

**ESSEX POLICE, FIRE AND CRIME COMMISSIONER FIRE & RESCUE AUTHORITY**

Essex County Fire & Rescue Service

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| Meeting | **ECFRS Performance and Resources Board** | Agenda Item | 10 |
| Meeting Date | 25th March 2019 | Report Number |  |
| Report Author: | Director of Prevention, Protection & Response | | |
| Presented By | Director of Prevention, Protection & Response | | |
| Subject | **Collapsed behind closed doors** | | |
| Type of Report: | Information | | |

# Recommendations

To provide members of the board with statistics and information in relation to Essex County Fire and Rescue Service (ECFRS) attendance to collapsed behind closed doors incidents.

# BACKGROUND

ECFRS assist the East of England Ambulance Service Trust (EEAST) with enforced entry requests for patients who have collapsed behind closed doors. The circumstances in which this is done is set out in the Operational Article note in Appendix One.

# Analysis

Also attached for information is the following information; -

• The number of special service calls broken down by year/month, shown in Appendix 2.

• The number of calls broken down by description, shown in appendix 3.

• Special Service Calls attended at Private Dwellings where the call was initiated by the Ambulance Service, shown in Appendix 4.

• Reasons for assisting other Services, shown in Appendix 5.

# Benefits and Risk Implications

The statistics show that there are many incidents where ECFRS assist partner agencies in order to bring a swift resolution to an incident. Although controls are in place there is a risk that Fire resources may attend an incident for a prolonged period due to premises being left unsecured following action required to access a property.

# Financial Implications

The main financial implications would be through On-call crews attending incidents. The On-call budget for 2018-19 is currently underspent.

# Equality and Diversity Implications

None specific to this report.

# Workforce Engagement

The workforce are fully engaged with this activity, as shown from the Operational Article there is facility for crews to raise any delays in receiving Ambulance support in the Incident Recording System (IRS).

# Legal ImplicationS

None specific to this report.

**HEALTH AND SAFETY IMPLICATIONS**

The Service has equipment for forced entry available on all fire appliances.

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| Fire & Rescue Service  Operational Guidance | | | |  | NOT PROTECTIVELY MARKED | |  |
| **Operational Article** | | | | | | |
| Enforced Entry requests to Essex Fire  and Rescue | | | | | | |
| Author | ADO | Operations | FRS Ref No. [Click here] to add FRS Ref. | | | Originating FRS - Essex | |

Introduction

Essex Fire and Rescue Service have agreed to assist the East of England Ambulance Service Trust (EEAST) with enforced entry requests for patients who have collapsed behind closed doors. In light of this please see below instruction for ECFRS staff.

Process

There will be two circumstances in which EEAST may request the assistance of Essex Fire and Rescue;

Secondly a 999 caller has declared that there is a confirmed threat to life and the incident has been coded a Red 1 or Red 2 and there is no access

Firstly when an EEAST resource is on scene and has requested assistance in gaining access

EEAST actions

Before requesting assistance from ECFRS the EEAST DTL (Dispatch Team Leader) should confirm the following actions have been carried out by the attending ambulance resource:

* Check for access points i.e. back / front door open or unlocked
* Check under door mats and inside key presses for keys
* Ask neighbours if they have key or contact details of a relative

If assistance is required the DTL will:

* Confirm the address and ensure all relevant information has been given and acknowledged
* Contact informant/ patient to confirm address
* Review tape recording of incident to confirm correct address
* Request assistance from the ECFRS

Once entry is gained (through whatever means) the responding EEAST resource will need to confirm to EOC if the property is now rendered unsecure.

* If the property is unsecure, regardless if the patient remains inside or not EOC will need to inform the police of the unsecured property (this example does not involve a FRS response).
* In the event of a patient requiring immediate transport to hospital and the responding resource leaves the property to treat the patient urgently then EEAST will inform their boarding up service of the unoccupied property and pass this information to Fire Control so crews know the incident has been reported and is pending arrival of boarding up company.
* The Fire service will endeavour to remain on scene awaiting the arrival of boarding up company if necessary. If a temporary security measure has been implemented by the Fire Service the details will be communicated to EEAST control room for logging.

**Fire Service Actions**

* Receive call from EEAST
* Respond to call and assist with entry
* Consider leaving the property in hands of Ambulance staff if appropriate i.e. not transferring patient following treatment
* Consider completing an incident handover form if leaving property in the hands of a responsible person
* Where possible, secure the property without the need for boarding and leave notice of incident in prominent position (need forms and weather proof wallets)
* For incidents that require boarding, provide the relevant information to Fire Control who will pass details onto EEAST control
* Await arrival of boarding company to secure property again using incident handover form to pass on relevant information.
* As these working practices are in their infancy crews are encouraged to raise any issues via the Operations Department mailbox
* Should crews experience significant delays in receiving ambulance assistance IC’s must complete the IRS section 10.4 the prefix **#AD#** where an ambulance delay is experienced as this will allow efficient data collection to be achieved.

Further Information

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|  | Operational Bulletin 91: Requests for assistance from East of England Ambulance Service |

Appendix 2 – breakdown by year/month







Appendix 3 – breakdown by description



Appendix 4

Appendix 5

