



National Ambulance  
Resilience Unit

**NARU**



Playing a central role within the NHS ambulance service



Preparing for the future, protecting lives today



## National Ambulance Resilience Unit **NARU**



Ten NHS ambulance trusts  
across England provide unplanned  
clinical assistance

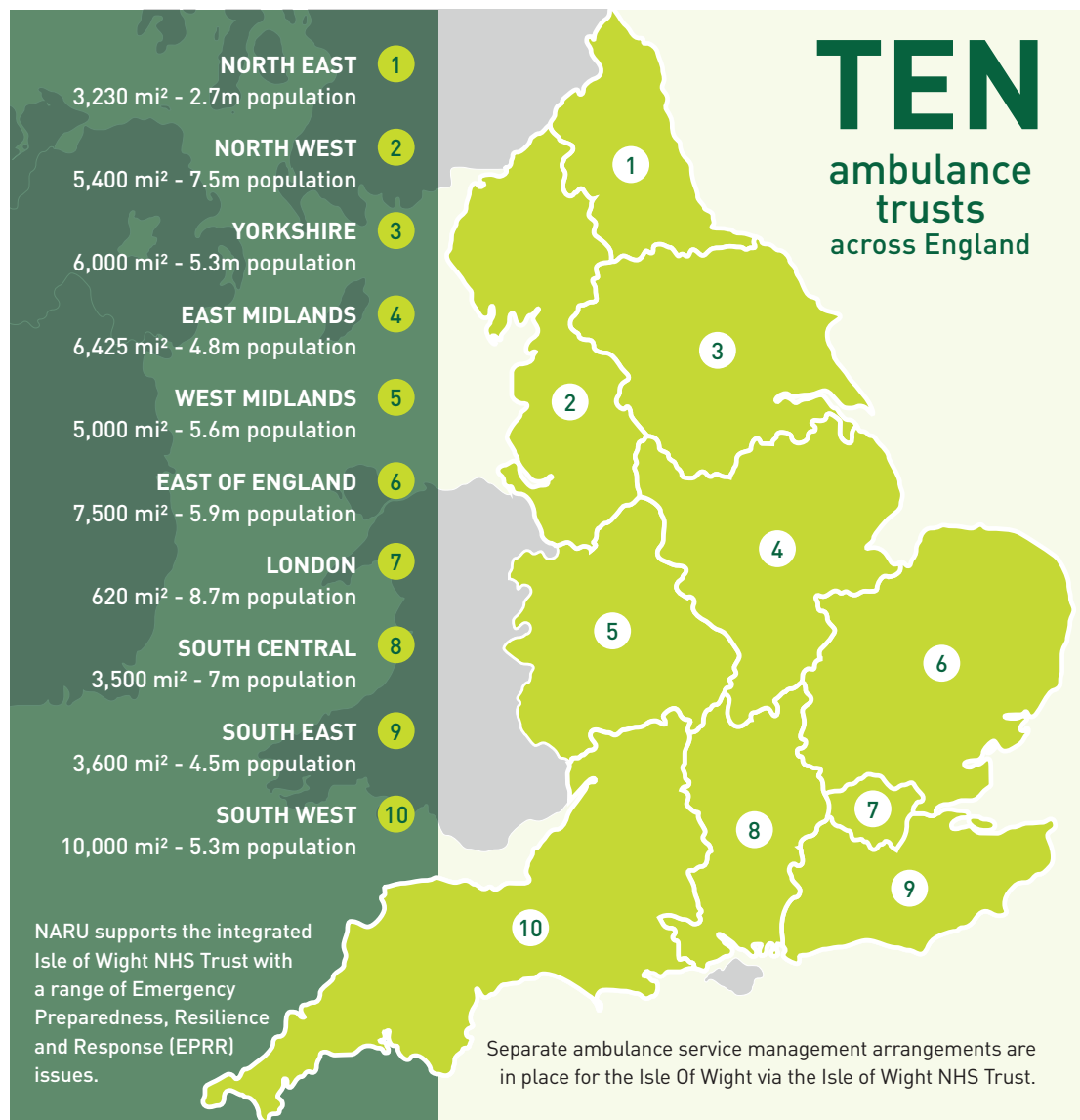
**24 hours a day,  
365 days a year.**



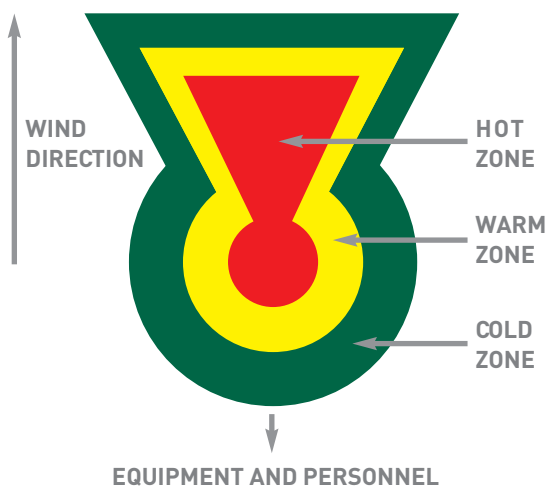
Around **ten million  
