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Metropolitan Police Station

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Description of exhibit: NPAS STANDARD OPERATING PROCEDURE FOR AIRCRAFT DEPLOYMENT AND CONTROL

From place/person: PS Shawn TURNER, NPAS

Taken by: DC MORGAN Date: 1/11/17 Time:

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OP NORTHUPTON

MP 1404/04 MPSZ012613177 Form 420B



National Police Air Service

Standard Operating Procedure Aircraft Deployment & Control

Version 4.7
(October 2017)

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Version No.	Date	Details of Changes included in Update	Author(s)
1.1	06/09/12	Version distributed to the SE Region	Insp Sue Disley, WYP
1.2	14/09/12	Operational hours for two bases updated	Sarah Carter, WYP
1.3	16/09/12	<ul style="list-style-type: none"> • Added Appendix F – NPAS Post Incident Procedures (page 39) • Contact telephone numbers for NPAS Despatch and Flight Monitoring Centre amended (page 11) 	Insp Sue Disley, WYP
1.4	26/09/2012	<ul style="list-style-type: none"> • Section 3.5 added Request for Aircraft by CAT A Prisons (page 11) • Appendix F – NPAS Post Incident Procedures Updated to include Section 5.6 Impairment through Drink or Drugs (page 43) • Amendment to Pre-planned and Events Tasking Process Charts (page19) 	Insp Sue Disley, WYP
1.5	14/12/2012	<ul style="list-style-type: none"> 3.1 Re-written incorporating use of NPAS Hailing Channel 3.4 Re-written incorporating use of NPAS Hailing Channel 3.5 Re-written incorporating use of NPAS1 Channel 3.7 Re-written no longer specific to the South East 5.3 Amendment to text 7 Added text re time critical incidents App D Pre-planned/Event form revised 	Insp Sue Disley WYP
1.6	21/01/2013	<ul style="list-style-type: none"> 3.1 Section reviewed and amended with reference to section 5.1 3.4 Reviewed in light of changes to the group structure talk 3.6 Contact numbers updated 5.1 Talk group table inserted 11.3 Meeting structure updated App D Pre-planned/Event form revised 	Sarah Carter, WYP
1.7	04/03/2013	<ul style="list-style-type: none"> 1.2 Section added re: South Yorkshire 3.2 Section added re: Deployment to South Yorkshire 3.3 Updated base locations of spare aircraft 3.14 Section added re: Aeronautical Rescue Coordination Centre (ARCC) App E NPAS Air Bases & Go Live Dates 	Sarah Carter, WYP
1.8	10/05/2013	<ul style="list-style-type: none"> 3.8 Reference to Central Counties MOU added 7.0 NPAS Despatch mailbox address amended 11.0 Updated WYP Ch/Insp Comms contact details App D Pre-planned/Event form revised with amended NPAS Despatch mailbox address (v1.4) App E NPAS Air Bases & Go Live Dates (v1.2) 	Sarah Carter, WYP
1.9	27/06/2013	<ul style="list-style-type: none"> 3.7 South West Region ACD contact details added 	Sarah Carter, WYP

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Version No.	Date	Details of Changes included in Update	Author(s)
2.0	20/09/2013	Updated following Despatch Workshop held on 28/08/13.	Insp Sue Disley, WYP Paul Green, WYP Sarah Carter, WYP
3.0	29/10/2014	Entire document reviewed and amended following recent changes in processes Removed NPAS Post Incident Procedures, (This document is now available as a separate document on the NPAS intranet site under SOP) Removed Appendix J	Insp Sue Disley, WYP Sgt Vicky Glover, WYP Sarah Carter, WYP
3.1	13/03/2015	Entire document reviewed and amended to include the despatch process for MPS who will go live on 31/03/2015. Update Aircraft Fleet and contact details Appendix E removed and replaced with process map for Despatch process for MPS	Inspector Sue Disley, WYP Sgt Vicky Glover, WYP
3.2	20/10/2015	Entire document reviewed and amended following recent changes in processes. This includes inclusion of new arrangements for pre planned delivery, revised emergency service procedure, specialist services delivery and adoption of the threat harm and risk deployment model	Supt Tyron Joyce, WYP Insp Nick Rook, WYP
3.3	04/01/2016	Update to 2.10.9 and 2.10.10 with 'statement of intent' covering the use of Maritime and Coastguard Agency aircraft to support the carriage of armed officers in extremis Update to development 2.13.3. draft balanced performance scorecard measures	Supt Tyron Joyce, WYP
3.4	29.2.2016	Update Ops cell staff list, removal of 2.9 'special arrangements for tasking of NPAS Sheffield- base now closed.	Supt Tyron Joyce, WYP
3.5	16/6/2016	Update Ops Cell staff list; addition of Appendix K (SOPs for CTAC); Appendix L (NPAS Strategic Assessment Summary); draft Appendix M (Actions for Threat Level-Critical) including references to these in main text; additional of Appendix contents list.	Insp Simon Hepworth, WYP
3.6	05/07/2016		PS Shaun Turner, WYP
3.7	21/09/2016		PS Shaun Turner, WYP
3.8	03/10/2016	Update to information in relation to Humberside Police joining NPAS.	PS Shaun Turner, WYP
3.9	20/10/2016	Addition of DEFRA MOU.	PS Shaun Turner, WYP
4.0	13/01/2017	Addition of link to Standing THR assessed Operations in infoshare.	PS Shaun Turner, WYP
4.1	27/01/2017	NPAS Deconfliction with Police Drones	PS Shaun Turner, WYP
4.2	16/03/2017	NPAS Laser attack crime recording policy	PS Shaun Turner, WYP

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Version No.	Date	Details of Changes included in Update	Author(s)
4.3	18/05/2017	Addition of signed NPAS MOU with Police Scotland	NPAS/ Police Scotland
4.4	09/08/2017	Aircraft availability – FDO DELEGATED AUTHORITY OPTIONS. Limited hours deployment procedure	PS Shaun Turner, WYP
4.5	22/09/2017	2.10.9 –Update to protocol re ARCC requests and contact	PS Shaun Turner, WYP
4.6	27/09/2017	Restricted airspace application guidelines added as appendix	PS Shaun Turner, WYP
4.7	05/10/2017	2.10.9 - Update to procedure when requesting ARCC to transport armed officers.	PS Shaun Turner, WYP

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Background

In 2009, on behalf of the Association of Chief Police Officers (*now the National Police Chiefs Council*) Chief Constable Sir Bernard Hogan-Howe of Merseyside Police undertook a review of the 1993 National Air Operations Strategy. At that time air support was provided on a local basis with some forces having their own aircraft, no air cover or small regional collaborations. There was:-

- Inconsistent tasking, especially at a regional and national level.
- Financial instability with some forces (even at that time) determining that it was unlikely they could continue to fund air support

Based on the recommendations identified by the review, a project was established to develop a proposal for a 'National Police Air Service' (NPAS). Driven by Chief Constable Alex Marshall it had three objectives

- achieving interoperability at a local, regional and national level
- borderless tasking with centralised Command and Control
- development of effective organisation and governance

This work is now complete as the all police forces have migrated to join NPAS.

The formation of the National Police Air Service was instigated by statute under Section 22 of the Police Act 1996- Within this document it details not only the services that can be expected from NPAS but also the shared values and expectations of all forces who are signatory's.

The Collaboration Agreement ('the Agreement') provides a short definition for the primary reason for NPAS's existence - *'(It) enables Police Bodies to make an agreement about the discharge of functions by officers and staff where it is in the interests of the efficiency or effectiveness of their own and other police force areas.*

The Agreement mandates under statute that NPAS will be the *sole* provider of police aviation support to forces within England and Wales. This service is delivered on behalf of forces by West Yorkshire Police as the 'lead local policing body.'

The Agreement provides absolute clarity on the Governance, Accountability and Membership of the National Board in the following excerpts:-

- 10.1 The NPAS Strategic Board shall set the strategic direction for the Service and shall require the Lead Local Chief Constable to account for the operational delivery of the service on behalf of the other Police Bodies of England and Wales on a non-executive basis'
- 10.4 The NPAS Strategic Board shall comprise a Local Policing Body and a Chief Police Officer (or their representatives) from each of the six air support regions South East, South West, North East, North West, Central and London.
- 10.10 The NPAS Strategic Board...shall be responsible for the following matters (and any other matters as appropriate):
 - (10.10.2) Demonstrating Accountability, value for money, effectiveness and efficiency and that suitable arrangements are in place for performance management.
 - (10.10.4) Approving the operational model for the delivery of air support across England and Wales, including fleet composition, base locations and role equipment
 - (10.10.5) Approving proposals for any significant alterations to the financial or operating models of the Service

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The twelve Chief Constables and Police and Crime Commissioners from across the country are empowered to take collective responsibility to develop the most cost effective service that they can on behalf of the communities of England and Wales. Whilst the Board is empowered and does make sometimes difficult decisions, it has worked hard over the last few years to understand local needs with the ongoing support of colleagues within their respective Regions. This has been delivered from a number of events, both formal and informal, ranging from individual discussions with colleagues to larger more formal events

In the early part of 2015 three significant milestones were achieved

- The National Police Chiefs Council mandated the adoption of a new deployment model for NPAS based on threat, harm and risk.
- The NPAS National Strategic Board considered both evidential modelling and professional judgement to identify the NPAS future operating model. The new model of 15 twenty-four hour bases will see both fixed wing and rotary aircraft operating across England and Wales.
- The NPAS National Strategic Board sought the views of colleagues across the country, identifying the principles upon which to build a new funding model.

