



NHS Greater Glasgow & Clyde

2014 Commonwealth Games
Primary Care Manual

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1. Background

The Glasgow 2014 Commonwealth Games will take place between **23rd July 2014 and 3rd August 2014**. It will be the largest multi-sport event ever held in Scotland with 17 sports including 5 integrated para-sporting events. The Games will operate in three site clusters in the city – East End, the West End and the South Side. The Commonwealth Games Athletes' Village will be in the East End.

West	SECC precinct; Kelvingrove Lawn Bowls Centre Scotstoun Sports Centre
North	Emirates Arena and the Sir Chris Hoy Velodrome Glasgow Green Glasgow Hockey Centre Athletes Village Tollcross International Swimming Centre Celtic Park
South	Ibrox Stadium Hampden Park Cathkin Braes

Three competition venues at satellite locations outside Glasgow will be used:

- **Barry Buddon** Shooting Centre near Carnoustie
- **Royal Commonwealth Pool** in Edinburgh
- **Strathclyde Country Park**.

There are three road races that will be unticketed with public spectator access along the route. These are:

Race	Date
Marathon	Sunday 27 th July
Cycle Time Trial	Thursday 31 st July
Cycle Road Race	Sunday 3 rd August

1.1 Queens Baton Relay and Parallel Events

The Queens Baton will arrive in NHS GGC area on the 14th July and will spend one day in each local authority area with accompanying events and activities.

From the 19th July onwards there will be a programme of live events at three main festival sites in the city - Glasgow Green, Kelvingrove Bandstand and the Merchant City - designed to create a festival atmosphere and encourage people to spend time in Glasgow.

There will also be a programme of cultural events and activities along the Clyde throughout the competition period

2. Entitlement to Treatment - Visitors from Overseas

The 2014 Commonwealth Games in Glasgow will result in an increased number of overseas visitors in Greater Glasgow and Clyde Health Board area over the summer. This advice is designed to provide guidance for this group of visitors and should not be taken as general guidance for all Overseas Visitors.

Firstly all visitors regardless of status and country of origin are entitled to treatment in an emergency.

There are two types of visitors to the Commonwealth Games, members of the Accredited Games Family, and those simply visiting, some of whom will be from the Commonwealth.

It is the responsibility of NHS Healthcare providers to establish whether or not overseas visitors are entitled to receive free NHS healthcare, or if charges should be applied. In doing so, they can ask to see reasonable proof of identity.

2.1 Accredited Games Family (AGF)

Special arrangements have been made for everyone who is part of the Accredited Games Family. They are defined as including athletes and their supporting teams, technical officials, certain members of the press and broadcasters, the Commonwealth Games Federation, security etc. The Scottish Government has issued a Chief Executive's letter outlining the entitlement that has been agreed for the AGF between Monday 7th July 2014 and Friday 7th August 2014 (inclusive) as set out in CEL 08 (2014)

[THE COMMONWEALTH GAMES 2014 - PROVISION OF NECESSARY TREATMENT FOR THE ACCREDITED COMMONWEALTH GAMES FAMILY](#)

It is not anticipated that there will be significant impact on primary care services as the AGF medical needs will be managed by the G2014 Organising Committee. Athletes will receive care in the Polyclinic in the Athletes Village, other AGF at facilities at each of the venues and in their hotels.

Only if they fall ill while touring might they approach a practice. They can be offered emergency or immediate and necessary treatment. They will be issued with ID badges to prove their identity (See Appendix 1) and if they present in the window before their Accreditation is issued they will have a supporting documentation.

All other visitors will have their eligibility assessed in terms of the Visitors from Overseas Guidance. They may come to the UK as early as July 6th.

2.2. Other Visitors

For this second group of patients there are two main factors in determining eligibility for NHS treatment; the country the visitor comes from, and a small number of other factors.

2.2.1 Country of ordinary residence

The country that the overseas visitor comes from is a major factor in determining their entitlement. The term used in the guidance is their "Country of Ordinary Residence". Below we will deal with two groups of countries, look at any additional requirements for

eligibility, and any restrictions based on nationality. Any visitor who is not from one of these countries will not be eligible on the grounds of nationality.

There are two main groups of countries whose residents are entitled, under certain conditions, and with certain restrictions to NHS Treatment.