999 calls** were received  
across the service during 2017/18,  
with the service responding to over  
seven million separate incidents.



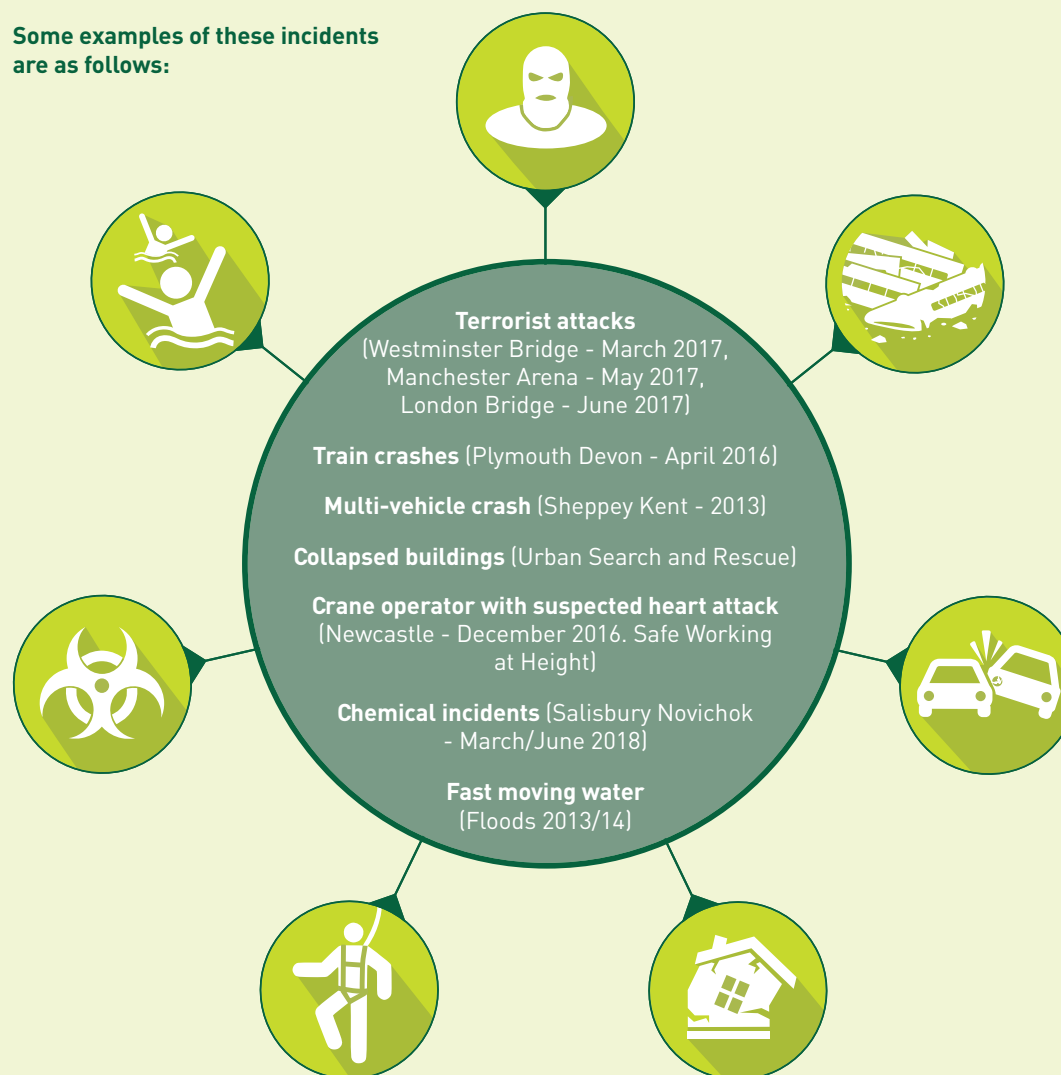
On average, **nine out of  
ten of these calls  
are for non-life  
threatening injuries  
or conditions**, but the  
ambulance service also plays a  
pivotal role in providing emergency  
treatment to the remainder who  
are in serious need of medical help.



