

- 3.14 It is important that forces recognise that less sophisticated attacks may be the beginning of, or precursor for, more complex attacks. In these situations consideration needs to be given to delivering a local response in keeping with the lower level of sophistication and scale whilst considering an early declaration of Operation Plato which can always be withdrawn if the scale and sophistication does not escalate.

4. Operation PLATO: meaning, identification and declaration

- 4.1 Operation PLATO is the multi-agency response to the incident, whilst the term 'MTFA' describes the type of incident.
- 4.2 The identification of a PLATO incident is likely to be based upon the identification indicators listed above for an MTFA (paragraph 3.8).
- 4.3 The declaration of an Operation PLATO incident triggers a multi-agency response designed to rapidly inform, mobilise and operationally deploy the most appropriate resources in order to identify, locate, confront and neutralise the threat and save life. In order to support an effective response, it is important that the relevant partner agencies and specialist national assets are informed as a priority.
- 4.4 There are a number of key generic principles, to a PLATO response, which should form part of all forces' initial response and guide their immediate actions. These include:
- Immediate clarity and guidance to all unarmed police responders including their role in assisting with achieving the initial strategic intentions, whilst operating within the 'Stay Safe' Principles
 - Immediate Initial Actions to inform, mobilise and deploy the correct resources
 - Strategy – tailored in recognition of the extraordinary circumstances and threat
 - Multi-agency approach
 - An 'actions' approach recognising what is Immediate (must be done now), Urgent (should be done now) and Desirable (should be done when possible)
- 4.5 An MTFA incident will initiate a large volume of calls/contact from the public into all three emergency services. It is essential that all police

staff receiving incoming calls have an awareness of the potential indicators that an MTFA may be taking place (as outlined at point 3.8). This will assist with an early accurate identification of an MTFA, thereby ensuring the correct response and also helping to maximise the safety of initial responders who may not be aware that they are dealing with an MTFA.

- 4.6 Personnel from any of the emergency services may report a suspected PLATO incident, but only the police can declare a PLATO incident.
- 4.7 If an Operation PLATO is declared and it subsequently becomes apparent that the incident is not an MTFA, then the officer who is undertaking the role of the TFC must re-define the incident immediately and ensure that all relevant personnel and agencies are informed. This would also require a full review of the operation utilising the National Decision Model (NDM) and may lead to a revised strategy and overall response.

5. Police Force Control Room Actions

- 5.1 The initial response to an MTFA will always be police led and is likely to be managed within a police force control room.
- 5.2 It is important that forces consider how they will manage incoming information in such a way that they are able to identify pertinent information and disseminate this out to those who need it as quickly as possible.
- 5.3 There will be a danger that control rooms will not have the capacity to cope with the numbers of incoming calls on the emergency system and that calls will be diverted to other control rooms or other forces.
- 5.4 Forces therefore need to plan for this demand and mitigate the risks associated with this issue.
- 5.5 To achieve this, forces should consider the strategic aims and objectives of the response and in particular the principle of identifying, locating and confronting a subject(s) in order to neutralise the threat. This principle should then direct how forces triage their incoming calls, deal with public on the incoming calls system and then manage the information gleaned from this process.
- 5.6 The intention should be to ascertain as quickly as possible where subjects are, their description and what they are doing. This enables