



OFFICIAL

Tri Service Collaboration update

Executive Committee

Date: 6 January 2020

Agenda Item:

6

Submitted By: Director of Service Support

Purpose	To update the Executive Committee on current and future collaboration initiatives.
Recommendations	That the Executive Committee note the content of this paper.
Summary	The Tri-Service Collaboration Steering Group have identified a number of options for potential collaboration which are presented in this report for approval.

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: None

1 Introduction

1.1 On the 2nd of December 2019 the Tri-Service Collaboration Steering Group met to discuss future collaboration opportunities.

1.2 Some of the potential collaboration opportunities have been proposed previously, however did not progress to actual development. Due to changing circumstances, some of the opportunities identified previously should now be revisited for further development.

1.3 The areas identified for further scoping and development are:

- Occupational Health
- Health and Safety Teams
- Shared Estates
- Tri-Service Emergency Responders
- Shared Training and Training Facilities
- Fleet management and Workshops
- Printing services

2 Information

2.1 Further scoping and identification of the benefits that can be realised has yet to be carried out, the opportunities that we believe are available within these areas are detailed in the following paragraphs.

Occupational Health

2.2 Occupational Health is an area which has been proposed previously, at the time the options could not be progressed, however, due to changing circumstances, it is now felt that there are areas within occupational health which may be viable and beneficial.

2.3 West Yorkshire Police are recruiting a significant number of new police officers over the next few years, this places a huge demand upon their occupational health function. Additional capacity will be needed to meet this demand and mitigate its impact.

2.4 The recruitment of doctors and nursing staff is an ongoing issue for West Yorkshire Police.

2.5 There is the possibility of revisiting the previously explored options to identify opportunities such as shared facilities and staff.

Health and Safety Teams

- 2.6 Health and Safety Teams and the Health and Safety departments have not previously been scoped for possible collaboration opportunities. We believe that there is potential to share staff and facilities.

Shared Estates

- 2.7 This is an area which has been on the agenda for collaboration previously. The group discussed this area for collaboration and would like to explore the possibilities further. This includes the suitability of rural fire stations to host YAS and neighbourhood policing teams as well as the possibility of sharing office spaces.
- 2.8 YAS are developing a hub and spoke system for their station locations, it is felt that the more remote fire stations would provide good options for the 'spoke' locations.
- 2.9 The group felt that with suitable medium and long-term planning there would be some good opportunities to collaborate. We believe that there is a need for longer term planning between the estates managers to align the planning and create opportunities.

Tri-Service Emergency Responders

- 2.10 In rural areas it can be a struggle to recruit or provide resources for all emergency services. The possibility of multi-discipline trained staff has been identified as an area which may provide benefits to each organisation.
- 2.11 Where WYFRS have 'On-Call Fire Stations operating within rural communities, West Yorkshire Police have Police Community Support Officers (PCSOs) working within the same areas and the Yorkshire Ambulance Service utilise Community First Responders (CFRs).
- 2.12 We have previously collaborated and shared facilities so that the CFRs and PCSOs can work from and utilise rural fire stations, this could be expanded further to allow staff from all three services to carry out more than role.

Shared Training and Training Facilities

- 2.13 This is an area which has large potential but will require significant work. There are many possible opportunities for the sharing of facilities, staff and training.
- 2.14 WYP have a large requirement for First Aid at Work training, this is training which could possibly be provided by WYFRS or YAS and will need to be scoped further.
- 2.15 This workstream will require the heads of training from each organisation being brought together to discuss the benefits which can be identified.

Fleet Management and Workshops

- 2.16 Workshop facilities and management is area which provides good opportunity to improve efficiencies and effectiveness. There are examples of this collaboration being successful within other organisations such as Humberside, South Yorkshire and North Yorks.
- 2.17 Workshops tend to operate remotely from the day to day service delivery of organisations, this would reduce some of the issues that we have previous identified when exploring the possibility of merging or sharing functional areas.
- 2.18 There may be some opportunity for fleet management collaboration between YAS and WYFRS however WYP are in a national fleet contract.

Printing services

- 2.19 YAS and WYFRS currently out source their print work. External companies are paid to produce brochures, leaflets, posters etc. This comes at quite a cost to the organisations. WYP print in-house, there is also extra capacity. The handling of YAS and WYFRS print requirements is an area for potential development.

3 Financial Implications

- 3.1 There are no direct financial implications attributed to this report. Further scoping will likely lead to opportunities to realise financial efficiencies.
- 3.2 All collaboration options or reviews will be subject to financial impact assessments.

4 Legal Implications

- 4.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

5 Human Resource and Diversity Implications

- 5.1 At this time there are no direct human resource and diversity implications.
- 5.2 All collaboration options or reviews will be subject to equality, diversity, and inclusion impact assessments.

6 Health, Safety and Wellbeing Implications

6.1 At this time there are no direct Health and Safety implications.

6.2 All collaboration options or reviews will be subject to through risk assessments.

7 Environmental Implications

7.1 At this time there are no direct environmental impact implications.

7.2 All collaboration options or reviews will be subject to environmental impact assessments.

8 Your Fire and Rescue Service Priorities

8.1 The Integrated Risk Management Plan is critical to the delivery of our ambition of “Making West Yorkshire Safer”. These proposals will help achieve our priorities of:

- Reduce the risks to the communities of West Yorkshire
- Continue to keep our firefighters safe
- Maintain our current 40 fire stations and 46 fire engines
- Work smarter throughout the service
- Make better use of technology and innovate where possible
- Be more efficient across all areas of the service to make savings
- Identify options to make further savings beyond 2020
- Support, develop and enable our people to be at their best
- Manage recruitment to avoid compulsory redundancies wherever possible

9 Conclusions

9.1 The options which have been identified as potential areas for collaboration will require further scoping, research and exploration. These options have been presented to the Executive Committee to approve the further research and development of these areas.



OFFICIAL

Gaining Entry Cause for Concern - conclusion of six-month pilot

Executive Committee

Date: 6 January 2020

Agenda Item:

7

Submitted By: Director of Service Support

Purpose	To inform Executive Members of the recommendation following the Gaining Entry Cause for Concern six-month pilot.
Recommendations	<p>That the Executive Committee approve the implementation of the Gaining Entry Cause for Concern protocol across West Yorkshire as business as usual.</p> <p>It is also recommended that the Executive Committee approve a number of additional recommendations that will improve the current procedure. These are detailed within Appendix A.</p>
Summary	<p>The 'Gaining Entry Cause for Concern' protocol relates to occasions when an emergency call may be received within Yorkshire Ambulance Service (YAS) where there is concern for the safety or welfare of a patient inside a dwelling and YAS have established they are unable to gain access.</p> <p>The six-month pilot of the protocol has completed and the outcomes are presented to the Executive Committee.</p>

Local Government (Access to information) Act 1972

Exemption Category: None

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Background papers open to inspection: None

Annexes: Final - Memorandum of Understanding Gaining Entry Cause for Concern V2.1
Final - Gaining Entry Cause for Concern Project End Report

1 Introduction

- 1.1 On the 6th February 2018 a paper was submitted to the Executive Committee detailing a proposal for West Yorkshire Fire & Rescue Service (WYFRS), West Yorkshire Police (WYP) and Yorkshire Ambulance Service (YAS) to introduce a new 'Gaining Entry Cause for Concern' protocol in West Yorkshire. The Executive Committee was asked to approve a six-month trial.
- 1.2 Following approval from the Executive Committee, a Memorandum of Understanding (MoU) was agreed between WYFRS, WYP and YAS.
- 1.3 Under the MoU, WYFRS will support YAS in gaining entry where there is concern for the safety or welfare of a patient inside a property, replacing WYP as the supporting agency.
- 1.4 The six-month pilot, began on the 6th May 2019 and concluded on 6th November 2019.

