



London Ambulance Service **NHS**
NHS Trust

2012 GAMES PLANNING

Olympic Games Planning Office Newsletter

An update on the Service's preparations for the London 2012 Olympic and Paralympic Games

November 2010 - Issue three

WHAT'S INSIDE...

Your third 2012 Games Planning newsletter includes...

- **An update on planning**
pages two and three
- **Working for the Service at the 2012 Games**
page three
- **News from the fifth UK Ambulance Forum**
page four

COMMUNITY ENGAGEMENT

➤ The Service has taken part in community engagement events to promote the 2012 Games.

The events, organised by the Metropolitan Police Service, took place in the five Olympic boroughs of Greenwich, Hackney, Newham, Tower Hamlets and Waltham Forest with the aim to promote the 2012 Games and the opportunities it will generate.

Steve Waspe from the Olympic Games Planning Office (OGPO) attended events in Greenwich, Newham and Waltham Forest.

The team spoke to members of the public about Games-related issues, including impact on services and Games legacy. The majority of people were positive about the 2012 Games and more events are being planned for 2011.

FUNDING AWARDED FOR DISABILITY TRAINING

➤ As part of the planning for the 2012 Games, the Service has been investigating how best to train staff to enable them to meet the needs of people with disabilities.

Practice Learning Manager Alan Taylor has secured funding from NHS London which will provide operational staff with the skills in this area and help build effective and lasting partnerships with experts in disability.

This funding will allow the Service to do a number of things.

➤ Work with both staff from disability organisations and Service users to

structure and deliver tailored training packages to Service trainers who will act as leaders and mentors.

- Promote community liaison officers as local disability partnership leaders for the Service.
- Focus the training for operational staff on practical skills with an emphasis on communication.
- Develop a pre-hospital communication aid pocket book for use by frontline staff.
- Work with the acute medical services at the forefront of disability awareness.



Richard Walker films a staff training DVD with Bexley Mencap's Respect Group and Julie Carpenter (far left)

OUR PLANNING

➤ Olympic sporting activity will take place across three separate zones; the Central zone, Park zone and River zone. Operational guidelines have been produced detailing planning requirements for each of these areas of activity and in the last newsletter, zone commanders and deputies were listed. A fourth zone – the Urban zone – will incorporate cultural events relating to the 2012 Games. Mick Pearce, Ambulance Operations Manager (AOM) for City & Hackney, has been appointed to the role of zone commander in this area, with Steve Colhoun, AOM for Romford, his deputy.

Expressions of interest for venue commander positions will be advertised on *the pulse* from 16 November. As many of the venues will be operating for several days in a row and over long periods of time, most venues will require more than one commander. Some of the larger venues will contain sectors within them.

Infrastructure and support

The new event control at Bow is due to be completed this month. It will be used for New Year's Eve 2010 and 2011, Notting Hill Carnival 2011, and a number of other events to ensure that it is thoroughly tested before the 2012 Games.

The Olympic deployment centre will contain accreditation, briefing, catering, and equipment issuing areas and act as the base for deployment to Olympic and Paralympic venues and other cultural events. South area AOM Athar Khan is responsible for the development of the centre.

Options for transport, deployment and catering are being explored. The number of vehicles needed for the 2012 Games has been included in the Service's fleet plan.

Work is being carried out with the London Organising Committee of the Olympic Games (LOCOG) and the Olympic and Paralympic Security Directorate (OSD) to work out what Information Management and Technology requirements there will be

within venue forward control points. The OGPO is also working with the OSD to identify and secure accommodation for pre-planned aid staff during the 2012 Games.

