



**East of England Ambulance Service NHS Trust**

By Email Only:  
sunnica@planninginspectorate.gov.uk

Hammond Road  
Bedford  
MK41 0RG

Date: 1<sup>st</sup> April 2022

Our Ref: PI/SEF/ZM

Dear Sir or Madam

**SUNNICA ENERGY FARM  
APPLICATION REFERENCE No EN010106**

**Application For A Development Consent Order (DCO) For The Construction, Operation (Including Maintenance) & Decommissioning of Sunnica Energy Farm – Relevant Representation By The East of England Ambulance Service NHS Trust (EEAST) Pursuant To Section 56 of The Planning Act 2008**

We write in response to the Secretary of State for Business, Energy & Industrial Strategy's Notice following Acceptance of the above application on 16<sup>th</sup> December 2021 and the Applicant's letter to EEAST dated 24<sup>th</sup> February 2022 advising a deadline for the making of a relevant representation by 23:59 on 1<sup>st</sup> April 2022.

EEAST has reviewed the DCO application documentation and wishes to raise a non-statutory **HOLDING OBJECTION** on the following basis:

- Insufficient scoping work has been undertaken to date - to identify a suitable study area, baseline assessment & approach to identify the likely environmental, social & cumulative effects of the development on EEAST's operations
- Insufficient measures are proposed to avoid, reduce, mitigate & compensate for the likely Scheme impact on EEAST's operations (summarised below) during the construction phase of the development
- Omission to include suitable Heads of Terms of Agreement, either via a Section 106 planning obligation or Deed of Obligation - to provide funding & new facilities provision, as required, to increase the capacity, response capability and Project Preparedness for EEAST's staff, vehicle fleet and estate assets to mitigate & manage the impacts arising
- Omission to include suitable Terms of Reference, Membership or a Communications Strategy for a Transport, Community Safety, Health & Wellbeing Working Group to be set up - to inform & assist the management of relevant aspects of the Scheme requiring a coordinated response from health and blue light partners, including EEAST,

Cambridgeshire and Peterborough Clinical Commissioning Group (C&PCCG) and Suffolk and North East Essex Clinical Commissioning Group (SNEECCG) (or their successor organisations).

EEAST, together with both CCGs, is therefore keen to work with Sunnica Ltd to address these omissions and agree and secure suitable mitigation and management measures as part of a Section 106 planning obligation (or Deed of Obligation), and reflect this position within a Statement of Common Ground by commencement of (or at an early stage during) the forthcoming Examination.

### **East of England Ambulance Service NHS Trust**

EEAST is commissioned by Suffolk and North East Essex CCG on behalf of all CCGS to provide emergency and urgent care services throughout Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk, and transports patients to 17 acute hospitals amongst other healthcare settings, including within the Forest Heath and East Cambridgeshire area covering the location of the Sunnica Scheme.

EEAST covers an area of approximately 7,500 sq miles with a resident population of over six million people and employs approximately 4,000 staff operating from 130 sites who are supported by dedicated volunteers.

The 999 service is free for the public to call and is available 24 hours a day, 7 days a week, 365 days a year, to respond to the population with a personalised contact service when patients:

- Require rapid transportation with life threatening illness/injury or emergencies - category 1 and 2
- Present with lower acuity urgent and less urgent conditions - category 3 and 4 requiring clinical interventions
- Patients may be passed to 999 via other NHS health care systems, including NHS 111
- EEAST receives over 1 million emergency (999) calls per year and 800,000 calls for patients booking non-emergency transport.

EEAST also provides urgent and emergency responses to Healthcare Professionals requiring ambulance assistance, and inter-facility transfers between hospitals and other healthcare settings, where patients require treatment at alternative sites to their current setting.

Non-Emergency Patient Transport Services (NEPTS) is a commissioned service providing an essential lifeline for people unable to use public or other transport due to their medical condition. Currently this service is provided by EEAST for Cambridgeshire & Peterborough Clinical Commissioning Group. These much-needed journeys support patients who are:

- Attending hospital outpatient clinics
- Being admitted to or discharged from hospital wards

- Needing life-saving treatments such as radiotherapy, chemotherapy, renal dialysis or DVT treatment.

Further details of EEAST’s service remit, priorities, staff, vehicle fleet and estate assets, service targets, and co-working relationship with other healthcare and blue light partners are set out for information at **Annex 1**.

## **Sunnica Scheme Proposals – Location & Overview**

Sunnica Ltd’s DCO Application is for the construction, operation (including maintenance) and decommissioning of Sunnica Energy Farm ‘the Scheme’.

