

## **London Ambulance Service**

### **London Ambulance Service (LAS) Response to: *Business as usual? – London's emergency and health services' preparations for the 2012 Olympic and Paralympic Games***

**Milestone 1:** NHS London to provide details of a future public information campaign encouraging Londoners to use the most appropriate form of health service during Games time.

**Milestone 2:** London's emergency and health services to have carried out cross-organisational testing to assess their systems for providing a safe and secure Games to ensure that they work and dovetail into business as usual activity.

- **LAS response:** internal testing has commenced for the 2012 Games, for example, of the LAS's new event control facility. Furthermore, input and involvement in cross-organisational testing has commenced in conjunction with the other emergency services and the Olympic bodies. This will continue until Games-time and ensure effective Games-time and business as usual operations during summer 2012.

**Milestone 3:** Games time command and control arrangements to be finalised between stakeholders. This should include allocating key posts to named individuals.

- **LAS response:** command and control arrangements for Games-time have been determined for venues and in conjunction with the Olympic and Paralympic Security Directorate. Key posts have been allocated to named individuals. Cross-organisational liaison will continue regarding the specific details of Games-time command and control.

**Milestone 4:** Following the ONS review of estimated visitor numbers, all of London's emergency and health services to have assessed the additional demands on their services during Games time and carried out detailed planning for how they will meet this demand.

- **LAS response:** in conjunction with the Department of Health and commissioners, the LAS commissioned work to determine the 'Games-effect' and its impact on LAS business as usual operations. The additional demand expected has, and will continue to be, factored into LAS planning for 2012.

**Milestone 5:** The GLA along with London boroughs to have finalised a calendar of events which will provide London's emergency and health services with a clear picture of the range, scale and location of events during 2012.

- **LAS response:** the LAS has been involved in the production of the London Events Co-ordination Calendar, which will continue to inform planning for the cultural impact of the 2012 Games and the additional demand placed on resources.

**Milestone 6:** London's emergency and health responders to assess the impact of the Olympic Route Network and the Paralympic Route Network on their response times and provision of services outside of the Games venues.

- **LAS response:** the LAS has responded to the Olympic Delivery Authority's (ODA) consultation exercises regarding the Olympic and Paralympic Route Networks and their impact on response times and provision of services across London. Liaison will continue regarding the specifics and action will subsequently be undertaken to ensure disruption is effectively managed and minimised.

**Milestone 8:** Central government to have agreed final Olympic related funding allocations with London's emergency and health service providers.

- **LAS response:** the LAS is continuing to work alongside the Department of Health, the strategic health authority and its commissioners regarding the funding requirement for 2012 and securing its receipt.

**Milestone 9:** Details of London's emergency and health services budgets for delivering services during Games time to be made publicly available. This should include any expected funding gaps.

- **LAS response:** see above.

**Milestone 10:** London's emergency and health service employers to have developed their systems for managing staff volunteering requests and leave during the Games period and the whole of 2012.

- **LAS response:** in alignment with the Department of Health, the LAS outlined its approach to volunteering requests and leave during 2012 in summer 2010.

**Milestone 11:** Clarity of the impact that LOCOG's volunteering requirements will have on London's emergency and health services personnel capacity during Games time.

- **LAS response:** see above.

**Milestone 12:** London's emergency and health service providers to have finalised their pre-planned and mutual aid agreements with their UK counterparts.

- **LAS response:** the principles of pre-planned aid for the 2012 Games have been agreed and work is ongoing to determine the exact requirement in conjunction with UK ambulance services.