2 Background

- 2.1 YAS attend or are requested to attend a number of incidents within West Yorkshire where a medical emergency is understood to have occurred but on arrival they are unable to gain access to the property to provide treatment to the affected individual.
- 2.2 Prior to the start of the six-month pilot, WYP were requested to support YAS and were responsible for gaining access to the property. The first responding Police officers often do not have the correct personal protective equipment (PPE) or adequate breaking equipment to carry out such tasks. The incidents would often also require a response from WYFRS.
- 2.3 A formal collaborative agreement was put in place to run a six-month pilot for gaining access in to properties in the event of a medical emergency. The MoU is an agreement with all three emergency services within West Yorkshire. A similar arrangement to that which was already in place in South Yorkshire Fire and Rescue Service (SYFRS).

Note: The pilot end date has now ceased and WYFRS have approval from the Fire Authority and Representative Bodies to run the protocol indefinitely until the recommendations in the project end report have been considered.

- 2.4 The protocol relates to occasions where an emergency call received within the YAS Control room where there is concern for the safety or welfare of a patient inside a dwelling and YAS have established they are unable to gain access. In such instances WYP, YAS and WYFRS through the initiation of a MoU will enact a protocol outlined to establish a multi-agency response where:

- A response at the incident will be maintained by YAS.
- A supporting response will be made by WYFRS to assist in gaining entry to the dwelling.

- Support will be provided by WYP in boarding up services and security of the dwelling.

3 Information

3.1 During the six-month pilot, WYFRS have responded to 591 incidents supporting YAS to gain entry.

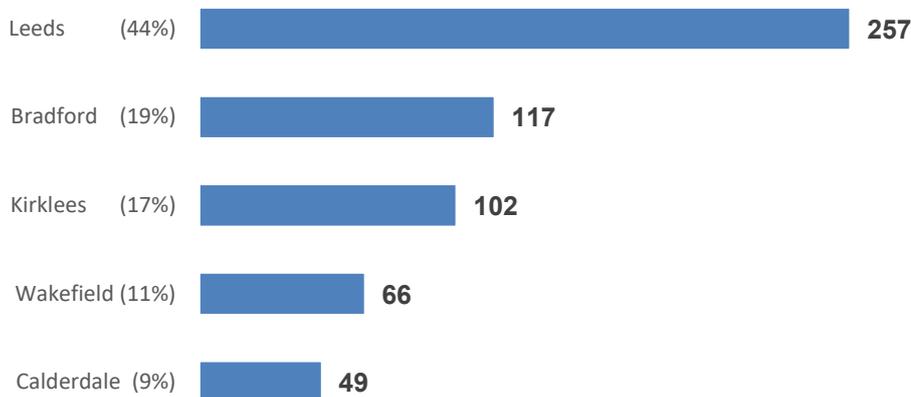
3.2 The following information is information collated from the Incident Reporting System and incident debrief reports.

Mobilisation			%
Origin of call	YAS	535	90%
	WYP	16	3%
	Other	40	7%

None standard responses			%
WYFRS returned prior to arrival		14	2%
On arrival WYFRS not required		136	23%
On arrival YAS not in attendance		9	1.5%
On arrival WYFRS informed that the occupant was a threat to emergency services		3	0.5%
YAS resources redirected whilst on route to the property (WYFRS arrived first)		0	0%

Gaining Entry and Securing the Premise			%
WYFRS gained entry - wrong property		3	0.5%
WYFRS gained entry - no one in the property		41	7%
WYFRS mobilised to another incident whilst waiting for rapid secure		1	0.2%
Rapid Secure not responded within 60 minutes		1	0.2%

- 3.3 On arrival WYFRS resources have not been required 23% of the time. Throughout the trial WYFRS have been working with colleagues in WYP and YAS to try and reduce this figure, and will continue to do so should this proposal be approved.
- 3.4 YAS have assured WYFRS that the decision to request WYFRS resources in order to gain entry is in the best interest of the patient and is not taken lightly.
- 3.5 A breakdown of the number of incidents per WYFRS district is detailed below:



4 Benefits Realisation

- 4.1 WYFRS are typically able to make a significantly faster response than WYP to this type of incident which means that emergency medical care provided by YAS is reaching people in our communities faster and enabling them to get to definitive medical care sooner.
- 4.2 The protocol is proving to be very beneficial to the community and people needing medical assistance. The effectiveness and efficiency of YAS and WYP have been improved with minimal impact upon WYFRS.
- 4.3 WYFRS have seen a further benefit from a 'Safe and Well' perspective, as these incidents typically involve the vulnerable or frail members of our community. The identification of these individuals allows WYFRS to provide support and interventions to further help keep them safe and well within their homes.
- 4.4 The multi-agency response to such incidents has been invaluable at times and there is evidence documented within WYFRS debrief reports where collaboration has been seen to be at its best. Examples such as:
- WYFRS crews have assisted YAS with patient care. CPR and transporting the patient to the ambulance for example.
 - Ladders have been utilised to access upstairs windows negating the need to damage property by gaining access through breaking a lock/door.
 - WYFRS crews have utilised LCC master key fobs to gain access to LA housing negating the need to damage property.

4.5 WYP have seen a saving in their expenditure as a result of introducing the protocol. On average WYP send 2.44 officers for 51 minutes to deal with a Concern for Safety/Welfare call. This is £22.60 per hour so a saving of £46.87 per call.

4.6 With 591 incident responses from WYFRS, this has resulted in a cost avoidance to WYP of approximately **£27,100**

Note: The financial figures above are approximate and are based on the value of £47,000 with on-costs per Police Constable.

4.7 Based upon these figures the six-month trial has saved WYP a total of **1225.7** officer hours (based on individual officers). This enables WYP to utilise their Officers for other emergencies, critical work and other work within the community.

4.8 Additional recommendations, such as WYFRS fire appliances carrying replacement barrel locks, would attract further savings due to Rapid Secure not having to attend incidents to ensure security.

4.9 YAS and WYP would like the current protocol to be made a permanent agreement.

5 **Complaints/Compliments**

5.1 WYFRS Legal Department have dealt with four potential claims against the organisation for damage to property from the property owner. All have been dealt with in consultation with YAS resulting in no impact to WYFRS.

5.2 WYFRS have not received any compliments from members of the public as a result of the protocol.

6 **Financial Implications.**

6.1 The increased demands upon WYFRS resources can be managed within current capacity. Staffing costs are covered within existing budgets.

6.2 There are associated costs due to the increase in fuel, administration etc. however, these are negligible.

7 **Legal Implications**

7.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

8 Human Resources and Diversity Implications

- 8.1 There is an improved response to more vulnerable members of our community.

9 Health, Safety and Wellbeing Implications

- 9.1 Occupational health and safety risk assessments have been undertaken to support the MoU.
- 9.2 There have been no safety events reported by operational staff during the six-month pilot that are as a result of introducing the protocol.
- 9.3 There are no direct health and safety implications attributed to this report at this time. Health and safety reports will be monitored continuously.

10 Environmental implications

- 10.1 There will be an increase in the usage of WYFRS vehicles as a result of this protocol, this is however offset by the decrease in the usage of WYP vehicles.

The Environmental implications therefore will be negligible.