It would deliver energy to the national transmission network, by installing ground mounted solar photovoltaic (PV) panel arrays across four sites (covering 981 ha in area) connected to the Burwell National Grid Substation, to generate electricity energy from the sun, and combine these with a Battery Energy Storage System (BESS).

The four electricity generating sites are located within Suffolk and Cambridgeshire and are comprised as follows:

- Sunnica East Site A – an area of 223 ha, located approximately 3.5 km east of Mildenhall, 0.5 km south-east of Isleham & 0.6 km south-west of West Row
- Sunnica East Site B – an area of 319 ha, located approximately 1.5 km south-east of Mildenhall, 1 km east of Freckenham & immediately south of Worlington
- Sunnica West Site A – an area of 373 ha, located approximately 7 km east of Burwell, immediately north of the A14 at Newmarket
- Sunnica West Site B – an area of 66 ha, located approximately 5.5 km east of Burwell & 0.5 km north of Snailwell
- The four sites would be connected to the existing National Grid Substation at Burwell (which is proposed to be extended) via a cable corridor running across two routes A & B as follows:
  - Route A would traverse agricultural land, the B1102, the River Kennet, the B1085 & rights of way
  - Route B would traverse agricultural land, the Chippenham Road, the River Snail, rights of way, the railway line, A142, the B1102, Burwell Lode & New River.

The Scheme has three distinct phases incorporating construction, operation and decommissioning, and the principal development and associated activities arising at each stage are summarised below:

## **Construction Phase**

The 'Scheme Description' contained at Volume 6, 6.1 Chapter 3 within the Environmental Statement (ES) envisages a construction phase of approximately 24 months on the assumption that the Scheme is built in one continuous phase, and subject to this timeline estimate being confirmed by the appointed contractor.

It is programmed to commence (subject to DCO approval) in Summer 2023, and the Scheme would be split into 6 x construction zones for Sunnica East Sites A and B, and 3 x zones for Sunnica West Sites A and B.

The Burwell National Grid Substation extension and cable route corridor would form further construction zones.

## **Construction Activities**

The principal construction activities and works associated with the Scheme are summarised below:

- Site preparation and civil engineering works comprising
  - Preparation of land for construction, including site levelling
  - Import of construction materials, plant & equipment to the sites
  - Erection of construction compounds & perimeter fences
  - Construction of internal access roads & marking out infrastructure locations
- Provision of 10 x temporary construction compounds & construction laydown areas (associated with the cable route) across the construction sites comprising:
  - Areas of hardstanding & car parking
  - Site & welfare offices & workshops
  - Security infrastructure, including cameras, perimeter fencing & lighting
  - Site drainage & waste management infrastructure, including sewerage
  - Electricity, water, waste water & telecommunications connections
- Solar PV Array construction & module installation comprising:
  - Import of components to the sites
  - Ramming & erection of module mounting structures, with foundations to a maximum depth of 3.5 m
  - Trenching & installation of electric cabling
  - Transformer, inverter & switchgear foundation excavation & construction – cranes used to lift equipment into position

- Installation of control systems, monitoring & communication
- Onsite electrical infrastructure, including the National Grid extension:
  - Site preparation
  - Excavation & construction of concrete foundations & concrete pads– piling may be required for the foundations
  - Installation of electric cabling
  - Import of components to the sites – mobile cranes used to place the components into position, with a lift height not expected to exceed 30 m
  - Installation of substations & battery, transformers, inverters & switchgear for the 3 x BESS areas
- Construction of cable routes & jointing bays comprising:
  - Site preparation & searches
  - Trench excavation – tracked excavators used to work the ground in layers
  - Aggregates & topsoil storage, trench sand bedding & cable installation
- Trenchless cabling comprising:
  - Site preparation & searches
  - Excavation of launch & reception pits – excavators used
  - Plant & spoil storage to be located to minimise trench collapse
  - Boring operations with rotary cutting tools (reamers) used to create the appropriate bore for accepting the product pipes – water -based drilling & bentonite (clay) utilised.
- Utilities diversion works
- Site reinstatement, landscaping & habitat creation

### **Construction Staff, Hours of Work Traffic, Plant & Access**

At the peak of construction in 'month 9' an estimated 1,393 construction workers would be deployed across the sites each day, working a single 12-hour shift typically from 7am to 7pm.