EEA Countries

Nationals of **ALL** EEA countries and Switzerland are entitled to any necessary NHS treatment while visiting the UK, for a visit of up to 90 days, on the same basis as residents, upon production of an EHIC. This covers everything, including existing conditions so long as the patient's visit to the UK is not expressly for the purpose of receiving treatment. For Oxygen Therapy or Renal Treatment contact must be made prior to treatment. All members of a family from the EEA would be expected to have their own EHIC; there is no provision for dependents in the guidance.

The EEA countries are:

Austria	Belgium	Bulgaria	Cyprus	Czech Republic
Denmark	Estonia	Finland	France	Germany
Greece	Hungary	Iceland	Republic of Ireland	Italy
Latvia	Liechtenstein	Lithuania	Luxembourg	Malta
The Netherlands	Norway	Poland	Portugal	Romania
Slovakia	Slovenia	Spain	Sweden	UK

Reciprocal Health Agreements

Residents of countries on the lists below are entitled to treatment on the NHS for conditions that have arisen since they arrived in the UK. Those in **bold** are the only Commonwealth Countries with a reciprocal health agreement with Britain.

Anguilla, Australia, Barbados, British Virgin Islands, Channel Islands, Falkland Islands, Isle of Man, Montserrat, New Zealand, Russian Federation, St Helena, Turks and Caicos Islands, and

Former Soviet Union States, *which are:* -

- Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kirgizstan, Moldova, Tajikistan, Turkmenistan, Uzbekistan and Ukraine.

Former Yugoslavia, *which are:* -

- Serbia and Montenegro and successor states Bosnia, Macedonia and Croatia.

2.2.2 Other entitlements to treatment

There are a number of other conditions and illnesses that entitle visitors to the Commonwealth Games to treatment on the NHS. These include: -

Emergency Treatment

Anyone, regardless of nationality or entitlement is eligible for emergency treatment on the NHS.

Infectious Diseases

Treatment for any of the diseases listed below is “exempt from charges”, whether the disease is already diagnosed or not, for **ALL** overseas visitors. *These are the diseases that practices are required to notify to the Board.*

Anthrax, Bacillary dysentery, Chickenpox, Cholera, Diphtheria, Erysipelas, Food poisoning, Legionellosis, Leptospirosis, Lyme disease, Malaria, Measles, Membranous croup, Meningococcal infection, Mumps, Paratyphoid fever, Plague, Poliomyelitis, Puerperal fever, Rabies, Relapsing fever, Rubella, Scarlet fever, Severe Acute Respiratory Syndrome (SARS), Smallpox, Tetanus, Toxoplasmosis, Tuberculosis, Typhoid fever, Typhus fever, Viral hepatitis, Whooping cough, and Viral haemorrhagic fevers* *which include:* -

- Viral haemorrhagic fever covers, amongst others, Argentine haemorrhagic fever (Junin), Bolivian haemorrhagic fever (Machupo), Chickungunya haemorrhagic fever, Congo/Crimean haemorrhagic fever, Dengue fever, Ebola virus disease, haemorrhagic fever with renal syndrome (Hantaan), Kyasanur forest disease, Lassa fever, Marburg disease, Omsk haemorrhagic fever, Rift Valley disease and Yellow fever.

Sexually Transmitted Diseases

Treatment provided for sexually transmitted diseases at a specialised STI clinic and treatment of a sexually transmitted disease resulting from a related referral is “exempt from NHS charges” for ALL overseas visitors.

NHS Eye and Dental Examinations

Eligibility to free NHS eye and dental examinations is restricted to those ordinarily resident in the UK or those who fall within the categories of “exemption from NHS charges” as described in section 2 of the guidance, who are all people seeking permanent or long term residence in the UK¹, generally to work or study. In ALL other cases the charges will not be met by the Government and dentists, optometrists and ophthalmic medical practitioners should see the patient privately and make appropriate charges, including the cost of glasses and contact lenses. Visitors will not be entitled to an NHS optical voucher towards the cost.

Visit NHS24 for further information <http://www.nhs24.com/>

3. Training Camps

As well as the AGF competing and attending events in Glasgow at least one team from Zambia will have a training camp for approximately 20 individuals, at Strathclyde University/Glasgow School of Sport from the 7 – 13 July 2014. Additional training camps will be held in other health board areas. As some training camp facilities are still being negotiated with Sport Scotland there is a possibility that other camps in NHSGGC will be confirmed at a later stage.