The work to move from the current deployment and operating model to the new model above has already commenced and is due to be completed in 2017-18. At the end of this period NPAS will operate from the following bases:

NPAS Boreham
NPAS London
NPAS Benson
NPAS Redhill

NPAS Filton
NPAS Exeter
NPAS St Athan
NPAS Bournemouth

NPAS Hawarden
NPAS Barton
NPAS Birmingham
NPAS Husbands Bosworth

NPAS Newcastle
NPAS Carr Gate
NPAS Doncaster

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Glossary

Term	Definition
Attended	The time that an asset arrived on scene after responding to a request for police support.
	<p>'Strategic Policing Requirement'- ('SPR')These are pre planned operations being managed by the Force Planning Unit or equivalent due to identified risk or staffing requirements. Air Support may be considered as part of the Silver Commander's contingencies to deliver the Gold Strategy. Examples within this prioritisation include management of significant public disorder, counter terrorism/specialist firearms operations and armed incidents.</p> <p>'Crime in Action'- This is a priority incident that require spontaneous deployment of a NPAS asset. Examples will include incidents which pose an immediate risk to life, incidents or terrorism or national importance or a critical incident where an air asset may aid operational benefit. NPAS will aim to attend the scene of any priority one incident as soon as possible and in any case within 20 minutes of the request being accepted. <i>(SLA 3- attend 85% of priority one incidents within 20 minutes of lifting. However the performance outputs for NPAS are currently under review)</i></p> <p>'Local Priorities'- Consideration within this area must be driven by local policing priorities as part of developing an intelligence collection plan. Consideration of requirement should be as part of the intelligence management process. Examples within this prioritisation include pre planned sporting events, aerial imagery and collision management.</p>
Availability	If the asset is available to fly at the time a request for air support is made.
Cancelled	Any task cancelled by the force that requested the asset.
Declined	Any task rejected by the Operations Centre.
En route	The time an asset has actually lifted off the ground but has not yet arrived at the scene of an incident.
Dispatched	The time when an asset is assigned to a log after approval from the NPAS Operations Centre.
Fixed Wing	Commonly referred to as an aeroplane or plane, this is any aircraft that uses fixed wings to generate lift.
Helicopter	Also referred as a 'rotary wing aircraft'. This is an aircraft where lift/thrust are supplied by the rotors, allowing vertical landing and take-off, hover and reverse flight.
IAG	Independent Assurance Group. The IAG is comprised of a representative at Assistant Chief Constable level from each of the 6 regions and is part of the Governance structure of NPAS.
MOU	Memorandum Of Understanding.
On scene	The time at which an aircraft arrives at an incident.
Positive outcome	That the overall benefit of air support has contributed to the successful resolution of a call. Success is defined by the Home Office modelling study as where there was no alternative to deployment of air support either because of <ul style="list-style-type: none"> - Insufficient appropriately trained/equipped staff available or - Time taken to assemble appropriate numbers of staff and brief staff would mean unnecessary and avoidable risk to the missing person and/or - To deploy this number of staff for this period could have a significant impact on 'normal policing' duties.
Received	The time that a log is received by the NPAS Operations Centre for recording a request for service.
Request	Any contact from a Force received by the NPAS Operations Centre.
Result	The outcome of the task defined.
SLA	Service Level Agreement.

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Task	The nature of the incident that is attended.
Service Delivery Unit	A team that works with the Ops Centre to ensure that NPAS delivers an efficient and effective service to stakeholder forces and thereby to the community. This includes the resolution of complaints, management of Deployment SOPs, audit of deployment logs and the continuous improvement of the Ops Centre and service delivery.

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The NPAS Operations Centre

Located in a purpose built Operations Centre ('Ops Centre') at West Yorkshire Force Headquarters in Wakefield, and incorporating despatch, engineering, continued airworthiness, planning and intelligence functions, the Ops Centre assesses all requests for spontaneous and pre planned air support from across England and Wales. The Ops Centre is staffed by

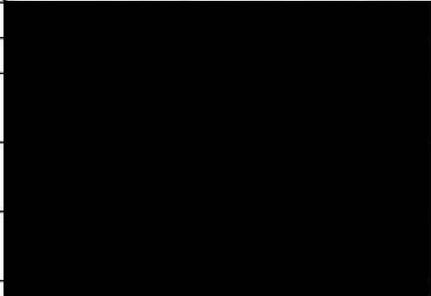
Flight Duty Officers-(‘FDO’) As the Senior member of staff they are in overall charge of all flight despatching and service delivery across England and Wales.

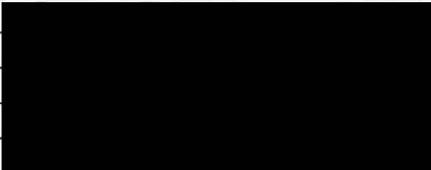
Flight Dispatchers- Are responsible for designated flight despatch and other duties

Continuing Airworthiness Support- Responsible for liaison with maintenance providers and supporting the FDO’s and Flight Dispatchers in effective fleet management

All aircraft under NPAS are national assets and therefore can be deployed anywhere in England and Wales.

In order to drive performance the Flight Duty Officer will maintain the Operations Centre Daily log which summarises key activity within the last 24 hours. At 09:30hrs.the NPAS Daily Review will consider the Operations Centre daily log, emerging events and other activity.

Operations Centre (24 hr.)	
Flight Duty Officer	
Ops Centre Hunt Group number	
Queue for the South East and London Regions	
Queue for the North West and North East Regions	
Queue for the South West and Central Regions	

Service Delivery Unit	
E mail:	
Hunt Group number	
Inspector Simon Hepworth	
PS Shaun Turner	
Mrs Kath Clements	

2.1 Assessment and deployment rationale

- 2.1.1 As with any policing activity, the deployment of an aircraft must be a considered and proportionate response. Once deployed to an event, the control and management of the aircraft will rest with the requesting force for the duration of that event. The Operations Centre will still however retain flight following responsibility and the capability to divert the aircraft to a more serious high priority incident.

Tasking of the aircraft is split broadly within four areas:

- Requesting an aircraft for major incident (under Strategic Policing Requirement),
- Spontaneous deployment to incidents in action (under Crimes in Action),
- Pre-planned activity (whether to support Strategic Policing Requirements 'SPR' or Local Priorities)
- Crew self-deployment.

'Strategic Policing Requirement'- Pre-planned operations being managed by the Force Planning Unit or equivalent due to identified risk or staffing requirements. Air Support may be considered as part of the Silver Commander's contingencies to deliver the Gold Strategy. Examples include management of significant public disorder, counter terrorism/specialist firearms operations and armed incidents.

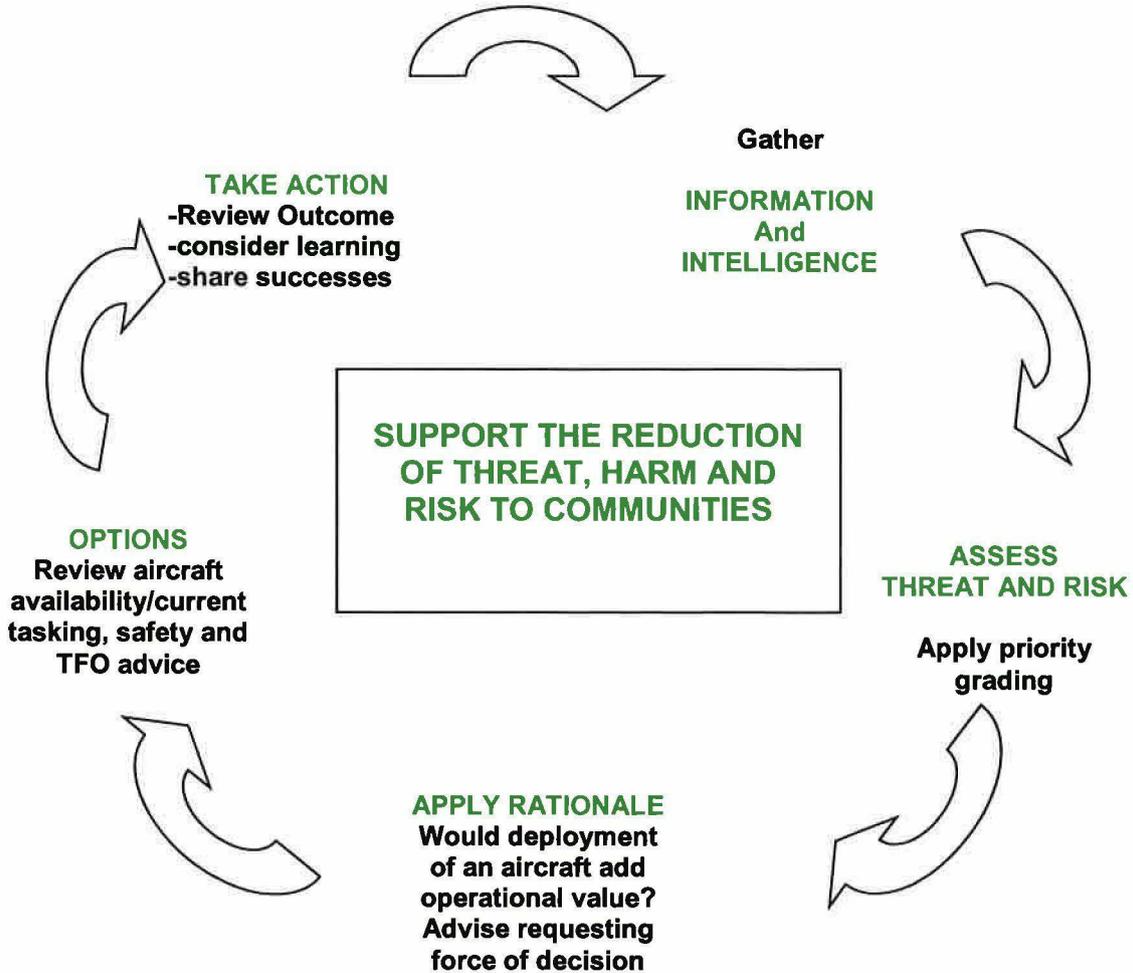
'Crime in Action'- Formerly known as a 'priority incident' this requires spontaneous deployment of a NPAS asset as soon as possible. Examples will include incidents which pose an immediate risk to life, incidents of terrorism, national importance or a critical incident where an air asset may aid operational benefit. NPAS aim will to attend the scene of any priority one incident as soon as possible and in any case within 20 minutes of the request being accepted. *(SLA 3- attend 85% of priority one incidents within 20 minutes of lifting)*