The following construction phase (Two-Way) traffic movement estimates are set out in the ES:

- HGVs associated with the Solar PV construction – a peak of 162 x movements per day are estimated in 'month 2', with an average of 93 movements per day at other times:
  - 86 x peak movements & 51 x average movements per day assigned to Sunnica East Sites A & B
  - 76 x peak movements & 42 average movements per day assigned to Sunnica West Sites A & B
- HGVs associated with the 3 x substations & Burwell National Grid Substation extension construction comprising:
  - 64 x maximum movements & 42 x average movements per day.
- HGVs associated with the Cable route construction comprising
  - 92 x maximum movements & 90 x average movements per day.
- HGV's peak/ maximum & average total across the local road network of 318 & 225 movements per day respectively
- HGVs associated with ancillary construction traffic are estimated as follows:
  - 757 x fuel delivery movements across the full construction period
  - 785 x industrial/ potable water delivery movements across the full construction period
  - 7,210 x waste collection movements across the full construction period
  - 665 x greywater collection movements across the full construction period
- 80, 400 & 1,000 tonne cranes – 54 x crane movements associated with the construction of the 3 x substations & Burwell National Grid Substation extension
- 48 x Low Loader movements associated with the construction of the 3 x substations & Burwell National Grid Substation extension
- Light vehicles associated with the Solar PV construction comprising:
  - a peak of 1,874 x movements per day across the sites
  - an average of 1,242 movements per day across the sites
- Light vehicles associated with the 3 x substations & Burwell National Grid Substation extension construction comprising:
  - 264 x maximum movements & 164 x average movements per day
- Light vehicles associated with the Cable route construction comprising:

- 10 x maximum movements & 8 x average movements per day
- Light vehicles peak/ maximum & average total across the local road network of 2,146 & 1,414 movements per day respectively
- Minibus transit across all sites comprising:
  - 118 x peak movements & 54 average movements per day

### **Articulated Indivisible Loads (AILs)**

The ES includes information within the Transport Assessment at Volume 6, 6.2, Appendix 13B and in Volume 6, 6.2, Appendix 13C Framework Construction Management Plan in relation to proposed AIL considerations.

Up to 16 x AIL movements per substation (52 x total) are estimated, comprising of a variety of cranes.

A Crane Route Review has been undertaken to consider potential crane routes from the Strategic Road Network (SRN) to the required site accesses at:

- Sunnica West Site A on La Hogue Road
- Sunnica East Site A on Ferry Lane & Site Access K on Beck Road
- Sunnica East Site B on Elms Road
- Burwell National Grid Substation Extension on Weirs Drove (option 1) or Newnham Drove (option 2).

The review considered a 1,000 tonne crane (22.6 m long) a 650 tonne crane (20.6 m long) and a 400 tonne crane (18.5 m long) as these are the largest vehicles expected on site, in order to determine potential transit routes and the works required to accommodate the vehicles at the site access points.

The short-term removal of street furniture and traffic signage within specific central islands and slip road junctions is envisaged, in order to accommodate access and egress for 1,000 tonne crane movements, along with targeted carriageway widening for all the cranes (1000t, 650 t & 400t).

A 'route review' would be carried out by the contractor prior to the cranes being despatched to each site, to incorporate liaison with the relevant highway authorities, National Highways and the Police.

### **Plant & Machinery**

The Scheme would require a wide range of specialist plant and machinery to be deployed comprising excavators (wheeled, compact, tracked & mini), mobile cranes (80, 400 & 1,000



tonnes) crawled dozers, push piling press rigs, power generators, telehandlers, fork lifts, trucks, vibrating rollers, skip loaders, tankers (fuel & water) ready mix concrete wagons, HGV low loaders, rigid HGV/ HIAB (grab), HGV materials delivery, HGV Beavertail, dumpers, truck mounted hot box, cable winch and cable transport vehicles.

Construction compounds would be located within Sunnica East Sites A & B and Sunnica West Sites A & B, containing offices, mobile welfare units canteens, storage, waste skips, storage, download and turning areas.

Materials would be delivered via HGV's at regular intervals to the construction compounds, and transported to working areas via smaller LGV's.

## **Spoil & Waste**

An estimated 45,470 tonnes of excess spoil is anticipated to arise from the earthworks, which would be removed from site and disposed of to approved waste management facilities.

An estimated 2,500 kg of paint, solvent and chemical (hazardous) waste, and 52,032 m<sup>3</sup> of paperboard, wood and plastic (non-hazardous) waste is anticipated to arise, which would be removed from site and disposed of to approved waste management facilities.

## **Access**

The sites would be served by two access points on Sunnica East Site B via the A11 and B1085, and Sunnica West Site A via the Chippenham junction of the A11, to the north of junction 38 of the A14.

During the construction phase all light vehicles would access the sites at these locations and park in the centralised car parks, with staff transported to the working areas via minibus using internal access tracks.

