JESIP*News*

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JESIP
JOINT EMERGENCY SERVICES
INTEROPERABILITY PRINCIPLES

Working Together – Saving Lives

Welcome to our July edition of JESIP News, this month focusing on Joint Organisational Learning (JOL).

Following the launch of the national system last year, we have seen a steady stream of both Lessons Identified and Notable Practice being submitted. Some great information has been shared but we know there is more to do to link up local systems to the national one.

We recognise there are still uncertainties around JOL but want to help address those concerns over the coming months, share recent learning and provide an update on actions that have national impact.

Here is an overview of the amount of submissions by sector and by region.
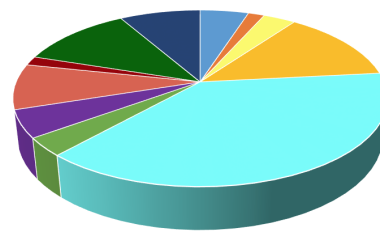
JOL - National Recording of Lessons Identified
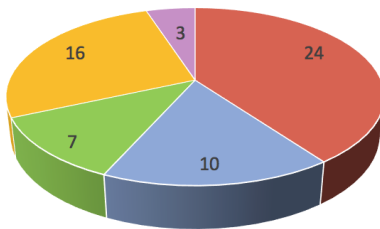
Where have JOL been submitted from?
40% FRS
17% Police
11% Ambulance
27% LRF
5% Other

■ Fire ■ Police ■ Ambulance ■ LRF ■ Other

JOL - Regional Activity*

Activity by %
38% - North West
12% - West Midlands
13% - North East
9% - Yorkshire
8% - South West
5% - South East
5% - East Midlands
3% - London
2% - Wales
3% - South central
2% - East of England

■ East Midlands ■ East of England ■ London ■ North East
■ North West ■ South Central ■ South East ■ South West
■ Wales ■ West Midlands ■ Yorkshire

*regions based on 11 ambulance service areas

I HAVE SOME QUESTIONS ABOUT JOL

Following incidents, we are pretty good at identifying what could have gone better and why. Acting on those lessons, however, is a much harder nut to crack.

That is why we now have JOL which was a core driver for why JESIP was initiated in 2012.

By utilising JOL as the national system to record and act on issues affecting emergency response interoperability, we have the best chance to avoid making the same mistakes again.

What should be submitted onto JOL?

To remind you what we want you to submit onto JOL, here are some prompts to help:

Should the issue be submitted as a lesson identified?

- Has the issue negatively impacted on emergency services interoperability?
- Is the issue linked to any of the JESIP principles for joint working, using the JDM and / or use of M/ETHANE?
- Has the issue had a negative impact on the response activities of two or more of the emergency services or other responder organisations?
- Is the issue known to be a recurring one that could benefit other organisations if it was resolved?

Should the issue be submitted as notable practice?

- Has the issue been addressed locally with a proven solution?
- Were the issue and solution linked to use of the JESIP principles for joint working?
- Have those activities positively improved emergency services interoperability?
- Have they had a positive impact on the activities of two or more of the emergency services or other responder agencies?

KEEP INFORMED THROUGH… WWW.JESIP.ORG.UK

Who submits our learning onto JOL?

Each emergency service and each LRF is able to nominate a JOL Single Point of Contact (SPoC).

Each SPoC is responsible for submitting learning onto the JOL application on behalf of their service or LRF.

They are also the people who can review all the learning shared via JOL.

At a multi-agency de-brief, we would suggest you work with partners locally to agree what will be submitted to JOL and which JOL SPoC will do that.

> *This network of JOL SPoCs is essential for on-going communications so if a JOL SPoC changes, please tell us.*

What happens when I submit something onto JOL?

The JESIP team regularly review what has been submitted onto JOL. We have a robust risk assessment process to help us analyse and prioritise JOL inputs. Some will fall below the risk threshold and so will be published for others to review and learn from in their own time.

If an issue is above the risk threshold then we are likely to carry out further investigation which may lead to recommendations for wider scale actions being proposed to the Interoperability Board.

How do I search for published lessons or notable practice?

Full information about how to use the App can be found in the JOL Guidance Document and JOL Application How-To guide, both available on the JESIP website. However here is a reminder on how to search through what's been published!

- Once on the JOL pages of ResilienceDirect, you can access either the Lessons Identified area or Notable Practice area.

- In either place to view what has been submitted scroll to the bottom of the page and select the View Published Responses link (pictured below).

Published Responses
View submitted responses where consent has been given to publish the response.

- You will be presented with a basic list of the issues that have been analysed and then published on JOL. We know there is not very much to go on at this stage!

What do you want to know?

- Who else has had this problem?

- How many people are saying there are issues with the use of M/ETHANE?
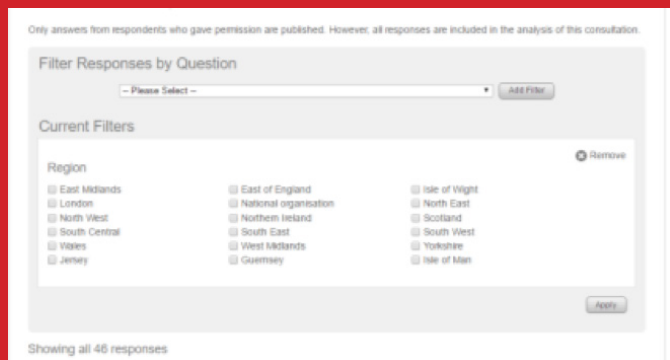
- What has been submitted from our area?

