

# Cabinet Report – Emergency Services LTN Questionnaire Summary of responses.

Date - 28/11/2020

## Purpose of this report

To summarise responses received from the emergency services to a questionnaire.

## Background

A questionnaire containing 6 questions was sent to the Metropolitan Police Service, London Ambulance Service and London Fire Brigade on Friday 20th November asking various questions on how they operate and how the implementation of the LTNs have affected the way that they provide services that they provide. We have received responses from all three services although some questions were not fully answered. Where possible we have been able to answer these from notes taken prior discussions held with them.

## Question 1 RESPONSE TIME STANDARDS

**MPS response;** THIS NEEDS TO BE ASKED OF THE BOROUGH

From the mayor of London's website,

An 'I' grade call is the MPS's highest priority call, which requires a police response within 15mins from the time of receiving the call to a unit arriving to the incident.

An 'S' grade call is the MPS's second highest priority call, which requires a police response within one hour from the time of receiving the call to a unit arriving to the incident.

From historical data in Ealing the normal response times prior to the LTNs prior to implementation of the LTNs would vary between 9"24' and 10"40', we do not have post LTN implementation data.

## LAS response

Category one: for life-threatening injuries and illnesses, specifically cardiac arrest. These will need to be responded to in an average time of seven minutes, and the 90th centile in 15 minutes.

Category two: for emergency calls, such as stroke patients. These will need to be responded to in an average time of 18 minutes, and the 90th centile in 40 minutes.

Category three: for urgent calls which will include patients to be treated in their own home. These will be responded to at least within 120 minutes.

Category four: less urgent calls within 180 minutes.

## LFB response

1st Appliance attendance 6 mins on average

2nd Appliance attendance 8 mins on average

The only variation on this is shut in lifts deemed as non-emergencies.

## Question 2 RESPONSE TIME RECORDS/MONITORING

**MPS response;** THIS NEEDS TO BE ASKED OF THE BOROUGH

From discussions with MPS we have not been made aware of response time standards not being met. We have an email stating one response was delayed due to LTN measures but did not state that the response time was not met.

### **LAS response summary**

Response times are recorded automatically and available for review internally at any time on the intranet. They are available upon request via LAS communications department.

There will be a number of occasions where they do not meet a response target for a variety of reasons. LAS are currently reviewing all incidents where this has been as a result of the LTNs and are providing feedback for these directly. A number of incidents have already been fed back.

It has become apparent that the traffic on the main roads has increased since the introduction of the LTNs. This has become an issue when driving north up Boston Road. On the approach to the Uxbridge Road this traffic is unable to be passed by a vehicle on blue lights and so delays have occurred.

### **LFB response**

Response time records and recording procedures are explained on LFB website.

The website states that average arrival times for the first appliance across London between 2015 and 2019 has varied between 5"30' and 5"14@ and for the second appliance 6"50' and 6"32'. The target percentage for 1st appliance arrival for 90% to arrive within 10 minutes, this has been exceeded in each year at between 95-96% and 2nd appliance arrivals of 12 minutes targets of 95% being achieved at 98%. No figures for Ealing response targets post LTN implementations have been published to date.

LFB state that to provide records of any incidents in Ealing, since 22nd July 2020, where response time standards were not met would be a significant amount of work to trawl through data and mapping. LFB do not have other anecdotal records or comments that relate to the effect of Ealing's LTNs on emergency response times, only the monitoring of attendance times.

## **3. NAVIGATION**

### **MPS response summary**

Police vehicles have internal IT with a "satnav" system. It is not updated in the same way as a normal satnav due to higher security levels. Work with their IT supplier is ongoing, to have LTN's across London uploaded onto their systems.

Local officers - Some local vehicles now carry keys for bollards, but the very process of unlocking barriers, can cause unnecessary delays. Local knowledge can assist these officers to

take alternative routes.

Pan London resources – Do not carry keys. Armed response vehicles and Traffic cars, for example will rely on IT satnav or map books. Neither will have the LTNs on them. This could cause a delay in response times.

### **LAS response summary**

Sat-Navs within the response vehicles. Unfortunately, these are not able to be updated with the new road closures due to the system used. Significant investment would be required to change the Satnavs within our vehicles across the trust.

With regards to locked gates and bollards Crews have to find alternative routes. It is not practical for their crews to carry keys as potentially any trust response vehicle might have to respond to any part of London. Also, if a crew were having to convey a patient to hospital who was critically ill and came across a barrier, it would be inappropriate to have to stop and remove a bollard.

### **LBF response summary**

Maps, satnav and local knowledge

Manual update or as and when Ordinance survey is updated. Mapping team will provide maps with updated road closures and route cards as required.

In emergencies we will take routes to incident locations that provide the most expedient route, hence using the road network as is rather than needing to go through LTNs. We carry Fire Brigade keys and gurda keys and in we can use equipment we carry to assist passage should there be issues.

## **4. DESIGN OF LTN FEATURES**

When asked if they have any general or specific comments on the layout of the 'traffic filters' used in Ealing's new LTNs;

**MPS response** – THIS NEEDS TO BE ASKED OF THE BOROUGH

From discussions and emails from MPS;

Barriers create crime hotspots, allowing criminal access, via two wheels, whilst preventing Police vehicular access.