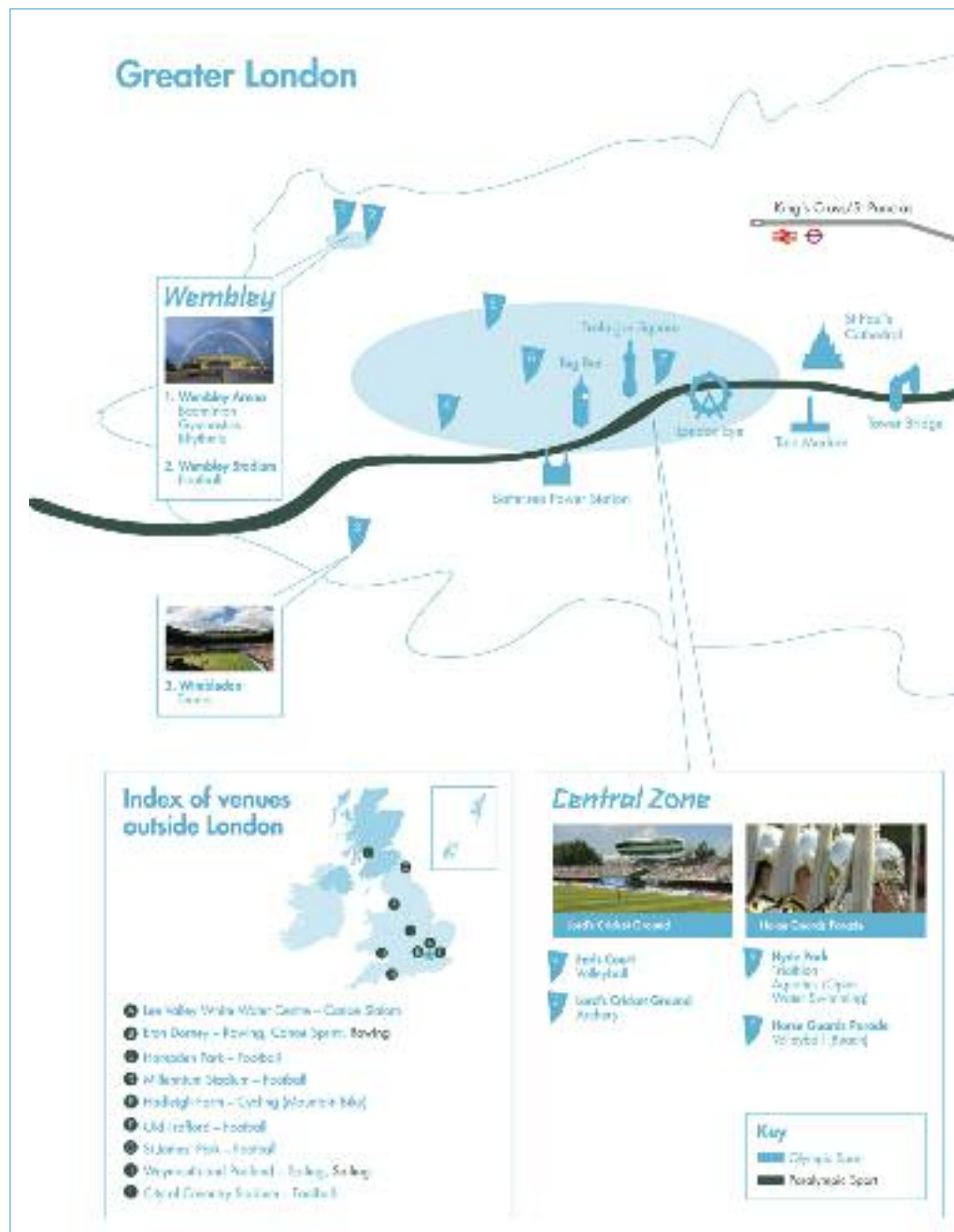
Where are people needed?

The picture below shows the venues that currently form part of each zone. Please note that this could be subject to change.

Olympic workforce and staff selection process update

How has the Service planned for the number and roles of staff required?

A key milestone in the planning process was the Olympic Games schedule provided by LOCOG earlier this year. The schedule listed the majority of sporting events, along with locations and timings to be held over the 17-day period. Using



information provided by LOCOG, the Service established what activities staff would be required to undertake, as well as approximate timings. Examples include:

- briefing, equipping and accreditation for staff;
- transport;
- entry into the Olympic Park secure perimeter; and
- crowd loading and unloading.

Once the number of duty hours required had been calculated, work started with the Service's resourcing department to calculate the whole time equivalent for each staff role. As a result of this work some sample shift patterns have been drafted to fit the LOCOG schedule.

We are continuing our planning work to more accurately establish the cover required to support cultural events relating to the 2012 Games and to meet the expected increase in demand across London during Games-time. Beyond these additional responsibilities, the Service will continue to operate as it would normally.