These are examples of questions you may have. So how do you do that? The answer is using the "Filters" see the box below:

Filtering JOL

To do any form of filtering, you need to use the drop down list of questions.

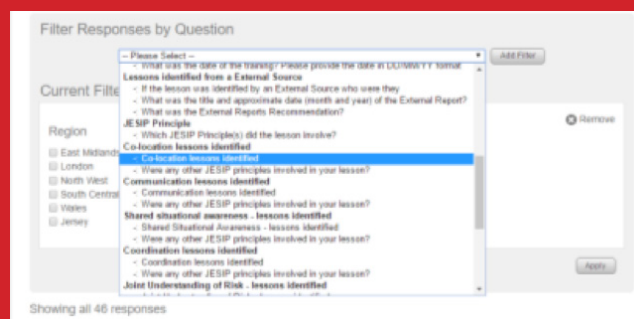For example, to see all Lessons Identified submitted within your region:

1. Scroll to the bottom of the list of questions and select "Region"

2. This displays the list of regions, tick the one(s) you wish to filter by

3. Select Apply

You will now just see lessons submitted by those in that region.

If you wish to apply another filter repeat the above process but using the question you wish to filter by. Selecting Co-location Lessons identified will list those issues relating to co-location.

Any form of search can be completed in this way and you can apply multiple filters.

Remember to log your learning on the JOL App!

DE-BRIEF TEMPLATE

The JESIP De-Brief template has been slightly modified since its first publication in 2014.

We have now made it more user-friendly if you want to use as a MS Word document available in different versions. In addition we have added the triggers for JOL at the end to act as a reminder and prompt for logging issues onto JOL.

JESIP EXERCISE OBJECTIVES TEMPLATE

The JESIP Exercise Objectives will soon be available on the JESIP website. It will be launched along with the JESIP Joint Doctrine 2nd Edition.

The template aims to help those planning multi-agency exercises integrate JESIP into their exercise arrangements and test commanders against the JESIP Joint Doctrine.

It is designed to work alongside any multi-agency exercise scenario. You may notice it links rather helpfully to the JESIP de-brief template!

NOW FOR THE IMPORTANT PART - WHAT HAVE WE LEARNT?

LESSONS IDENTIFIED

Principle or Topic	What was the problem?	How can it be fixed?	Trend (no of reports)	Examples of Issues (JOL Unique ID)
Co-location Forward Command Post	Lack of JESIP awareness by fist responder staff led to no Forward Command Post (FCP) being established. Not establishing or using an FCP meant important risk information is not shared effectively between responders so they did not co-ordinate resources. Commanders moving away from FCP at key times means communication breaks down and is not effective. The need to repeat briefings at the FCP as they were undertaken with the absence of one of the service commanders. This created delays in deploying staff and wasted time in multiple briefings. Not using a command vehicle available as FCP location despite its availability.	An all responder staff awareness package being developed by JESIP team by end Oct 2016. The first JESIP principle – co-location - is critical in resolving these types of issues. It is essential that on-scene commanders meet face to face as early as possible at a jointly agreed location (Forward Command Post - FCP[1]). The outcome of this means jointly agreed objectives and a coordinated plan can be established resulting in a more effective the incident resolution. In addition commanders can start to further develop shared situational awareness leading to a common operating picture. In order to prevent progress with response, consideration should be given to a commander joining a meeting remotely using an interoperable Airwave talk group there is no other option and circumstances prevent them attending in person (immediately).	15	434900660 112599604 931776958 999458492 610892034

[1] FCP - A location near to the scene, where the response by the emergency services is managed.