11 Your Fire and Rescue Priorities

- 11.1 The Integrated Risk Management Plan is critical to the delivery of our ambition of "Making West Yorkshire Safer". These proposals will help achieve our priorities of:

- Reduce the risks to the communities of West Yorkshire
- Continue to keep our firefighters safe
- Maintain our current 40 fire stations and 46 fire engines
- Work smarter throughout the service
- Make better use of technology and innovate where possible
- Be more efficient across all areas of the service to make savings
- Identify options to make further savings beyond 2020
- Support, develop and enable our people to be at their best
- Manage recruitment to avoid compulsory redundancies wherever possible

12 Conclusions

- 12.1** Executive Committee members are asked to approve the implementation of the Gaining Entry Cause for Concern protocol across West Yorkshire as business as usual.
- 12.2 This project has delivered the required objective for which it was initiated, whilst also detailing a number of recommendations for consideration.
- 12.3 The protocol has demonstrated that WYFRS, WYP and YAS are fulfilling their duties working together to identify opportunities to improve effectiveness and efficiency. This has been achieved without compromising the core functions (Protection, Prevention, Response and Resilience) of the Fire and Rescue Service.
- 12.4 WYFRS are able to fulfil this extra workload within its current capacity, this reduces the demand upon WYP resources.

13 Recommendations

- 13.1 To implement the Gaining Entry Cause for Concern protocol across West Yorkshire as business as usual.
- 13.2 There are also a number of additional recommendations that will improve the current procedure, these are presented within Appendix A.

13 Appendix A – Recommendations

Recommendation	Rational/Comments	Owner
<p>1. Yorkshire and Humber Operational Resilience Group (YHORG) to agree a regional MoU with YAS</p>	<p>Currently all FRS's within the region are collaborating and have an agreement in place to support YAS gain entry in premises where there is a concern for the safety/welfare of a patient inside.</p> <p>It must be noted that the agreement each FRS have with their respective Police organisations and YAS slightly differ, however, in principle the agreement is the same. Differences include:</p> <ul style="list-style-type: none"> • Mobilisation criteria • Boarding up procedure • Roles and responsibilities for Police and Fire (Securing the premise) 	<p>SM Ops Support</p>
<p>2. WYFRS to carry replacement barrel locks on all fire appliances as part of the Method of Entry (MoE) equipment.</p> <p>Note: The procedure for securing the premise within MoU will require updating and communicating to all relevant stakeholders.</p>	<p>All WYFRS crews have received, or are booked in with TC, for additional MoE training. All appliances will be, if not already, supplied with new MoE equipment.</p> <p>Pulling locks is becoming the preferred MoE method. If WYFRS appliances carried spare barrel locks then once a lock has been pulled the crew could fit a new temporary lock, giving the patient/YAS the keys to the new lock before they leave scene for hospital.</p> <p>The benefits to this are:</p> <ul style="list-style-type: none"> • Reduction in cost to the occupier for boarding up services. • Reduces the impact on WYFRS as there would be no need to stay on scene for up to 60 minutes waiting for the boarding up contractor to board up or change the locks. <p>However, carrying spare barrel locks would be a cost to the organisation unless an agreement can be made with WYP.</p> <p>Note: Currently SYFRS adopt this approach and have refitted 159-</p>	<p>Ops Equip Manager</p>

	euro locks in the last 12 months.	
<p>3. MoU and WYFRS Control Action Card to be updated to reflect the following: (remove highlighted wording)</p> <p>If it is established that the patient inside the property is a potential risk to attending WYFRS personnel due to drugs, alcohol and/or aggressive/violent behaviour the responsibility for gaining entry will remain with WYP</p>	<p>Patients may be under the influence of drugs and/or alcohol but pose no threat to our crews.</p> <p>This was causing some confusion within Fire Control in the early stages. YAS EOC staff were saying the patient had been drinking, therefore we were reluctant to mobilise.</p> <p>This wording has been removed in START and now reads:</p> <p>If it is established that the patient inside the property is a potential risk to attending WYFRS personnel due to aggressive/violent behaviour the responsibility for gaining entry will remain with WYP.</p>	<p>SM Ops Policy</p> <p>and</p> <p>SM Control</p>
<p>4. MoU and WYFRS Control Action Card to be updated to reflect the following: (add highlighted wording)</p> <p>Remain at the property for up to 60 minutes, mobile available, until the boarding up contractor arrives. If the property is Council (Local Authority) owned then the council should be requested to board up the property, if they can't attend within 60 minutes then request the WYP boarding up contractor via Control.</p>	<p>If it is known that the property is owned by the Council (Local Authority) then Fire Control will request that the Council attend the property to board up/secure the premise but only if they can respond within 60 minutes.</p> <p>If the Council cannot attend within the hour then Fire Control will request the WYP boarding up contractor to secure the premise.</p> <p>This benefits to this are:</p> <ul style="list-style-type: none"> • Reduced cost to the Council by not having to pay the invoice for boarding up from WYP contractor. • A quicker response, therefore the property can be handed over to the Council releasing WYFRS resources. 	<p>SM Ops Policy</p> <p>and</p> <p>SM Control</p>
<p>5. Create two incident types within the START mobilising system:</p> <ol style="list-style-type: none"> 1. Assist Ambulance Gaining Entry – Life Risk 2. Assist Ambulance Gaining Entry – Non-Life Risk 	<p>When crews are mobilised to an incident to gain entry to support YAS, and YAS have categorised the patient as low risk and the injury not life threatening we will travel at normal road speed.</p> <p>If we create two incident types in the START system, then Fire Control could, if a life risk person's reported/trapped call is received, divert the appliance and crew to a higher priority incident.</p> <p>Fire Control would then mobilise the next nearest available resource to support YAS at the original incident.</p>	<p>SM Control</p>

<p>6. If the pilot becomes BAU then the new and updated policy should be communicated to Local Authority's for their awareness.</p>	<p>We have requested the Council (Local Authority) to board up Council owned properties prior to requesting the WYP boarding up contractor. On some occasions council staff who have responded to board up have been unaware of the agreement we have in place with WYP and YAS.</p>	<p>GM Ops Policy</p>
<p>7. Suicidal awareness training for operational firefighters.</p>	<p>Some operational firefighters have attended incidents where there has been a patient that is suicidal or has committed suicide.</p> <p>Awareness training for firefighters to assist them dealing with suicidal patients should they be exposed to those challenging and distressful situations.</p>	<p>AM Kirby</p>
<p>8. Gaining Entry debrief report submissions to be monitored and any comments/feedback actioned by the Operational Learning and Guidance department.</p>	<p>Following the initial six-month pilot and subsequent final report, the project is now complete and the Operational Learning and Guidance department should take ownership of monitoring debrief report submissions.</p>	<p>SM Ops Policy</p>
<p>9. To remind operational crews to be more aware of the incident type they are responding to and not just assume or revert to the gaining entry protocol.</p>	<p>There have been a few incidents during the six-month pilot where operational crews have responded to 'persons locked in' or 'assist police' yet they have automatically assumed the incident type was 'gaining entry' thus expecting YAS to be in attendance.</p>	<p>SM Ops Policy</p>
<p>10. Gaining Entry Figures removed from PMI figures</p>	<p>We need to report separately the following:</p> <ol style="list-style-type: none"> 1. Gaining Entry mobilisations from the total activity figures 2. Actual Rescues from the total activity figures. 	<p>Data Team</p>
<p>11. Data Team to continue to provide a monthly report to WYP for incident auditing purposes.</p>	<p>This is currently in place. Sharon Senior emails Jemma Boocock (WYP) the monthly report as detailed within section 5.2.</p> <p>Note: Jemma Boocock contact details</p> <p>Commercial Category Manager</p> <p>West Yorkshire Police</p> <p>jemma.boocock@westyorkshire.pnn.police.uk</p>	<p>Data Team</p>
<p>12. WYFRS Control to ensure all information extracted from the initial 999 caller is added to the turnout sheet for operational crews.</p>	<p>Examples of this should be:</p> <ul style="list-style-type: none"> • Is the response life/non-life risk? 	<p>SM Control</p>