'Local Priorities'- Consideration within this area must be driven by local policing priorities as part of developing an intelligence collection plan. Consideration of this requirement should be part of the intelligence management process. Examples within this prioritisation include pre planned sporting events, aerial imagery and collision management.

Any deployment will be based on an assessment of threat, risk and harm and the potential operational value that the aircraft can provide to the incident. To ensure consistent, transparent decision making the NPAS Decision Making Model will be applied. *(Appendix 'b')*

- 2.1.2 The Ops Centre is responsible for initial assessment and consideration of any request received for air support. Using the NPAS Decision Making Model the Flight Despatcher and where appropriate Flight Duty Officer will determine the most effective use of resources to support the reduction of threat, harm and risk to communities at a local, regional and national level. By consistently applying the model staff can consider advice from Tactical Flight Officers, critical safety advice from pilots and other criteria that demonstrates proportionate, effective and efficient decision-making.
- 2.1.3 The aircraft's pilot has the ultimate legal responsibility for the safety of their aircraft and crew. Unless the pilot identifies a critical safety risk that would make aircraft deployment unsafe the decision on whether to deploy to an incident rests solely with the NPAS Operations Centre staff.
- 2.1.4 All requests for air support must be sent via the Operations Centre and not to individual bases who may not be fully aware of spontaneous and pre planned tasking requirements on a local, regional and national basis.
- 2.1.5 In order to implement the new threat, harm and risk deployment model the following prioritisation applies ('Appendix B'). NPAS will consider SPR, Crime in action and finally subject to aircraft availability, Local Priorities.

NPAS Decision Making Model



Urgent requests and dispatching Aircraft – time critical incidents

2.2.1 All communication for urgent time critical incidents between Police Control Rooms and the Operations Centre will be made through the regional Hailing Talk Group. All other requests should be made via incident transfer or for those forces unable to use incident transfer, telephony.

Initial information required for time critical incident passed via the hailing channel **must** include:

- Location – this must include nearest postcode
- Type of Incident
- Local talk group (full alphanumeric talk group identifier)
- Local incident number

2.2.2 Tactical Flight Officer's ('TFO's') must note that when incidents are passed via the regional hailing channel the NPAS Operations Centre Flight Despatchers will not have detailed information and will rely on TFO's to switch to the local incident Talk Group. It is acknowledged that in some areas the Talk Group will only be accessible once in the air.

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TFO's are to monitor the regional hailing channel at the base, the Flight Despatcher will have ultimate control over deployment (as they have the national overview of aircraft location) and will confirm over the regional hailing channel which aircraft is to deploy.

- 2.2.3 The minimum information required when making a request can be summarised in the mnemonic 'REPORT'
- R** Reason for support (incident type; exact time incident occurred)
 - E** Exact location (full address and postcode)
 - P** Person or vehicle details; time last seen; direction of travel; description
 - O** Officers on scene – is there an officer on scene (ISSI number required) and containment in place?
 - R** Role required of ASU
 - T** Talk Group (local full alphanumeric talk group identifier) and local log number for incident control
- 2.2.4 When the Operations Centre receives a request for air support a log will be manually created within NPAS Storm which will include the log number for the incident at the requesting force. The Flight Despatchers will then use the NPAS Decision Making Model (*Appendix 'B'*) to determine whether the request for service can be supported and advise the requesting force of that decision, endorsing the NPAS Storm log.
- 2.2.5 If an aircraft is deployed and is in direct contact with the requesting force they will update their own incident. On completion of a task, air crews must update the NPAS Operations Centre with the incident's outcome and their availability.
- 2.2.6 It is essential that the outcome of any incident and rationale for non-attendance is summarised on the NPAS Storm Log. NPAS play a significant role in disrupting criminality and reducing the threat, harm and risk posed to communities. In order to maximise the service provided, any learning and successful outcomes data will be subject to review at the Operations Centre Daily Meeting that occurs each morning at 09:30. This enables the review of any emerging issues, appropriate intervention and contact with stakeholders.

Spontaneous Requests and Despatching aircraft - 'Crimes in Action' (*appendix a*)

- 2.3.1 All requests for spontaneous deployment of aircraft to potential 'crimes in action' (*other than non-urgent time critical calls listed at 2.2*) will be received from police forces via incident transfer to the NPAS Operations Centre. 
- 
- 2.3.2 At this current time the Metropolitan Police Service ('MPS') will continue to utilise a local procedure to assess and deploy NPAS London assets. MPS Boroughs will continue to request air support using the MET CAD system. At the receipt of a MET CAD at Lippitts Hill control room the despatcher will triage the request and decide if aircraft deployment is appropriate. Both deployment and decline logs will be incident transferred to the Flight Duty Officer who has overall responsibility for national deployment. (*Appendix 'C'*)
- 2.3.3 The Operations Centre is responsible for initial assessment and consideration of any request received for air support. Using the NPAS Decision Making Model the Flight Despatcher and where appropriate Flight Duty Officer will determine the most effective use of resources to support the reduction of threat, harm and risk to communities at a local, regional and national level. By consistently applying the model staff can consider advice from Tactical Flight Officers, critical safety advice from pilots and other criteria that demonstrates proportionate, effective and efficient decision making.
- 2.3.4 The Aircraft's pilot has the ultimate legal responsibility for the safety of their aircraft and crew. Unless the pilot is currently completing the 'Check A' pre-flight safety assessment or identifies a critical safety risk that

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would make aircraft deployment unsafe the decision on whether to deploy to an incident rests solely with Operations Centre staff.

- 2.3.5 If the decision is made to assign an aircraft, responsibility for the task will be transferred to the aircraft crew detailing the information contained within the **REPORT** format above (see Appendix B)
- 2.3.6 Should the task be cancelled by the requesting force, deemed inappropriate, or if the aircraft is unable to attend; ownership is to be transferred back to the Operations Centre as soon as possible.
- 2.3.7 Once despatched, the aircraft will remain in direct contact with the Operations Centre on the despatch talk group, where the NPAS Flight Following and Safety checks will be undertaken. The aircraft crew will now also be monitoring the talk groups for the local force where the incident that they have been despatched to is taking place.
- 2.3.8 Other than the aircraft crew and bases no other personnel will have access to the despatch talk groups. Police Control Rooms have access to their regional NPAS hailing talk group for direct access to the Operations Centre which is additionally monitored by air crew whilst at base. All forces are requested to monitor the regional hailing group channel. Each Police Force is responsible for configuring and maintaining suitable equipment, user access and training in their policing area. Typically this occurs in local ICCS systems or a hand-held Airwave terminal in their control room.
- 2.3.9 It is essential that the outcome of any incident and rationale for non-attendance is summarised on the NPAS Storm Log. NPAS play a significant role in disrupting criminality and reducing the threat, harm and risk posed to communities. In order to maximise the service provided, any learning and successful outcomes data will be subject to review at the NPAS Daily Meeting that occurs each morning at 09:30 hrs. This enables the review of any emerging issues, appropriate intervention and contact with stakeholders.
- 2.3.10 If a further request for deployment is received whilst an aircraft is on task, the Flight Despatcher will contact the crew with the potential task. If there is going to be a delay in deployment, due to the ongoing incident, an alternative aircraft will be considered if available.

