



What is Joint Organisational Learning (JOL)?

Joint Organisational Learning is about ensuring that the emergency services and wider responders through Local Resilience Forums (LRFs) can capture learning that may impact on the Joint Emergency Service Interoperability Principles (JESIP).

This learning may come from training, testing and exercising or incidents and is likely to be identified through standard de-brief processes.

Why was it set up?

A significant challenge in the past for both emergency services and wider responders has been the ability to identify issues when working with other agencies that, if addressed, could improve multi-agency response - interoperability.

“There is no point in holding inquiries or publishing guidance unless the recommendations are followed diligently. That must be the first lesson”

“...lessons identified from the events are not being learned to the extent that there is sufficient change in both policy and practice to prevent their repetition”

Lord Taylor following Hillsborough and reflecting on number of other major incident reviews.

JOL has been developed as a key part of JESIP to address report findings and recommendations and to improve multi-agency incident response.

In particular JOL seeks to capture learning which is related to the JESIP Joint Doctrine - primarily the five core principles, the use of METHANE and the use of the JDM.

How will JOL work?

JOL has a number of components, they are:

1. **JOL Application** – hosted securely on ResilienceDirect (RD) where inputs are recorded
2. **JOL Process** – describes how JOL will work including the analysis of information received and what actions we will take when learning is identified
3. **JOL Structure** – those involved in the JOL process including end users, the JESIP team, the Interoperability Board and others

What is an Input?

The information provided by services or LRFs via the JOL Application are classed as “Inputs” these can be either:

A Lesson Identified - an issue captured by an emergency service and/or LRF that negatively impacts on emergency services interoperability.

Notable Practice - where a service and/or LRF has identified an issue but found a workable solution which is proven to be an effective and useful way of doing something. Notable practice does not always necessitate essential change throughout a sector, but it is something which services may wish to adopt as it has been shown to have a positive impact on emergency services interoperability in another area of the country.

JOL Single Point of Contact (SPoC)

Each emergency service and LRF has a nominated JOL SPoC who will be responsible for entering inputs onto the JOL application on behalf of their service or LRF.

To use the application you must have a ResilienceDirect account. Contact your local RD administrator for how to set up an RD account.

What is the JOL Process?

The basic process has three stages:



The JESIP team will review all inputs, analyse them and if learning is identified, propose a course of action. Nothing will be shared with other services without the prior consent of all parties concerned.

How do I find out more about JOL?

Visit the [JESIP website](http://www.jesip.org.uk) where you can download the JOL Guidance Document and a How-To guide for using the application.

Contact the team on contact@jesip.org.uk