

Greater Manchester Community Risk Intervention (CRIT)

Contact: england.serviceredesign@nhs.net



Greater Manchester
Fire and Rescue
Service



Greater
Manchester
Police



North West
Ambulance
Service

Background to the Project

Greater Manchester Fire and Rescue Service (GMFRS), North West Ambulance Service (NWAS), Greater Manchester Police (GMP) and local authorities have formed a new team to help drive further reductions in risk to the most vulnerable communities through a wider approach to prevention activities.

GMFRS have created a dedicated team, called the Community Risk Intervention Team (CRIT), to address community-wide risk identification and prevention work. CRIT members have a broad range of assessment skills and can address a range of wellbeing issues through low-level interventions. The CRIT works to help reduce demand for emergency services and health and social care, through early interventions, for those with multiple needs; and respond to life threatening and high volume low risk calls.

Case for Change:

- Around **250,000 people a year attend hospital A&E departments as a result of falls** and 43 per cent of all accidental deaths in the home are as a result of falls (eight per cent from fire).
- Greater Manchester's older population continues to rise and those with age-related medical conditions are choosing to remain in their own homes more and more. In addition, **75 per cent of responses to calls by GMP are found to be non-crime related** and the demand on NWAS' response services continues to rise year on year.
- GMFRS has a proven track record of preventing incidents – they've helped to **reduce demand relating to fire by more than 40 per cent in the last 10 years**.

The Solution:



Blue light services and Local Authorities, overseen by a multi-agency project board, introduced Community Risk Intervention Teams (CRIT) comprised of the GMFRS, GMP and NWAS.

Since November 2014 CRIT have been delivering a prevention service and responding across Greater Manchester on behalf of colleagues in NWAS and GMP to low priority incidents that create a high volume of calls. CRITs provide a holistic approach to home safety - giving risk reduction advice regarding fire, falls, crime and general detrition in health.

All activities are delivered 24/7 across 365 days a year. During the day shifts of 7am to 7pm the team provide a response and prevention service and during the night shift of 7pm – 7am the team will provide an on call response service

Impact:

The first CRIT began work in November 2014. This was extended to three pilot areas in January 2015 and the initiative will run until August 2016. GMFRS intend to expand their pilot across the Greater Manchester area, from three boroughs to ten.

- **Reduced risk** through a prevention/education service in the homes of those identified as being 'at risk' from a range of issues.
 - So far during the pilot the CRIT conducted over 500 holistic home safety assessments, and by the end of the pilot will have fitted minor adaptions in the homes of over 500 people identified as being at risk of falls by Manchester City Council staff.
 - They respond to around 50 Community First Responder incidents a month and 70 Greater Manchester Police calls.
 - GPs have been 'prescribing' safety assessments for Greater Manchester FRS Community Safety Advisors and CRIT to carry out, recognising the many-fold problems patients may be experiencing within their home.
- **Best use of resources and generating savings:** In the first six months of the CRIT Pilot, involving just three teams base in Wigan, Wythenshawe and Salford evidence has shown that they have added more than £13m of value to Greater Manchester at a cost of less than £800,000 (according to New Economy's Cost Benefit Analysis of CRIT).
- **Increased capacity** of the NWAS and GMP to attend higher priority calls while CRIT responds to low priority incidents that create a high volume of calls.
- **Reduced A&E admissions** by treating low priority injuries at home/on site.

Lessons Learnt:

- Further efficiencies could be realised by firefighters routinely delivering the concept of community risk intervention rather than employing an additional, although cost effective, workforce to do this.
- The concept can easily be developed to incorporate a wider range of issues that have a significant impact on risks in our communities and on the services challenged with addressing those risks.

Going Forward:

The extension of prevention activities to include firefighters fitting a range of risk reduction equipment, similar to that provided via the CRIT, would increase the availability of risk reduction opportunities to around 60,000 homes in Greater Manchester every year. Firefighters in Greater Manchester are already receiving training to administer adrenaline via auto injectors for anaphylaxis. The adoption of this approach could underpin the use of trained firefighters to administer flu and other easily administered inoculations, on the advice of doctors, during a home safety check.