



Mr Adrian Farrow
Coroner's Court
1 Mount Tabor Street
Stockport
SK1 3AG

Please ask for:
Telephone:
Email:
Date:

Area Manager [REDACTED]
[REDACTED]
30 January 2024

Dear Mr Farrow

REGULATION 28 REPORT INTO THE DEATH OF CLAIRE NICOLE BRIGGS

Thank you for raising the concern in relation to the death of Claire Nicole Briggs on 28 November 2022. It is with great sadness that I read about the circumstances of Claire's death and I, on behalf of Lancashire Fire and Rescue Service (LFRS), wish to pass on our condolences to the family and friends of Claire Nicole Briggs.

LFRS were not involved in this tragic incident but we are committed to a culture of improvement and learning from lessons identified. LFRS actively supports and works to the Joint Emergency Services Interoperability Programme (JESIP) doctrine, promoting effective interagency working through its principles of Co-Location, Communication, Co-ordination, Joint Understanding of Risk and Shared Situational Awareness. LFRS regularly review policies, procedures and training in line with JESIP. LFRS has adopted the National Fire Chief Councils (NFCC) National Operational Guidance, which is considered good practice; this guidance has been incorporated into LFRS Standard Operating Procedures (SOP).

The LFRS Immediate Emergency Care SOP clearly outlines a number of areas in relation to operational practice, dealing with casualties suffering from mental health issues, transportation of casualties, consent when responding to adults and casualty information. It is acknowledged that there are occasions when LFRS resources may arrive at an incident prior to North West Ambulance Service (NWAS). All operational personnel within LFRS are trained and assessed in immediate emergency care which is clinically governed by an external provider. Should an LFRS resource arrive prior to NWAS, LFRS personnel will assess the casualty and initiate care where necessary.

Within numerous SOP's (Communications, Gaining Entry, Immediate Emergency Care), guidance is provided for personnel to access remote clinical support. If there is a delay in NWAS response, or if the casualties condition appears to be deteriorating, personnel are directed to utilise the clinical support lines provided by NWAS Clinical Support Hub or Trauma Cell. All front line fire appliances and officers have access to these numbers via fallback telephones. Clinical advice and guidance will be provided over the phone with the potential for the NWAS response to be upgraded.

Through North West Fire Control (NWFC), LFRS personnel can request; NWAS resource estimated time of arrival, NWAS categorisation of an incident, contact from NWAS Clinical Support Hub or Trauma Cell. LFRS personnel can also provide NWFC with updated casualty information which will be passed to NWAS with the potential for an upgraded response.

There is a tri-service communication link between NWFC and the other blue-light emergency

service control rooms. This is achieved via an Emergency Services Inter-Control Talk-Group. This line of communication is robust, resilient, practised and tested regularly.

The Lancashire Resilience Forum (LRF) Emergency Radio Area Link (ERAL) is a resilient radio network which provides wide area coverage across the county of Lancashire and partial cross-border coverage into Cumbria, Yorkshire, Greater Manchester and Merseyside. ERAL has the capability to provide encrypted secure communication over voice and text and enables all Lancashire Category 1 and 2 responders (and their authorised partners) (as defined in Schedule 1 of the Civil Contingencies Act 2004) to communicate with each other during an emergency on a common radio network. The ERAL network is the preferred backup mode of communication, as detailed within the LRF Resilient Telecommunications Plan. It allows responders to maintain interoperability during events where normal communication modes are disrupted e.g., during the loss of power.

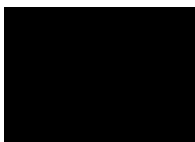
Through these communication modes, there are a multitude of ways LFRS personnel can contact, (and maintain contact) with, NWS to determine the best and most appropriate care, and advice from clinicians.


NWS update LFRS and NWFC regarding operational pressures they are facing. When NWS REAP (Resource Escalation Action Plan) levels are escalated and demand increases, this information is shared therefore allowing LFRS personnel to consider making early use of the NWS Trauma Cell.

Although LFRS vehicles should not be used for the transportation of casualties, in exceptional circumstances, if it is deemed that transporting a casualty would potentially be a lifesaving intervention, there is a clearly defined process. This includes contacting the NWS Trauma Cell, undertaking an on scene risk assessment and seeking authorisation from an LFRS duty officer.

In response to the recommendations made, LFRS believes that appropriate guidance and processes are available and in place, and I trust this response addresses the matters raised. LFRS will continue to adopt existing JESIP principles and operational guidance, promoting collaborative working between blue-light partners, whilst striving to develop guidance and process to ensure the most effective response is delivered.

Yours sincerely




Area Manager
Head of Service Improvement
Lancashire Fire and Rescue Service

Headquarters
Lancashire Fire and Rescue Service
Garstang Road, Fulwood
Preston
PR2 3LH