2.4 Early Deployment to Incidents

- 2.4.1 There may be occasions when, upon hearing of serious incidents NPAS air crews deem it necessary to early deploy (also referred to by some forces as 'self-deploying') i.e. prior to the receipt of a request from a force. Prior to lifting the crew must notify the Operations Centre of details of the call and rationale for deployment. Flight Despatchers will create a NPAS Storm log with the method of contact 'Crew Initiated' selected.
If early deployment is supported, the Operations Centre will create a NPAS Storm log for each deployment. If early deployment is not supported then the aircraft will not lift; the rationale for this decision will recorded on the NPAS Storm log and the local force notified. It should be noted that forces have the right to challenge any decision to self-deploy.
- 2.4.2 If the aircraft resumes after an incident whilst still in flight, the air crew can continue to monitor local channels and re-deploy when necessary. If this happens the air crew must notify the Operations Centre of the redeployment and the local incident number. Using the NPAS Decision Making Model the Flight Despatcher and where appropriate Flight Duty Officer will determine the most effective use of resources. Again, it is for the FDO to rationalise their assessment of the operational benefits of deployment and record the rationale of the local force on the NPAS Storm log.

Where the FDO believes that, on the information provided a failure to deploy would be likely to cause significant harm to personnel/the public or an unacceptable level of risk they can authorise deployment, even if the local force disagrees. The rationale for this decision must be fully recorded on the NPAS Storm log. It is recognised that this scenario would be in exceptional circumstances that rightly will require further discussion and assessment after the event. Should this occur the FDO will contact the Operations Centre Inspector and On call Duty SLT as soon as practicable. The Director of Operations will review this decision

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and consider the most appropriate allocation of charges once the deployment decision is reviewed. Should a force disagree with this decision then the matter will be determined by the Accountable Manager.

2.4.3 It is essential that the outcome of any incident where crews early deploy is summarised on the NPAS Storm Log. In order to maximise the service provided, any learning and successful outcomes data will be subject to review at the Ops Centre Daily Meeting. This will enable review of any emerging issues, appropriate intervention and contact with stakeholders.

2.4.4 Aircraft availability – FDO DELEGATED AUTHORITY OPTIONS

Specific advice from Ollie Dismore on FDO 'limits' for approving overtime and maintenance expenditure.

The key decision in the first instance is maintaining availability of sufficient aircraft across NPAS to provide an acceptable level of service. Typically this will be ensuring that **at least** the following cover is in place:

- Two aircraft able to cover London and the South East.
- One aircraft able to cover West Midlands.
- One aircraft able to cover Greater Manchester and Merseyside.
- One aircraft able to cover West / South Yorkshire and Humberside.
- One aircraft able to cover Avon & Somerset and South Wales.
- After the above locations, the next priorities will be South Coast and North East England.

In order to achieve the above cover, FDO's are authorised to approve the following:

1. In the absence of the Base Manager of the base in question, overtime for TFOs to keep an aircraft operational.
2. Without recourse to the Duty SLT cover, engineering support to return aircraft to service.
3. Spare parts to achieve point 2.
4. The maximum total expenditure to return an aircraft to service out of hours is **£25,000** including delivery of such parts.
5. Additional expenditure may be approved by the Duty SLT.
6. The rationale for approving the expenditure must be recorded on the applicable log for the occurrence.

2.4.5

When an aircraft is identified as having limited hours remaining before maintenance at AHUK. It is important that we retain at least some ability to deploy the aircraft when absolutely necessary, so these hours must not be used otherwise.

Until it returns from maintenance, please ensure that limited hours aircraft are only deployed to incidents where either

- (i) life is clearly at risk or
- (ii) there is a major disaster or CT incidents **and in either case**
- (iii) no other NPAS aircraft is reasonably available.

If such an aircraft is deployed as above, then the NPAS Storm log **must** be endorsed with the NDM rationale, as well as the usual THR-based rationale for deployment.

This process will be put in place in all such cases in future, when there is a critical shortage of flying hours available to an individual aircraft. The Fleet Management and CAM Support Officer will give you a notification when an aircraft is in that particular state of availability, and this will have the full backing of

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the Ops Centre Manager. It is essential that we always retain our capability of responding when very serious incidents occur, and this process is a significant part of that.

2.5 Flight Follow Procedure

- 2.5.1 Take-off and landing manoeuvres can place the crew and aircraft at increased risk. The Ops Centre is responsible for monitoring of take-off, landing and the flight follow of any aircraft deployed to an incident using the NPAS Flight Follow Procedure. This includes NPAS London (Appendix 'e').
- 2.5.2 At the commencement of each flying shift the Operations Centre should be notified of the details of the aircraft crew and the status of the aircraft.
- 2.5.3 At the commencement of each flight, the aircrew will notify the Operations Centre of the number of persons on board (POB) in the following way: "*NPAS XX lifting, XX (number) POB*"
- 2.5.4 A number of NPAS bases are at locations with no air traffic service. Where available the Pilot will establish communications with Air Traffic Control (ATC) immediately after 'Take Off' and prior to 'Landing'. Communications may then be transferred to other ATC's at surrounding airports according to the aircraft's flight plan.
- 2.5.5 The aircraft always remains under the command of the pilot when airborne. The operational task to which the aircraft is deployed falls under the control of the TFO's.
- 2.5.6 Whenever the aircraft takes-off the air crew will inform the Operations Centre that the aircraft is safely airborne. A safety call will be made by the Flight Despatcher if an airborne call is not received within 2 minutes, unless the crew has requested a "5 minute take-off check under ATC" which will be recorded on the NPAS Storm log. A safety call will be made by the Flight Despatcher if the airborne call is not made within 5 minutes. The aircraft **should not** take off without a flight follow log in place.
- 2.5.7 The Flight Despatcher and air crew should remain in periodic contact while the aircraft is airborne using the despatch talk group to update the current status. When deployed the air crew will also establish direct communications on the relevant talk group with the local force control room where the incident is taking place. If an aircraft is transiting over hazardous terrain, or experiencing mechanical or communication difficulties, the air crew or Flight Despatcher can request more frequent safety checks.
- 2.5.8 The air crew will inform the Operations Centre prior to *any* landing and again once safely on the ground. A safety call will be made by the Flight Despatcher if a 'landed safely call' is not received within 2 minutes unless the air crew have requested a "5 minute landing check under air traffic service" which will be recorded on the NPAS Storm log. A safety call will be made by the Flight Despatcher if the 'landed safely' call is not made within the respective 2 or 5 minutes accordingly.
- 2.5.9 An alert on the NPAS Storm system will notify the Flight Despatcher every 20 minutes to contact the air crew on the despatch talk group. This contact is essential to confirm the aircraft's location and that the air crew remain safe and well.
- 2.5.10 Where no contact can be established with the air crew the Flight Duty Officer will be informed and the NPAS Loss of Contact Procedure will be initiated (2.12).

2.6 Pre-Planned Requests for Air Support.

- 2.6.1 Requests for pre-planned tasks and events will be accepted from the requesting force via either email or incident transfer. If the force is non Storm compliant (BTP, Derbyshire, GMP, Lincolnshire, Northumbria, Nottinghamshire, Thames Valley, West Mercia, Hampshire and South Yorkshire forces), the force doesn't

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have the capacity to incident transfer or the requesting force loses this facility they will submit the AV 1 request pro-forma to the Operations Centre mailbox. [REDACTED] and the Operations Centre will cause an NPAS Storm log to be opened. This will ensure that the pre-planned tasking process is applied consistently and fairly.

NB. Forces will be encouraged to forward requests for pre-planned air support via Storm incident transfer and this remains the NPAS ambition. However it is recognised that this will raise challenges for some forces and the option of requests for support via email will remain available

- 2.6.2 At this current time the MPS will continue to utilise a local procedure to assess and deploy NPAS London assets. (Appendix 'C').

Time Critical Task

If a TASK is Time Critical then the requesting force must contact the Flight Duty Officer on Tel: [REDACTED] and this will be dealt with as a spontaneous request for service.

Time Critical Event

- 2.6.3 The Flight Duty Officer will review all NPAS pre-planned requests for service. They will review content and determine whether the request is Time Critical or suitable for the attention of the Operation Cell Team.
- Is the request due to take place within the next 24 hours or a weekend / bank holiday.
 - Is the request an Event or Task (as defined at 2.6.4 and 2.6.26)

- 2.6.4 Requests for an EVENT, which by definition will primarily be a request falling within Strategic Policing Requirements or Local Priorities. These EVENT requests will be submitted to the NPAS Operations Centre via Storm Incident transfer or by emailing the AV 1 pro-forma request for the non-Storm compliant forces to the Operations Centre ([REDACTED]). Upon receipt of the pro-forma the FDO/ Flight Despatcher will create a Storm incident.
- 2.6.5 This EVENT request will be graded by the FDO/ Flight Despatcher as an Event and placed into the Events filter. The requesting force will be notified of receipt of the event by email and the related Operational Order/ Gold Silver strategy will be requested. This request will be noted by the Ops FDO/ Flight Despatcher on the STORM log and will be raised at the NPAS Daily Morning Meeting for Ops Cell attention.
- 2.6.6 Upon receipt of the related Operational Order the Flight Duty Officer will carry out an OPERATIONAL ASSESSMENT and determine whether the request is a viable one. The Flight Duty Officer will complete part 1 of the AV 2 form which will include all decision making and rationale. The AV 2 will then be emailed to the appropriate Base who will complete part 2 of the AV2 for a TACTICAL ASSESSMENT by both Pilot/ TFO, this again will detail decision making and rationale. The completed AV 2 will be emailed back for the attention of the Flight Duty Officer.

