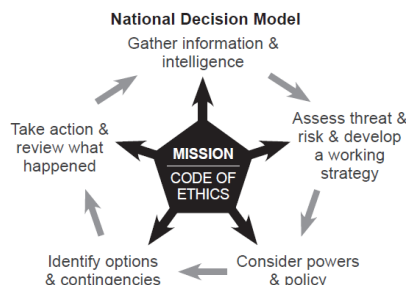




Emergency Services Collaboration

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What are the Policing Principles?

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| Accountability ✓ | Fairness ✓ | Honesty ✓ |
| Integrity ✓ | Leadership ✓ | Objectivity ✓ |
| Openness ✓ | Respect ✓ | Selflessness ✓ |

1. Current situation

- 1.1 The emergency services/blue light collaboration programme (ESCP) ended approximately 18 months ago. The organisations who were part of this programme were Surrey Police, Sussex Police, South East Coast Ambulance Service (SECAmb), Surrey Fire and Rescue Service (SFRS) East Sussex Fire and Rescue Service (ESFRS) and West Sussex Fire and Rescue Service (WSFRS). As this was concluded Surrey Police jointly sponsored a Darzi Fellowship with SECAmb.
- 1.2 In addition to the collaboration of Surrey and Sussex Police, which is recognised nationally, some of the projects that had been part of the ESCP such as the Joint Transport Function (JTF), and Surrey Fire and Rescue Services (SFRS) gaining entry on behalf of police, have either been delivered or are now part of business as usual. Other projects such as SFRS carrying out emergency care responding on behalf of the ambulance service, and the Multi Agency Information Transfer system (MAIT) have either ceased or have been abandoned due to changes in organisational priorities.
- 1.3 The government transformation funding supporting the programme ended. Surrey County Council who provided much of the resource to support the programme reallocated their resources.
- 1.4 Surrey Police currently have no dedicated emergency services collaboration resource, these posts were previously funded through the transformation funding, however, Surrey Police, Sussex Police and SECAmb are funding the extension of the Darzi Fellowship for one year to further develop police and health collaboration.
- 1.5 Towards the end of the ESCP it was recognised that a key enabler for further emergency services collaboration was for the three fire services to work more collaboratively, similar to the collaboration between Surrey and Sussex Police. The aspiration was once this had been achieved all blue light organisations would look again at further opportunities for emergency services collaboration.

2. Police work with SECAmb

- 2.1 Following the end of the formal ESCP both Surrey and Sussex Police continued to work closely with all blue light partners with a particular focus on improving working practices with SECAmb. This was driven largely by the significant amount of additional demand being placed on the police as a result of challenges SECAmb were having managing their own demand, and being placed under special measures by the Care Quality Commission (CQC). Surrey Police have a dedicated Police SECAmb SPOC (Inspector Kimball Edey), who maintains regular contact with a dedicated SECAmb SPOC. The key role of these SPOC's are:
 - To improve the lines of communication between the organisations
 - Enable the education of each Service with regards to the limitations and/or scope of existing and proposed operating parameters and call challenging requirements.
 - Enabling the development of an understanding of each organisations deployment procedures and structures.
 - Managing individual Service expectations, internally and externally, through agreed and common 'Key Lines/Messages'
 - To highlight, discuss and implement any required changes, as a result of key learning from specific events/incidents.
- 2.2 Following the work by the SPOC's, SECAmb are planning to introduce a new role to support the police called a Clinical Safety Navigator. The Clinical Safety Navigator will be able to assist officers and staff with guidance and advice when they are dealing with issues requiring an input from

SECAMB. In certain circumstances where appropriate, the clinical navigator will take over managing the risk for a patient. This will reduce the amount of time police officers are having to remain with patients, and empower call handlers to make appropriate decisions about police involvement at the first point of contact. The clinical navigator will also consider alternative care pathways to negate the need to always send an ambulance. A new decision flow chart has also been jointly produced to aid police contact centre staff with better management of calls received involving a medical issue. The decision flow chart is due to go to the next Police Command Oversight Board at the end of July for formal sign off.

2.3 Recently through the dedicated SPOC process we were able to provide some fast time feedback to SECAMB in relation to their initial assessment and response to an Acute Behavioural Disorder (ABD) incident being dealt with by officers. Through this process, SECAMB were able to proactively respond to police concerns, and amended their deployment policy ensuring that all incidents of ABD where their attendance was being requested by police would be treated as an emergency response.

2.4 A Policing and Ambulance Oversight board has been created across Surrey and Sussex Police involving SECAMB representatives to further explore opportunities for emergency services collaboration. This board is scheduled to next take place on the 3rd September 2019 and will be chaired by ACC Dave Miller.

3. Conclusion

3.1 Although there is no ESCP programme and formal governance currently within Surrey Police, there is some targeted collaboration activity ongoing with SECAMB, which is anticipated to deliver benefits and reduced demand on police resources.

3.2 The planned implementation of the SMART Storm Command and Control System across Surrey and Sussex Police in Feb 2020, offers opportunities for further emergency services collaboration.

3.3 A key enabler for more effective emergency services collaboration across Surrey and Sussex, is for the fire services across Surrey and Sussex to standardise working practices and collaborate further. It would be beneficial for Surrey and Sussex police to have a better understanding if there is an appetite from the fire services to do this.

4. Decisions

4.1 None required, this paper is for information only.