

ITEM	IDENTIFIED BY	REC. No.	Comments
<b>AREAS FOR IMPROVEMENT</b>			
<b>Equipment &amp; Training:-</b>			
Experience of Silvers used at night time for on call role is low.	10, 4, 14	D5	
There was no record of what resources were on the ground especially around Armed Resources with immediate mutual aid attending as they do not show on GMP mapping system.	6	D6	
Only having 1 Airwave Tactical Advisor in Silver communications room was not sufficient to effectively ensure liaison with Airwave around usage, capacity and setting up of channels in the Silver room.	7, 6, 2	D7	
There was a lack of a major incident command vehicle for Police at the scene.	5, 9	D11	
Mutual aid staff could not access GMP IT which created some issues.	All	H10	
The CT Liaison Role within Gold/Silver had no access to their systems within Gold.	14, 3, 4	D13	
There was a shortage of experience in Communications Room in setting up Airwave channels.	6	D2	
The knowledge of the implications of PLATO and its terminology and impacts at Silver level was low.	10	D4	
<b>Process:-</b>			

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There was an inordinate amount of work for the Force Duty Officer to complete including a large number of people to contact. This proved almost impossible to do whilst completing all other tasks around the incident.	6		
Due to time of day and the day the incident occurred there was a shortage of communications staff within control room.	6		
Initially the Force Duty Officer (FDO) was only aware of 1 Operational Firearms Commander being at the scene. However others had self-deployed but could not inform the FDO due to the phone lines being constantly engaged.	6		
There is a shortage around Major Incident Commanders within the Force trained in the JESIP model and no Silver arrived at the scene to act as Police Commander.	5, 2	D10	
<b>Communication:-</b>			
It was difficult to speak to other Emergency Services due to the multi Airwave channel not working	6	D1	
There was difficulty in getting hold of the Force Duty Officer via phone due to volume of work they had to undertake.	10	D3	
There were issues with Vodafone providing a 0800 number for Casualty Bureau.	6, 14,	D8	
There was difficulty communicating with Irrelevant and sensitive once PLATO had been initiated as they do not monitor the briefing channel unless specifically asked to do so.	5, 14, 7	D9	
There were numerous agencies with a thirst for information who were unnecessarily phoning the Force Duty Officer (FDO)	5, 4	D3	
Tactical executive action Counter Terrorism deployments were not shared with Gold/Silver.	13	D14	