Barriers encourage members of the public to commit the offence of 'Driving Elsewhere, Other Than On The Road'. They do this by driving up onto the footway, in order to pass around the obstruction. As well as it being an offence, this also creates a danger for pedestrians.

### **LAS response summary**

They have heard anecdotally that parked cars near the planters have caused issues passing through them for our ambulances. If they get specific examples, they will forward these on to LBE.

### **LBF response summary**

Parking close to has the potential to slow travel through some hence why they have asked some parking bays to be suspended on approach to limited LTNs. The angle of some eg Junction road would make it potentially slow to travel through LNTs as longer vehicles will need space for a swing turn on entry and exit. This has been discussed previously but we do not have the requirement to travel through them unless an incident occurs on the site of an LTN.

When asked if they have any general or specific comments on how access through filters is controlled.

MPS response - Signage and camera enforcement is preferable, over physical barriers. Police do not carry keys for lockable bollards as a matter of course. A lack of Police access can cause a delay in response times. This is particularly pertinent for non-borough officers, such as Armed Response and Traffic, who don't have the same level of local knowledge.

### **LAS response summary**

Ideally LAS would like ALL LTN bollards/planters to be replaced with the ANPR cameras and all physical barriers removed. Physical barriers have the potential to cause preventable delays to us reaching patients and conveying them to hospital (especially if they are critically ill).

### **LFB response summary**

No response; but from notes taken from meeting and emails; LFB want assurance that all minimum gaps and locks are regularly checked for compliance.

## **5. POLICE/FIRE/AMBULANCE STATIONS**

From which location(s) would emergency vehicles usually be dispatched to incidents within a LTN in Ealing?

### **MPS response**

Police resources are not despatched from a central location. When not actively involved in an incident. This includes Pan London resources.

### **LAS response summary**

LAS have an ambulance station within the London Borough of Ealing is situated in Boston Road, Hanwell. However, due to the sheer volume of calls our vehicles tend to be dispatched as soon as they are available for their next call. This is often at hospitals, outside the previous address they attended or whilst driving.

### **LFB response summary**

Due to their operating model LFB cannot forecast which station or location an appliance may be prior to being mobilised to an incident in an LTN.

From discussions with LFB it is very likely that appliances will be despatched from within LBE unless there is a major incident.

## **6. CONSULTATION**

Please describe how you were consulted by Ealing Council concerning the introduction of the recent LTNs.

### **MPS response**

Proposals are sent via email to Traffic Management Officers (TMO's), within the Metropolitan Police Service.

### **LAS response**

Unfortunately, LAS were not consulted before the introduction of LTN 21. However, LAS now have good engagement with LBE and are working well together to address any issues or concerns

### **LFB Response**

Email

From email history between LBF and LBE, LBF were sent detailed plans of the LTN proposals and responded to them with various comments.

When asked if they have any recommendations for how future consultation with the Council should be conducted in relation similar changes affecting emergency vehicle access

### **MPS response**

Please provide as much notice as possible.  
The current system of sending proposals through via email is sufficient.  
Please ensure each scheme is sent through separately.

### **LAS response**

Suitable points of contact between both organisations and frequent meetings to discuss issues

### **LFB response**

Ideally less numerous in bulk consultations with more time. I is only a small team that pick these up and there is a significant amount of administration involved. The files (technical drawings) are not useful the simple PDF maps are more useful.

## **Summary of responses**

### **Question 1    RESPONSE TIME STANDARDS**

These have all been provided or are obtainable from websites

### **Question 2    RESPONSE TIME RECORDS/MONITORING**

None of the emergency services stated that response time targets have been affected by the LTNs, but MPS and LAS have indicated that some of the response times may be slower than prior to LTN implementation.

### **Question 3    NAVIGATION**

All three services use forms of Satellite Navigation. However, these systems are not updated with the LTNs as they are experimental traffic orders. LFB appliances are mainly based and despatched from within Ealing and they have access to local PDF mapping sent from LBE. LAS and MPS drivers can come from other London areas so do not have local knowledge of the LTN locations. Locally based LAS drivers have access to the LBE maps showing the LTN locations.

### **Question 4    DESIGN OF LTN FEATURES**

MPS and LAS would prefer to see camera enforce rather than planters and bollards as this will not delay response times. LFB do not have issues with the current locations of the traffic filters.

LAS have requested that the traffic filters located in LTN 21 at 2 locations in Haslemere Avenue, specifically at the crossroad junction with Haslemere Avenue and Clitherow Avenue and also where Haslemere Avenue terminates at the junction with Midhurst Road should be replaced with camera enforcement as the current filters dictate the routes needed from Northfields Road to specific house numbers within Midhurst Road.

### **Question 5    POLICE/FIRE/AMBULANCE STATIONS**

MPS and LAS vehicles may not be despatched from a central location depending on location and status of vehicles at the time of emergency calls. LFB would normally be despatched from within LBE

### **Question 6    CONSULTATION**

MPS and LFB consultation was sufficient. Unfortunately, Council emails to LAS were sent to an address that was no longer monitored, and therefore feedback prior to the implementation of the first trial LTNs was not received. All services are now happy with the level of engagement they are currently experiencing with LBE.