JOL FAQs

This document is intended to answer the frequently asked questions around Joint Organisational Learning and JOL Online - the national database used to document Lessons Identified and Notable Practice.

Q1   WHO CAN ACCESS AND VIEW JOL ONLINE?

Answer: **Anyone** who has a **Resilience Direct (RD) account** can submit or view **published** multi-agency Lessons Identified and/or Notable Practice.   **No one** can view a **submitted** Lesson Identified or Notable Practice except the person who has inputted it and the JOL Coordinator, until such time as it is **published**.

Why?   All Resilience Direct account holders are **verified** via an RD admin within their organisation. You must use a work email to be granted an account, this ensures that RD users are using the site for legitimate reasons. Generic emails are not allowed, in order to ensure responsibility

JOL Online is not part of Resilience Direct but is hosted on the Resilience Direct platform, (similar to how an APP is hosted on your phone) meaning that it has the same level of security, (**Official Sensitive**) and comes under the same terms, conditions and governance process as Resilience Direct.

In order to comply with Resilience Direct conditions, the system goes through a robust penetration testing process from GCHQ to ensure the site is and remains secure prior to any updates.

Q2   WHY DOES MY COLLEAGUE HAVE MORE LESSONS IDENTIFIED ON THEIR DASHBOARD?

Answer: If a user is also a JOL Single Point of Contact (SPoC), they will have more lessons on their dashboard.

Why?   Any Lessons Identified that may be sensitive can be sent to a **closed group**. This allows information to be shared with relevant partners who require the information rather than a blanket notification to all users. The only closed group available at present is the JOL SPoC group. If further closed groups are required, a business case can be submitted to the Interoperability Board for consideration. However, JOL Online was created to share information amongst responder agencies, therefore closed groups should be kept to a minimum unless there are exceptional circumstances*.

Q3   *WHAT IS A NOTABLE PRACTICE?*

Answer: A Notable Practice is an innovation to improve a response or solve an issue or barrier which has a detrimental effect on the way we respond.

Why?   A Notable Practice should provide other organisations with an idea to implement which can improve their response to an incident. It is not standard practice such as using JESIP principles or the Joint Decision Model (JDM) but something which is innovative in its approach and which has not yet been implemented nationally.

Q4   *CAN I BE A JOL SPoC?*

Answer: The JOL SPoC plays a vital role for their organisation, enabling responders to be informed on information shared via JOL Online. Each **LRF, Police**, **Fire** & Rescue and **Ambulance** Service have between 1 and 3 SPoC(s). **All other responding agencies** come under the SPoC(s) for their **Local Resilience Forum** (LRF).

Why?   JOL SPoCs are responsible for ensuring Lessons Identified and Notable Practice are submitted onto JOL Online on behalf of their organisation. They are also responsible for sharing information sent via JOL Online to staff within their organisation. It is recommended that there is more than one SPoC per organisation/LRF for resilience but no more than three, as multiple SPoCs may cause confusion and duplication of effort.

There is an authorisation process in place for those wishing to become JOL SPoCs. Once a JOL SPoC request goes to the JOL Coordinator, the **JESIP Strategic Lead** for the organisation/LRF will be contacted to **authorise** the request. The SPoCs communicate on behalf of their organisation/LRF so it is imperative the right person is nominated for the role. If you would like to be a SPoC for your organisation it would be beneficial for you to liaise directly with your JESIP Strategic Lead before requesting the role through JOL Online. You can download the JOL SPoC role from the JESIP website:

www.jesip.org.uk/uploads/media/Documents%20on%20site/JESIP_Roles_and_Responsibilities.pdf

When you create a JOL Online account, if you tick the box to request to be a JOL SPoC and you later receive an email to say this request has been denied, it could be for the following reasons:

- The JESIP Strategic Lead for your organisation/LRF has declined the request;
- There are already 3 SPoCs for your organisation;
- You are not wishing to represent a blue light organisation or your LRF

Q5 *I'M NOT RECEIVING JOL ONLINE MONTHLY OR ANY JOL RELATED MATERIAL - HOW CAN I ACCESS IT?*

Answer: The JOL SPoC for your organisation/LRF is responsible for circulating all information relating to JOL, including JOL Online Monthly - the JOL Newsletter, to staff within your organisation.

Why? If you are not receiving JOL Online Monthly, please contact your JOL SPoC as they may not be aware that you need to be added to their distribution list. You can find out who your JOL SPoC is by emailing the JOL Coordinator via jol@jesip.org.uk. You can also view JOL Online Monthly through JOL Online in the Guides and Info section or on the JESIP website: www.jesip.org.uk/jol-online-monthly.

Q6 *WHAT HAPPENS WHEN A LESSON IDENTIFIED IS SUBMITTED?*

Answer: The picture below describes the process each lesson takes from identification to publication:

IDENTIFICATION
Of a multi-agency Lesson or Notable Practice.

INPUT
onto JOL Online by a user or SPoC on behalf of the Emergency Services and responder agencies.

SUBMISSION
The information is not shared at this stage… it goes straight to the JOL Coordinator for impact assessment.

ANALYSE

STAKEHOLDER ENGAGEMENT

IMPACT ASSESSMENT
The outcome of the impact assessment ranges from tolerable to high.

JOL WG
The impact assessment and JOL Coordinator's recommendations are then presented to the JOL Working Group (JOL WG).

The JOL Working Group is made up of organisational points of contact (OPoC) for Police, Fire, Ambulance and LRFs.

PROFESSIONAL DISCUSSION

Additional SMAs from other agencies maybe invited to contribute to the discussions

CONFIRMATION
Following discussions, the JOLWG will then confirm the rating and decide on the course of action for the lesson(s).

If the lesson is 'tolerable', 'low' the lesson may be published onto JOL Online (recorded for trend analysis) and added to the JOL Online Monthly or as a case study through the CCS quarterly digest.

If the lesson is medium, high, or very high, the JOL WG may request further stakeholder engagement. A JOL Action Note may be required.

The JOL Action Note is submitted to the interoperability Board for a approval

PUBLISHED LESSONS
Information through JOL Action Notes and via JOL Online should be shared across all responder agencies and forums via their JOL SPoCs.

Lessons Identified, shared and learned will have a positive impact on influencing government decisions through the National Risk Assessments, doctrine, policy and procedures.

Once approved the note is sent to the JESIP Strategic Lead for each organisation for them to action. The Strategic lead has the responsibility to ensure this action is completed and to feedback progress to the JOL Coordinator who updates the Interoperability Board to confirm compliance.

INTEROPERABILITY BOARD

Q7 *Where can I find out more information on JOL and JOL Online?*

Answer: For further information on JOL, you can download the Guidance from our website: www.jesip.org.uk/uploads/media/pdf/JOL_Guidance_October_2017.pdf

You can download the **JOL Online User Guide** from the **Guides and Info** section on JOL Online.

For any further queries, contact the JOL Coordinator: jol@jesip.org.uk