

# Oscar Krane

## WE ARE ENGAGEMENT EVENT PROGRAMME

Wednesday 23rd & Thursday 24th October



EXCELLENCE IN  
BLUE LIGHT



We hear about collaboration across the public sector, Healthcare and Local Government looked to join up when Social Care responsibility was transferred from the NHS to Local Government. Central and Local Government have also been told to work closer as part of decentralisation. Emergency services have always been the most obvious to collaborate and over the past 5 plus years it has been happening, but many have felt that it has been far slower than it should have been. So why is this?

Whilst regional blue light organisations quickly took the first step towards collaboration by sharing buildings to cut costs many are now looking at how to move beyond this. That challenge though is overcoming the different requirements the 3 sectors have when it comes to joint control rooms, each has different requirements for staff, IT systems, back office etc. So how can Blue Light have one solution which all 3 sectors can operate from whilst adhering to the various requirements?

All of this is against a backdrop of decreasing budgets, lowering of the size of workforces and a dip in public belief and confidence in the emergency services whilst trying to increase efficiency. How can Blue Light organisations collaborate whilst maintaining their individualities?

Excellence In Blue Light will bring together senior leaders from across Police, Fire & Rescue Services and Ambulance Trusts to share their individual experiences with the hope that the collaboration of ideas during the event will replicate collaboration in the business world.

Topics to be discussed include:

- AI • DDaT • HR and OD • Reporting • Cyber security • Agile delivery • ESG strategy • Managing demand
- Citizen engagement • Digital transformation • Leading complex change • Information governance • Speed of technological change • Increasing demand on services • Multi Agency Incident Transfer • Collaboration and supply chain • Decision making through visualisation



**DoubleTree By Hilton  
Oxford Belfry Hotel & Spa  
Milton Common,  
Thame, OX9 2JW**

## WEDNESDAY 23RD OCTOBER

**15:00 – 18:00      HOTEL CHECK-IN AND FREE TIME**

**18:45 – 19:30      REGISTRATION AND DRINKS RECEPTION**

**19:30 – 22:00      NETWORKING DINNER**

# THURSDAY 24TH OCTOBER

**07:15 – 07:50** **REGISTRATION, TEA, COFFEE & PASTRIES**

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**07:50 – 08:00** **CHAIR'S WELCOME AND OPENING REMARKS**

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**08:00 – 08:30** **LEGACY TO MODERN WAY OF WORKING...  
JOURNEY SO FAR**

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Durham Constabulary DDaT Command, like most of us, are in a challenging time, compounded by the high demand of work and impact of the speed of technology. I will talk about our journey so far from moving from Silo'd Teams and Waterfall Development / Delivery to Value Streams and Agile Delivery. I will discuss where we started, what were the challenges at the time, the phases of the journey and the bumps in the road, where we are now and where we are moving to.

**Neil Iceton, Deputy Director of ICT**



**08:30 – 09:00** **DIGITAL TRANSFORMATION AND EMPOWERING  
DECISION MAKING THROUGH VISUALISATION**

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Learn about West Yorkshire Fire and Rescue's digital transformation with Azure and PowerBI, the crucial role of visualisations and data literacy in enhancing our operations. Discover how our team's innovative work, recognised by the National Fire Chief Council, is making a direct and positive impact in our community. This session will provide valuable insights and practical examples, demonstrating how data-driven decisions and technological advancements can transform service delivery in the blue light sector.

**Sarah Bairstow, Data Team Manager**



**09:00 - 09:30**

## THE DIGITAL EVOLUTION

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Stephen will discuss the technology and challenges facing the Ambulance Services. Stephen is the Interim Chief Officer for Digital and Information at South East Coast Ambulance Foundation NHS Trust whilst on secondment from East of England Ambulance Service NHS Trust. The sector works very closely together under the Association of Ambulance Chief Executives (AACE) group, as the Chair of the Digital Group, Stephen will discuss the working of the group to support the digital evolution, our Digital and Data aims and the collaboration across the UK.

*Stephen Bromhall, Chief Digital Information Officer*



**09:30 - 10:00**

## COLLABORATION OF PROCUREMENT AND SUPPLY CHAIN

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Key topics to be addressed include:

- Getting all stakeholders to agree
- Making things go further with reducing budgets
- Bringing together and integrating procurement with the supply chain
- Ensuring that the right products and services are available at the right time

*Tanya Nathan, Head of Procurement*



**10:00 - 10:30**

## CASE STUDY PRESENTATION

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**10:30 - 11:30**

## TEA, COFFEE & NETWORKING BREAK

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**11:30 - 12:00**

## LEADING COMPLEX CHANGE IN COMPLEX TIMES

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Karl will be talking through leading complex change in an uncertain and unpredictable environment. Looking out how successful organisations convert uncertainty to growth and how leaders need new approaches to navigate successfully whilst increasing pace. Leading complex change in today's connected, high tech and rapidly changing environment is becoming more and more challenging. Living in a world where information can be accessed and shared at the touch of a button and the time from event to reaction is fast reduced, the nature of change is hard to predict. Karl will be sharing some examples and strategies for leaders to consider and sharing his journey across the blue light sector.

