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East Midlands
Ambulance Service

NHS Trust



Joint Emergency Services Non-Operational Volunteering (Northamptonshire)

Emergency care | Urgent care | We care

East Midlands Ambulance Service operates 999 Accident and Emergency services across Six geographic counties

Derbyshire, Nottinghamshire, Lincolnshire, [Leicestershire](#), [Rutland](#) and [Northamptonshire](#)

Serving a population of approximately four million people.

We operate 336 emergency ambulances and 157 fast response cars from 64 ambulance stations located in a mix of urban and rural settings.

The service receives an average of 660,000 999 requests for assistance



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Current Service

We work in partnership with communities, volunteer networks and partner organisations in order to achieve increased levels of satisfaction and improved clinical outcomes for patients across the East Midlands region.

Our primary focus is in the development of volunteer opportunities in frontline 999 ambulance operations. This is achieved through community first response and community resuscitation schemes. We work with Fire Services, Voluntary Ambulance and First Aid Agencies and local community groups to harness the ability to provide timely emergency care.

Our approach and volunteering opportunities has attracted national attention and reward through accolades from national award schemes. This include the Emergency Services Team of the Year award for recognition of our community public access defibrillator and fire service response models.

Northamptonshire Emergency Service Volunteers

Enhancing our volunteering services begins with understanding what opportunities exist to refocus our existing volunteer opportunities and how we can then attract new volunteers to the roles.

The priorities for us are;

- Ensuring our operational resources maintain patient and mission focussed.
- Our emergency service colleagues must focus on delivering care and services to the community. Any time spent with non operational tasks mean patients and the community waits longer than is necessary or safe
- Supporting our operational colleagues at times of extreme pressure: all emergency services are under extreme pressure and have little time to access appropriate welfare facilities.
- Having volunteers both at station and during delays experienced at hospitals will help to ensure our resources and colleagues are supported at times of pressure.
- Supporting enabling services will ensure maximum operational efficiency. As a regional service it is difficult to reach all geographic areas we service with enabling services.
- To ensure our service to the community is not impacted we must reduce the time that operational staff spend interacting with supporting or enabling services.

Opportunities

- Strong interoperability partnership with Fire and Police in Northants
- Executive board and operational board
- Fire Service co-respond in Northants
- Police and Fire currently have non-operational volunteers
- Police have coordinators and 50 Volunteers on there books
- Fire have no coordinator with 30 Volunteers which 15 are active
- Police and Fire Service share joint governance under the PCC
- We have the only county wide tri service cadet scheme in the UK with 270 cadets.

Our Plans

- We have secured the Q- Volunteering funding
- We plan to recruit a non ops volunteer coordinator in Jan 2019
- We will join directly with Fire Service to start the JESV
- The Co-ordinator will reengage with the 30 Fire Service Volunteers
- We will recruit 50-70 more volunteers by the End of 2019
- We will have strong links with the Police Non-ops co-ordinator
- *“Need to Volunteer” and “Want to Volunteer”*
- We have implemented a *“Bid System”*
- We offer 2 types of Volunteering opportunities, *“fixed job description”* and *“Skills you bring”*
- *We have secured transport to move Volunteers*
- *Year 2 we will move to integrate the full JESV with Police, Fire and Ambulance.*

The Future

- How do we maintain funding?
- How do we make it sustainable?
- How do we undertake a meaningful evaluation?
- How do we measure impact?
- What does success look like?



Any Question ?

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for the development of
volunteering