

SERVICES: POLICE, FIRE AND AMBULANCE

THE ISSUES

The resident's level of confidence in the emergency services ability to respond to a serious incident, in Christian Malford, is low. This is not necessarily based on experience but on the distance that the village is from the emergency services bases and the quality of intervening roads.

The highest confidence is in the Ambulance Service with the lowest confidence being in the Police.

Although there is a low level of reported crime in Christian Malford, there is a genuine fear of crime.

“Too far from town for effective response time.”
Resident of Christian Malford



Wiltshire Police



Wiltshire Fire Brigade



Wiltshire Ambulance Service

THE VISION

To provide a safe environment for the residents of Christian Malford.

ACTION

- ◆ Expand the Neighbourhood Watch scheme to cover the whole Village and improve the passage of information.
- ◆ Investigate the Wiltshire Ambulance Services 'Neighbourhood First Responder Scheme' and if suitable seek to recruit a suitable volunteer.
- ◆ Continued communication with all partners to promote and support the Village.

UPDATE

- ◆ The Neighbourhood Watch Scheme covers the village with the exception of Main Road, Dodford Lane, Friday Street; Avonweir and the new development called the Orchard off Lime Trees.
- ◆ A number of properties on Main Road and Friday Street participate in the scheme via Email, which is the most efficient way of covering such a dispersed area.
- ◆ Currently, a total of about 50 houses receive their Neighbourhood Watch material by Email. The more that participate via Email will enable the steam-driven hard copy to circulate more quickly to those without internet access.



- ◆ **Police:** Response times are negotiable at the time of the call. However, if the call requires an immediate police response they will arrive at the scene of 80% of those incidents within 15 minutes.

- ◆ **Fire Brigade:** As Christian Malford is considered 'rural' the Fire Brigades target response time to attend an emergency is within 20 minutes.

- ◆ **Ambulance Service:**

Respond within 8 minutes on 75% of occasions to a call prioritised as Category A (immediately life threatening).

Respond with a patient transporting unit to Category A within 19 minutes on 95% of occasions

Respond within 19 minutes on 95% of occasions to a Category B (serious but not immediately life threatening)

Category C calls (not immediately life threatening or serious) are dealt with by either referring to another agency such as GP or NHS Direct. If the ambulance service respond they have a requirement to reach the patient within 60 minutes of call.