¹ Students, Au pairs, Asylum Seekers, Refugees, Workers, Former UK Residents Working Overseas, UK War Pensioners/ UK War Widow pensioners, UK State Pensioners, Family Members of Entitled Persons

4. Athletes and Games Family Accommodation

The athletes will be housed in the custom built Athletes Village in the East End, close to the Emirates Arena. The Polyclinic is also situated in the Athletes Village.

The majority of Accredited Games Family will be staying at the Hilton Hotel, William Street Glasgow. In addition, Technical Officials will be resident at four other city centre locations:

- Jury's Inn, Jamaica Street
- Holiday Inn Express, Theatreland
- Strathclyde University Halls of Residence
- Queen Margaret Halls of Residence, Glasgow University

The accredited media personnel have accommodation at the Crowne Plaza close to the media centre at the BBC Scotland Plaza.

5. Accommodation for volunteers and other personnel

There will be a number of people and personnel in the city who are not normally resident, including police who will be performing safety and security functions and volunteers who might seek primary care services.

These individuals should be managed as you would any temporary resident.

5.1 Police Scotland and Scottish Ambulance Staff

Police personnel will be mostly accommodated at Tulliallan Police College in Kincardine but there will be smaller numbers resident in Glasgow city centre locations.

Scottish Ambulance Personnel will also be resident in Glasgow City Centre, Clydebank Paisley and Greenock. Lists of GPs who are accepting patients to their lists in these areas have been sent to the Police Scotland and Scottish Ambulance Service.

5.2 Campsites

A company called Camping Ninja have opened 4 campsites to Official Volunteers and Ticket holders. They are:

Name	Location	Capacity
Lochinch Scottish Police Recreation Association Fields 1	Pollok Park, Glasgow	1200
Cartha Queen's Park RFC	Edge of Pollok Park, Glasgow	1100
Uddingston Cricket and Sports Club	Lanarkshire	700
GHA, Rugby Football Club	Braidholm, Giffnock Glasgow	600

With regards to uptake (June 2014):

- Lochinch - Plenty of room at the moment for but pitches are being booked fast.
- Cartha - this South West Campsite is now SOLD OUT on some dates for Fan Camping and Pre-pitched Camping. Extremely limited Volunteer Passes still available.

- Uddingston - some pre-pitched camping is full on a couple of dates.
- GHA - Plenty of room at the moment for fans and volunteers but pitches are being booked fast

Camping Ninja advise that they have a team of First Aiders on site at all campsites and that they robust risk assessment and Emergency Response Plans for each site

Another company, Show and Event, have been commissioned by Glasgow 2014 to provide a catered campsite exclusively for workforce contractors.

Name	Location	Capacity	Status
Bankell Farm	Milngavie	1200	Only for workforce contractors

6. Travel and Transport

Glasgow will be busier than usual and there will be disruption to normal travel and transport systems. At certain times and locations, transport networks will be busy coping with the increased demand. There will be a range of changes made to local transport in the lead up to and during the Games including roads and public transport; however they will still be busier than usual.

6.1 Games Route Network

A Games Route Network (GRN) will be in operation to ensure athletes and officials are able to get to venues within a reliable time frame whilst minimising conflict between Games transport and other city travel. The GRN will be open to all traffic *with the exception* of the Games Lanes which are for accredited Games Family vehicles only. The Games Lanes represent a very small proportion of the GRN – less than 15% and, with the exception of the West Street on-ramp to the Stobcross off-ramp at the Kingston Bridge (from Tradeston to the Clydeside Expressway) there will be adjacent lanes available to normal traffic.

The GRN will be phased-in from 8 July 2014, with all measures becoming fully operational from 21 July 2014 and cease to operate on the 6th August 2014

Review the GRN [here](#)

6.2 Road Races

There are detailed maps and documents outlining the routes, road closures, diversions restrictions and changes to traffic signals associated with the three road races.

Vehicles will not be permitted to cross the route once the road closures are in place however there are controlled pedestrian crossing points on all road race routes. Roads will be reopened by Police Scotland on a rolling basis when it is considered safe to do so.