A number of secondary access points would also be provided to facilitate access to all individual land parcels within the DCO full order limits, and to act as an emergency access for the BESS compounds.

Secondary access points for Sunnica East Sites A and B would be from Elms Road southeast of the main access, Newmarket Road (south of Worlington), Golf Links Road, Newmarket Road (between the A11 and Golf Links Road) Freckenham Road, Beck Road and Ferry Lane.

Secondary access points for Sunnica West A and B would be from Chippenham Road, Dane Hill Road and Snailwell Road.

Access to the Burwell National Grid Substation Extension is proposed from Weirs Drive or Newnham Drove.

A further 18 x access points would be provided along the Grid Connection Route.



A number of the access roads outlined above are single carriageways and would require hedgerow cut back and the widening and upgrading of access points to accommodate 'wide traffic loads' generated by the Scheme.

For 'crane access routes' the temporary removal of street furniture and road widening measures are required to facilitate access.

## Road Closures

The ES includes information within the Transport Assessment at Volume 6, 6.2, Appendix 13B in relation to proposed road closures. The roads crossed by Grid Connection Routes A and B, including internal cable crossings would require the following temporary road closures (14 x roads) for an estimated time period of up to 1 week:

- Weirs Drove
- Newnham Drove
- Little Fen Road
- First Drove
- Broads Road
- Chippenham Road
- La Hogue Road
- B1085
- Elms Road
- Beck Road
- Isleham Road
- B1102 Freckenham Road
- Newmarket Road – between Worlington & Red Lodge
- UC6006

## Major Accidents & Disasters

The ES includes information within Volume 6, Chapter 16: Other Environmental Topics in relation to major accidents and disasters.

The approach focuses on the potential effects of the Scheme on the environment - as a result of the vulnerability of the Scheme to risks of major accidents and disasters occurring.

*Accidents* are defined as “an occurrence resulting from uncontrolled developments in the course of construction, operation and decommissioning, such as a major emission, fire or explosion”.

*Disasters* are defined as “naturally occurring extreme weather events or ground related hazard events, such as subsidence, landslide or earthquake”.

Information is presented in the ES within Volume 6, 6.2 Appendix C: Framework Construction Environmental Management Plan, in relation to the proposed mitigation measures for managing major accidents and disasters during the construction phase which are summarised below:

- All works undertaken in accordance with relevant Health & Safety legislation & guidance – details of fire, police, emergency services & hospitals will be publicised & included in the site induction
- The relevant risk assessments & safety during construction will be required & produced by the Contractor prior to construction, which will be implemented to minimise the risk of accidents & disasters on site
- An Outline Fire Safety Management Plan has been submitted with the DCO Application to explore the risks associated with fires from BESS equipment, & sets out measures to minimise the impact of an incident during construction, operation & decommissioning of the facility.

It is noted that Framework Construction Environmental, Resource and Transport Management Plans form part of the planning documentation, with detailed plans to be prepared by the appointed Contractor in order to develop specific mitigation measures for approval by the local authorities pursuant to the DCO process.

## **Human Health**

Volume 6, 6.1 Chapter 15: Human Health considers the Scheme impact on human health and wellbeing.

The approach assesses the Scheme impact on the primary healthcare services scoped as part of the Assessment to be 'neutral' during the construction, operational and decommissioning periods.

## **Operational Phase**

It is noted that during the operational phase activity within the Scheme is envisaged to be minimal, and principally associated with vegetation management, equipment maintenance and servicing, replacement of damaged and/ or failed components and monitoring, undertaken by 17 x permanent staff.

It is noted that a Framework Operational Environmental Management Plan forms part of the DCO documentation, and a Plan would be agreed in advance with the Local Planning Authorities as part of the DCO process.

## **Decommissioning Phase**

The Scheme would be required to be decommissioned after 40 years of operational life, and is assumed to commence no earlier than 2065. Decommissioning is estimated to take between 12 – 24 months undertaken in phases, with approximately 198,345 m<sup>3</sup> of waste arising.

Land within the Order Limits would generally be reinstated with all areas of habitat and biodiversity mitigation and enhancement left in situ.

It is noted that a Framework Decommissioning Environmental Management Plan forms part of the DCO documentation, and a Decommissioning Plan would be agreed in advance with the Local Planning Authorities as part of the DCO process.

## **Potential Impacts on EEAST Service Areas & Capacity**

### **Scheme Environmental & Social Effects**

Review of the Sunnica Ltd (Applicant's) environmental impact assessment and related DCO documentation, indicates that the potential impacts on EEAST's operational capacity, staff, vehicle fleet and estate assets have not been baselined or assessed to date.