	<ul style="list-style-type: none"> • What is the condition of the patient • Are YAS on route / in attendance • Is the patient a risk to responding WYFRS crews? If so, are WYP in attendance <p>This will support WYFRS resources gaining better situational awareness whilst on route to the incident.</p>	
<p>13. YAS EOC to reaffirm the mobilising criteria to EOC operators.</p>	<p>Fire Control has been receiving calls from Doctors (GP's) who are outside a property and wanting to gain entry. They have been told by YAS EOC that WYFRS now gain entry for doctors.</p> <p>This is not in the terms of the MoU.</p> <p>WYFRS will support YAS in gaining entry where there is a concern for the safety or welfare on a patient inside a property, replacing WYP as the supporting agency.</p> <p>YAS must be on scene or on route.</p> <p>Note: AM Butters has fed this back to Jayne Whitehouse on 30/09/2019 via email.</p>	<p>YAS</p>
<p>14. YAS to reaffirm with YAS staff that if WYFRS are no longer required to attend the incident to gain entry to let Fire Control know so WYFRS resources can be stood down.</p>	<p>WYFRS are responding on blue lights to a property to be told when they arrive that they are no longer required because access to the property has already been gained.</p>	<p>YAS</p>
<p>15. YAS to remind staff that resources on scene, prior to requesting the assistance of WYFRS, must assess the scene and liaise with YAS EOC to explore all other options, such as:</p> <ul style="list-style-type: none"> • Make every attempt to confirm there is a patient inside the property and/or check hospitals to ensure they have not self-presented. • Call back the original caller to see if they have a key or know a relative/neighbour who may have a key. • Check all windows/doors to the front and rear of the property. • Check previous calls to ensure there is no key safe or others ways of gaining access. • Speak to monitoring services. 	<p>WYFRS resources are arriving on scene and are still coming across the following:</p> <ul style="list-style-type: none"> • The patient has already self-presented to hospital • WYFRS knocking loud on the door and occupant is opening the door. • Key safe outside property yet no contact made with original caller to obtain the code. <p>Note: This has been fed back to YAS throughout the six-month pilot.</p>	<p>YAS</p>

<p>16. YAS to carry Local Authority master key fobs</p>	<p>There have been a number of incidents within Leeds where fire crews have been requested to gain entry in support of YAS. Fire crews have arrived and utilised an LCC key fob to allow YAS access in to the main door of the flats. Once YAS have been let in by fire crews, they have managed to contact the patient to provide medical care.</p>	<p>YAS</p>
<p>17. WYP to reaffirm the boarding up procedure to their staff in relation to when locks are changed.</p>	<p>WYP must communicate the following to their communications staff:</p> <p><i>If the boarding up contractor replaces the lock and new keys are provided, WYFRS Control must inform WYP FCR and it is the responsibility of WYP to attend the incident and take ownership of the keys</i></p>	<p>WYP</p>
<p>18. WYP to decide who picks up the cancellation fee (£85) should WYFRS initially request Rapid Secure to board up but then later cancel.</p>	<p>We have had one incident recently where WYFRS were billed £85 as a cancellation fee. This was however picked up by WYP who will pay the fee, however, if this becomes a frequent issue then WYFRS and WYP will need to come to an agreement.</p>	<p>WYP</p>



Memorandum of Understanding

Between

West Yorkshire Fire and Rescue Service

Yorkshire Ambulance Service

West Yorkshire Police

Gaining Entry

Cause for Concern

Protocol

Document History

April 2019

Version 2.1

Version	Date	Author	Status
1.0	Jan 2018	GM T May	First draft
1.1	19/03/2018	SM A Rose	Updated and amended following meeting with YAS and WYP on 07/03/2018.
1.2	17/04/2018	SM A Rose	Updated and amended following comments from YAS and WYP.
1.3	10/05/2018	SM A Rose	Section 5 'Liability and Charges' updated to reflect comments from WYFRS and WYP legal departments.
1.4	13/06/2018	SM A Rose	Additional information added to Section 1 'Introduction'
1.5	20/07/2018	SM A Rose	Section 5 'Liability and Charges' updated to reflect comments from WYFRS legal department.
1.6	13/09/2018	SM A Rose	Additional information added to Section 2 'Gaining Entry Cause for Concern Pilot'
1.7	09/10/2018	SM A Rose	Section 5 'Liability' updated following agreement with YAS and WYFRS legal departments.
1.8	19/11/2018	SM A Rose	MoU updated to reflect the new process agreed between WYFRS and WYP for requesting Rapid Secure boarding up contractors.
1.9	23/11/2018	SM A Rose	WYFRS Operational Response Action Card added as an Appendix. Section 16.3 updated to remove 'life risk only'
2.0	05/12/2018	SM A Rose	Final version
2.1	09/04/2019	SM A Rose	MoU updated following meeting with Chief Inspector Corkindale. Procedure now included for taking ownership of new keys if boarding up contractor fits a new lock.
2.1	09/04/2019	SM A Rose	Final Version

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1. Introduction

Collaborative working arrangements between the three emergency services within West Yorkshire have been successfully operating for many years. On-going austerity measures continue to drive the search for greater effective ways of working through partner agencies.

The proposed 'Gaining Entry Cause for Concern' protocol relates to occasions when an emergency call may be received within Yorkshire Ambulance Service (YAS) where there is concern for the safety or welfare of a patient inside a property and YAS have established that they are unable to gain entry.

In such circumstances, West Yorkshire Police (WYP), YAS and West Yorkshire Fire and Rescue Service (WYFRS) through the initiation of this Memorandum of Understanding (MoU) will enact the 'Gaining Entry Cause for Concern' protocol. The mobilising procedure is outlined in [Appendix 1-3](#).

The deployment of WYFRS resources could enhance service delivery by reducing the response time in support of YAS and thereby decreasing, with a view of eliminating, the demands placed on WYP for attending such incidents.

The 'Gaining Entry Cause for Concern' protocol will also demonstrate that WYFRS, WYP and YAS are fulfilling their duties as detailed in the following documents, whilst not compromising the core functions (Protection, Prevention, Response and Resilience) of the Fire and Rescue Service:

- [Fire and Rescue National Framework for England](#)
- [The Policing and Crime Act 2017](#)

Such a collaborative arrangement, as detailed within this MoU may also be very beneficial from a 'Safe and Well' perspective in that WYFRS will form part of a gaining entry response protocol that exposes WYFRS personnel to vulnerable or frail members of our community.

2. 'Gaining Entry Cause for Concern' Pilot

Under this MoU, for a six month pilot, WYFRS will support YAS in gaining entry where there is concern for the safety or welfare of a patient inside a property, replacing WYP as the supporting agency.

More specifically this MoU will:

- Detail the specific responsibilities of each organisation.
- Ensure each organisation understand the circumstances in which WYFRS resources will be requested.
- Ensure all organisations are clear about the process of how access is to be gained where there is a concern for the safety of the occupant.

- Identify Liaison Officers in each organisation to oversee implementation and monitor progress. Names and contact details outlined within [section 12](#).

Note: This pilot will cover the footprint of the West Yorkshire area only.

Although WYFRS will be requested to support YAS in gaining entry to a premise where there is concern for the safety or welfare of a patient inside, YAS retain primacy at the incident and will maintain responsibility for gaining entry.

