

Communications update 2

Introduction

Planning for the sixty-fifth NATO summit, being hosted at the Celtic Manor in Gwent on the fourth and fifth of September, is nearly completed. The event will be the second largest policing operation since the Olympics with a deployment of approximately nine and a half thousand officers being sent on mutual aid to Wales and the West Country.

The Summit will be attended by the twenty-eight nations of NATO and it is likely to include sixty-five heads of state. The event will run for two days but the policing operation will last approximately two weeks.

The majority of deployed officers and host force officers will be operating extended shifts with limited time off during the deployment period. The welfare of these deployed officers therefore has been a key feature of the planning.

This communication aims to provide officers with information about their deployments and guidance on a number of the key considerations. All officers are advised to check the National Centre for Applied and Technologies (NCALT) website for updates before deploying and should email mutualaid@polfed.org if they have any questions or concerns before or during their deployment on matters relating to their terms, conditions and welfare as required.

Officers are also encouraged to visit the dedicated website for mutual aid officers which can be found at: [NATO website](#). This has access to a range of deployment related briefings and information for officers. Please note that this system can only be accessed through force IT systems.

Memorandum of Understanding

A Memorandum of Understanding has been agreed between the Chief Constable of Gwent on behalf of the host forces – Gwent, South Wales, Gloucestershire and Avon and Somerset Police and the Foreign and Commonwealth Office, on behalf of Her Majesty's Government, in delivering the security plan for the NATO Summit 2014.



Helpful Welsh phrases

Good Morning	Bore da (pronounced Bora da)
Good Afternoon	Prynhawn da (pronounced Prin-hown da)
Good night/evening	Nos da
Goodbye	Hwyl Fawr (pronounced Hoyl Vowr)
Welcome to Wales	Croeso I Gymru (pronounced Croy-so e Gum-re)
Thank you very much	Diolch yn Fawr (pronounced De-ol-ch un Vowr)
No thank you	Dim Diolch
Please	Os gwelwch yn dda (pronounced Os gwel-wch un tha)
Police	Heddlu (pronounced Heth-lee)
Gwent Police	Heddlu Gwent
South Wales Police	Heddlu de Cymru

Communication and social media

There will be considerable media scrutiny of the event with over fifteen hundred media representatives attending the summit.

It is essential that there is no inappropriate use of mobile devices and, or, social media sites. All officers deployed on mutual aid are advised to be circumspect in what they post online and around any comments they make.

Officers are reminded that no information about the operation, location, travel arrangements and roles should be discussed without the express permission of the Gold Commander of the event.



Pre deployment training package

All officers will be required to do an on-line safety and familiarisation simulation via the NCAIT website.

Specialist training will be provided by individual forces prior to deployment as required.

Deployment information

The host force will be deploying officers on 8 hour shifts with overtime paid at the appropriate rate thereafter.

Officers will be performing long duties which they will be notified of in due course.

Duties and finance

Overtime and allowances for officers from England and Wales will fall under the national guidelines commonly known as the Winsor regulations.

Unsocial hours

Officers from the rank of Constable to Chief Inspector will receive an additional 10 per cent of their basic pay for all hours worked between 8.00pm and 6.00am. This payment is not pensionable and should be paid for each full hour actually worked.

Where overtime is worked between 8.00pm and 6.00am, the rate of the allowance is still 10 per cent of basic pay, not 10 per cent of the overtime rate. The allowance is paid in full in respect of each full hour worked - the 'Queen's half hour' is not excluded.

Outward and return travel

On the designated day of travel, officers should muster as per their home force arrangements.

Travel to your deployment site will be during duty time. Where applicable officers are advised to travel in uniform.

On arrival at the muster points officers will receive a briefing and refreshments before being taken to their accommodation site.

Please note: officers using the Severn Bridge or Second Severn Crossing can present their warrant cards at the Toll Plazas to pass for free.

Arrival briefing

On arrival officers will receive a familiarisation briefing about the deployment and will be given useful information about the local area, points of contact and details about their accommodation and stay.

Your stay accommodation

There are approximately 60 accommodation sites for officers deployed to the NATO Summit.

Officers will be assigned their accommodation on arrival. For security reasons the location of sites cannot be named.

All officers will have their own rooms and the majority of rooms are en-suite. Site facilities vary considerably.

Most sites will have access to Wi-Fi. All officers will be advised on arrival about on site and local facilities. Some sites have their own sports facilities including swimming pools and gyms.

Each site feeds into a 'hub base', each has a site manager, welfare staff and PFEW local and national representatives assigned to them. These individuals will be identified at the arrival briefing and should be contacted for all welfare matters.

Drinking water should be available at all accommodation sites.

Toilet rolls and towels are provided at all accommodation sites.

Please be aware that some sites will be shared with other members of the public.