The same exercise has yet to be undertaken on the Paralympic Games schedule which is expected to be finalised this month. There is a working assumption however, that approximately two thirds of staff numbers required for the Olympic Games will be required for the Paralympics.

The allocation of resources and planning of shift patterns will start in April next year.

Using pre-planned aid

UK ambulance trusts are being asked to provide additional staff to help the Service in delivering their contribution to the 2012 Games. This work is being overseen by a pre-planned aid working group chaired by Sue Harris, Director of Operations at South East Coast Ambulance Service.

Working for the Service at the 2012 Games

The majority of roles will require clinical experience, so initially the staff selection process will focus on this area. Planning is underway to establish the type and number of non-clinical and support roles and more information concerning these areas will be available next year.

A request for expressions of interest to undertake the roles of emergency medical technicians 3 and 4, paramedics and venue commanders commences on the **16 November**. Staff who are qualified as emergency care practitioners (ECPs) are also able to apply, however, at this time LOCOG have not expressed a need for the extra clinical skills ECPs hold so they would be working as part of an operational crew.

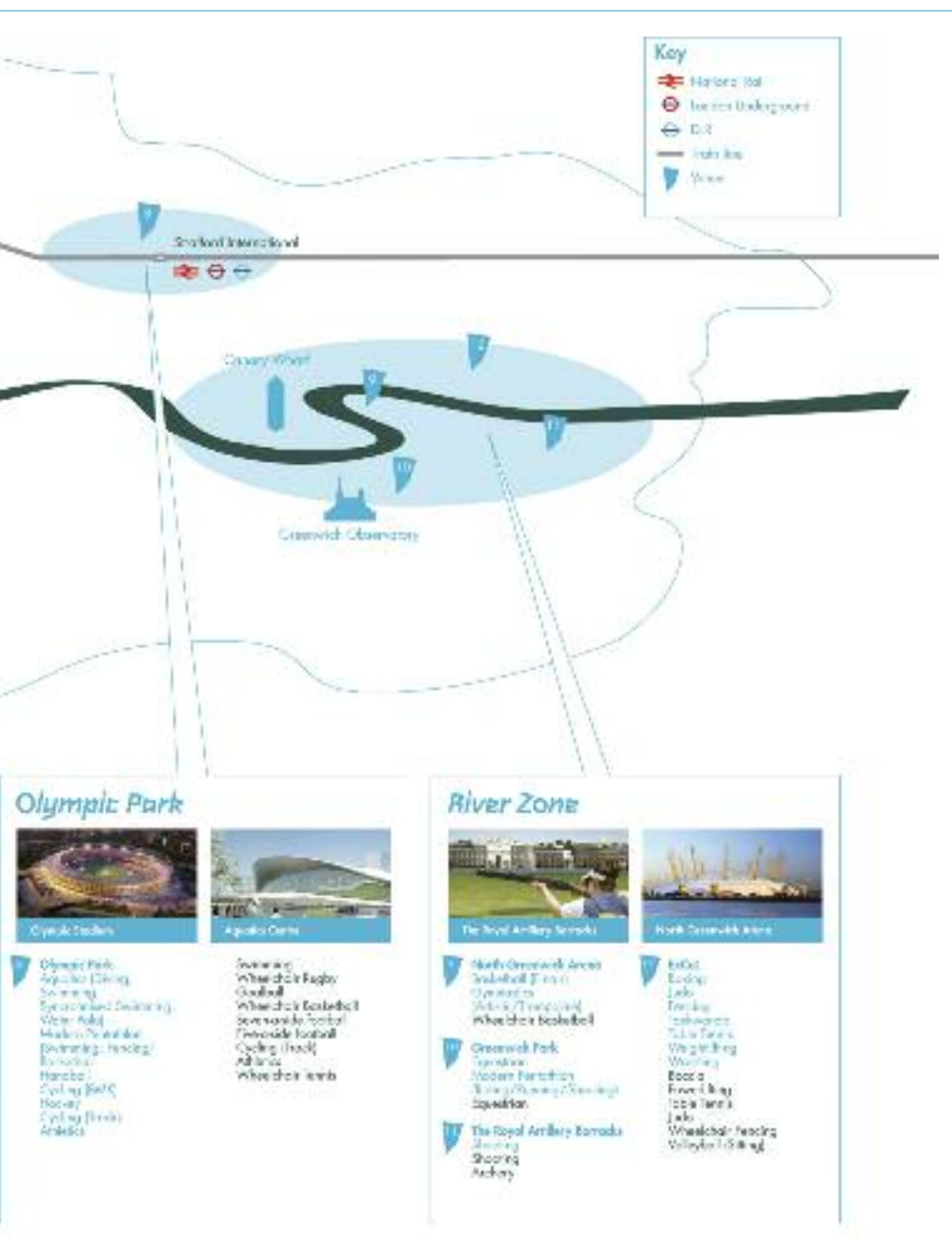
The current selection process relates specifically to the Olympic cohort ie the clinical staff we require to cover the Olympic venues, other sporting events and the celebratory activities that take place, for example, parties in the park and events organised by the various London boroughs.

