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Reviewing the Interoperability Framework

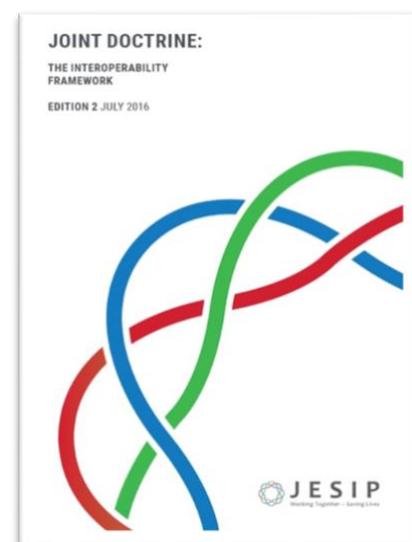
We reported in the last edition that a review of the Joint Doctrine – The Interoperability Framework had commenced.

This multi-agency review is considering the findings from inquiries such as the Grenfell Tower fire inquiry phase 1 report as well as lessons identified that have been shared on the Joint Organisational Learning (JOL) Online platform.

The project board have now met three times (virtually) and lots of work has already been carried out. The key aspects of this project will first and foremost look to ensure that the doctrine is still relevant and current.

We are looking to expand the guidance around the Multi-Agency Information Cell (MAIC), a key lesson from the COVID-19 response as well as adding in some additional information on recovery and how joint working during this critical phase should be continued.

We will provide regular updates as the project progresses. See more on this in our 'meet the project board' feature on page 3 of this newsletter.



what3words – 12 months on....

In 2019, JESIP integrated what3words map functionality into its App, a form of geocoding allowing the user to pinpoint certain locations by 3 words which are easy to say and share, will never change and are as accurate as GPS coordinates. Fast-forward one year and what3words is being used by 100 UK emergency services (over 85%) to locate 999 callers faster.

About what3words

what3words is an easy way to communicate precise locations. It's given every 3m square in the world a unique three-word identifier. Now, people can describe any precise location using just three words. `///tortoises.swarm.announce`, for example, will take you to a precise location on Ben Nevis where in February 2020 a group of hikers were rescued.



what3words was first used by emergency services in the UK in 2018. It's now been adopted by most emergency services in the UK and is starting to be used by emergency services in Germany, Austria, Switzerland, the US, Canada and Australia.

Data collected from 15 services using what3words shows the vast spectrum of cases where what3words addresses have been used, with road traffic accidents, locating vulnerable people and breathing difficulties cited for being amongst the most common reasons. Unsurprisingly, these are all deemed 'CAT 1' calls where services have on average seven minutes to reach the patient. The importance of immediate care is staggeringly apparent in cardiac arrest patients when every minute without treatment reduces chances of survival by 10%.

This summer, emergency services across the UK called for the public to download the lifesaving what3words app during a week-long awareness campaign.

Trevor Baldwin, Yorkshire Ambulance Service's Head of EOC Service Development said: *'Having this type of technology integrated within our Emergency Operations Centre system has changed the way we are able to deal with incidents when the location isn't known.'*



Asking people questions about their location when they have little knowledge of an area takes time and responses aren't always that accurate. Asking for what3words addresses or sending an SMS so they can easily provide their three-word address, means that we can save valuable time locating incidents.

We have used it every day since it was introduced in August 2019. It has been particularly helpful when identifying the locations of road traffic collisions, but the biggest success to date was when it was used to help us find a runner in cardiac arrest who we then managed to resuscitate. Time is precious in these circumstances. We are keen to spread the word about the benefits of what3words, which is now being used by all the emergency services in Yorkshire, and would encourage everyone to download the app.'

If you would like further information on what3words visit www.knowexactlywhere.com or www.what3words.com. Alternatively email patrick@what3words.com.

And remember the what3words and JESIP Apps are free and can found on all the major App stores. You can also access the online version of the JESIP App here <https://www.jesip.org.uk/uploads/media/app/Jesip-web-version/>

Meet the Project Review Board

In this new feature, we want to introduce you to all the professionals who are helping to review and reshape the Joint Doctrine. This month we introduce you to Patrick Rees and Charis Taylor.



Patrick Rees is the current Joint Emergency Services Group (JESG) Civil Contingencies Co-ordinator for Wales and he represents JESG members on the JESIP Interoperability Board and the Joint Doctrine review project board.

JESG is a non-statutory collaborative body which brings together the emergency services in Wales, NHS Wales, Welsh Government and armed forces at the most senior level, to consider how to take forward their contribution to civil contingencies preparedness in Wales as well as addressing wider cross-service issues of joint interest.

The JESG Co-ordinator role is normally a two-year secondment that is fulfilled by officers from Welsh Police, Fire or Ambulance Service. The chair of JESG is also rotated between emergency services partners, with the Welsh Ambulance Service Chief Executive being the current chair. This is a double first, with both the JESG chair and co-ordinator being from the ambulance service for the first time and coincidentally at the same time.

Along with colleagues from all four Nations in the UK and across the different services, the Joint Doctrine Project Board are reviewing the Joint Doctrine to ensure it remains fit for purpose and is both inclusive and relevant to all responder partners and not just the emergency services.

