

WORKING  
together

**Resident Experience Board  
30 June 2016**

**Emergency Services Collaboration Programme**

Ian Thomson – Surrey Fire and Rescue Service

# Our vision

WORKING  
together

***‘To work together flexibly and with ambition to improve the way we deliver emergency services for the people of Surrey and Sussex, transforming how the services can work more efficiently, effectively and safely together.’***



# Our aims

- sustainably improving service to the public
- reducing costs and increasing resilience
- reducing overlap in service provision and
- responding to the changing patterns in demand



# Three priority themes

- Contact, Control and Dispatch
- Integrated Transport Function (ITF)
- Operations.

Partners are engaged in different ways in the themes and the projects under each, allowing for different operational models, funding arrangements, contracts and leases.

Each theme has a Sponsor and SRO, consistency of governance and reporting arrangements and a strategy setting out the high level intentions.

# Contact, Control and Dispatch

## (Police led)



Theme looks at co-ordinating and integrating arrangements for handling 999 and other calls into the emergency services.

### Project areas:

- joint mobilisation platform
- a single mapping system
- DEIT/MAIT/ Cloud-based solution
- co-location of control.

Surrey Police and Sussex Police and Surrey Fire and Rescue Service are actively pursuing this theme. Other partners keeping watching brief

# Integrated Transport Function (ITF) (FRS led)



*To “work collaboratively to meet the current and future transport and associated equipment needs for emergency services across Surrey and Sussex, improving delivery of 24/7 services in a sustainable, resilient and affordable way which is at a lower cost to public finances.”*

## Project areas:

- Joint workshops
- Fuel procurement, storage and issue
- Vehicle telematics
- Standardisation of vehicles and equipment
- Staffing, processes and systems.

The ITF has received government grant funding (through the Fire Transformation Fund) to support delivery of some of the work required.

# Operations (Ambulance led)



This theme includes a range of projects looking at what partners can do with and for each other when there is an incident (operational response) and projects looking at joining up arrangements behind the scenes (support).

Project areas include:	
• Gaining Entry	• Co-responding
• High Risk Missing Persons	• Minor RTCs

Further opportunities to collaborate being developed and prioritised.

# Outcomes – Gaining Entry

## For 2015/16:

- 641 attendances in Surrey
- FRS intervention on 492 occasions
- 46 requests for boarding up
- Average < 10mins
- Surrey Police £68,000 savings (estimated)



Surrey Fire and Rescue Service is now supporting SECAmb for gaining entry



# Outcomes – Co-responding

- Nearly 400 SFRS personnel trained in Immediate Emergency Care Responding over the last 2 years
- NJC trial commenced 28 Sept 2015 (Red 1 emergencies)
- Over 200 staff volunteered for the trial
- Expanded to include other medical emergencies May 2016 – an average of 16 additional incidents over 24 hours.
- Many lessons identified & changes made
- Feedback generally positive
- Resource management in place