Since 2011, the ambulance service has also been required by law to be fully prepared to respond to patients who are caught up in very unusual or challenging situations or events, where treating them might be hazardous for the responding ambulance staff.



Some examples of these incidents are as follows:





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Since 2006, the UK threat level from terrorism has stayed largely constant between severe and critical – its two highest levels.



This heightened state of alert makes it all the more imperative that NHS ambulance services have a robust, co-ordinated way of preparing for the unthinkable – and acting quickly and effectively when it occurs.

## UK THREAT LEVELS

THREAT LEVEL		RESPONSE	
CRITICAL	An attack is expected imminently.	EXCEPTIONAL	Maximum protective security measures to meet specific threats and to minimise vulnerability and risk. Critical may also be used if a nuclear attack is expected.
SEVERE	An attack is highly likely.	HEIGHTENED	Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk.
SUBSTANTIAL	An attack is a strong possibility.		
MODERATE	An attack is possible, but not likely.	NORMAL	Routine protective security measures appropriate to the business concerned.
LOW	An attack is unlikely.		

# AMBULANCE HART

## Hazardous Area Response Team

In 2011, all NHS ambulance services in England completed the rollout of a new type of ambulance response called Hazardous Area Response Teams (HART teams for short). These – and other Special Operations Responders – are teams of ambulance staff who are specially trained and equipped to deploy to these difficult and challenging incidents.





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**At the same time, the NHS-funded National Ambulance Resilience Unit (NARU) was established as a central support unit for all UK ambulance services,** to ensure the ambulance service as a whole can respond to these difficult incidents in the most effective way possible.



**NARU is an NHS body, funded by NHS England and hosted by West Midlands Ambulance Service NHS Foundation Trust.**



**Comprised of a group of highly experienced ambulance service professionals**

the unit exists to train and equip specialist operational staff from each service so that they have the right tools, the right knowledge and the right attitude to be able to enter challenging and hazardous situations with the confidence and ability to save lives, while mitigating the risks to their own safety.



**A highly experienced NARU Medical Advisor**

provides specialist medical input to the work of the whole team, linking in with the National Ambulance Service Medical Director's Group (NASMeD).



**NARU has a specialist Education Centre**

(based just outside Salisbury, UK) which provides world-class training to hundreds of specialist ambulance staff each year (see [www.narueducationcentre.org.uk](http://www.narueducationcentre.org.uk)) including every member of regional Hazardous Area Response Teams (HARTs).



NARU also supports the development and training of command and control staff for the whole ambulance service.

**These commanders play vital roles in mass casualty major incidents.**



## It has a Capabilities team that searches for the best kit and equipment on the market,

rigorously testing each item before specifying for national supply. It also oversees the provision of additional support for pre-planned and spontaneous incidents for all ambulance trusts.



## NARU also conducts and coordinates research and evaluation

into matters associated with the resilience of ambulance services, the scope of which involves people, products and systems. The aim is to ensure science and evidence is continuously used to test, inform and develop national and local policy and practice.



## Additionally, NARU coordinates and develops a number of central resources designed to help all ambulance trusts to share best practice and learn from each other.

