

JESIP Roles and Responsibilities

Supporting document for Edition 3.1
of the Joint Doctrine (April 2024)

Appendix A: Control room supervision role and responsibilities

Role

The overarching aim when supervising a control room is to ensure that rapid and effective actions are implemented to save lives, reduce harm and lessen the effects of the incident.

Responsibilities

- a.** Control room supervisors and managers have a responsibility to ensure they are prepared to carry out their role; this includes keeping up to date with policies and processes that are used for major incidents
- b.** Make an initial assessment of the available information and ensure that appropriate resources are mobilised; this may include a pre-determined attendance
- c.** Determine whether the situation requires a multi-agency response and inform internal and external partners without delay
- d.** Each emergency service should communicate the declaration of a major incident to all other Category 1 responders as soon as possible
- e.** On the declaration of a major incident, clear lines of communication must be established as soon as possible between the control rooms of the individual emergency services
- f.** A single point of contact should be designated within each control room to facilitate such communication
- g.** A M/ETHANE message should be shared as soon as possible by the emergency service declaring a major incident
- h.** Escalate to and mobilise commanders; some services may maintain command within their control room and if this model is adopted, it is important that they work with on-scene commanders in line with JESIP principles
- i.** Maintain an open dialogue with other control rooms and co-ordinate communication between control room single points of contact (SPoCs), using the Emergency Services Inter Control (ESICTRL) Talkgroup
- j.** Effectively share and co-ordinate available information during the early stages and throughout an incident to establish shared situational awareness and agree a common view of the situation, its consequences and potential outcomes, and the actions required for its resolution. Where possible and appropriate, co-locating representatives from the partner agencies within a control room can help with this.
- k.** Jointly agree an initial rendezvous point (RVP) and forward command point (FCP), if required, for the initial response and communicate this to responding resources without delay
- l.** Discuss how continually changing hazards and risks affect each organisation and work with multi-agency control room colleagues to address them, remaining aware of the potential impacts of any decisions made
- m.** Support the response by ensuring that appropriate additional resources are mobilised, including external resources, such as rescue teams, and command support
- n.** As further information or intelligence becomes available, ensure responders and partner agencies are updated
- o.** Ensure that statutory responsibilities for the health, safety and welfare of personnel are met during the incident
- p.** Maintain an electronic and retrievable control incident log of decisions made, including the rationale for them and any actions to be carried out
- q.** Ensure control rooms activities are captured within single and multi-agency debrief processes and issues affecting interoperability are shared using Joint Organisational Learning (JOL) Online

Appendix B: Operational command role and responsibilities

Role

The role of the operational commander is to work with other responder organisations, to protect life, property and the environment by ensuring that rapid and effective actions are implemented at an incident to save lives and reduce harm.

Those individuals who are responding on behalf of their organisation in either a command or management role are responsible for working together to develop and carry out the initial operational response, ensuring it is co-ordinated and appropriate to the scale of the incident.

Where applicable, they will also implement the tactical plan.

Responsibilities

- a.** People who have an operational command or management role have a responsibility to ensure they are prepared to carry out their role; this includes keeping up to date with the policies and processes that are used for major incidents
- b.** Protect life, property and the environment
- c.** Make an initial assessment of the situation, using M/ETHANE to provide early situational awareness of the incident and the relevant resource requirements, ensuring that where appropriate, a major incident is declared and shared with partners
- d.** Co-locate with representatives from other responder organisations to identify a forward command point (FCP), if not already done, and agree initial actions including the timings of future meetings
- e.** Make and share decisions with multi-agency colleagues according to your agreed level of responsibility, with an awareness of consequence management using the Joint Decision Model (JDM)
- f.** Share information, intelligence and risk information to make effective joint decisions and co-ordinate operational plans by agreeing a common view of the situation, its consequences and potential outcomes and the actions required within a working strategy
- g.** Identify the challenges that an organisation's operational plan may present to its multi-agency partners and take action to minimise or reduce them
- h.** Carry out a briefing to key responders at the earliest opportunity and at regular intervals subsequently
- i.** Identify the role of each organisation in managing and co-ordinating the care of victims and survivors, and their relatives and friends
- j.** Understand how continually changing hazards and risks affect each organisation and work with multi-agency colleagues to address them ensuring that statutory responsibilities for the health, safety and welfare of personnel are met during the incident
- k.** Consider the security of the scene and identify and agree triggers, signals and arrangements for emergency evacuation of responders
- l.** Update the tactical commander on any changes, including any variation in agreed multi-agency tactics within their geographical or functional area of responsibility
- m.** Request command support at the scene, for example, trained loggists. The amount and type of support will be determined by the incident.
- n.** Maintain a contemporaneous log of decisions made, including the rationale for them and any actions to be carried out
- o.** Carry out a post-incident hot debrief and contribute to formal structured debriefing where appropriate, ensuring issues concerning interoperability are shared using Joint Organisational Learning (JOL) Online