Review the Road Race details [here](#)

6.3 Local Area Traffic Management and Parking Plans

To ensure that the Games run smoothly, as well as to minimise disruption to residents and local businesses, it is essential that traffic, public transport and parking in the areas around the venues are properly managed. To assist with this, Glasgow City Council and Glasgow 2014 have developed Local Area Traffic Management and Parking plans. These plans have been translated into one easy to view map for each venue.

The maps illustrate where the Games Route Network ends and the Traffic Management and Parking measures begin. They give an overview of when and where there will be road closures, changes to traffic management, no loading zones and parking restrictions.

A list of the venues with links to each specific plans is listed at Appendix 2.

6.4 Hot spot maps

Get Ready Glasgow has produced hot spot grids and hot spot maps to illustrate where and when the transport network will be at its busiest. There is one for each day of the Games for road and rail/subway routes. These maps, together with other information to assist with your planning, can be found on the NHSGGC [Commonwealth Game web portal](#).

7 Access to patients

7.1 Event Day Parking Restrictions

Additional controlled event day parking zones are in place around venues during the Games. As there is no spectator parking at any of the venues this is principally to protect residents and businesses in the areas.

NHSGGC has agreed with G2014 and Police Scotland that staff providing essential community health care services will be issued with an Event Day Parking Permit (EDPP) to allow them to park in these areas without incurring penalties.

- It is valid for the duration of the Games, and from when restrictions take effect
- It covers **new** event day parking zones around venues used for the competition
- It is not valid in areas that have existing residents, pay and display or event day parking restrictions in place. These existing parking restrictions – that are not superseded by road closures – will remain and existing permits or payment is required to park here
- It is not specific to a person or vehicle so can be shared between individuals
- It is not an accreditation pass and will not give you access to the Games Route Network Games Lanes
- It will not give you access to roads that are closed
- It does not guarantee a parking space
- It will not allow you to park in 'No Waiting, No Loading' zones indicated by yellow 'no waiting' cones
- Permits must only be used for essential NHS business to facilitate clinical care of patients, not to make life easier for individuals. Any abuse of the EDPP could result in Police Scotland rescinding it.

The permits will be issued to services in due course.

7.2 Accessing Secure Areas with Vehicle Restrictions in place

Due to the scale of the various events and the number of people that will be in the vicinity of venues, it has been necessary to close some roads to ensure public safety and security. The provision of road restrictions may include the implementation of vehicle barriers to be placed on the road surface, which will physically restrict access. In general, all vehicles will be prevented from accessing areas within security barriers and will be required to follow signed diversion routes.

Access to some streets in vehicles might be restricted and controlled by HVMs (Hostile Vehicle Mitigation) Checkpoints and in others, **there might no vehicle access at all.**

HVMs are either permeable (some access is possible in some circumstances) or impermeable (there is no access for any vehicle).

Police Scotland/Security representatives at venue level will decide whether vehicle access to permeable HVM is granted. Things to consider:

- Is taking the vehicle in absolutely essential?
- Can you park elsewhere and walk into the secure area on foot?
- It is essential that all staff wishing to obtain vehicle access to these restricted areas have **photographic ID**

There are NO restrictions or checks for pedestrians. In general park where you can, and walk to the street that you need to access. It will be faster and more direct.

Generally there should not be a significant number of vehicles waiting to pass check points but in the unlikely event of congestion, prioritisation of vehicles will require to be managed locally by the police. See Appendix 3 for further information on secure areas.

7.4 Acceptable forms of ID and documentation.

Your NHS Staff badge is the most appropriate form of ID and you should wear this at all times. However, in the absence of a formal NHS identification card, documentation confirming the holders name (driving licence, passport etc) accompanied by a secondary document (surgery letterhead etc) would be appropriate. NHS staff requiring essential access whilst driving a private (unmarked) vehicle will simply have to satisfy the police officer that they are bona fide and the higher the level of ID produced, the less likelihood of a delay gaining access.

7.5 Access for Carers

Police Scotland, when visiting residents in secure zones, are gathering intelligence on accessibility requirements and care provision services that people usually receive in their home. This information is being used by the GCC and the OC to mitigate the impact.

In RAAP areas with no waiting no loading or resident access only, and where residents can drive their cars, the Police have taken a note of everyone that might be using that

vehicle registered to that address and these people should always have ID when driving the car in and out of the affected street.