There may be occasions where WYFRS are unavailable to respond to assist YAS due to high operational activity, in such circumstances, WYP should be requested to support YAS, not WYFRS.

Throughout the pilot, WYFRS, WYP and YAS will undertake an evaluation of the mobilising procedure on a monthly basis. The ongoing evaluation will focus on call volumes, time on scene, response times and any other related issue.

A final report will be produced at the end of the pilot. The report will inform all parties with the relevant information to make an informed decision on the future of the protocol.

3. Commencement and Duration

This MoU will commence on **Monday 6th May 2019** for a period of six months (the Term).

If, at the end of the Term, the protocol is to become core business and WYFRS continue to provide support to YAS, a revised and updated MoU will be produced.

4. Termination

Any party may terminate this MoU in part or in full by giving written 14 day notice to the other parties.

5. Liability

Save that YAS will reasonably indemnify WYFRA against any claims for damages and costs by third parties, property owners or occupiers for trespass and/or in respect of any claim for damage to property caused by WYFRA employees or agents in effecting a forced entry to property where such trespass and/or damage to property has not been as a result of a negligent act or omission by WYFRA, its employees or agents, the Parties shall remain liable for any other losses or liabilities incurred due to their own or their employees actions and each Party shall have conduct of its own such claims. The Parties will reasonably assist each other in the management of all claims.

6. Cost Implications

WYFRS will support YAS in gaining entry where there is a cause for concern free of charge during the Term. No charge will be levied to WYP or YAS.

WYFRS Control will liaise directly with Rapid Secure (WYP boarding up contractor) to

arrange boarding up the property. Rapid Secure will invoice the owner/occupier of the property for this service.

No charges will be levied to WYFRS or YAS for the boarding up services.

If, at the end of the Term, the MoU is extended and WYFRS continue to provide support to YAS, the parties may agree costs to be paid to WYFRS for the future provision of the service.

7. Variation

This MoU may only be varied by written agreement of all parties.

8. Mobilisation Procedure

WYFRS will deliver the mobilising procedure as detailed in [Appendix 1-3](#)

In the event that WYFRS cannot respond to a request with their nearest resource, WYFRS will mobilise the next nearest resource. In these circumstances, the parties acknowledge that WYFRS may take longer to respond and deliver the mobilising procedure.

9. Operational Considerations

9.1 YAS

On arrival at the scene YAS will assess whether the incident is suspected as a sudden death or on-going concern for safety/welfare. Should the incident be suspected as a sudden death or crime scene, then YAS will request support from WYP and not from WYFRS.

Whist in attendance at the scene, YAS should investigate alternative ways to gain access to the premises without using force. See [Appendix 3](#)

Whist in attendance at the scene, YAS will make every attempt to identify the name and contact details of the homeowner/tenant/housing association. These details are required for billing for any boarding up services that are undertaken.

It is the responsibility of YAS to transport patients that require treatment to hospital.

9.2 WYFRS

The responsibility for attending and gaining entry will primarily lie with WYFRS and not WYP for the duration of the Term.

If a decision has been made to gain entry, the WYFRS Incident Commander must inform WYFRS Control ASAP to ensure a prompt response from the boarding up contractors. (The IC must inform Control the method of entry i.e. lock puller/door enforcer)

If the boarding up contractor replaces the lock and new keys are provided, WYFRS Control must inform WYP Force Control Room (FCR) and it is the responsibility of WYP to attend the incident and take ownership of the keys.

The average response time for the boarding up contractors from notification to arriving on scene is between 30 minutes to 60 minutes.

From the initial request, WYFRS attending resources will wait up to 60 minutes for the boarding up contractor to arrive.

If after 60 minutes WYFRS personnel are still on scene a request will be made to the WYP FCR via WYFRS Control to dispatch the nearest available WYP unit to wait the arrival of the boarding up contractor.

WYFRS will not transport patients to Hospital.

9.3 WYP

Following effective entry, WYP will be responsible for maintaining security and responsibility of the property

If the boarding up contractor replaces the lock and new keys are provided, it is the responsibility of WYP to attend the incident and take ownership of the keys.

WYP FCR will despatch either an Armed Response Car or a Roads Policing Unit to attend the address as quickly as possible to collect the keys. These units are selected due to the likelihood of their availability versus District staff.

10. Legislation

10.1 Police Power of Entry

Section 17 (1) (e) of the Police and Criminal Evidence Act 1984 gives a power to constables to entry and search premises for the purpose of saving life and limb or preventing serious damage to property.

10.2 Fire and Rescue Powers

Section 11 of the Fire and Rescue Services Act 2004 states that a fire and rescue authority may take any action it considers appropriate in response to an event or situation of a kind mentioned in subsection (2) for the purposes of enabling action to be taken in response to such an event or situation. Subsection (2) states an event or situation is one that causes or is likely to cause one or more individuals to die be injured or become ill and or harm to the environment (including the life and health of plants and animals).

Section 44 of the Fire and Rescue Services Act 2004 states that an employee of a fire and rescue authority who is authorised in writing by the authority for the purposes of this section may do anything he reasonably believes to be necessary:

- a) If he/she reasonably believes a fire to have broken out or to be about to break out, for the purpose of extinguishing or preventing the fire or protecting life or property;
- b) If he/she reasonably believes a road traffic accident to have occurred, for the purpose of rescuing people or protecting them from serious harm;
- c) If he/she reasonably believes an emergency of another kind to have occurred, for the purpose of discharging any function conferred on the fire and rescue authority in relation to the emergency;
- d) For the purpose of preventing or limiting damage to property resulting from action taken as mentioned in paragraph (a) (b) or (c).

Under section 44 (2) an employee of a fire and rescue authority who is authorised as in subsection (1) may under that subsection:

- a) enter premises or a place, by force if necessary, without the consent of the owner or occupier of the premises or place.

11. Identified Risks and Issues

The following table identifies potential issues that may arise as a result of the 'Gaining Entry Cause for Concern' protocol.

Identified Risks and Issues	Solution
Legality of Fire Service gaining entry.	The Fire & Rescue Services Act does provide powers for Fire Service personnel to force entry (Section 11 sub section 2) where it helps to prevent people from death, injury or becoming ill.
Assisting other agency requests	Currently any requests come via the YAS Emergency Operations Centre to WYP contact management. Requests for assistance will be directed from YAS to WYFRS to eliminate duplication and provide a clear process.
Response times & suitable training/PPE/equipment	Under normal operating circumstances WYFRS have the resources and capacity to support YAS and respond to incidents to gain entry. WYFRS personnel are provided with training, PPE and equipment to gain entry to premises.

<p>Securing premises after WYFRS gain entry</p>	<p>WYFRS will not be responsible for maintaining security and boarding up of the property, this responsibility will remain with WYP.</p> <p>However, WYFRS will remain on scene 'mobile available' for up to 60 minutes until boarding up contractors arrive, unless there is a representative of the homeowner/tenant present.</p> <p>(Average response time between 30 minutes and 60 minutes)</p> <p>WYFRS resources will leave the scene when the boarding up contractor has completed the required boarding up (approximately 15 minutes to complete).</p> <p>If the boarding up contractor replaces the lock and new keys are provided, WYFRS Control must inform WYP FCR and it is the responsibility of WYP to attend the incident and take ownership of the keys.</p> <p>WYFRS Control to be notified when the property is secure.</p>
<p>Costs incurred for boarding up services after WYFRS gain entry</p>	<p>Both WYFRS and YAS will not be responsible for the costs incurred for boarding up of the property; WYP will liaise with Rapid Secure (boarding up contractor) to arrange boarding up the property.</p> <p>Rapid Secure will invoice the owner/occupier of the property for this service.</p>
<p>Property owner refusing to pay for boarding up services</p>	<p>In cases where the owner doesn't want to pay for boarding up services or feels the damage caused was excessive, the issue will be handled in line with the process detailed in section 5.</p>
<p>Civil Claims after WYFRS gain entry</p>	<p>WYFRS accept that there is still a potential for a civil claim as a result of any action, but WYFRS legal team will work with WYP/YAS legal teams to</p>

	resolve any such claim as detailed in section 5.
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This MoU is not intended to be legally binding, and no legal obligations or legal rights shall arise between the parties from this MoU. The parties enter into the MoU intending to honour all their obligations.