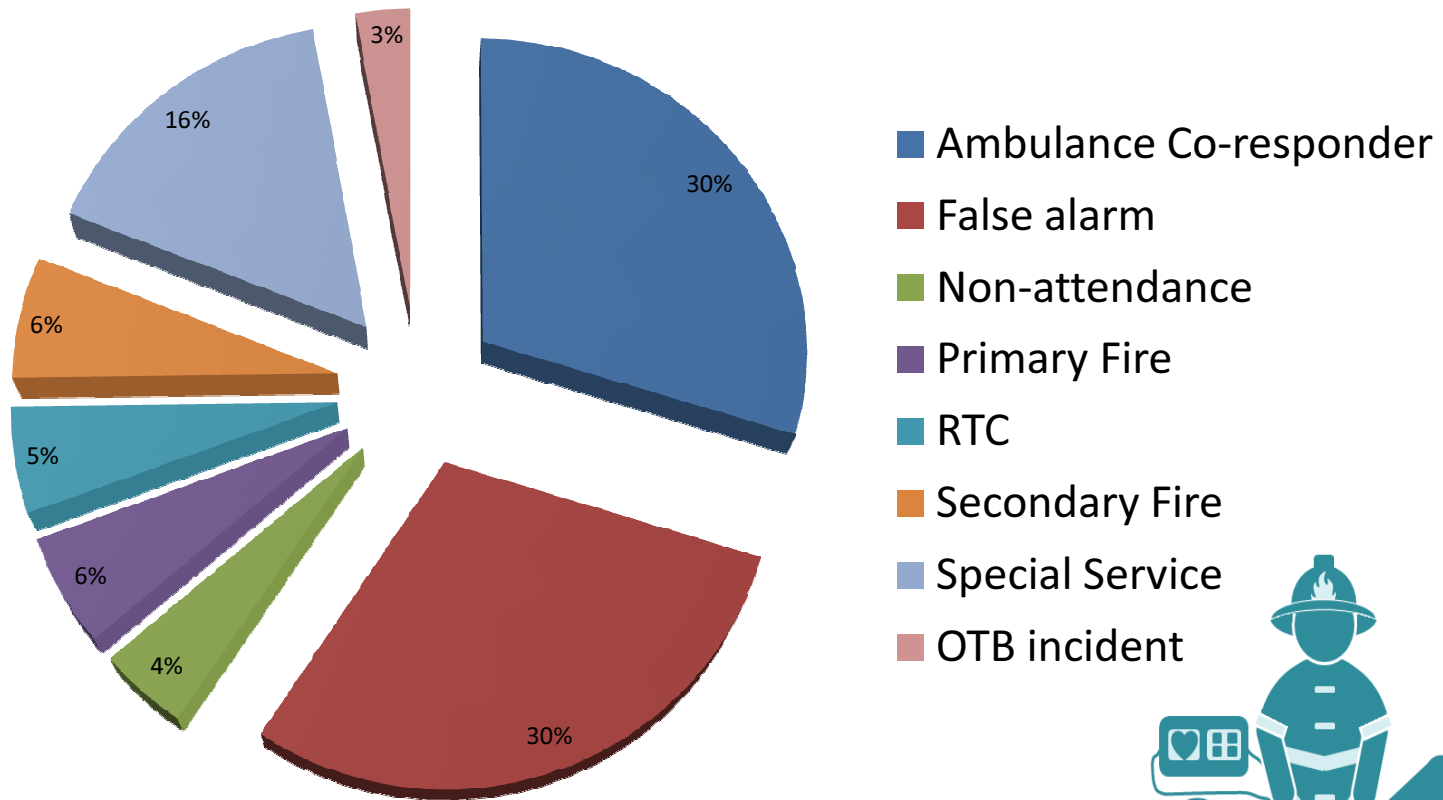


# Feedback

- ***“The fire crew were excellent on scene, doing chest compressions, assisting generally and were invaluable when the patient had to be moved from the third floor to the ambulance. We managed to get a good output on the patient and when I last checked, he was still alive on ITU.” Paramedic***
- ***“I didn’t join the Fire Service to be a medic but I did join to save lives. Being a co-responder means I can help more people that need it and deliver the kind of service that our residents expect.” Crew Commander / Area FBU Rep***