8 Communication and Media

All Commonwealth Games related enquiries will be managed by the Games Media Messaging Group (GMMG). No information will be released to the media by NHS GGC. It is essential that **ALL** enquires about athletes, AGF or other VIPs, are referred to the Corporate Communications Team on 0141 201 4429 (24 hour number) who will liaise with the GMMG.

9. Using this information to prepare

During the Commonwealth Games the NHS is expected to deliver 'business as usual'. There is no expectation that services or clinics will be cancelled or postponed, but in order to be adequately prepared, you need be aware of the changes and make any necessary and appropriate adjustments so that services can continue to be delivered to the usual high standard.

- Review and understand the Games Route Network and the associated restrictions
- Check the Local Area Traffic Management and Traffic plans around the venues in your area
- Check the schedule of sporting and cultural events and event start and finish times and if there are multiple sessions happening
- Check if you have any patients living in restricted area around venues (see appendix 3). This will affect GPs in Glasgow City CHP and those in Camglen/Northern corridor who still have patients in NHSGGC.
- Within the context of business as usual think about how you might be able to revise, or re-time your services and patient visits accordingly
- Remind patients that they will need to adjust their travel time to the surgery during this period and that they can check travel details at Traveline Scotland
- Revisit your Business Continuity Plans in light of the Commonwealth Games – do you have adequate arrangements in place?
- Check the NHS GGC Commonwealth Games portal in the coming weeks as further information will be added.

10 Escalation Procedures

In the event that service delivery is significantly disrupted with potentially critical impact, on patient care, the affected service should enact their normal, routine escalation procedures.

In extreme circumstances the NHS GGC representatives in the Multi-Agency Co-ordination Centre can be contacted who will request support from Police Scotland.

This will not guarantee that the issue will be addressed or prioritised

To request support via NHSGGC staff in the MACC contact your local CHP office in the first instance.

Appendix 1 - G2014 Games Accreditation Example

SAMPLE ACCREDITATION DESCRIPTORS

Accreditee Photo

Accreditation Pass Terms and Conditions

Category Code

Personal Information
 NAME
 FUNCTION
 ORGANISATION

Barcode

Accreditation Number

Transport Accreditation

Venue Access Codes

Within Venue Zone Codes

Residents Village Access

Venue Code Descriptors

Venue Zone Descriptors

GLASGOW 2014 XX COMMONWEALTH GAMES

WKF

First Name SURNAME

Function

ORGANISATION

GFH

CGV

TRV

T5

2

R

TERMS AND CONDITIONS

I agree that the following terms and conditions apply to the use of this accreditation pass:

- This Accreditation Pass is personal, non-transferable, must be displayed at all times while in an accreditation area and is valid only in areas specified on the Pass.
- This Accreditation Pass is the property of Glasgow 2014 who has the right at their sole discretion to suspend or revoke it at any time.
- Where this Accreditation Pass is suspended or revoked:

By MOORE I acknowledge that I no longer have access to an accredited area and will be removed from the venue, village or facility.

- In consideration for use of this Accreditation Pass, I agree to comply with G2014 and the Commonwealth Games Federation (CGF) policies, rules and regulations including without limitation, the G2014 General Conditions of Attendance available at: www.glasgow2014.com, and the CGF Constitution (available at www.thecgf.com).
- Where I am the recipient of media accreditation, I

First Name SURNAME

Function

ORGANISATION

123456-01

ALL SPORT VENUES

OPERATIONAL AREAS/ BACK OF HOUSE PUBLIC TRANSPORT

GFH GAMES FAMILY

T5

COMMONWEALTH GAMES VILLAGE

R RESIDENTIAL ZONE OF THE VILLAGE

TRV TRAINING VENUES

2 PRESS AREAS

2

R

Appendix 2 - Local Areas Traffic Management and Parking by Plans for each Venue.

The LATMP and key dates and information for the venues is available on the Get Ready Glasgow website [here](#).

To help people living, working and operating businesses near venues, Get Ready Glasgow have incorporated the Traffic Management plans into one easy to view map for each venue below.