EEAST is therefore keen to work with Sunnica Ltd to ensure this omission is addressed by further information being prepared to inform a robust DCO Application for examination.

In particular, EEAST wishes to agree and secure suitable mitigation and management measures as part of a Section 106 planning obligation (or Deed of Obligation) and reflect this position within a Statement of Common Ground by commencement (or at an early stage) of the forthcoming Examination. EEAST's principal areas of interest and concern are summarised below.

### **EEAST Principal Areas of Interest & Concern**

#### **Information for Inclusion Within Scope of the DCO Application Documents & Related Mitigation & Management Measures**

The principal areas of Scheme interest from EEAST's perspective, which are likely to significantly impact on EEAST's operations requiring appropriate mitigation measures and management, are outlined below in light of the assumptions presented in the DCO Application.

#### **Traffic and Transport**

It is evident that an appreciable number of new highway access points, serving a significant level of construction phase HGV (incorporating slow moving low loaders) and light traffic movements, along with a wide range of road improvements, road closures and traffic management measures are envisaged - leading to highway network impact, delay and route diversions.

Information to determine the effect of the Scheme traffic and transport management measures and works, and its impact on EEAST's operational resources, capacity and efficiency is currently absent from the DCO documentation.

The impact of Scheme traffic and transport effects on EEAST's operational resources, capacity and efficiency therefore needs to be presented and assessed, with appropriate mitigation and management measures proposed, secured and implemented within a Section 106 planning obligation or Deed of Obligation, as part of any Development Consent Order approval.

#### **Articulated Indivisible Loads (AIL)**

It is evident that an appreciable number of AIL movements (additional to the HGV movements above) requiring the temporary removal of street furniture and traffic signage, along with road and site access widening measures are required to accommodate transit routes for 1,000, 650 and 400 tonne cranes.

It is further noted that the appointed Contractor would undertake a 'crane route review' in liaison with the relevant local and highway authorities, National Highways and the Police, before determining preferred routes and associated highway enabling measures.

Information to determine the effect of Scheme AIL's along with highway related disruption and delay and its impact on EEAST's operational resources, capacity and efficiency is currently absent from the DCO documentation.

The impact of AIL highway and transport effects on EEAST's operational resources, capacity and efficiency therefore needs to be presented and assessed, with appropriate mitigation and management measures proposed, secured and implemented within a Section 106 planning obligation or Deed of Obligation, as part of any Development Consent Order approval.

### **Major Accidents and Disasters**

It is evident that a significant level and duration of construction phase work, with an operational sites context requiring the use of large-scale plant, heavy and specialist machinery and equipment, along with construction noise, vibration, dust and in potentially adverse weather conditions is likely to present construction site hazards and dangers.

Working on uneven ground, with moving machinery lifting and transporting materials, and working at depth, including the potential for trench collapse, for example, underlines the risk associated with construction related activities, including the need for both urgent and other medical interventions and transport conveyance to be planned for and provided.

Indeed, HSE's construction statistic publications (for Great Britain) indicate that work related incidents, involving serious injury and fatalities, are statistically significantly higher for the construction industry as compared to the 'all industry' rate.

Information to determine the effect of the construction phase and its impact on EEAST's operational resources, capacity and efficiency is currently absent from the DCO documentation.

In the event of a construction phase accident, appropriate procedures would need to be put in place for emergency access, on-site triage, medical assessment and patient identification, stabilisation and transfer to an appropriate healthcare setting. The processes and procedures developed by Sunnica Ltd and any outsourced construction organisations should refer legislation and technical guidance which puts a duty on Sunnica Ltd to have its own response and medical mitigation to get the patient to a place of 'normal access' and handover to EEAST crews. EEAST would also expect any trench collapse would fall under the confined space regulations and the Sunnica Ltd, construction company and/or contractor should have access to a confined space trained team that could extricate a casualty safely.

Plans and contingencies for facilitating emergency access, on-site triage, medical assessment, patient identification, stabilisation, clinical information, safe and efficient

handover to EEAST responders and sustaining operationally optimal attendance times (noting the likely delay factors above) which in urgent cases may require Helicopter Emergency Medical Services (HEMS) access, is therefore considered to be necessary.

The incidence and impact of major accidents (and disasters) on EEAST and its HEMS partner operational resources, capacity and efficiency (including EEAST hazardous area response teams - HART) needs to be presented and assessed, with appropriate mitigation and management measures proposed, secured and implemented within a Section 106 planning obligation or Deed of Obligation, as part of any Development Consent Order approval.