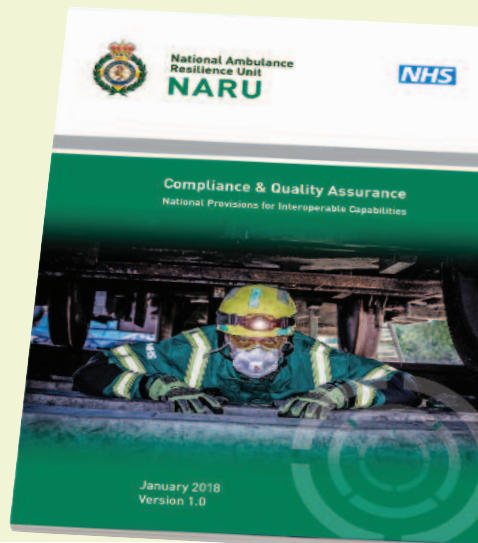
NARU's bespoke **PROCLUS** system leads the way in helping identify lessons learned from every day responses to challenging events by Hazardous Area Response Teams (HARTs) from every ambulance service in the country. It also provides a central informatics platform for use by all ambulance trusts.



## NARU has a Compliance and Assurance team

that develops and improves national standards for use by all ambulance services. The fundamental aim is to keep specialist responders safe whilst taking calculated risks to improve the clinical outcomes of patients caught within dangerous environments.

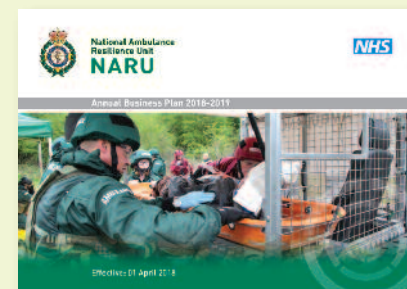
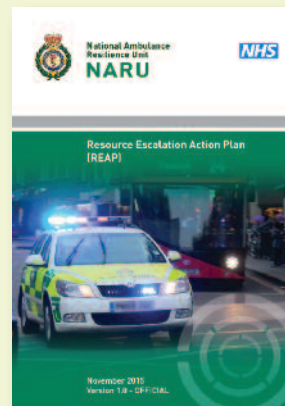
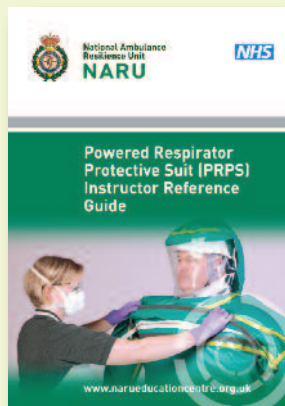
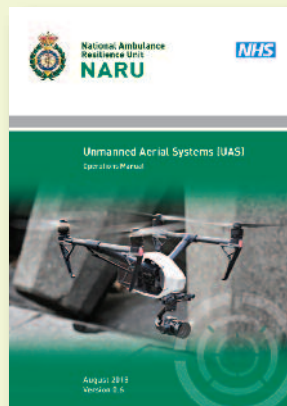
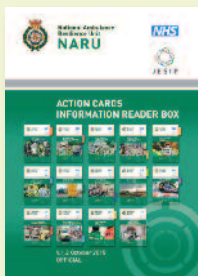
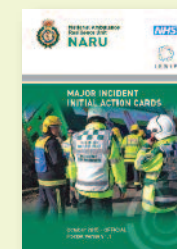
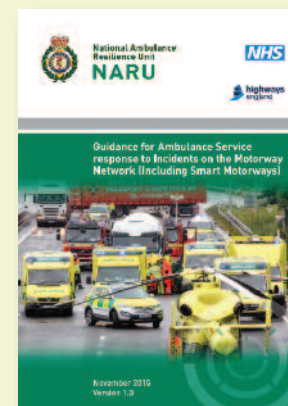
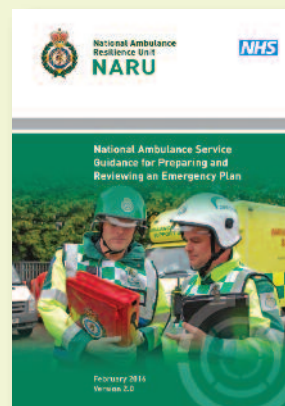
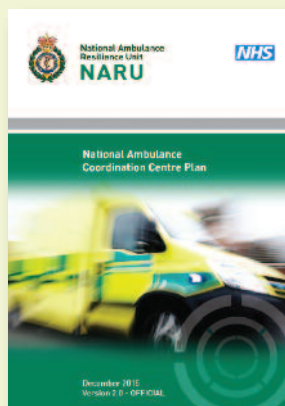
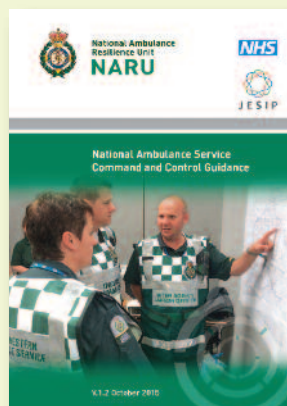
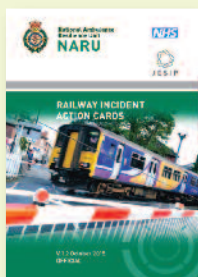
National standards ensure the specialist capabilities remain consistent enough to operate safely as part of a combined response to national emergencies.





