

Report to	Executive Panel
Report no	EP/2017/07/08
Date	17/07/17
Lead Officer	Assistant Chief Fire Officer
Contact Officer	Richard Fairhead
Subject	Collaborative working



PURPOSE OF REPORT

- 1 To inform members of progress in developing collaborative projects between North Wales Fire and Rescue Service (NWFRS), North Wales Police (NWP) and the Welsh Ambulance Services NHS Trust (WAST).

EXECUTIVE SUMMARY

- 2 Collaborative projects continue to develop between NWFRS, NWP and WAST through the Tri-Service Collaboration Programme Board (TSCPb). The work of the TSCPb has been organised around three work streams: a) Prevent and Respond; b) Support Services; and c) Mobilising Controls. Significant progress has already been achieved in relation to some areas, notably in the Prevent and Respond work stream, and work continues to develop in relation to a range of other functions where the potential exists to improve efficiency and/or cost-effectiveness through collaboration.

RECOMMENDATIONS

- 3 That Members note the information contained within this report.

BACKGROUND

- 4 For many years NWFRS has been collaborating with NWP to improve the efficiency and/or cost-effectiveness of particular service areas, for example in the Joint Communication Centre (JCC), estates management, corporate communications and procurement. NWFRS also has a long history of collaborating with WAST, most recently in relation to the development and occupation of shared premises in Wrexham.
- 5 In June 2015 a TSCPb comprising senior managers from the three emergency services in North Wales was set up to find new opportunities to drive further improvements through collaboration.

- 6 The establishment of this Board also accorded with the Welsh Government's aspiration as set out in its National Framework 2016 for increased collaboration and developing the role of the firefighter.

INFORMATION

- 7 Having established three distinct work streams of a) Prevent and Respond; b) Support Services; and c) Mobilising Controls, the TSCP B undertook scoping work to identify where opportunities existed for each of the three Services.
- 8 The scoping work and project briefs were presented to the Chief Fire Officer, the Chief Constable and the Chief Executive Officer of WAST and were agreed as being in keeping with all three services' strategic direction of travel.
- 9 The agreed prevent and respond project comprised a number of activities that required further planning to determine what could be aimed for in the short-, medium- and long term.

Short term goals

- NWFRS performing emergency medical response (EMR)
 - NWP Police Community Support officers (PCSOs) completing home safety checks on behalf of NWFRS
 - NWFRS Home Safety Support Workers delivering crime reduction interventions and target hardening advice on behalf of NWP
 - Falls risk assessments to be undertaken by both NWP and NWFRS
 - Crime reduction training for all NWFRS staff.
 - NWFRS staff began their training in summer 2016 in relation to the NWP search protocols and have been deployed to assist with missing from home incidents by NWP.
- 10 To date significant progress has been made in these areas, NWFRS is awaiting the outcome of national discussions about the future of EMR.

Medium term goals

- co-location of staff where appropriate
- NWFRS staff to be mobilised to vulnerable persons who are reported to be missing from home in the first hours following their disappearance on behalf of NWP.

Long Term aspiration

- Development of a new multi-agency role to deal with high volume low priority calls for service and negate the need for specialist officers to attend, thus freeing them up to attend higher priority calls.
- 11 A pilot response team – the Community Assistance Team (CAT) – was launched in Denbighshire on 1 August 2016 which saw NWFRS staff being mobilised to non-injury falls in the home on behalf of WAST, with the ultimate aim to negate the need for an ambulance to attend. This team also undertakes a variety of prevention activities and interventions, as well as attending 'concern for safety' calls for NWP. The extension of this pilot is currently underway.
- 12 The support services scoping work took account of where positive examples of collaboration are already demonstrated and looked to build on previous successes.
- 13 Having considered a wide range of support service areas (fleet/transport, communications, language services, estates, procurement, design and print, human resources, finance and training), it was decided to identify areas where progress could be achieved in the short term and to focus attention on those. The selected areas related to:
- i. Estates management
NWFRS, NWP and WAST already operate out of a number of shared premises, including the Joint Communications Centre in St Asaph, the new NWFRS/WAST resource centre in Wrexham, a first tri-service facility in Deeside, and the NWFRS/NWP facilities in Tywyn and Nefyn.
 - ii. Fleet management
ongoing work with regard to light Vehicle servicing, blue light installations, on call mechanics and developing shared workshops areas
 - iii. Language services
agreement to provide translation services, both written and simultaneous.
- 14 The mobilising controls work had two strands:
- a. the first was in relation to bringing WAST emergency call handlers into the existing NWP and NWFRS joint control room, so as to provide a tri service control room for North Wales;

b. the second strand was in relation to the integration of staff within the control room environment so certain activities could be undertaken by any control operator regardless of whom they were employed by and subsequently utilising any latent capacity that an agency may have during quieter periods.

- 15 Following careful consideration WAST decided that it wishes to pursue a clinical hub model, which will bring together all health related call handlers such as NHS Direct and out of hours GP helplines, and as the capacity does not exist within the site in St Asaph a tri service control room is not currently its preferred option.
- 16 WAST, however, gave an undertaking to provide a small number of clinicians to work out of the JCC room in order to feed into decision making around the need for ambulance deployments and subsequently reduce WAST's demand which has proved extremely successful.
- 17 Staff members from both NWFRS and NWP continue to progress and develop the opportunities to work more collaboratively in the control room and shared systems and training to facilitate this work are currently being provided.

IMPLICATIONS

Wellbeing Objectives	Benefits the communities of North Wales
Budget	Funding for the original CAT pilot was supported by a grant of £100,000 from Welsh Government.
Legal	None
Staffing	Use of existing staff – CAT team is made up of community safety practitioners from NWFRS
Equalities/Human Rights/ Welsh Language	None
Risks	Reputational damage if the service has to halt any of the projects due to representative body direction or due to funding.