### **Population Increase, Health and Wellbeing**

It is evident that during the anticipated 2-year construction period a significant number of workers are required to implement the construction stages of the Project.

Information to determine the nature of the construction workforce, their home origin, health status, clinical dependencies, location of any temporary accommodation, which are factors likely to directly impact on EEAST's operational resources, capacity and efficiency, including its co-ordinated response with healthcare partners, is currently insufficiently predicted in the DCO documentation.

This impact information therefore needs to be presented and assessed, with appropriate mitigation and management measures secured and implemented within a Section 106 planning obligation or Deed of Obligation, as required, and as part of any Development Consent Order approval.

### **Joint Working With EEAST, Health & Blue Light Partners**

#### **Transport, Community Safety, Health & Wellbeing Working Group**

In the light of the above, EEAST recommend that appropriate Terms of Reference, Membership and a Communications Strategy for a Transport, Community Safety Health and Wellbeing Working Group is established, potentially in advance of the Examination.

This would help to inform and assist the management of relevant aspects of the Scheme requiring a coordinated response from 'health and blue light partners', incorporating representatives from EEAST, West Suffolk and Cambridgeshire & Peterborough Clinical Commissioning Groups (CCG's) Suffolk and Cambridgeshire Constabulary's and Suffolk and Cambridgeshire Fire and Rescue Services.

### **Concluding Remarks**

EEAST is pleased to respond to the Sunnica Energy Farm Scheme and following review of the DCO application documentation wishes to raise a non-statutory **HOLDING OBJECTION**, due to its omission to address EEAST's principal areas of interest and concern outlined above.

EEAST consider that the Scheme is likely to give rise to significant effects (impacts) on its operational capacity, staff, vehicle fleet and estate assets which have not been baselined or sufficiently assessed by Sunnica Ltd to date.

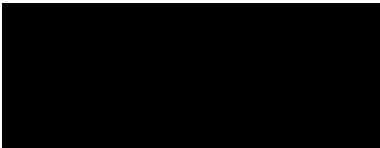


The Scheme is therefore considered to adversely impact on EEAST's ability to meet and deliver its targets and priorities (statutory duties) as a key healthcare and emergency services provider.

Identified impacts of the development are therefore likely to require appropriate mitigation and management measures to be secured and implemented, as part of a Section 106 planning obligation or Deed of Obligation, and reflected in a Statement of Common Ground to inform the forthcoming Examination.

The measures ought to include a process to assist EEAST and its health and blue light partners to plan for and implement co-ordinated responses to construction phase (and any other Scheme) incidents, to optimise patient outcomes.

We trust this is of assistance and look forward to working with Sunnica Ltd to satisfactorily address the points outlined above (and to lift EEAST's holding objection) at an early stage.



Zoë May  
Head of Business Relationships



## ANNEX 1

### EEAST KEY FACTS & SERVICE INFORMATION

**This section summarises EEAST’s service remit, priorities, staff, vehicle fleet and estate assets, and co-working relationship with other healthcare and blue light partners and service targets**

#### Service Remit & Priorities

The East of England Ambulance Service NHS Trust provide accident and emergency services and non-emergency patient transport services across the East of England.

The Trust Headquarters is in Melbourn, Cambridgeshire and there are Ambulance Operations Centres (AOC) at each of the three locality offices in Bedford, Chelmsford and Norwich who receive over 1 million emergency calls from across the region each year, as well as 800,000+ calls for patients booking non-emergency transport.

The 999 service is part of the wider NHS system providing integrated patient care. Provision of 999 services is aligned closely with national and regional initiatives driven by:

- Sustainability and Transformational Partnerships
- Integrated Care System
- Integrated Urgent Care systems, ie NHS 111, Clinical Assessment Services, Urgent Treatment Centres, GP Out of Hours Services.

Additionally, regional Ambulance Trusts may collaborate closely with other ambulance services, the wider emergency services or wider system providers to deliver appropriate patient care.

To support the service transformation agenda, the key requirements are:

- To deliver the core response and clinical outcome standards as defined by the Ambulance Response Programme
- To fulfil statutory duties relating to emergency preparedness, resilience and response (EPRR)
- Optimisation of call handling and appropriate responses through virtual alignment of NHS 111/999 and call/CAD transfer between ambulance services
- Increase the percentage of lower acuity calls managed through “hear and treat” and “see and treat” options
- Utilise a virtual delivery model to support wider workforce integration for paramedics, call handlers and specialist staff with local urgent care delivery models
- Facilitate cross boundary working and the flexible use of ambulance service resources to support the development of regional Sustainability and Transformational Plans and Integrated Care Systems.