How to register your interest in working the 2012 Games

Information can be found via the RIB and on *the pulse* under Managing > 2012 Olympic and Paralympic Games > Applying to work at the 2012 Games from **16 November**.

If you do not have access to the internet or require the application pack to be posted to you, our contact details can be found on the back page of this newsletter.

The closing date for expressions of interest is **5pm on Friday 7 January 2011**.



Picture courtesy of London 2012

UK Ambulance Forum

➤ The fifth meeting of the UK Ambulance Forum took place in October.

The event hosted by the OGPO brought together senior representatives from all ambulance trusts.

Guest speakers at the event talked about issues affecting services outside of London. They included Head of UK Operations of the Government Olympic Executive, Andrew Dent, who spoke about UK-wide operations and the possible impact on services outside of Games venues. A presentation on exercising and testing for the Games was given by Simon Cubley from the OSD and Alan Palmer from the OGPO, outlining how all agencies, including ambulance services, will exercise and test their responses prior to the 2012 Games.

This was followed by an outline of site and venue security given by Jim Busby, Chief Superintendent Special Operations. Jim talked about security procedures at the venues and how these may operate differently during Games-time, as well as accreditation issues that may affect staff.

Vincent O'Neil MBE, from the Olympic and Paralympic Policing Coordination Team spoke about the importance of national coordination for all ambulance trusts – especially those outside of London.

Contact us

The Olympic Games Planning Office (OGPO) was set up in 2007. The team, headed by Peter Thorpe, is based in Loman Street. If you have any 2012 enquiries please contact us at gamesplanning@londonambulance.nhs.uk or pop in and meet us in person.

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PLANNING IN THE URBAN ZONE



Photos courtesy of bbs.guilinlife.com

Opening and closing ceremonies at the Beijing 2008 Olympic Games

➤ Anyone who watched the opening ceremony of the Beijing Games in 2008 could not have failed to be impressed. It left many thinking what London could possibly do to beat it.

London plans to use the time around the 2012 Games to put on the biggest party ever seen in the capital for both residents and visitors. The Service is considering what effect this will have on its operations.

This newsletter has previously focused on Olympic sporting venues and events; however,

we are actively involved in planning for what is known as the 'Urban zone'.

AOM Mick Pearce, designated the zone commander for this area, has vast experience of planning for and running events such as New Year's Eve. He will oversee the development of plans for the major events in London during the 2012 Games, from the torch relay to the Queen's Diamond Jubilee celebrations.

The Service is part of the City Operations Group with NHS London, which is overseeing the development of the plans for London during the

2012 Games. Our staff are involved in groups looking at the London Events Coordination Calendar which will give guidance to people wanting to organise large events – many of which require licensing. All London boroughs will follow this guidance when granting entertainment licenses. There will also be an agreement on the number and

type of events to ensure that the emergency services are not overstretched and voluntary and private providers are properly resourced.

The opening ceremony in particular may attract many non-licensed events in London, where screens will broadcast the ceremony. While the crowd numbers may be large, the expectation is that the people attending will be in more mixed groups than say a typical New Year's Eve, meaning there may not be the level of alcohol consumption we would normally see. While this is the experience of other host cities, we will use our experience to ensure adequate medical cover is available to minimise the effect on the rest of the Service.