Appendix C: Tactical command role and responsibilities

Role

The role of the tactical commander is to protect life, property and the environment by ensuring that rapid and effective actions that save lives and reduce harm are implemented through a Tactical Co-ordinating Group (TCG).

Tactical commanders are responsible for interpreting strategic direction, where strategic level command is in use, and developing and co-ordinating the tactical plan.

While it is acknowledged that local arrangements may exist, the Joint Decision Model (JDM) may be used as the standing agenda for TCG meetings.

Responsibilities

- a. People who have a tactical command role have a responsibility to ensure they are prepared to carry out their role; this includes keeping up to date with the policies and processes that are used for major incidents
- b. Protect life, property and the environment
- c. Be aware of and understand the multi-agency command structure, commander roles, responsibilities, requirements and capabilities (including gaps), and monitor the operational command structure, including functional roles
- d. Attend the TCG meeting at the earliest opportunity
- e. Establish shared situational awareness between the responder organisations at the tactical level and promote effective decision-making using the JDM
- f. Develop and agree the overall joint intent, regularly assessing and sharing the information and intelligence available
- g. Understand how ever-changing threats and hazards affect each organisation, and work with multi-agency colleagues to develop a joint understanding of risk, putting in place appropriate mitigation and management arrangements to continually monitor and respond to the changing nature of emergencies for the organisation
- h. Ensure that statutory responsibilities are met for health, safety, human rights, data protection and welfare of people during the incident
- i. Address the longer-term priorities in the recovery of affected communities through restoration of essential services
- j. Warn and inform the public by providing accurate and timely information to communities using the appropriate media and social media channels
- k. Where necessary make the strategic commander aware of the incident and the common operating picture
- l. Ensure that all tactical decisions made, and the rationale behind them, are documented in a decision log, ensuring that a clear audit trail exists for all multi-agency debriefs and future multi-agency learning
- m. Make debriefing facilities available and debrief the operational commander, ensuring any issues that have affected interoperability are shared using Joint Organisational Learning (JOL) Online

Appendix C: Tactical command role and responsibilities (continued)

Tactical Co-ordinating Group

Those people operating at tactical level should form a TCG. Prior to the establishment of a TCG, interoperable voice communications should be used to begin sharing information between responders to build shared situational awareness and a joint understanding of risk.

The group should meet at an appropriate and mutually agreed location as soon as practicable. The location should be capable of providing appropriate administrative and technical support and be suitable for holding effective meetings. For some sites, pre-existing locations may have been identified. Tactical commanders should familiarise themselves with any existing local plans.

The Joint Decision Model can be used as the agenda for the meetings with the group meeting as frequently as required by the circumstances of the incident. The meetings should be agreed between the tactical commanders at intervals that ensure continuity in managing the incident, without disrupting the implementation of agreed plans. The group should ensure that updates are

available for the strategic co-ordinating group if activated. Those attending the TCG should be decision makers for their organisation and suitably trained to command. Decisions should be recorded for audit purposes and a multi-agency decision log should be used.

Clear lines of communication between responder organisations and the TCG are required. If agencies are responding at Strategic Co-ordinating Group (SCG) level or above, it is the role of the SCG chair to ensure that the TCG is updated with the appropriate information.

Appendix D: Strategic command role and responsibilities

Role

The overarching aim of the strategic commander is to protect life, property and the environment by setting: The policy, strategy and overall response framework for the incident, for the tactical and operational command levels to act on and implement.

Strategic commanders should jointly agree the response strategy with representatives from relevant responder organisations at a Strategic Co-ordinating Group (SCG) meeting.