*Karl Edwards, Director of Corporate Services*



**12:00 – 12:30**

## DRIVING EXCELLENCE WITH TRAINING & REPORTING TOOLS

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What do we do in law enforcement once we've got the data from the device?

From strategic direction all the way to the shop floor, all aspects have been part of my journey. Learning about all the speed bumps in the road, that in variably are part and parcel of policing vs processes.

Join me to discuss how the use of specialist software, training and reporting on the extractions can turn the tide for law enforcement.



**Jason Cullum, Head of Innovation in Digital Investigations**

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**12:30 – 13:00**

## CASE STUDY PRESENTATION

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**13:00 – 13:45**

## LUNCH

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**13:45 – 14:15**

## TEA, COFFEE & NETWORKING BREAK

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**14:15 – 14:45**

## BEYOND BUILDINGS AND VEHICLES – THE ENVIRONMENTAL IMPACT OF YOUR ORGANISATION

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All Blue light services are impacted by the UK's Net Zero Strategy and our organisations have a duty to ensure we are doing what we can to leave a decent living environment for future generations. Your organisation will almost certainly have an Environmental, Social and Governance (ESG) strategy or working group and this probably covers high impact actions such as decarbonising your estate and vehicle fleet but does it cover things like Information Technology (IT), supply chain and employee work locations? The environmental footprint of IT alone is estimated to be as large as the aviation industry and growing rapidly with advancements such as Generative AI. What we do with our technology matters and there are steps outside the obvious that your organisation can take to understand and reduce this impact. In doing so you can also achieve financial savings and improvements in other areas such as GDPR compliance.



Creating a safer  
Cambridgeshire



**Sarah Newton, Head of HR Data & Digital**

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14:45 – 15:15

## GETTING THE INITIAL CONTACT POINT RIGHT

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Collaboration is seen as key to enabling Blue Light organisations to deliver some of the severe cost cutting measures seen in recent times. Whether it be physical assets such as buildings and vehicles, IT systems or people, most organisations have some sort of joined up working, but is there a cost to collaboration and where is the initial contact point?

- Where are the cost savings felt?
- How does technology help with collaboration?
- What role does AI have in improvement, delivery and effectiveness?
- Do citizen engagement portals help to control the demand on services?



**Scot Dunn, Chief Digital Information Officer**

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15:15 – 15:45

## CASE STUDY PRESENTATION

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15:45 – 16:30

## TEA, COFFEE & NETWORKING BREAK

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16:30 – 17:00

## TRUE COLLABORATION – “PULLING FROM THE AMBULANCE STACK”, LESSONS LEARNT FROM PARTNERSHIP WORKING WITH URGENT COMMUNITY RESPONSE TEAMS

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This truly collaborative project lead by South East Coast Ambulance Service NHS Foundation Trust (SECAmb) in partnership with all Urgent Community Response (UCR) teams across four ICS regions has seen significant integration of UCR providing an urgent response to Category 3 & Category 4 ambulance calls at the point of initial 999 call.

This has seen a phased approach of significant engagement and relationship building resulting in all 24 UCR teams across the South East Coast region being able to select 999 incidents directly from the “ambulance stack” via an innovative web based portal, providing a skilled, clinically appropriate and timely response avoiding protracted ambulance waits and inappropriate hospital admissions.

The workstream demonstrated an innovative approach in the use of technology, taking into consideration Information Governance risks by sharing and interacting with live computer aided dispatch (CAD) data outside of the ambulance control rooms.

Can any lessons be learnt from this project regarding the wider use of technologies such as Multi Agency Incident Transfer (MAIT) in sharing of live 999 information from Ambulance Trust's to other Blue Light partners?

**Kieran Campbell, Clinical Lead for Integrated Care (999 & 111)**

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**17:00 – 17:30**

## **DON'T FORGET THE PEOPLE!**

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East Sussex has a collaboration with 3 other neighbouring Fire and Rescue Services and the results are excellent but there is one area which is so often overlooked when it comes to these collaboration pieces, HR and OD. There are national frameworks for almost all areas of collaboration but not for people who are the driving force in every organisation.

Julie King will explore what East Sussex FRS have been doing within the organisation to improve the Human Resources and Organisational Development side of things with the hope that others can adopt a similar plan.



**East Sussex**  
Fire & Rescue Service

*Julie King, Assistant Director – People Services*

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**17:30 – 18:00**

## **CYBER SECURITY AWARENESS, PROTECTING YOUR ORGANISATION / SUPPLY CHAIN**

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**The aims and objectives of the session:**

- Understand risk and recognise best practice
- Be aware of the steps to prevent an incident
- Understand incident response measures you can take
- Make you safer by raising your awareness of fraud and cyber crime

*Chris White, Head of Cyber & Innovation*

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**18:00 – 18:10**

## **CHAIR'S CLOSING REMARKS AND EVENT FINISH**

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