Nothing in this MoU is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, constitute either party as the agent of the other party, nor authorise either of the parties to make or enter into any commitments for or on behalf of the other party.

12. Contacts

West Yorkshire Fire and Rescue Service

Station Manager: Andy Rose

Email: andy.rose@westyorksfire.gov.uk

Tel: 07917 001539

Yorkshire Ambulance Service

Emergency Operations Centre Duty Manager: Katie Arthur

Email: katherine.arthur@yas.nhs.uk

Tel: 01924 584977

West Yorkshire Police

Chief Inspector: Chris Corkindale

Email: chris.corkindale@westyorkshire.pnn.police.uk

Tel: 07971 571372

13. Governing Law and Jurisdiction

This MoU shall be governed by and construed in accordance with English law. Each party agrees to submit to the exclusive jurisdiction of the courts of England and Wales

Signed for and on behalf of West
Yorkshire Fire and Rescue Service

Signature:

Name:

Position:

Date:

Signed for and on behalf of West
Yorkshire Police

Signature:

Name:

Position:

Date:

Signed for and on behalf of
Yorkshire Ambulance Service

Signature:

Name:

Position:

Date:

14. Appendix 1 - Mobilising WYFRS by West Yorkshire Police

- WYP resources are mobilised to a policing incident and on arrival it becomes apparent that there are grounds to believe that there may be a concern for the safety or welfare of a patient inside.
- At this point a request for support will be made to the WYP FCR in order to mobilise YAS.
- If attending officers find they are **unable to gain entry to the property** they should make a basic assessment of how an entry may be made using the least intrusive means.
- WYP FCR should be notified and will consider whether there is a WYP resource, with appropriate gaining entry equipment available and are able to attend within an acceptable time frame.
- If WYP cannot assign a resource to the incident, WYP FCR will contact WYFRS Control directly to request the assistance of WYFRS.
- If it is established that the patient inside the property is a potential risk to attending personnel, due to drugs/alcohol and/or aggressive/violent behaviour, WYFRS **must not** be mobilised to gain entry, the responsibility of gaining entry will remain with WYP.
- YAS will respond to all incidents and maintain an attendance until the patient is on route to definitive care.

14.1 Arrival of WYFRS resources

- WYFRS personnel will liaise with WYP personnel on scene to ascertain any relevant information prior to attempting to gain entry.
- WYFRS priority will be to gain access for YAS in the safest, practical way limiting damage to the property and risk of injury to WYFRS personnel and members of the public.
- WYFRS personnel will assist YAS personnel, if required, with any additional casualty care or manual handling. **Note:** this may require additional WYFRS resources.

14.2 Securing the Property

- WYP officers on scene will contact WYP FCR to inform them that the property will require boarding up. All other relevant incident information should also be passed (details of the homeowner/tenant/landlord etc.)
- WYP FCR will contact the contracted boarding contractor and request boarding services in order to secure the property.

- WYP FCR and on scene WYP officers will make every effort to locate friends or relatives of the patient and facilitate their attendance at the location, in order to negate the need for boarding up.
- WYP will remain at the property until the boarding contractor arrives (contracted to respond within an hour) unless there is a representative of the homeowner/tenant present.

15. Appendix 2 - Mobilising WYFRS by Yorkshire Ambulance Service

- YAS Emergency Operation Centre (EOC) receives a 999 call from someone on scene (e.g. family member/neighbour) who is **unable to gain entry to a property** and there are grounds to believe that there may be a concern for the safety or welfare of a patient inside.
- YAS EOC will ascertain as much information from the caller as possible, such as:
 - What the issues are with accessing the property
 - Details about the patient inside (e.g. suspected injury, mental health issues, potentially violent etc.)
- At this point the incident will be flagged to the EOC Bronze who will risk assess the information and establish whether to request the assistance of WYP or WYFRS.
- If it is established that the patient inside the property is a potential risk to attending personnel, due to drugs/alcohol and/or aggressive/violent behaviour, WYFRS **must not** be mobilised to gain entry, the responsibility of gaining entry will remain with WYP who should be requested to attend.
- YAS resources will attend all incidents where WYFRS resources have been requested, however, there may be occasions the attending YAS resources are diverted to a higher priority call. In this instance YAS EOC **must** mobilise the next nearest available resource.
- If YAS resources on scene manage to gain access to the property prior to the arrival of WYFRS resources, YAS EOC will inform WYFRS Control immediately.
- YAS will respond to all incidents and maintain an attendance until the patient is on route to definitive care.

15.1 Medical Issue Low Risk to the Patient

- YAS EOC will mobilise the nearest resource prior to requesting support from WYFRS
- YAS EOC will pass on all the relevant information relating to the issues with gaining access and the patient inside to responding YAS resources.
- YAS resources on scene, prior to requesting the assistance of WYFRS, must assess the scene and liaise with YAS EOC to explore all other options, such as:
 - Make every attempt to confirm there is a patient inside the property and/or check hospitals to ensure they have not self-presented.
 - Call back the original caller to see if they have a key or know a relative/neighbour who may have a key.
 - Check all windows/doors to the front and rear of the property.
 - Check previous calls to ensure there is no key safe or others ways of gaining access.

- Speak to monitoring services.

15.2 Medical Issue High Risk to the Patient

- YAS EOC can request mobilisation of the supporting resource from WYFRS simultaneously.
- YAS EOC will mobilise the nearest resource.
- YAS EOC will pass on all the relevant information relating to the issues with gaining access and the patient inside to responding YAS / WYFRS resources.

16. Appendix 3 - Mobilising Procedure to be undertaken by WYFRS

- YAS resources are mobilised to a medical emergency and **on arrival are unable to gain entry to the property**. They believe there is sufficient cause for concern to gain entry to the property in order to provide emergency medical attention to the patient.
- At this point a request for support will be made to the YAS EOC in order to mobilise WYFRS.
- If a 999 caller is on scene (e.g. family member/neighbour) and have identified that they are unable to gain entry to the property (hence the emergency call), YAS can request support from WYFRS simultaneously.
- YAS EOC will contact WYFRS Control directly to request the assistance of WYFRS.
- WYFRS Control will refer to Gaining Entry Cause for Concern [action card](#).
- WYFRS response (blue light/non blue light) will be based on the information provided by YAS, for example, life threatening/non-life threatening. This must be communicated to responding WYFRS resources by WYFRS Control.
- YAS will respond to all incidents and maintain an attendance until the patient is on route to definitive care.

16.1 YAS in attendance when WYFRS arrive

- WYFRS personnel will liaise with YAS personnel on scene to ascertain any relevant information prior to attempting to gain entry.
- WYFRS priority will be to gain access for YAS in the safest, practical way limiting damage to the property and risk of injury to WYFRS personnel and members of the public.
- If a decision has been made to gain entry, the WYFRS Incident Commander must inform WYFRS Control ASAP to ensure a prompt response from the boarding up contractors.
- WYFRS personnel will assist YAS personnel, if required, with any additional casualty care or manual handling. **Note:** this may require additional WYFRS resources.
- The Incident Commander must inform Control of all relevant incident information (details of the homeowner/tenant/landlord etc.)