# Outcomes – Co-responding

## Incident Breakdown 23 May - 26 June 2016





# Joint Emergency Contact Centre (JECC)





# Mobilisation & Risk

WORKING  
together

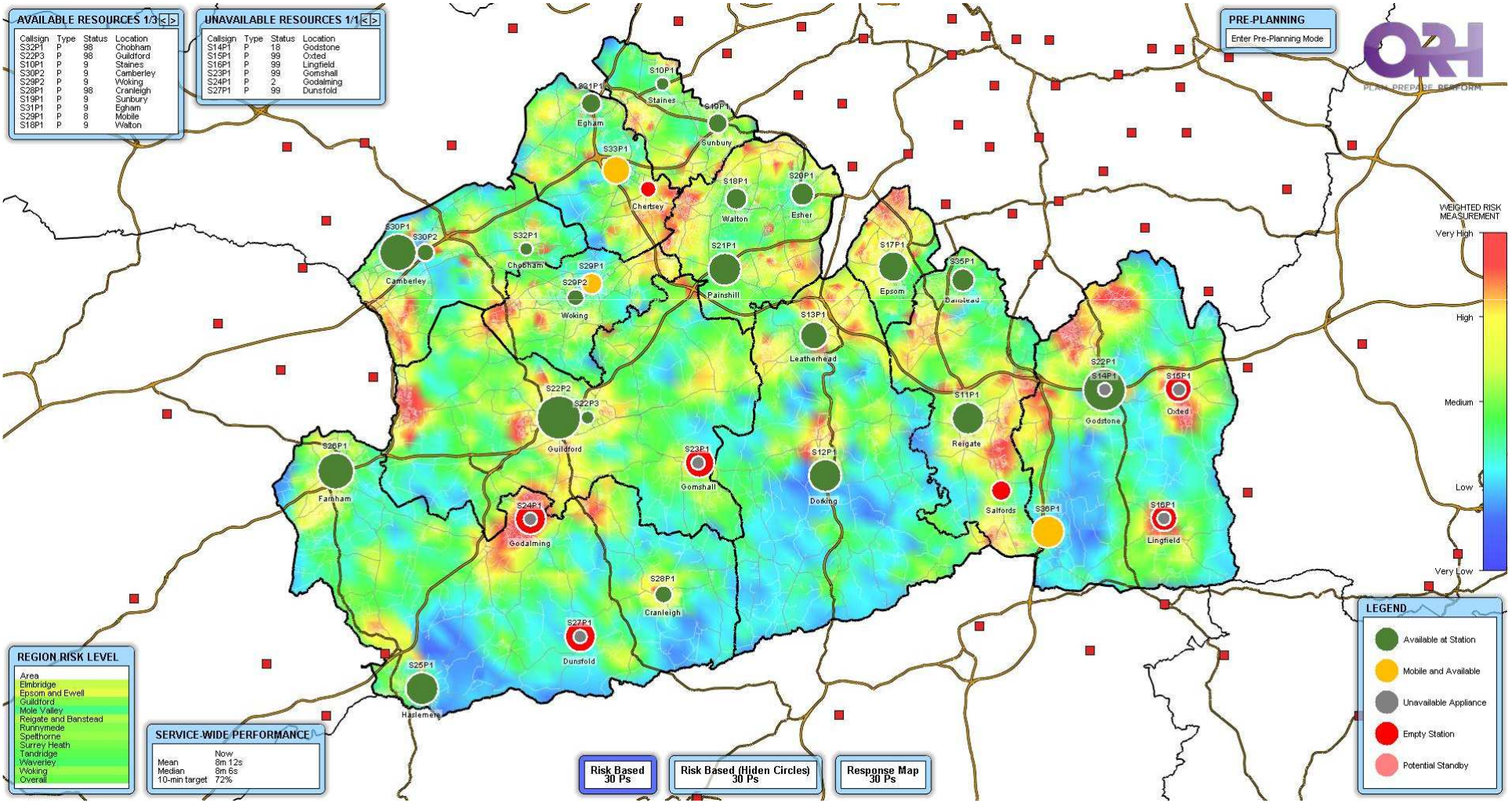
Callign	Type	Status	Location
S32P3	P	98	Chobham
S22P3	P	98	Guildford
S10P1	P	9	Staines
S30P2	P	9	Camberley
S28P2	P	9	Woking
S28P1	P	98	Cranleigh
S18P1	P	9	Sunbury
S31P1	P	9	Egham
S29P1	P	8	Mobile
S18P1	P	9	Walton

Callign	Type	Status	Location
S14P1	P	18	Godstone
S15P1	P	99	Oxted
S16P1	P	99	Lingfield
S23P1	P	99	Godmash
S24P1	P	2	Godalming
S27P1	P	99	Dunstfold

