bureau set up prior to SIM questions being set	14		
Initial gaps in silver around rail network partners not being in room even though their station affected, comms breakdown over invite and getting right people in the room	1	1	
Confusion over Social Media around 12/18 hours mark – was a challenge to manage which led to confusion and tension over ascertaining right information around exact picture of casualties etc	13, 14, 7		
Social Media drove the declaration of ETIHAD set up which meant persons were arriving before correct staff where in place. This also led to News Media being on site a lot quicker than expected	14, 4, 7		
Social Media had potential to damage all agencies in the first 24 hours over challenging whether agencies were in command of incident or not	13		
Confusion over call of PLATO, although called within 12 minutes, cascading of this information to other blue light services did not run smoothly, NWS not aware till 90 minutes later. Fire not aware until they had representative in Command Room	11	2	
Some agencies self-deployed due to Social Media information, this may not have correct, but Agencies understood how busy Force Duty Officer would be. Some agencies able to contact FDO and some not.	8, 13, 15, 16		