National Ambulance  
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**NARU develops and produces a broad range of training aids and operational publications which are used daily by thousands of ambulance staff.**





**NHS Ambulance Services in England are required to maintain a set of specialist capabilities.**

**These capabilities are nationally specified under the NHS Emergency Preparedness Resilience and Response (EPRR) Framework.**

These capabilities are interoperable. This means they must be maintained according to strict national standards to ensure they can be combined safely to provide an effective national response to certain types of incidents.



The interoperable capabilities include:

**Hazardous Area Response Teams (HART)**  
**Marauding Terrorist Firearms Attack (MTFA)**  
**Chemical Biological Radiological Nuclear (CBRN)**  
**Mass Casualties**  
**Command and Control**

*For the Interoperable Capabilities NARU maintains:*



Contract Standards

**164**



Operational Risk Assessments

**14**



Standard Operating Procedures

**14**



Training Information Sheets

**14**



Rescue Plans

**14**



Equipment Data Sheets

**167**



## National Ambulance Resilience Unit **NARU**



These capabilities form part of the  
**Government's mitigation to events articulated in the National Risk Assessment and National Risk Register of Civil Emergencies.**

They also form part of the Department of Health and Social Care (DHSC) and NHS England contribution to Central Government Counter-terrorism strategies.



**Each interoperable capability has a corresponding set of National Standards** which include

a number of funding obligations which fall upon each ambulance commissioning body.



The national capabilities that NARU coordinates centrally have been deployed to a number of recent high profile emergencies including:



The Somerset floods



The terrorist attacks in London



The Manchester Arena attack



The nerve agent attack in Salisbury



In addition to these national emergencies, the specialist capabilities coordinated by NARU are used on a daily basis to provide care in hazardous situations.

Current utilisation levels per annum (figures for 2017/18) are:

CAPABILITY	RESPONSES / MOBILISATIONS [PER ANNUM]	ON SCENE DEPLOYMENT TO PROVIDE PATIENT CARE INSIDE AN INNER CORDON [PER ANNUM]
INCIDENT RESPONSE UNIT (CBRN or Hazardous Materials)	5,035	2,721
URBAN SEARCH AND RESUE (working at height / in confined space / difficult access)	6,236	3,844
WATER OPERATIONS (including flooding and swift water rescue)	1,054	582
SUPPORT TO SECURITY OPERATIONS (including MTFA and police operations)	775	585
OTHER (including specialist support, critical incidents, etc)	6,280	4,653
<b>TOTAL</b>	<b>19,380</b>	<b>12,385</b>



# National Ambulance Resilience Unit **NARU**



For further information please contact:

**National Ambulance Resilience Unit (NARU)**

Website: [www.naru.org.uk](http://www.naru.org.uk)