PRE-PLANNING  
Enter Pre-Planning Mode



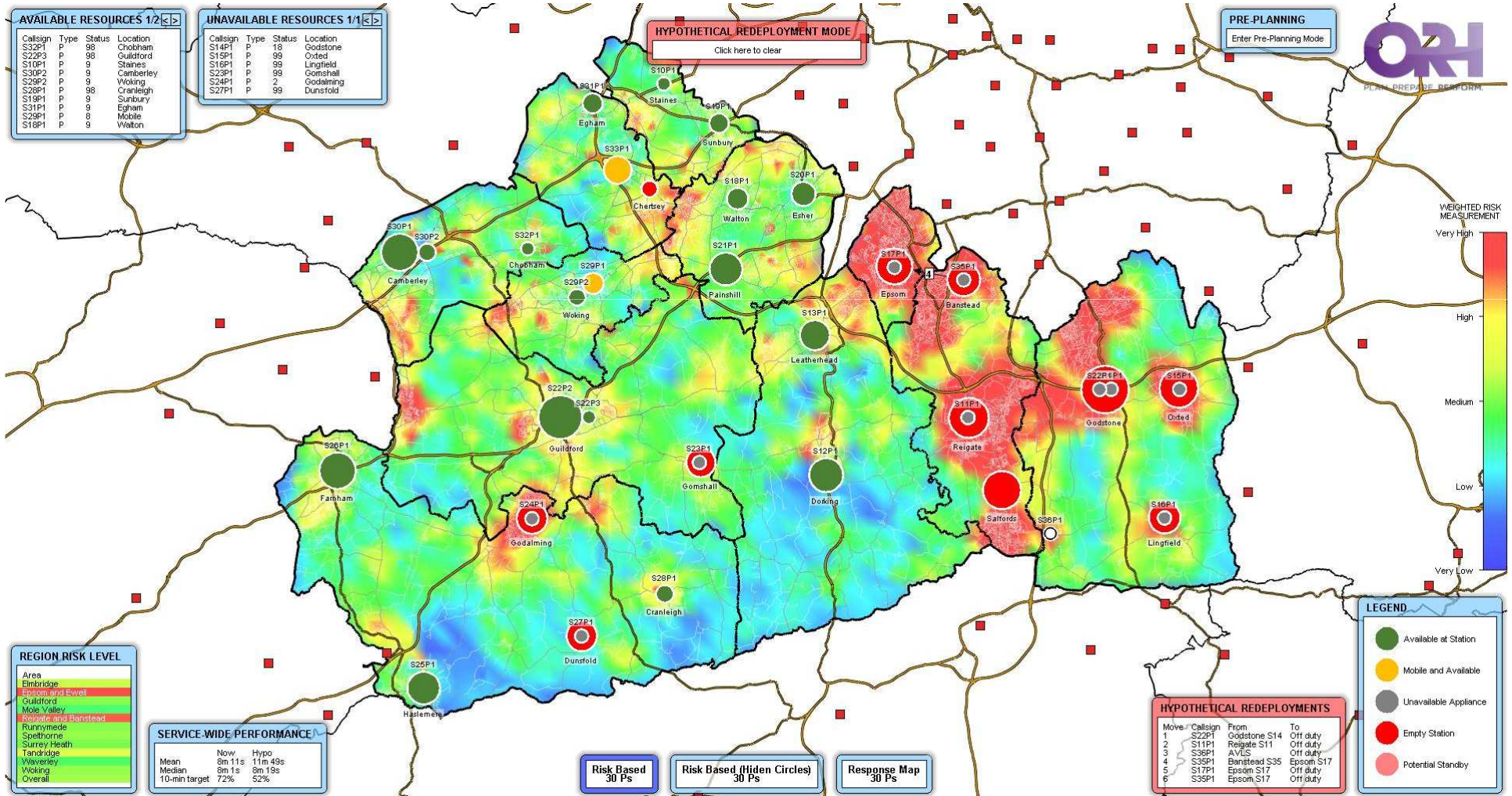
Page 13





# Mobilisation & Risk

WORKING  
together



**AVAILABLE RESOURCES 1/2**

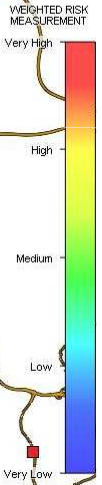
Callign	Type	Status	Location
S32P1	P	98	Chobham
S22P3	P	98	Guildford
S10P1	P	9	Staines
S30P2	P	9	Camberley
S28P2	P	9	Woking
S28P1	P	98	Cranleigh
S18P1	P	9	Sunbury
S31P1	P	9	Egham
S29P1	P	8	Mobile
S18P1	P	9	Walton

**UNAVAILABLE RESOURCES 1/1**

Callign	Type	Status	Location
S14P1	P	18	Godstone
S15P1	P	99	Oxted
S16P1	P	99	Lingfield
S23P1	P	99	Godshill
S24P1	P	2	Godalming
S27P1	P	99	Dunstfold

**HYPOTHETICAL REDEPLOYMENT MODE**  
Click here to clear

**PRE-PLANNING**  
Enter Pre-Planning Mode



**REGION RISK LEVEL**

Area	Risk Level
Embsayde	Very High
Epsom and Ewell	High
Guildford	Medium
Mole Valley	Low
Reigate and Banstead	Very Low
Runnymede	Very Low
Spelthorne	Very Low
Surrey Heath	Very Low
Tandridge	Very Low
Waverley	Very Low
Woking	Very Low
Overall	Very Low