16.2 YAS on route but not in attendance when WYFRS arrive

- WYFRS personnel will liaise with WYFRS Control to ascertain any relevant information prior to attempting to gain entry.

- WYFRS priority will be to gain access for YAS in the safest, practical way limiting damage to the property and risk of injury to WYFRS personnel and members of the public.
- If a decision has been made to gain entry, the WYFRS Incident Commander must inform WYFRS Control ASAP to ensure a prompt response from the boarding up contractors. (The IC must inform Control the method of entry i.e. lock puller/door enforcer)
- On entry to the property, if required, casualty care will be provided by WYFRS personnel until YAS arrive and take responsibility for the patient.
- WYFRS personnel will assist YAS personnel, if required, with any additional casualty care or manual handling. **Note:** this may require additional WYFRS resources
- The Incident Commander must inform Control of all relevant incident information (details of the homeowner/tenant/landlord etc.)

16.3 Securing the Property

- WYFRS personnel will attempt to secure the property.
- WYFRS will not be responsible for maintaining security and responsibility of the property, this will remain with WYP.
- WYFRS resources will remain at the property, mobile available, for up to 60 minutes until the boarding up contractor arrives, unless there is a representative of the homeowner/tenant present.
- WYFRS Incident Commander, on completion of the boarding up work, must sign off the relevant paperwork.
- If after 60 minutes WYFRS resources are still on scene a request will be made to the WYP FCR via WYFRS Control to dispatch the nearest available WYP unit to wait the arrival of the boarding up contractor.
- Whilst in attendance at a property awaiting the arrival of WYP or boarding up contractors, if WYFRS resources are deployed to another incident, WYFRS Control must inform WYP FCR immediately that the property has been left unattended.

Note: If the boarding up contractor replaces the lock and new keys are provided, WYFRS Control must inform WYP FCR and it is the responsibility of WYP to attend the incident and take ownership of the keys.

16.4 Welfare

In the event that WYFRS personnel are exposed to incidents of a distressing nature, personnel should be reminded to utilise the support provided by the organisation and must seek advice, when appropriate, via the OHSU department and/or employ assistance programme.

As and when required a Station Manager Welfare Support Officer can be requested via Control to support operational personnel who have been exposed to incidents of a distressing nature.

17. Appendix 4 - WYFRS Risk Assessment

WYFRS Risk Assessment can be viewed on the following link:

[Gaining Entry Cause for Concern Risk Assessment](#)

18. Appendix 5 - Action Card - WYFRS Control

On receipt of a request for assistance to gain entry from either WYP or YAS, WYFRS Control will follow the 'Gaining Entry Cause for Concern' Action Card as detailed below

'Gaining Entry Cause for Concern'

YAS Emergency Operations Centre (EOC) and/or WYP Force Control Room (FCR) will contact WYFRS Control directly to request the assistance of WYFRS.

Call from YAS/WYP stating there is a 'concern for the welfare/safety' of a patient inside a property and are unable to gain entry.

Questions for YAS/WYP prior to mobilising a WYFRS resource

- Is the patient inside the property a potential risk to attending WYFRS personnel due to drugs, alcohol and/or aggressive/violent behaviour?

**** If the answer is 'YES' then do not mobilise the nearest WYFRS appliance refer to WYP****

Mobilisation

- YAS are in attendance, unable to gain entry. No potential risk to WYFRS from patient:
Mobilise the nearest WYFRS appliance to support YAS.
- YAS on route. 999 caller is on scene (e.g. family member/neighbour) and have identified that they are unable to gain entry to the property. No potential risk to WYFRS from patient:
Mobilise the nearest WYFRS appliance to support YAS
- YAS have no resources to attend:
Do not mobilise a WYFRS appliance.
YAS/WYP should be informed that WYFRS will attend to gain entry as/when YAS have the resources to respond to the incident.

WYFRS response (blue light/non blue light) will be based on the information provided by YAS/WYP, for example, life threatening/non-life threatening. This must be communicated to responding WYFRS resources by WYFRS Control:

- If life threatening - attendance on blue lights
- Non-life threatening - non blue light attendance

Note: Boarding up to be requested via Rapid Secure (WYP Boarding up contractor). Control must inform WYP Control the method of entry i.e. lock puller/door enforcer)

If the boarding up contractor replaces the lock and new keys are provided, WYFRS Control must inform WYP FCR and it is the responsibility of WYP to attend the incident and take ownership of the keys.

19. Appendix 6 - Action Card - WYFRS Operational Response

When mobilised to support YAS gain entry into a premise, WYFRS resources will follow the 'Gaining Entry Cause for Concern' Action Card as detailed below.

'Gaining Entry Cause for Concern'
<p>Mobilisation</p> <ul style="list-style-type: none">• If life threatening - attendance on blue lights• Non-life threatening - non blue light attendance
<p>Arrival</p> <ul style="list-style-type: none">• Liaise with YAS personal if in attendance to ascertain relevant information.• If YAS are on route liaise with Control to ascertain relevant information (e.g.YAS ETA)• If it is established that the patient inside the property is a potential risk to attending WYFRS personnel due to drugs, alcohol and/or aggressive/violent behaviour the responsibility for gaining entry will remain with WYP.• Priority will be to gain access for YAS in the safest, practical way limiting damage to the property and risk of injury to WYFRS personnel and members of the public.• If a decision has been made to gain entry, the WYFRS Incident Commander must inform WYFRS Control ASAP to ensure a prompt response from the boarding up contractors. (The IC must inform Control the method of entry i.e. lock puller/door enforcer)• WYFRS personnel will assist YAS personnel, if required, with any additional casualty care or manual handling. Note: this may require additional resources.
<p>Securing the Property</p> <ul style="list-style-type: none">• WYP and/or representative of the homeowner/tenant in attendance - Handover the incident completing a 709b.• WYP not in attendance - attempt to secure the property/await arrive of boarding up contractor• Remain at the property for up to 60 minutes, mobile available, until the boarding up contractor arrives (<i>average response times between 30min and 60min</i>), unless there is a representative of the homeowner/tenant present.• WYFRS Incident Commander, on completion of the boarding up work, must sign off the relevant paperwork.• If after 60 minutes WYFRS resources are still on scene, inform Control who will contact WYP to dispatch the nearest available WYP unit to wait the arrival of the boarding up contractor.• If mobilised to another incident whilst mobile available and awaiting the arrival of WYP or the boarding up contractors, inform Control the property has been left unattended.
<p>Note: If the boarding up contractor replaces the lock and new keys are provided, WYFRS Control must inform WYP FCR and it is the responsibility of WYP to attend the incident and take ownership of the keys.</p>



OFFICIAL

Visit to Interschutz 2020

Executive Committee

Date: 6 January 2020

Agenda Item:

8

Submitted By: Director of Service Delivery

Purpose

To seek Members' approval for the proposed visit to the Interschutz 2020 Fire Services trade fair in Hanover, Germany .

Recommendations

That Members note the contents of this report and approve the visit to the Trade Fair in Hanover, Germany on

Summary

This report provides information to support the visit to the largest international emergency services show. It provides details on what is available at the show together with the financial information on the cost of the visit. It also provides information on specific items that have the potential to improve firefighter safety as well as ways of reducing the carbon footprint across the Brigade. The show would also give us access to over 1500 manufacturers from all across the world.