You can email mutualaid@polfed.org at any time before or during your deployment or ring the deployment helpline on 01372 352110 which will be available 24/7 from the 26th August for the duration of the deployment.

On call

Where officers are required to perform a voluntary on call function the appropriate on call allowance can be claimed.

Away from home

Officers on mutual aid will receive an away from home allowance of £50. This will be paid for every night an officer is 'held in reserve'.

Officers will receive a hardship allowance of £30 per night if 'proper accommodation' is not provided. The definition of 'proper accommodation' is a single occupancy room with use of en suite bathroom facilities.

Recreation

There will be limited down time during the deployment period and limited recreation facilities are available at most accommodation sites. However, officers will be appraised on arrival about facilities in the local areas such as sports and leisure, cinemas, pubs and the numbers for doctors, dentists and taxis.

The PFEW advises officers to bring their own portable entertainment materials for down time such as books, tablets and personal stereos.

Information about the local area can be found at the following websites:

[Visit Wales](#)

[Wales Tourist Information](#)

[Visit Bath](#)

[Visit Bristol](#)

[Visit Cardiff](#)

[Newport Tourism](#)



Taking the essentials – Kit

Please ensure you bring any toiletries that you would normally require as not all accommodation provision has products for sale on site.

Your force will advise you on arrangements for kit to take.

There is some provision for the storage of kit at all sites.

Officers are advised to bring sufficient clothing for the duration of their deployment.

To make sure that you sleep well you may want to consider bringing a suitable pillow. Whilst pillows are available at all sites, quality and numbers are varied.

Laundry

You will be briefed on the laundry arrangements on arrival at your accommodation hub.

Some sites have coin/card operated facilities. At some sites you will need to liaise with the site manager to arrange for the laundry service.

Your welfare

Rest days

Where officers are deployed for significant parts of the event a rest day has been built into your shift pattern. It is inevitable that this rest day will be worked and paid at the appropriate rate.

Any rest days worked with less than 15 days' notice should be paid at time and a half.

Rest days are counted as an uninterrupted period of 24 hours commencing at the start time of duty days for the operation.

Reporting accidents

All accidents on duty must be reported in the first instance to your supervisor before the termination of duty. Any accidents or health concerns on down time should also be reported to your PFEW rep. Site managers have contact details for local doctors, dentists and can advise on local counselling provision, should they be required. If, however, you have any concerns or queries during your deployment you can also contact the 24 hour Federation help line on 01372 352110 or email mutualaid@polfed.org and we will ensure your queries are dealt with swiftly.

To record and report incidents please use form F2508 which will be available through line managers or Site Managers.

All officers are advised to have details of their own GP and NHS number available whilst on deployment.

Repatriation and compassionate leave

PFEW welfare reps will be available to support colleagues and liaise with the Gold or Silver command and home force should an officer need to be repatriated.

Please notify your rep as soon as you are able to, this will ensure these instances can be dealt as compassionately and swiftly as possible. If not readily available your rep can be contacted via the Federation 24/7 help line.

Chaplaincy and pastoral care

Your site manager will be able to advise you of any local faith provision and worship times.

Officers are reminded to bring their own religious material and prayer mats as required.

Conduct and discipline

All officers and staff are reminded of their duties and responsibilities. The standards of professional behaviour are available on the NATO website (below) and the NCALT product. The memorandum of understanding outlined earlier is also available on the [NATO website](#) which provides detailed guidance for officers in relation to conduct and behaviour.

Your Police Federation representatives are available to help you deal with any conduct or performance issues that may arise. You can access this support at any time via the helpline on 01372 352110.

PFEW support and contact details

The Federation has been actively engaged at all stages of the planning for the NATO

Summit.

During the deployments the Federation will be running a twenty-four hour helpline on 01372 352110 which will be available for the deployment period and officers can email mutualaid@polfed.org for any queries they may have before or during the event.

The PFEW will have twenty-four hour cover for the deployments with four Post-Incident reps and eighteen PFEW welfare reps stationed within the event footprint. There are also two representatives coordinating Federation efforts within the operation Silver Command who will ensure matters that arise are dealt with as quickly as possible.

They are there for you to use and they will do their best to resolve any issues you face. We also have a SPOC for each of your Joint Branch Boards who can resolve home force issues for you.

Federation representatives will make themselves available to you at key locations such as; holding areas, feeding venues and accommodation sites. Please take the opportunity to engage - if we don't know we can't help.

PFEW work on going

Work continues to ensure lines of communications operate well within logistics and welfare teams.

Linking in with newly appointed site managers to ensure they are able to adequately support officers on deployment.

Media and communication support for the duration of the event.

24/7 manned helpline for deployed officers on 01372 352110 or via the mutualaid@polfed.org inbox.



Contact details

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