Note: It will be the responsibility of the Flight Duty Officer to ensure both Operational and Tactical assessments are carried out as soon as practicably possible and to meet the need of the time critical request.

- 2.6.7 Where RIPA authorisation is necessary it is the responsibility of the requesting force to gain the authorisation prior to sending the request. The details of the Authorising Officer and parameters including the type of aircraft systems that can be utilised will be recorded on the NPAS Storm log prior to undertaking

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the task (*For consideration of the carriage of armed officers or other specialist deployments please see 2.9.*)

- 2.6.8 If at either the Operational Assessment or the Tactical Assessment the time critical EVENT request is deemed **not viable** the Flight Duty Officer will liaise directly with the requesting force informing them of the decision. If appropriate the Storm request will be updated with full rationale and the log will be declined. The log will be closed Result without Deployment. The Flight Duty Officer will then provide any learning/information to the Operations Cell and Assistant Operations Director for the area.
- 2.6.9 If upon conclusion of the Operational Assessment/ Tactical Assessment the time critical EVENT request is deemed **viable** the log will be deferred to a time and date for the attention of the Flight Duty Officer who will carry out a prompt logistical review to ensure delivery. The FDO will apply the SPR principals and rationale where competing demands apply. Prioritisation within the deployment model *must* be applied: This will mean careful assessment against current SPR, Crimes in Action and finally Local Priorities.
- 2.6.10 The aircraft will deploy to the event in line with the Operational order. The monitoring and regular contact with the base crew assigned with a time critical task is the responsibility of the Flight Despatcher. Upon completion the TFO will update the supplementary data form and Flight Despatch will finalise and close appropriately. The TFO will be responsible for highlighting any issues/ organisational learning through updating the log and an additional email to the Operations Cell who will liaise with the requesting force/ AOD as appropriate. This activity will be recorded on the FDO exception log and reviewed by colleagues at the NPAS Daily Meeting.
- Note: If an event requires multiple flights .i.e. high risk football match further logs will need to be created and cross referenced and as deployment at point 2.6.9
- 2.6.11 In the event that it is necessary to redeploy aircrew from the event in question a full rationale of this decision must be recorded on the NPAS log and cross referenced with any NPAS Storm logs effected. Wherever possible the Flight Duty Officer will liaise personally with the forces concerned providing an explanation of the requirement for redeployment. If redeployment occurs the Flight Duty Officer must include a summary of the activity undertaken, including the staff member contacted in any effected forces in the summary format together with any learning opportunities detailed at 2.6.10
- 2.6.12 Where there is likely to be covert surveillance activity undertaken it is the responsibility of the requesting force to gain the authorisation prior to sending the request. The details of the Authorising Officer and parameters will be reviewed as part of the Operational and Tactical assessment.
- 2.6.13 Where a force seeks to appeal a non-deployment decision for a time critical incident due to its nature the Flight Duty Officers decision will be final. However a further review will be carried out as soon as practicable by the Operations Centre Inspector to identify any potential organisational learning.

Pre-planned Event - Strategic Police Requirements and Local Priorities

- 2.6.14 After assessment, if the Flight Duty Officer determines that a pre-planned event request is not time critical the process fully detailed at Appendix 'e' will be followed.
- 2.6.15 Requests for an Air Support EVENT, which by definition will primarily be a request falling within Strategic Policing Requirements or Local Priorities. These EVENT requests will be accepted from the requesting force via either email or incident transfer. If the force is none Storm compliant (BTP, Derbyshire, GMP, Lincolnshire, Northumbria, Nottinghamshire, Thames Valley, West Mercia, Hampshire and South Yorkshire forces), the force doesn't have the capacity to incident transfer or the requesting force loses this facility they will submit the AV 1 request pro-forma to the Operations Centre mailbox. [REDACTED] Upon receipt of the pro-forma the FDO/ Flight Despatcher will create a Storm incident.

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2.6.16 This EVENT request will be graded as Planning by the FDO/ Flight Despatcher and placed into the Planning filter. This non time critical event will then be forwarded to the responsibility of Operations Cell Team. The requesting force will be notified of receipt of the event by email and the related Operational Order/ Gold Silver strategy will be requested. This request will be noted by the Operations Cell Team on the STORM log and will be raised at the NPAS Daily Meeting for Operations Cell attention.

2.6.17 Upon receipt of the related Operational order the Operations Cell will carry out an OPERATIONAL ASSESSMENT and determine whether the request is a viable one. The Operations Cell team will complete part 1 of the AV 2 form which will include all decision making and rationale. The AV 2 will then be emailed to the appropriate Base Manager who will complete part 2 of the AV2 for a TACTICAL ASSESSMENT by both Pilot/ TFO, this again will detail decision making and rationale. The completed AV 2 will be emailed back for the attention of the Operations Cell.

Note: Both Operational and Tactical assessments of the request should be carried out as soon as practicable

2.6.18 If at either the Operational Assessment or the Tactical Assessment the EVENT request is deemed **not viable** the Operations Cell team will liaise directly with the requesting force. If appropriate the Storm request will be updated with full rationale and the log will be declined. The Operations Cell team will ensure the requesting force are fully aware. The log will be closed as a Decline. The Operations Cell team will then provide any learning/information to the Assistant Operations Director for the area.

2.6.19 On completion of the Operational Assessment and the Tactical Assessment the EVENT request is deemed **viable** the Operations Cell team will liaise directly with the requesting force. The Operations Cell team will create a calendar entry and defer the log to be reviewed not more than 1 month in advance. This will allow the Operations Cell team to review logistical challenges or competing demands and allow further liaison with forces.

2.6.20 The event log will then be delayed until 48 hours prior to the time and date of the event start. This log will be deferred as an alert for the attention of the Flight Duty Officer who will carry out a prompt logistical review to ensure delivery. The FDO will apply the SPR principals and rationale where competing demands apply. The FDO will further delay the log until 12 hours prior to the time and date of the event.

2.6.21 The aircraft will deploy to the event in line with the Operational order and upon completion the TFO will update the supplementary data form and Flight Despatch will finalise and close appropriately. The TFO will be responsible for highlighting any issues/ organisational learning through updating the log and an additional email to the Operations Cell who will liaise with the requesting force/ AOD as appropriate.

Note: If an event requires multiple flights .i.e. high risk football match further logs will need to be created and cross referenced and as deployment at point 2.6.

2.6.22 Where there is likely to be covert surveillance activity undertaken it is the responsibility of the requesting force to gain the authorisation prior to sending the request. The details of the Authorising Officer and parameters will be reviewed as part of the Operational and Tactical assessment.

2.6.23 Where a force seeks to appeal a non-deployment decision the assessment will be reviewed by the Operations Centre Inspector as soon as is practicable. The Operations Centre Inspector has the final decision in this matter. If they determine that that the event is potentially viable then the NPAS Storm log will be updated with this decision including full rationale and the process at Appendix 'e' will be completed. If the appeal is unsuccessful the Ops Centre Inspectors will make an entry on the Ops Centre Daily log. The log will then be closed as appropriate.

Local Priority Task Requests

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2.6.24 Requests for a TASK, which by definition will primarily be a request for Local Priority thermal imagery or photography. These TASK requests will be accepted from the requesting force via either email or incident transfer. If the force is none Storm compliant (BTP, Derbyshire, GMP, Lincolnshire, Northumbria, Nottinghamshire, Thames Valley, West Mercia, Hampshire and South Yorkshire forces), the force doesn't have the capacity to incident transfer or the requesting force loses this facility they will submit the AV 1 request pro-forma to the Operations Centre mailbox. [REDACTED]
Upon receipt of the pro-forma the FDO/ Flight Despatcher will create a Storm log.

NB It is recognised NPAS will on occasions receive tasking requests, thermal imagery or photography that fall into Strategic Policing Requirements. These will be processed in exactly the same way as other task requests but will be given primacy.

2.6.25 Having accepted or created the incident request the FDO/ Flight Despatcher will grade the incident as a TASK in the grading field. At this point it will also be categorised as a Local Priority or SPR if appropriate. The incident will then be allocated to the most appropriate base by the FDO/ Flight Despatcher.

2.6.26 It will be the responsibility of the relevant Base Manager to monitor Storm tasks allocated to their base and apply rationale as to whether the request is operationally viable.

2.6.27 If the task is **not viable** i.e. restricted air space the relevant base will update the log detailing the rationale. The relevant base will be responsible for informing the requesting force with the decision and the force contact details will be endorsed on the log. The Flight Despatcher will then write the log off as a decline.

2.6.28 If the request is **viable** the base will accept and update Flight Despatch upon deployment. Upon completion of the task the Storm log will be updated by the base through the supplementary data. It will be the responsibility of the relevant base to update the requesting force and forward any imagery as appropriate. The Flight Despatcher will then close the log with the result

2.6.29 If the request is viable but the base cannot deploy i.e. airframe off line/ engineering it will be the responsibility for the **Base Manager** to liaise with other bases to reallocate the task and endorse the Storm log accordingly.