The unprecedented response to Covid-19 has reinforced the importance of having a joint doctrine to support all responding partners in delivering an effective joined up response.

One aspect of the work I am involved in with colleagues, is developing further the Multi Agency Information Cell (MAIC) concept within the doctrine. We have a rich pool of experience to draw upon from across all four Nations of the UK.

Following debriefing of the responses to Covid-19 and working with colleagues across the responder

community in Wales, it will be vital to capture the learning and notable practice and ensure that these are recorded on Joint Organisational Learning (JOL) Online. This will be a key element of my JESG Co-ordinator role.

We have embraced JESIP and, through our bespoke structures in Wales, we will continue the efforts to ensure that the JESIP ethos runs through all of our training and exercising in Wales, to ensure we work together and save as many lives as possible



Charis Taylor is the National JOL Coordinator for JESIP and manages the multi-agency learning submitted to JOL Online.

A large aspect of reviewing the Joint Doctrine is looking at lessons on JOL Online to inform any changes that may be required to the guidance. This information provides evidence for the requirement for changes as well as the rationale. Throughout the review process, we are taking into consideration your lessons and notable practice submissions to inform the next edition of the Doctrine.

In addition to this, we decided that the control room section of the Doctrine would benefit from a control focus group, to ensure we were receiving input from the right people with regards to the review. Part of my role in the project board is to chair this focus group. I began my career in the Ambulance Service in the control room and am passionate about encouraging and emphasising the importance of their role during an incident.

Many of the lessons on JOL, and the last 2 JOL Action Notes distributed last week are around the importance of processes within the control room and how it can affect the response, so it is imperative we conduct a thorough review and make any changes required for the control elements.

Membership includes a cross section of control managers from around the UK and we have had some very interesting discussions around some of the differences regarding resource challenges experienced when dealing with a multi-agency incident.

JOL ONLINE – Helping organisations learn from incidents

The ultimate goal of JOL Online, identifying and sharing lessons is to see an improvement in the way we plan for, attend and recover from incidents. So often we identify the lessons but we still see them reoccurring, meaning the lesson has not yet been truly learnt. Below is a great example of the benefits of implementing changes following the identification of a lesson. The first incident attended in 2017 highlighted the negative impact of an issue. Fast forward to an incident attended this year and we can see the positive consequences from the lesson being shared onto JOL Online and the improved result in the response following the lesson going through the JOL process.

2017

- Lesson Identified highlighting the lack of JESIP awareness among prison staff during an incident.
- JOL Action Note created... Tornado Teams to receive JESIP awareness and Tornado Team Leaders receive JESIP Training.

2019

- JESIP team met with the Ministry of Justice for an update on progress.
- JESIP principles adopted by HMPPS. Now embedded JESIP training into their incident command courses.

2020

- Notable Practice (NP206280 submitted to JOL Online.
- This Notable Practice detailed the improvement in interoperability whilst attending an incident at a Young Offenders Institute and the positive effect it had on the response thanks to the adoption of JESIP.



JOL ONLINE

Joint Organisational Learning

Learning together for safer, stronger communities

Thank you to the services who shared these valuable lessons. It is really encouraging to see the progression of a lesson identified going through the JOL process and observing the consequential result in practice. You can find the JOL process document on our website or using this link: [JOL Process Document](#)

JESIP Training (virtual)

With the current challenges to multi-agency training and social distancing requirements some services have begun to explore the delivery of training via online platforms such as Microsoft Team, Zoom or WebEx for example.



Not all organisations find this easy to do however, differing services networks can reduce functionality of the video software platform for example.

We would ask that any services that have successfully run online JESIP training to upload any lessons or Notable practice associated with the delivery onto JOL Online, these can then be shared with other services.

JOL Online – Action Notes

It's been a busy few weeks preparing the latest JOL Action Notes to send out to services. At the beginning of September we have issued 2 Action Notes, so if you are a JOL SPoC within the Emergency Services and have not yet received them, please get in touch jol@jesip.org.uk

The first Action Note is for Emergency Service control rooms to implement a process for communicating with their partner agencies control rooms. This originated from Operational Communications in Policing and the Emergency Services Airwave User Group.

The second, which has been sent to every Emergency Service and LRF SPoC is regarding awareness training on the capabilities of the National Police Air Service.

Working with the aforementioned stakeholders has been really valuable and we hope these recommendations are implemented by the relevant services to reduce the risk of previous lessons from happening in the future.

The next edition of the JESIP News will be focussed on Mental Health

Remember, if you wish to receive the JESIP Newsletter when it is released, please go to www.jesip.org.uk and fill in the subscription com

If you want to share your lessons or Notable Practice, please visit JOL Online. If you need assistance contact the JOL Coordinator jol@jesip.org.uk

JESIP APP updates

As we review the Joint Doctrine, there will be updates made to the JESIP App to keep its content in line with that of the Joint Doctrine. What would you like to see included in the future versions of the JESIP App?

We can't guarantee to include them all, but we will certainly consider your suggestions. Please email them to contact@jesip.org.uk

Remember, you can download the JESIP App at all of the major App stores and access the online version here: <https://www.jesip.org.uk/uploads/media/app/Jesip-web-version/>



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