The 999 service is free for the public to call and is available 24 hours a day, 7 days a week, 365 days a year, to respond to the population with a personalised contact service when patients:

- Require rapid transportation with life threatening illness/injury or emergencies - category 1 and 2
- Present with lower acuity urgent and less urgent conditions - category 3 and 4 requiring clinical interventions
- Patients may be passed to 999 via other NHS health care systems, including NHS 111
- EEAST receives over 1 million emergency (999) calls per year and 800,000 calls for patients booking non-emergency transport.

EEAST also provides urgent and emergency responses to Healthcare Professionals requiring ambulance assistance, and inter-facility transfers between hospitals and other healthcare settings, where patients require treatment at alternative sites to their current setting.

Non-Emergency Patient Transport Services (NEPTS) provide an essential lifeline for people unable to use public or other transport due to their medical condition. These much-needed journeys support patients who are:

- Attending hospital outpatient clinics or other healthcare location
- Being admitted to or discharged from hospital wards
- Needing life-saving treatments such as radiotherapy, chemotherapy, renal dialysis or DVT treatment.

### **Service Assets**

EEAST clinicians:

- Emergency Care Support Workers
- Emergency Medical Technicians
- Paramedics
- Specialist Paramedics
- Critical Care Paramedics.

Types and models of response:

- Community First Responder (CFR) (volunteers)
- Patient Transport Service (PTS)
- Clinical See and Treat
- Clinical Hear and Treat (telephone triage)
- Early Intervention Team (EIT)
- Rapid Response Vehicle (RRV)
- Double Staff Ambulance (DSA)
- Hazardous Area Response Team (HART)
- Specialist Operations Response Team (SORT)

- Helicopter Emergency Medical Service (HEMS), EEAST utilise 5 aircraft across 3 charities within the region
  - Magpas – 1 x aircraft from RAF Wyton
  - East Anglian Air Ambulance – 2 x aircraft form Cambridge and Norwich Airport
  - Essex and Herts Air Ambulance – 2 x aircraft form North Weald and Earls Colne

Ambulance Operations Centre (AOC) staff:

- 999 Call Handlers
- Emergency Medical Dispatchers
- Tactical Operations Staff.

EEAST support services staff cover all other corporate and administrative functions across the region.

## Estates

The Trust is rolling out a Hub and Spoke network with up to 18 hubs to provide regional premises for delivery of operational responses to calls, flow of ambulance preparation via the Make Ready function (cleaning and restocking of ambulances) and despatch of ambulances to local spokes (reporting posts/response posts/standby locations). Support services such as workshop facilities, clinical engineering (medical equipment store and workshop), consumable product stores and support office accommodation are also provided from Hubs.

- Ambulance Station Central Reporting Post - A 24/7 - Permanent reporting base for staff and primary response location for one or more vehicles. Provision of staff facilities.
- Ambulance Station Response Post - A primary response location, which includes staff facilities but is not a reporting base for staff.
- Standby Location - Strategic locations where crews are placed to reach patients quickly. Facilities used by staff are provided on an informal basis only by agreement with the relevant landowner.

Ambulance Stations in the Sunnica area

Cambridge x 3
Bury St Edmunds x 2
Ely
Mildenhall
Newmarket

## Vehicle Fleet

- 387 front line ambulances
- 178 rapid response vehicles
- 175 non-emergency ambulances (PTS and HCRTs vehicles)
- 46 HART/major incident/resilience vehicles located at 2 x Hazardous Area Response Team (HART) bases with a number of specialist vehicle resources.

## Workforce & Equipment

Approximately 4,000 staff and 800+ volunteers across 120 sites. Each resource has equipment specific to the operational function of the vehicle and skill level of the staff.

## Specialisms

EEAST works collaboratively across our blue light partners and have joint working groups with Police and Fire Services across the region, working in partnership managing responses to incidents and undertaking joint exercises with our dedicated resources to prepare for specialist rescue, major incidents and mass casualty incidents.

EEAST is a Category 1 Responder under the Civil Contingencies Act, 2004, playing a key role in developing multi-agency plans against the county and national risk registers. EEAST also works closely with the Military, US Air Force, Royal Protection Service, Stansted Airport and the Port of Felixstowe Police, Fire and Ambulance services.

EEAST's Emergency Preparedness Resilience Response (EPRR) team lead on the Joint Emergency Services Interoperability Principles (JESIP) working in close partnership with all blue light agencies, the Coastguard and Local Authorities. Specialist resources work with the Police in counter terrorism and developing response plans in the event of a major incident.