2.6.30 Where a force seeks to appeal this decision the assessment will be reviewed by the Operations Centre Inspector as soon as is practicable. The Operations Centre Inspector has the final decision in this matter. If they determine that that the task is potentially viable then the NPAS Storm log will be updated with this decision and the process at Appendix 'e' will be completed. If the appeal is unsuccessful the Operations Centre Inspector will give consideration to an entry on the OP Centre Daily log. The log will then be closed as appropriate.

2.7 Combined Tactical Air Cell (CTAC)

In a SPR related task the requesting force may require specialist aviation advice and support on the day of the incident. This may be a full 'Combined Tactical Air Cell' or a designated member of air crew to assist in the delivery of the Gold Strategy. Consideration for this resource will be completed by the Ops Centre Inspector in conjunction with the Assistant Operations Directors and Director of Operations. **See Appendix K – Standard Operating Procedure for Combined Tactical Air Cell.**

2.8 Engineering and Maintenance Oversight

Oversight of Aircraft Status

2.8.1 It is the responsibility of the Head of Continuing Airworthiness to ensure that Ops Centre personnel have up to date details of each NPAS aircraft's status, distance to next scheduled maintenance requirement and if unavailable its likely return to operational readiness. A full explanation of this role is contained within the CAME at 0.3.6.2

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- 2.8.2 A specific role has been identified – Continuing Airworthiness Support (CAS) who will be permanently posted into the Operations Room as a single point of contact with maintenance providers. Where this role is not available the Head of Continued Airworthiness will identify an alternative to cover this critical role. Whoever carries this role will ensure that the Continuing Airworthiness Manager (CAM) is kept fully updated of any potential risks to air worthiness. The Head of Continuing Airworthiness will ensure that an information system is developed that ensures the CAS has ready access to maintenance information to support effective fleet management and briefing of Operations Centre personnel where required.
- 2.8.3 The CAS will work alongside the Flight Duty Officer, ensuring that NPAS maximises the availability of aircraft, crews and pilots twenty-four hours a day. The status of each aircraft will be posted on the Aircraft Status Board within the Operations Centre. As detailed below the Flight Duty Officer will ensure an accurate and up to date record of fleet availability is available at all times.
- 2.8.4 The Flight Duty Officer and CAS will ensure that the Status Board is updated regularly, the minimum being at the beginning and end of their tour of duty. Both roles will ensure that a summary of maintenance activity, potential operational risks and mitigating action is available for discussion at the NPAS Daily Review Meeting. At this meeting CAS will advise of the prioritisation of any spontaneous technical faults that have occurred within the previous 24 hours.
- 2.8.5 The Flight Duty Officer will work closely with the Operations Cell team; regularly assessing the level of risk based deployments, maintenance activity, aircraft and flight crew availability and fatigue by applying the NPAS Decision Making Model. In the event that it is necessary to redeploy aircrew from another planned incident a full rationale of this decision must be recorded on the SPR task log and cross referenced with any NPAS Storm logs effected. Wherever possible the Flight Duty Officer will liaise personally with the forces concerned providing an explanation of the requirement for redeployment. If redeployment occurs the Flight Duty Officer must include a summary of the activity undertaken, including the staff member contacted in any effected forces in the summary format together with any learning opportunities. Where Base Managers are on duty it is important to use their experience in considering the suitability of staff for further tasks and the Flight Time Limitations of pilots together with any crew resource issues.

Aircraft Fault Reporting

- 2.8.6 Occasions arise when certain items of installed aircraft equipment may be unserviceable without adversely affecting the required level of safety or ability of the crew to deliver operational support. NPAS has acceptance from the CAA that allows its aircraft to operate in this circumstance subject to the requirements of the Minimum Equipment List (MEL).
- 2.8.7 The CAA has agreed the use of a cabin ('C') defect log to record cosmetic, husbandry and comfort item which are not mentioned in the MEL. It is important that c logs are not left open ended but these do not effect aircraft safety. The CAM Support and Maintenance Pilot will ensure C defects are formally reviewed and either cleared or re-referred with a rectification date by the maintenance organisation.
- 2.8.8 A summary of relevant activity appear below for the guidance of the Flight Duty Officer.*(appendix g)* This does not replace the Operations Manual or the Continuing Airworthiness and Management Exposition which remain the definitive guidance for pilots and aircrew. It is important to note the Flight Duty Officer's sole responsibilities are the recording of any fault for review at the NPAS Daily Review meeting, consideration in exceptional circumstances whether out of hours engineering work will be completed and that contact between the maintenance provider and pilot is facilitated as soon as possible.

Aircraft Defects

- 2.8.9 The pilot will assess the fault; and has the authority to contact the maintenance organisation directly to discuss rectification. If it falls within the realms of the MEL the pilot has the authority to defer the defect i.e. to consider the task in hand and if they feel it is safe to do so continue to fly. The pilot will complete a technical log entry and the deferred defects log.

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- 2.8.10 Any defect not allowed to be deferred by the pilot results in the aircraft being grounded until the defect has been cleared by an engineer or transferred by the engineer with supporting authority to the deferred defects log. In any case a fault within this category must be authorised by the Continuing Airworthiness Manager (CAM) – full details of this can be found within the CAME. For instance, this will apply if the aircraft makes an unscheduled landing following a 'bird strike', unusual noise or smell of burning where an engineer will have to attend to clear the aircraft for further flight. In this circumstance the Flight Duty Officer will open an NPAS Storm log, providing a summary of the ad-hoc landing and subsequent maintenance actions. The Flight Duty Officer will consider the potential risk to the aircraft where it is grounded liaising with local forces if required to provide security.
- 2.8.11 Subsequently, the pilot will consider whether a mandatory occurrence report requires submission (this is a scheme defined within statute that requires notification to the Compliance and Safety personnel within an air operator of any incident which would endanger an aircraft if not corrected). Alternatively a safety occurrence report is submitted. Both reports should be submitted via GCAP Sirocco and will be reviewed to ensure optimum safety for crew, pilots and the public.
- 2.8.12 The Base Manager or TFO on duty will contact the Flight Duty Officer at the Operations Centre as soon as practicable, providing details of the fault.
- Update their team, reviewing any tasking requirements that may be effected. In the event that it is necessary to redeploy aircrew from another tasked incident a full rationale of this decision must be recorded on any NPAS Storm logs effected.
 - Wherever possible the Flight Duty Officer will liaise personally with the forces concerned providing an explanation of the requirement for redeployment. If redeployment occurs the Flight Duty Officer must include a summary of the activity undertaken, including the staff member contacted in any effected forces in the summary format together with any learning opportunities.
 - The Flight Duty Officer will cause a NPAS STORM log to be created and will update the Aircraft Status Board. They will ensure that their relief is fully briefed on each incident and there is a summary of engineering activity available on the Operations Centre log. This will be utilised at the NPAS Daily Meeting to ensure that NPAS is receiving the appropriate service.
- 2.8.13 Maintenance support is contracted to outsourced specialist aviation providers and will be managed in the following manner: **During hours when the CAS is present:** CAS will monitor fault reporting and if necessary prioritise engineering activity by speaking directly to the maintenance provider. CAS will advise the Flight Duty Officer and pilot of the resulting activity.
- 2.8.14 Between 0900hrs -1900hrs engineers are required to attend a defect within 4 hours of the problem being reported. After 19:00 there is no contractual requirement to attend until 10:00hrs the following day- However, dependent on availability, parts etc. the engineer may feel attendance would be of benefit.
- 2.8.15 NPAS would only seek to utilise out of hours support in exceptional circumstances i.e. where the fleet is required urgently for high risk tasks or a major incident is ongoing and it is essential that work is commenced immediately. **In this exceptional case** the Flight Duty Officer will contact the Head of Continuing Airworthiness Management and the Director of Operations. The rationale for this decision will be recorded on the NPAS Storm log and the Operations Centre log for discussion at the NPAS Daily Review.
- 2.8.16 Safety is the prime concern and we wouldn't seek to have engineers working during the night. In addition anything outside of the normal operating hours or outside the "Routine Services" category is charged at an additional hourly labour rate. There is also a call out fee that will be applied for any out of hour's occurrences and travelling time is also chargeable by the hour. During this period an overtime payment would be applicable for the engineer.
- 2.8.17 The Base Manager or TFO will update the Flight Duty Officer after contact, who will maintain the details on the Operations Centre Daily Log and will update the Aircraft Status Board
- 2.8.18 After the aircraft is transferred to the maintenance provider it will remain under the maintenance provider's direction and control until it is approved for operational duties. This may include any concessionary activity

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that must be granted by the Head of Continuing Airworthiness. The details of repair and oversight are the responsibility of CAS who will ensure that the Status Board is updated.

2.8.19 Whilst the aircraft is offline the Flight Duty Officer will consider the tasking of the pilot and aircrew; this must be completed in partnership with the Base Manager's effected. It is essential that a balance is struck between local, regional and potentially national requirements that staff may provide support to that is away from their designated base.

2.8.20 The Maintenance Pilot and CAS will review fault reporting, ensuring that any potential patterns of concern are discussed with the Head of Compliance, Base Manager and Chief Pilot as necessary. Where there are potential issues i.e. reporting or maintenance matters these will be brought to the attention of the Director of Operations who will maintain overall consideration of any further activity required.

