

EOC Operational Procedure



West Midlands Ambulance Service
University NHS Foundation Trust



To: Regional EOC Dispatch Staff
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Revised Tasking of Resources (March 2020)

A review of regional tasking has been undertaken with some changes have been made to cross division tasking ensure the safety of both patients and staff.

For the purposes of tasking, the response divisions across the region are:

- Staffordshire
- Arden
- Herefordshire
- Worcestershire
- Shropshire
- Birmingham
- Black Country

Category 1 incidents and red back up requests to arrests must continue to receive the nearest available resource, regardless of response area.

With the exception of category 1 calls and arrest red back-ups, resources will not be allocated a call outside their division, unless there are no patients waiting in their division. Only after all outstanding cases have been allocated in their own division, will a resource be tasked to an incident outside of that division.

A resource will only be re-tasked from an incident in their home division, for an incident of higher priority outside that home division, and only if there is an alternative resource to respond to the original case and no other incidents in that home division remain outstanding.

When all outstanding incidents within a resources home division are allocated, an available resource may be tasked to outstanding incidents in other divisions in priority order, in line with other dispatch principles such as meal break and end of shift tasking etc.

In the event of an on-going or newly declared Major Incident/Standby these principles will not apply and resources will be tasked in accordance with the major incident plan as required.

Please note there are no changes to either meal break window or end of shift tasking principles.

For More Information: EOC Commanders

Produced By: Jeremy Brown
Authorised By: Jeremy Brown – Director of Integrated Emergency & Urgent Care
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