Principle or Topic	What was the problem?	How can it be fixed?	Trend (no of reports)	Examples of Issues (JOL Unique ID)
Co-location TCG	Multiple TCG's or Tactical commanders located in different places has caused confusion, a lack of coordination of resources and in some cases some agencies missing from meetings as confusion over TCG location/lead. Where TCG meetings have taken place other agencies are often not made aware and so are not included. There is evidence that wider responders' representatives have not been made welcome reducing opportunities for utilising all resources available and coordinating activity.	A single TCG should be established and resourced appropriately by the responding agencies. The establishment of the TCG should be shared with all agencies. The people attending the TCG should be the Tactical level decision maker or appropriately empowered to make decisions for their organisation. It is important to ensure all agencies who are involved in the response are included in TCG meetings.	9	816933476 434900660 610892034 999458492
Identification of commanders / tabards	Unable to easily identify commanders at the scene.	Importance of wearing tabards and making oneself known to other commanders at scene. Examples of tabards in use including HM Coastguard available on App and website. Work to be undertaken on sharing wider responder tabards if national standard in use.	9	434900660 960592262 489555235 806639176 610892034
Communication Use of Airwave Handsets / Talkgroups Initiating Talkgroups by Control Rooms	Other responder agencies may not have access to Airwave radios and interoperability talk groups. Causing issues with communication and shared situational awareness if they are involved in the response. Mobile Phone signal often cited as an issue because lack of or poor signal.	Trainers should include section on how to use Airwave radios and access talkgroups in commander training. Local arrangements between partner agencies should be agreed in advance to allow organisations without radios, access to radios during multi-agency incidents. The new ESN Communications Advisor course will be available from summer 2016. Use Airwave for operational communications; do not reply on mobile phones.	19	434900660 726768743 556837890 610892034 433933590
Communication Lack of communication between commanders	Not agreeing lead agency and subsequent change of lead agency as incident progresses. Critical risk information not jointly understood or shared.	This has been addressed in the revised Joint Doctrine with regards to clarity on lead agency. This underpins the importance the JESIP principles of establishing Shared Situational Awareness and Joint Understanding Of Risk.	28	434900660 394450555 995348184
Communication Media Handling / Social Media	Media handling plan not jointly agreed led to incorrect perception of activities by media.	Agree media plan, utilise service communications / media handling teams to avoid mis-information reaching public domain and negative reputational risk for services.	7	960592262 610892034 960592262 190800048

Principle or Topic	What was the problem?	How can it be fixed?	Trend (no of reports)	Examples of Issues (JOL Unique ID)
Communication Common language Acronym use	No single evacuation signal agreed which resulted in confusion when withdrawing staff. Three different signals in use by each service. Example of confusion caused by acronym use. FI - Fire Investigation FI - Firearms (Police & Highways England recognise this) FI - Fatal incident.	Always try and use language which can be easily understood. Do not rely on others to understand your acronyms and always check understanding following communication such as a briefing. Challenging staff when acronyms are used is to be encouraged to gain clarification and clarity.	10	394450555 190800048 260967622
Joint Understanding of Risk	Failure to recognise a potential hazard (suspect package) meant appropriate hazard control measures not followed or logged and important information not shared when handing over to another service. Risks not shared with organisations arriving on scene so staff placed in danger.	Following the JESIP principles of establishing shared Situational Awareness and jointly understanding risk are essential in ensuring the correct information is shared as soon as possible. With correct and shared situational awareness the lead agency can ensure accurate briefing to others. Risks and hazards must be shared across organisations to gain joint understanding of risk and put effective control measures in place to protect staff and public.	11	394450555 931776958 114767740

Other emerging trends

Along with the Lessons Identified above, we are aware of the following emerging common issues:

- Staff first on scene having no JESIP awareness leading to no M/ETHANE being sent and FCP not established

- Major Incident declarations – not declaring early enough resulted in delays to response

- Not using M/ETHANE resulted in vital information not shared early enough

- Non-operational staff attending in support roles at major incidents / fatalities experiencing trauma on-scene

In the majority of cases, the use of JESIP would have helped resolve these issues. Only through continued staff training, multi-agency exercising and sharing learning can we ensure we truly improve how we work together when we respond to incidents.

Please make sure you share your learning on JOL!

Here are some examples of issues we have acted on as a result of what you have put on JOL.

- Two further Action Notes have been released, the first to ensure Police Firearms and CT Commanders receive JESIP commander training and the second to ensure all police services have Police Incident Commander tabards available for their staff.

- Different mapping systems caused confusion between responders. We have escalated this to CCS to consider as part of the wider ResilienceDirect future development. Don't forget to use the Cabinet Office common map symbols - find a reminder on the JESIP App Glossary!

- Uncertainty of whether IOR should have been applied as single casualty – we have shared this lesson identified with the central team responsible for IOR for their consideration.

@jesip999 now has over 4,300 followers – please join them and don't forget to Tweet your JESIP experiences and photos.

NOTABLE PRACTICE

JESIP Principle or Topic	What was the problem?	How was it fixed?	Examples of Issues (JOL Unique ID)
Co-ordination Lack of ambulance commander	Small size of incident and ambulance commander.	Addressed locally via the local Emergency Services Liaison group resulting in joint agreement that other services can request attendance of an ambulance commander if required.	112599604
Co-ordination Agreeing lead agency	This is the potential confusion caused with both public and private sector orgs on site together and the solution and "details on request".	Resolved during meeting when services agreed who would be lead incident commander and appropriate tabard issued.	Details available on request
Communication Sharing incident information	This area have agreed when a major incident is declared to use ResilienceDirect (RD) to share incident information and action plans consistently with all relevant partners but key information was missed.	A jointly agreed template for use has now been established based on M/ETHANE to avoid missing information in future.	668252627
Joint Understanding of Risks Managing cross-border risks	Following a major incident which occurred across two LRF boundaries, there were challenges in response as each LRF had its own response plans.	The debrief recommended the establishment of a risk based cross border working group to identify and assess all potential risks which may affect more than one LRF area. This would lead to joint response plans where applicable. LRF's may wish to consider collaborating with neighbouring LRF's where risks pose cross border threat for example river flooding where the river crosses county boundaries.	723450143