

Level

Tier

Scope

Joined Up

Fire, County

Blue Light

# Tri Service Support Officer



Characteristic(s) / CSF(s):  
Role of the Authority  
Getting the Best from Staff

## Problem and Approach

- Creation of a Tri Service Support Officer (TSSO) role in November 2014 in partnership with Devon & Cornwall Police(DCP) and South Western Ambulance Service NHS Foundation Trust (SWAST)
- The TSSO's have some police powers as well as being a co-responder for the ambulance service, an anti-social case worker and an on-call fire fighter. All TSSOs have received comprehensive training from all three emergency services including the anti-social behaviour team.
- deals with low level crime and reassurance with DCP, provides advice on home fire safety, crime prevention, health promotion, deals with anti-social behaviour, makes safeguarding and multi-agency referrals, deployed operationally to incidents by police, fire and ambulance services.

## Outcomes

- The programme improves emergency response and delivers service efficiency savings in excess of £600k per annum
- In its first year Tolvaddon Community Fire Station responded to 737 incidents.
- Crews are also developing partnership relationships with key organisations and charities such as Disability Cornwall to explore the potential benefits to working together.
- Hayle Emergency Services Community Station was the first tri-service station in Cornwall. In its first year, Hayle crews attended 174 incidents, delivered 117 home fire safety checks, 19 low risk fire safety audits and 17 site specific risk inspection visits.

<https://www.devonandcornwall-pcc.gov.uk/news-and-blog/multimedia-hub/cornwall-gets-eight-new-tri-service-safety-officers/>



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