2.9 Exceptional Deployment Agreements and Practice

2.9.1 **British Transport Police** ('BTP') are now part of the NPAS Collaboration. Tasking of the aircraft is split broadly within four areas: Requesting an aircraft for an urgent time critical decision, spontaneous deployment, pre-planned activity (including pro-active patrol) and finally 'route checks'

2.9.2 All communication for urgent time critical incidents between BTP Police Control Rooms and the Ops Centre will usually be made through telephony from either the London or Birmingham BTP Control Room.

2.9.3 When the NPAS Ops Centre receives a request for air support a log will be manually created within NPAS Storm which will include the log number for the incident from BTP. The Flight Despatchers will then use the standard operating process contained within this document for time critical, spontaneous and pre planned requests to determine whether the request for service can be supported and advise BTP of that decision.

2.9.4 **The Aeronautical Rescue Coordination Centre (ARCC)** Tel: [REDACTED] is responsible for the coordination and tasking for all search and rescue operations across the United Kingdom. The ARCC receives most of its requests for assistance from the Maritime and Coastguard Agency, Police forces and ambulance authorities, as well as being alerted by Air Traffic Control organisations.

NPAS should receive all requests for police air support; however it is accepted that forces near to the coast may have practical difficulty in assessing which air provision is the most suitable. In the interests of flight safety and situational awareness, the ARCC have agreed to inform the Operations Centre when Search and Rescue Operations ('SAROPS') are initiated in the NPAS area of interest. They will provide the location where the SAROPS are ongoing, the SAR unit being deployed and outline details of their tasking. They will also advise the Operations Centre when SAROPS is completed ('SAROPS OFF' message.)

On receipt of such information, the Flight Duty Officer will:

- Advise the ARCC of any current NPAS aircraft tasked in the vicinity of the SAROPS area and update this information for any subsequent NPAS aircraft that are tasked to the specified area during the SAROPS period.
- Ensure that a broadcast is given on the appropriate talk group(s) that SAROPS are on in the specified area, the general reason (i.e. missing swimmer) and the call sign of the SAR asset attending.
- Inform all aircraft that then operate in the vicinity of the SAROPS of the essential details above.
- Ensure that a "SAROPS Off" broadcast for the specified location is made on the appropriate talk group(s) as and when advised by the ARCC.
- Maintain a NPAS Storm log of all SAROP messages received by the Ops Centre.

2.9.5 **DEFRA** has asked for NPAS assistance in locating Asian Hornets by using thermal imaging cameras to locate nests. NPAS has agreed to assist **DEFRA** in this request due to the potential risk to public health.

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However any support that NPAS does provide to **DEFRA** is subject to the terms of the Memorandum of Understanding (MOU) and the operational need for air support from police forces.

Please see the attached MOU at Appendix R for full details

2.10 Specialist deployments and advice

2.10.1

2.10.2

2.10.3

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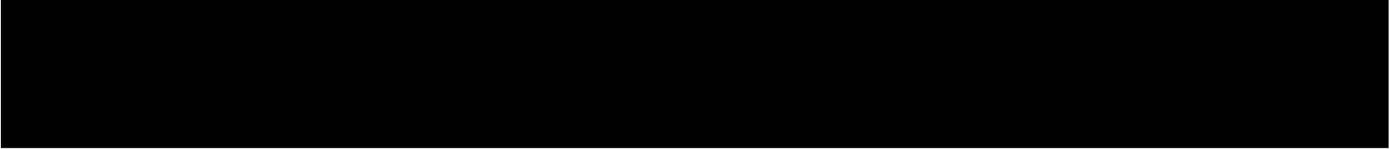
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2.10.4

2.10.5



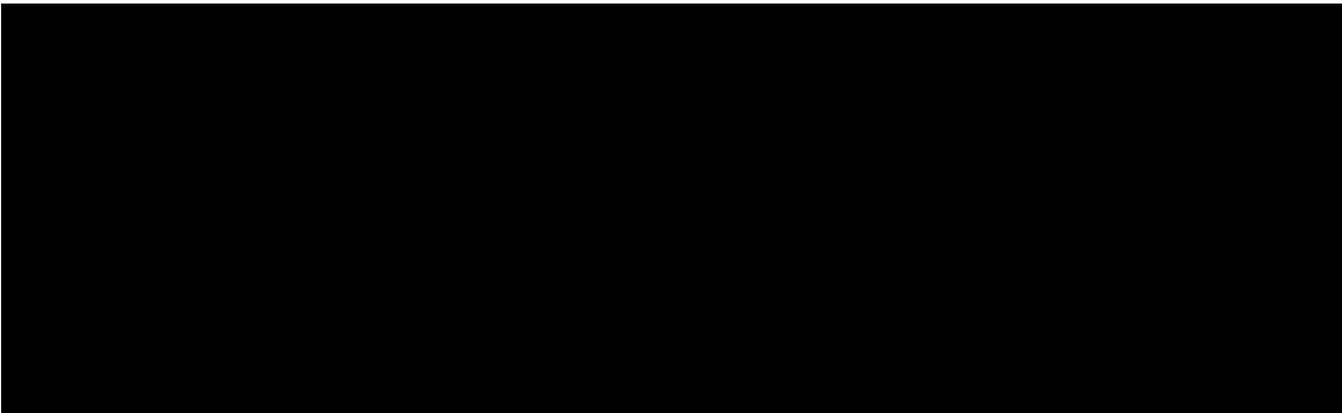
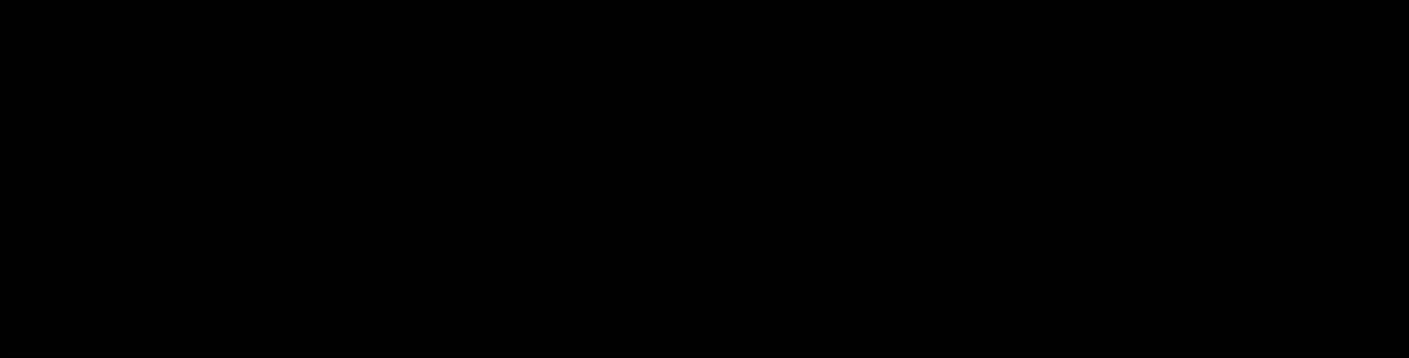
2.10.6



2.10.7 The Flight Duty Officer will work closely with the Ops Cell team and Base Managers; regularly assessing the level of risk based deployments, maintenance activity, aircraft and flight crew availability by applying the NPAS Decision Making Model. The Flight Duty Officers or designated staff member, will update the requesting forces with an estimate time of arrival as soon as possible.

2.10.8 In the event that it is necessary to redeploy aircrew from another planned incident a full rationale of this decision must be recorded on the SPR task log and cross referenced with any NPAS Storm logs effected. Wherever possible the Flight Duty Officer will liaise personally with the forces concerned providing an explanation of the requirement for redeployment. If redeployment occurs the Flight Duty Officer must include a summary of the activity undertaken, including the staff member contacted in any effected forces in the summary format together with any learning opportunities. Where Base Managers are on duty it is important to use their experience in considering the suitability of staff for further tasks and the Flight Time Limitations of pilots.

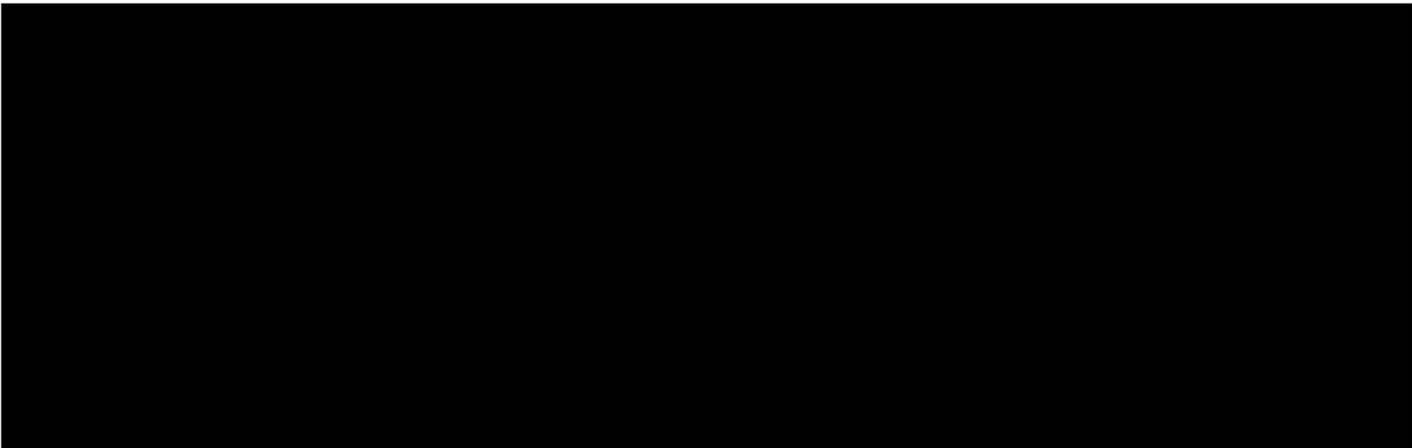
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2.10.10