WEST	SECC Precinct Kelvingrove Lawn Bowls & Live Site Scotstoun Sports Campus
SOUTH	Cathkin Braes Hampden Park Ibrox Stadium
NORTH	Celtic Park (Opening Ceremony) Athletes Village & Emirates Arena Glasgow Green Tollcross International Swimming Centre Merchant City

Appendix 3– Secure Areas Address and Postcode detail

Accessing Secure Areas with Vehicle Restrictions in place

In general, all vehicles will be prevented from accessing areas within security barriers and will be required to follow signed diversion routes

HVMs are either permeable (some access is possible in some circumstances) or impermeable (there is no access for any vehicle). There are three main types of secure area:

1) Permeable HV in areas where residents may be permitted to access.

As part of the security requirements for access, these residents will be in possession of a Residents Authorization and/or Parking Permit (RAPP) which will facilitate entry. It has been approved that in these restricted access areas, other persons/service providers who have **essential** requirements **may** also be permitted vehicular access. The entry considerations will include whether the vehicle requires admission or whether the task in hand can be achieved by parking in the vicinity of the road closure and thereafter entering the secure area on foot. A number of different service providers may fall within this category and access **may** be granted at the road closures by the Organising Committee (OC) Security Department in conjunction with Police Scotland representatives at venue level.

The following addresses are impacted by this restriction

Address	Postcode
Allan Place	G40 4RH
Allan Street	G40 4RF
Allan Street	G40 4RL
Birkwood Street	G40 4QE
Dalmarnock Road	G40 4QA
Letherby Drive	G42 9BA
Norfield Drive	G44 4UD
Summerfield Street	G40 4QR
Woddrop Street	G40 4QD

2) Secure Area: HVM Restriction with no access for resident's vehicles.

The HVM will in general be impermeable (physically blocked), with gaps to walk around. In general, there is NO ACCESS for any services. Arrangements are in place to accommodate blue light response in these areas.

Addresses impacted by this measure are:

EAST END	
Street	Postcode
Springfield Road	G31 4HL
Springfield Road	G31 4JU
Williamson Street	G31 4LA
Whitby Street	G31 4TR
Fairholm Street	G32 7QB
Wellshot Road	G32 7QD
Altyre Street	G32 7QE
Ard Street	G32 7RA
Trainard Avenue	G32 7RD
Lily Street	G40 3HD
Lily Street	G40 3HE
Connal Street	G40 3HF
London Road	G40 3HW
Springfield Road	G40 3JB
Springfield Road	G40 3JD
Irvine Street	G40 3JE
Troon Street	G40 3JG
Troon Street	G40 3JH
Sorn Street	G40 3JJ
Irvine Street	G40 3LD
Springfield Road	G40 3LF
Bogside Street	G40 3LG
Baltic Street	G40 4SF
Baltic Court	G40 4SW

HAMPDEN	
Street	Postcode
Bolivar Terrace	G42 9AS
Bolivar Terrace	G42 9AT
Somerville Drive	G42 9BE
Somerville Drive	G42 9BG
Somerville Drive	G42 9BH
Somerville Drive	G42 9BJ
Lindores Street	G42 9BL
Cumming Drive	G42 9BN
Somerville Drive	G42 9BQ
Brownlie Street	G42 9BT
Somerville Drive	G42 9BU
Curtis Avenue	G44 4PX
Curtis Avenue	G44 4QD
Aikenhead Road	G44 4QE
Aikenhead Road	G44 4QF
Curling Crescent	G44 4QH

- 3) **There are also road closures indicated by cones/signs/police but no HVM. Addresses impacted by these are detailed below.**

IBROX	
Street	Postcode
Copland Quadrant	G51 2RU
Copland Road	G51 2RW
Woodville Street	G51 2RX
Copland Road	G51 2UB
Copland Road	G51 2UE
Mafeking Buildings	G51 2UZ

However, there are other road closures detailed on the Local Area Traffic management Plans. Some of the road closures will only be in place during ingress and egress of spectators from the venue.

Appendix 4 - Contact Numbers and Further Information

Website	URL
Get Ready Glasgow	http://www.glasgow.gov.uk/glasgow2014
Glasgow 2014	http://www.glasgow2014.com/
Traveline Scotland	http://travelinescotland.com/welcome.do
Traffic Scotland	http://www.trafficscotland.org/
NHS GGC CWG Portal	www.nhsggc.org.uk/cwg2014

Contact:	Louise Carroll Commonwealth Games Liaison Officer NHS GGC Civil Contingencies Planning Unit
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Telephone:	Tel: 0141 201 4554 Blackberry: 07580 939100