Local Government (Access to information) Act 1972

Exemption Category: None

Contact Officer: AM Jim Butters
E: jim.butters@westyorkfire.gov.uk
T: 01274 655783

Background papers open to inspection: None

Annexes: None

1 Introduction

1.1 Interschutz is the world's leading trade fair for the fire and rescue services & safety industry. It is a magnet for companies from all around the world seeking to develop new markets for their solutions. It is also the go-to show for Fire & Rescue services from the UK and the rest of the world wanting to learn about the latest innovations and share expertise with their international peers. Interschutz is in a class of its own internationally when it comes to the quality and number of exhibitors it attracts (over 1500 from over 50 nations).

2 Information

2.1 Key areas that we intend to look at would be:

- Clean cab capabilities & carcinogens
- Breathing apparatus
- Wildfire equipment
- Battery powered equipment including Positive Pressure Ventilation Fans (PPV)

2.2 Clean cab capability, Carcinogens & Stowage solutions

Firefighter cancer prevention has become a major topic including awareness of the different types of carcinogens that Firefighters can be exposed to. In the past, it was a badge of honour to have dirty, smoky gear. No thought was previously given to the major effects of exposure to toxic chemicals and smoke. Whilst there is still no definitive evidence on the subject there is most definitely significant cause for concern within the wider fire and rescue service. Many agencies still stow all their Personal Protective Equipment (PPE) and breathing apparatus (BA) in the cab. Their reasons for not moving them out of the cab ranged from perceived potential delays to response on-scene time, and "that's the way we have always done it," to limited finances and resources for smaller services together with the operational culture. On the other hand, many European services have removed all the PPE and BA out of the cab and into separate compartments. The various services that chose to remove these items report that the 15 - 20 seconds it takes to store the equipment elsewhere on the appliance does not alter on-scene time. This also allows the crew to get out safely, exit the vehicle without the extra weight, don their gear whilst allowing everyone on that appliance to collectively strategise at the same time. This also helps to prevent ankle, knee and back injuries ultimately lowering on-the-job injuries and injury rehabilitation time.

2.3 Breathing Apparatus & Breathing Apparatus Cylinders

In 2023 our current Breathing Apparatus reaches the end of its operational life as recommended by manufacturers and we will need to start to look for alternatives to our current sets. As Interschutz is the largest show in Europe there is an opportunity to see all the latest innovations that are available and those scheduled to become available in the coming years. By talking to manufacturers we will have the opportunity to get a head start on what will be a major purchase by West Yorkshire

Fire and Rescue Service (WYFRS) and allow us to lead on this moving forward when it comes to the collaboration between the Yorkshire and Humberside region in purchasing sets and ancillary equipment 2022 – 2023.

Interschutz will be the launching platform for the new era of breathing apparatus sets and ancillary breathing apparatus equipment. With innovations around the ergonomics of the back plates to reduce stress on the lower back to more effective and quick attachment of breathing apparatus cylinders (reducing the issues around their attachment to the set) BA cylinders have advanced greatly with a more robust and lightweight design since our last purchase just over 10 years ago.

2.4 Wildfire equipment

West Yorkshire experienced moorland fires earlier than expected in 2019 with incidents attended in February. This continued throughout the year and had a major impact on WYFRS resources and caused significant damage to both the environment and wildlife on the moors. The financial impact on WYFRS over this one weekend was an extra £45,000 due to requiring further firefighting resources and loss of equipment.

These incidents highlighted a number of issues such as crew personal protective equipment (PPE) for dealing with wildfires, equipment and continued exposure to moorland fires. The high activity within the Service underlined the need to undertake a review of the wildfire capability within WYFRS. The equipment available on the United Kingdom market is very limited due to the low number of companies that actually provide any type of wildfire equipment for dealing with wildfires and associated PPE. In Europe they have dealt with over 1600 wildfires this year alone meaning that supply of operational equipment to deal with such events will be showcased at the event in Interschutz which would allow us direct access to suppliers to source potentially superior equipment to deal with wildfire incidents in the future.

2.5 Battery operated Positive Pressure Ventilation (PPV) fans

From a drive perspective PPV fans are generally available in four options; fuel driven, electrically powered, water driven, or battery powered. The new era of lithium-battery-powered PPVs has had a big impact on the market over the last year, providing enhanced operational flexibility and rapid deployment.

Whilst there is unquestionably still a place for the more widely-known petrol, electric and water-driven fans, there are a number of key advantages offered by the new battery-powered alternatives. There is a perception that battery-powered PPV can have limitations where runtimes are concerned and this may be the case in some instances but certainly not in all. As manufacturers have progressed development of this new technology there are now battery-operated PPV fans on the market that boast unlimited runtimes thanks to the ability to swap out batteries during use, thereby providing uninterrupted performance beyond the capabilities of older technologies.

The progress in this area lies largely in the advancements in battery technology. The move to high-energy, high-density 40V lithium-ion batteries has enabled manufacturers to meet the high draw and sustained runtime demanded by PPV fans. Further advancements have been intergrated into this new breed of PPVs such as high powered LED floodlights, providing crews with good entry reference points in smoke-impaired, low-light conditions. Another clear advantage of the battery PPVs is the compact nature of these units, which minimises on-board stowage issues and aids fast, uninhibited deployment.

The obvious concerns over carrying fuel or the potential trip hazards of hardwired alternatives are fully negated by the use of battery fans. 'As mentioned previously, performance is often questioned when discussing battery PPV fans, but in reality they punch well above their weight with some manufacturers models achieving airflows befitting far larger alternatives thereby allowing the Service to become cleaner and greener and reducing its carbon footprint.

3 Financial Implications

- 3.1 All options have been considered and accommodation is on a shared basis rather than having individual rooms which would increase the cost by virtually half again.

Travel down to Heathrow the night before due to flight times.

Accommodation & parking Heathrow	£180 (2 persons sharing)
Flights	£150 per person
Accommodation – Hanover airport	£ 680
Bus transfers - Hanover (pre-booked)	40 Euros per person
Entry to Interschutz (pre-booked)	45 Euros per person
Total	£1,160 + 170 euros

This will be met from existing budgets.

4 Legal Implications

- 4.1 The Chief Legal & Governance Officer has considered this report and has no observations to make at the time of submission of this report but may provide legal advice at the committee meeting and/or respond to any requests by members for legal advice made at the meeting.

5 Human Resource and Diversity implications

- 5.1 Many of the technological advancements result in greater ranges of uniform and equipment so that we can purchase the items which best suits our diverse range of employees.

6 Health, Safety and Wellbeing implications

- 6.1 Having the right equipment not only makes the job of Firefighting easier but also safer. Ensuring that we provide our operational personnel with the best possible equipment is one of the highest priorities that this organisation faces.

7 Environmental Implications

- 7.1 Some of the advantages afforded by the latest technical innovations will enable us to deal with incidents more efficiently by spending less time at the incident. These include the greater use of battery technology to replace current petrol generator driven equipment.

8 Your Fire and Rescue Service Priorities

- 8.1 Continuously improve our emergency response by learning from ours and others experiences

Provide training and development to maintain a skilled and flexible workforce

Provide equipment and technology that is fit for purpose to maximise organisational effectiveness.

9 Recommendations

- 9.1 Subject to the approval of Members it would be the intention to send two individuals from the Operational Equipment Team to the Show with the intention of allowing the team members to look at new innovations in the areas mentioned above within the European market with a view to upgrading the levels of equipment that are currently not available on the UK market.
- 9.2 There would also be a requirement to provide a report back to management on how these new innovations could help in assisting WYFRS save money in the future but also improve firefighting capabilities and the potential to reduce the risk to firefighters at incidents across West Yorkshire. It is recommended that Members approve attendance at this event to enable us to benefit from all the latest technological advancements in the Fire and Rescue industry.