2.10.11

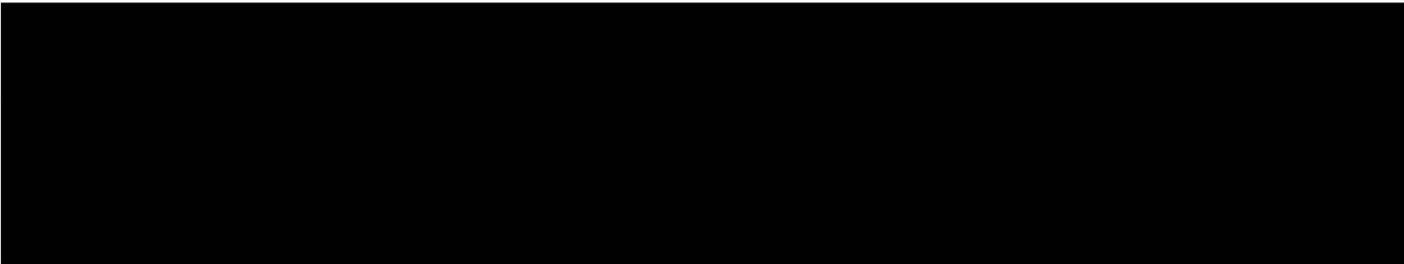
2.10.12



2.10.13 It is the WYP Gold Commander's responsibility to ensure that their rationale for authorising use of the aircraft and any documentation is kept by them for future use/review.

2.10.14 Whilst the process above will ensure that the request is determined to follow the CAA approved assessment process It is important to note that the pilot has the absolute authority within statute to decline any task that they consider would place themselves, their crew and the aircraft at risk.

2.10.15



Procedures for the transportation of specialist Fire personnel

2.10.16 At this time NPAS does not have a Service Level Agreement to transport specialist fire personnel. The development of interoperable working including the carriage of CBRN specialists and their equipment is currently the subject of consideration. However the transport of fire service personnel and commanders to assist in the command of major instances has proved to be of benefit in recent events. Should there be a request to transport fire personnel then this currently will have to be charged to whichever force they are working with. The on call SLT member should be notified as soon as possible.

Procedures for the transportation of non-Emergency Services/CAA approved passengers

2.10.17 The Operations Manual fully details this but for FDO ease of reference this falls into three categories

- i) CAA agreed passengers. This category are already pre-approved and includes police officers/staff, Military personnel, medics and fire personnel in the course of their duties
- ii) Emergency requirements. This requires the prior approval of the Accountable Manager, Chief Operating Officer or Chief Pilot who will assess the requirement against potential risk- Please see who is the 'on call SLT'. An example within this area would be where a force requests that NPAS transport the parent of a critically ill child from place a to hospital b.
- iii) Non CAA approved passenger. For all other potential requirements: Please discuss with the on call NPAS SLT – They will determine whether a request for approval from the CAA should be submitted.

Refuelling procedures

2.10.18 As we adopt the new operating model the distance travelled by our aircraft will increase. In order to support the new model, NPAS is developing a primary, secondary and tertiary fuelling strategy. Once completed this will provide the Ops Centre with a definitive guide to fuel availability and procedures across the country. In the interim, pilots have existing plans and details for fuel capacity within their regions. The transport

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and delivery of fuel is highly regulated and Head of NPAS Estates and infrastructure should be contacted for further information.

2.11 Dispute Resolution and Review

- 2.11.1 Members of the public, stakeholders we work with and NPAS colleagues must have confidence and trust in how complaints are recorded and investigated. This procedure is solely to capture complaints where there are disputes relating to service delivery to forces or other agencies or from the public around environmental issues, noise pollution and disturbance. Complaints will arrive at the NPAS via a number of sources that include members of the public or a nominated person on their behalf, as a result of feedback from force or agency users, the Civil Aviation Authority and the Independent Police Complaints Commission.
- 2.11.2 This procedure does not replace the statutory Police Complaints Procedures and seeks to deal with Disputes regarding the direction, control and deployment of assets. If at any stage apparent misconduct is identified then advice from be sought from a member of the NPAS SLT, Assistant Operations Directors, Base Managers or WYP Professional Standards or Human Resources Departments.
- 2.11.3 For guidance on when a force seeks to dispute a deployment decision or response please see 2.6.22 and 2.6.27.
- 2.11.4 In order to ensure any concerns are dealt with consistently the following process will be applied:
1. Notify the Ops Centre who will record the matter, providing a NPAS STORM unique reference number. The log will remain open and reviewed daily by the Flight Duty Officer until closure.
 2. The Flight Duty Officer or a designated Flight Despatcher will obtain full details of any concerns from the complainant.
 3. If the matter is suitable for resolution at this point this should be completed without delay.
- 2.11.5 Even if resolved at this stage, the complaint must be summarised on the Operations Centre daily log and considered at the Daily Review by the Assistant Operations Director for the area concerned and the Operations Centre Manager. Both will consider any immediate action required and consider any potential trends i.e. of a particular base, staff member or force for consideration.
- 2.11.6 The Assistant Operations Director will review the complaint, considering the most appropriate person to carry out further enquiries. Irrespective of who is tasked with this enquiry the responsibility for the direction, control and completion of these enquiries remains with the Assistant Operations Director.
- 2.11.7 The Assistant Operations Director or designated person will review the complaint and wherever possible cause the completion of initial enquiries within 14 days of receipt at the Ops Centre. During this period the complainant and the force single point of contact (if different) must be kept informed. Short progress updates will be appended to the NPAS STORM log.
- 2.11.8 In the event that person allocated with resolution cannot achieve this then the Assistant Operations Director will, as soon as is practicable
- review activity so far considering recommendations or necessary further activity
 - direct that further activity is undertaken, take over further enquiries or (if they have already sought to resolve the matter), refer to the Director of Operations.
- 2.11.9 Every effort should be made to resolve any complaints received within 28 days of receipt at the Operations Centre. Any complaint that is not resolved within this time must be referred by the Assistant Operations Director to the Director of Operations for review.
- 2.11.10 Once the matter is resolved the complaint documentation should be returned to the Assistant Operations Director for comment prior to return to NPAS Control Centre for recording as finalised.
- 2.11.11 Upon receipt of the completed complaint documentation the NPAS Control Centre will record the

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complaint as finalised. The complaint documentation should then be filed in accordance with West Yorkshire Police document retention procedures.

2.12 Emergency Procedures

2.12.1 NPAS aircraft are well maintained and are subject to rigorous inspection by crews, our safety team and engineers and is licenced and inspected by the Civil Aviation Authority. Each aircraft is fitted with computerised systems that alert the pilot to any potential system failures. When this occurs it is very rarely serious- As detailed in the engineering oversight the pilot and crew have procedures in place to deal with incidents involving an aircraft failure.

Whilst extremely rare this SOP summarises the action to be taken in the event of loss of contact with the aircraft, emergency declared in flight and an aircraft crash.

Loss of Contact with Aircraft

2.12.2 A 'pop up' appears on STORM to notify the Flight Despatcher that timed contact with the aircraft is required. If nothing is heard from an aircraft:-

- Taking off after 2 minutes (or 5 minutes if requested by the crew under air traffic control service) or
- In flight after 20 minutes or
- Landing after 2 minutes (or 5 minutes if requested by the crew under air traffic control service)

The following action will be taken until the reason for loss of contact is established or contact is regained.

2.12.3 The Flight Despatcher initiating the procedure is responsible for:

Step	Action
1	Regularly attempt to contact the aircraft on the NPAS Despatch Airwave Talk Group
2	Broadcast on the Despatch Talk Group , "NPAS XX, nothing heard, initiating loss of contact procedure, last known position (town / location)"
3	Notify the Flight Duty Officer that aircraft contact has been lost, its last direction of travel and details of passengers on board.
4	Contact the relevant base by telephone to confirm if the aircraft has landed. (During shutdown and refuelling the crew may be out of contact for a short period)
5	Record the following information on the NPAS STORM Log: <ul style="list-style-type: none">- The time of the last known contact with the aircraft- The last known location- The aircrafts destination- Any messages/intentions from the crew- The time and content of the last communication between the Flight Despatcher and the aircraft.

2.12.4 The Flight Duty Officer is responsible for

Step	Action
1	Contact is made with the requesting Force where the aircraft was last deployed to establish if the aircraft is still on task. (If still no contact ...)
2	Contact is made with the Distress and Diversion (D&D) cell at the Swanick Area Control Centre (Tel: [REDACTED])
3	Contact with the Police Force in the area of the last known location, requesting an immediate response to the area to establish if the aircraft is in the area, the crew condition and the reason for loss of contact