EEAST are an integral part of the locality's resilience response sitting on a number of safety advisory groups, east coast flood working groups and hospital emergency planning groups.

### Co-working Relationship with other Blue-Light and Healthcare Partners

EEAST is an integral part of the wider healthcare system working closely with the North Essex Integrated Care System (ICS) and Clinical Commissioning Groups (CCGs) to deliver emergency and urgent care and are key stakeholders in supporting wider healthcare initiatives.

Within North Essex, EEAST work with the CCGs in delivering additional care pathways focussing on hospital admission avoidance, this is a partnership with the local acute providers and local authorities. EEAST operate Early Intervention Response vehicles and a Rapid Intervention Vehicle. These resources work collaboratively within the system to offer holistic care to patients whilst reducing pressure on Emergency Departments.

This is EEAST's response to the requirements of the NHS Long Term Plan, with the clear narrative that in order to bring the NHS into financial balance all NHS providers must find mechanisms to treat patients in the community and out of the most expensive care setting, which are acute hospitals. This not only saves the NHS critical funding, but it also improves patient outcomes.

EPRR and Specialist Operations teams routinely train with other blue light agencies in preparedness for major incidents such as terrorist attacks and major incidents with statutory training obligations to respond to local and national incidents.

In continuing to respond to the COVID-19 Pandemic, EEAST is working collaboratively with Private Ambulance providers, the Military, volunteer Ambulance Services (such as St John Ambulance and British Red Cross) and local Fire and Rescue Services, to increase its capacity and maintain service delivery to meet the additional demand.

### **EEAST Service Targets**

All NHS organisations are required to report against a set of Core Quality Indicators (CQIs) relevant to their type of organisation. For ambulance trusts, both performance and clinical indicators are set as well as indicators relating to patient safety and experience.

NHS organisations are also required to demonstrate their performance against these indicators to both their commissioners and Regulators (NHS England/Improvement).

It is important to note that EEAST is also measured on how quickly a patient is transported to an appropriate location for definitive care, often in time critical circumstances.

Failure to deliver against these indicators will result in a Contract Performance Notice and could result in payment being withheld, as prescribed in NHS Standard Contract 20/21 General Conditions (Full Length) GC9 9.15.

## EEAST Operational Standards & Thresholds Ambulance Service Response Times

Operational Standards	Threshold	Consequence of Breach
Category 1 (life-threatening) calls – proportion of calls resulting in a response arriving within 15 minutes	Operating standard that 90th centile is no greater than 15 minutes	Issue of a Contract Performance Notice and subsequent process in accordance with GC9. For each second by which the Provider's actual 90th centile performance exceeds 15 minutes, £2.50 per 1,000 Category 1 calls received in the Quarter
Category 1 (life-threatening) calls – mean time taken for a response to arrive	Mean is no greater than 7 minutes	Issue of a Contract Performance Notice and subsequent process in accordance with GC9
Category 2 (emergency) calls – proportion of calls resulting in an appropriate response arriving within 40 minutes	Operating standard that 90th centile is no greater than 40 minutes	Issue of a Contract Performance Notice and subsequent process in accordance with GC9. For each second by which the Provider's actual 90th centile performance exceeds 40 minutes, £2.50 per 1,000 Category 2 calls received in the Quarter
Category 2 (emergency) calls – mean time taken for an appropriate response to arrive	Mean is no greater than 18 minutes	Issue of a Contract Performance Notice and subsequent process in accordance with GC9
Category 3 (urgent) calls – proportion of calls resulting in an appropriate response arriving within 120 minutes	Operating standard that 90th centile is no greater than 120 minutes	Issue of a Contract Performance Notice and subsequent in process accordance with GC9. For each second by which the Provider's actual 90th centile performance exceeds 120 minutes, £2.50 per 1,000 Category 3 calls received in the Quarter
Category 4 (less non-urgent "assess, treat, transport" calls only) – proportion of calls resulting in an appropriate response arriving within 180 minutes	Operating standard that 90th centile is no greater than 180 minutes	Issue of a Contract Performance Notice and subsequent process in accordance with GC9. For each second by which the Provider's actual 90th centile performance exceeds 180 minutes, £2.50 per 1,000 Category 4 calls received in the Quarter

For All Indicators:

<b>Method of Measurement:</b>	See AQI System Indicator Specification at: ██████████.uk/statistics/statistical-work-areas/ambulance-quality-indicators/ Review of Service Quality Performance Reports
<b>Timing of Application of Consequence</b>	Quarterly for all indicators
<b>Application</b>	AM