

# Joint Organisational Learning Action Note

<b>Date Issued:</b>	02/05/2017	<b>Action to be completed by:</b>	29/05/2017
<b>Reference Number:</b>	2017-001	<b>Progress Report Required (Y/N):</b>	Y
<b>Action Owner:</b>	JESIP Strategic Leads* and Local Resilience Forums	<b>Approved By:</b>	Interoperability Board

*\*As approved by the Interoperability Board, local JESIP Strategic Leads are the strategic point of contact in each service. They have accountability for delivery and implementation of JOL recommendations.*

**Action required by:**

<b>Fire &amp; Rescue</b> ✓	<b>Police</b> ✓	<b>Ambulance</b> ✓	<b>LRF</b> ✓
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**For Information to:**

Fire & Rescue	Police	Ambulance	LRF
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<b>Summary of Issue / reason for action:</b>	Current JOL Single Points of Contacts (SPoC) using personal work emails as mailbox for communications with JESIP. This has resulted in some disconnect with services due to the transient nature of personnel through service movements, promotions and retirements.
<b>JOL Recommendation and Action Required:</b>	Police, Fire and Rescue, Ambulance services and Local Resilience Forums (LRF) to create a Joint Organisational Learning generic mailbox within their service or LRF.  As an example, the format of the mailbox should read:  <a href="mailto:JOL@sandford.pnn.police.uk">JOL@sandford.pnn.police.uk</a>  <b>JOL@</b> should be the constant in the mailbox with your respective service/trust/secretariat completing the remainder of email address.
<b>Learning Outcome:</b>	All emergency services and Local Resilience Forums to have a standardised JOL@ email address available for use by 29th May 2017.  The production of a generic JOL@ email address <b>does not</b> negate the requirement to maintain a JOL SPoC.
<b>Action to be taken by:</b>	JESIP strategic leads for - Police, Fire and Rescue, Ambulance Services and Local Resilience Forums in England and Wales.

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<b>Progress Report Method:</b>	<p>Emergency Services and LRFs must confirm their progress to the JESIP team <b>by 29th May 2017.</b></p> <p><b>Services will submit their responses to their respective organisational/LRF leads<sup>1</sup> which will be submitted to the JESIP team.</b></p> <p>A progress update will be submitted to the next Interoperability Board and is expected to inform on:</p> <ol style="list-style-type: none"> <li>1. Services reporting they have successfully completed actions</li> <li>2. Services reporting they have an action plan in progress with expected completion date</li> <li>3. Services who have not responded</li> </ol>	
<b>For Further information or Discussion contact:</b>	JESIP team <a href="mailto:contact@jesip.org.uk">contact@jesip.org.uk</a>	

## Reason for Action

To support and ensure a consistent and standardised approach to JOL, a single service JOL mailbox will allow services the flexibility they require in monitoring and managing information both to and from JESIP with regards to any JOL communications. It will also provide services with a greater degree of resilience for the management of information, thus reducing any potential communication failure due to the movement of current JOL SPOCs using their own email addresses.

It is important that services retain a named JOL Single Point of Contact as a means of primary communication with the central JESIP team.

<sup>1</sup> FRS – Stewart Nicholson [snicholson@syfire.gov.uk](mailto:snicholson@syfire.gov.uk)  
 Ambulance – Mark Norbury [mark.norbury@wmas.nhs.uk](mailto:mark.norbury@wmas.nhs.uk)  
 Police – Frankie Westoby [Frankie.Westoby@npocc.pnn.police.uk](mailto:Frankie.Westoby@npocc.pnn.police.uk)  
 LRFs - [Ben.Platt@cabinet-office.x.gsi.gov.uk](mailto:Ben.Platt@cabinet-office.x.gsi.gov.uk)

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