**SERVICE-WIDE PERFORMANCE**

	Now	Hypo
Mean	8m 11s	11m 49s
Median	8m 1s	8m 13s
10-min target	72%	52%

Risk Based 30 Ps    Risk Based (Hidden Circles) 30 Ps    Response Map 30 Ps

**HYPOTHETICAL REDEPLOYMENTS**

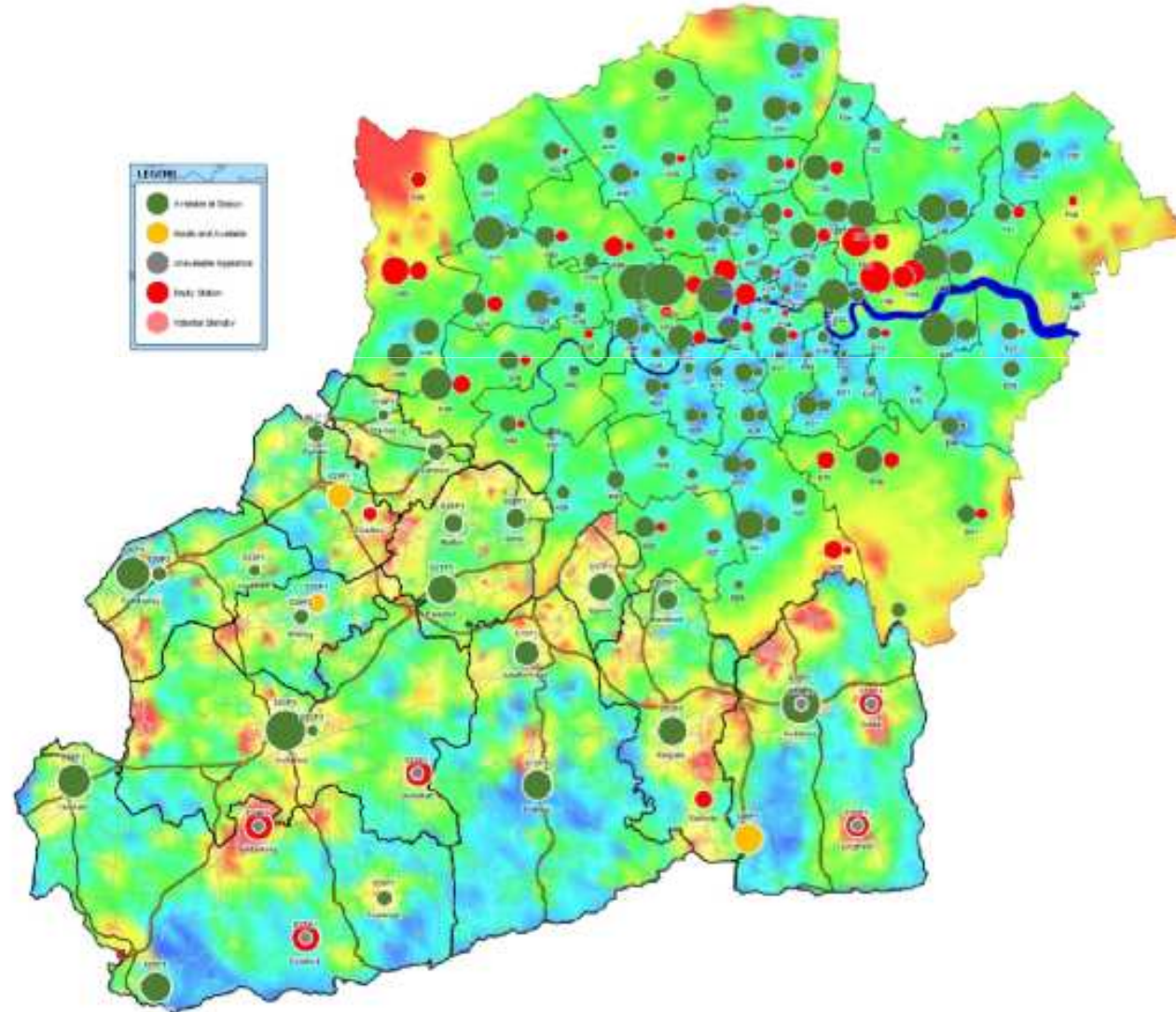
Move	Callign	From	To
1	S22P1	Godstone S14	Off duty
2	S11P1	Reigate S11	Off duty
3	S38P1	AVLS	Off duty
4	S35P1	Banstead S35	Epsom S17
5	S17P1	Epsom S17	Off duty
6	S35P1	Epsom S17	Off duty

**LEGEND**

- Available at Station (Green circle)
- Mobile and Available (Yellow circle)
- Unavailable Appliance (Grey circle)
- Empty Station (Red circle)
- Potential Standby (Pink circle)

# Future developments?

WORKING  
together



# Questions?



## Contact details:

[bluelight.collaboration@surreycc.gov.uk](mailto:bluelight.collaboration@surreycc.gov.uk)

[ian.thomson@surreycc.gov.uk](mailto:ian.thomson@surreycc.gov.uk)

This page is intentionally left blank