Responsibilities

- a.** People who have a strategic command role have a responsibility to ensure they are personally prepared to carry out their role; this includes keeping up to date with the policies and processes that are used for major incidents and knowledge of their organisations statutory responsibilities
- b.** Protect life, property and the environment
- c.** Set, review, communicate and update the strategy, based on available information and intelligence on threat and risk.
- d.** Attend the SCG meeting if a group is established, or consider requesting that a SCG is set up
- e.** Ensure that there are clear lines of communication between all responder organisations
- f.** Remain available to other agencies' strategic or tactical tiers of command, to ensure that appropriate communication mechanisms exist at a local, regional and national level
- g.** Ensure, where appropriate, that command protocols are set, agreed and understood by all relevant parties and consider setting parameters within which the tactical level can work
- h.** Identify the level of support needed to resolve the incident and where appropriate, secure strategic resources in order to resolve the incident and prioritise the allocation of these
- i.** Review and ensure the resilience and effectiveness of the command team, identify requirements for assistance from the wider resilience community and manage them accordingly
- j.** Plan beyond the immediate response phase for recovery from the emergency and returning to a new normality
- k.** Have overall responsibility within the command structure for health and safety, diversity, environmental protection, equality and human rights compliance, and ensuring that relevant impact assessments are completed
- l.** Develop communication and media strategies that provide a coherent and joined up message
- m.** Consider any issues that have affected interoperability and ensure they are noted in any debrief reports and shared using Joint Organisational Learning (JOL) Online

Appendix E: Strategic Co-ordinating Group role and responsibilities

Role

The purpose of a Strategic Co-ordinating Group (SCG) is to take overall responsibility for the multi-agency management of an incident and establish a strategic framework, within which lower levels of command and co-ordinating groups will work. Its guiding objectives are:

- Protect and preserve life and the environment
- Contain the incident; mitigate and minimise its impacts, maintain critical infrastructure and essential services
- Create conditions for recovery; promote restoration and improvement activity in the aftermath of an incident, to return to the new normality

It will normally be the role of the police to co-ordinate activity with other organisations and therefore to chair the SCG. The police will usually chair the group if:

- There is an immediate threat to human life
- There is a possibility that the emergency was a result of criminal or terrorist activity
- There are significant public order implications

In other types of emergency, for example certain health or maritime scenarios, a responder organisation other than the police may initiate and chair the SCG.

Responsibilities

To ensure co-ordinated effort, a working strategy should be developed by first responding commanders before an SCG meets. When the SCG meets and gains a full understanding of the situation, it should review and amend the strategy aim and objectives as necessary.

The SCG should be based at a location away from the scene that provides a support

infrastructure, referred to as the strategic co-ordination centre. This will usually be hosted by the lead organisation.

The SCG will:

- a. Determine and share the strategic aims and objectives and review them regularly
- b. Establish a policy framework for the overall management of the incident response
- c. Prioritise objectives and allocate personnel and resources accordingly
- d. Formulate public communication plans and manage media enquiries and releases, possibly delegated to one responder organisation
- e. Direct planning and operations beyond the immediate response to manage the recovery process
- f. Consider the establishment of the Multi-Agency Information Cell (MAIC)

The SCG does not have the collective authority to issue executive orders to individual responder organisations. Each organisation retains its own command authority and defined responsibilities, and exercises command of its own operations in the normal way. However, the co-ordinated direction and instructions generated by the SCG will be translated by each responder organisation into appropriate commands, passed on through their respective command structures and transmitted directly to all subordinate Tactical Co-ordinating Groups (TCGs).

The SCG may take some time to set up and obtain a clear picture of unfolding events. As a priority, it should formulate a strategy with key objectives that encompass and provide focus for all the activities of the responding agencies.

Annex 1: Strategic Co-ordinating Group: Example standing agenda

Preliminaries: Pre-notified seating plan by organisation and name plates for attendees

Item	Item Lead
Introductions (by exception and only where deemed necessary)	Chair
Declaration of items for urgent attention	Chair
Confirmation of decisions on urgent items	Chair
Adjourn as necessary to action urgent issues	
Situational briefing (including any clarifications or recent updates from chief of staff/information manager/attendees by exception only)	
Review and agree strategy and priorities	Chair
Review outstanding actions and their effect	Chair
Determine new strategic actions required	Chair
Allocate responsibility for agreed actions	Chair
Confirm date and time of next meeting and required attendees (alongside an established meeting rhythm)	Chair
Post meeting: Distribute record of decisions, ensure decision log is updated and complete	Secretary or Chair