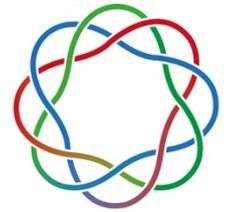


# JESIP NEWS

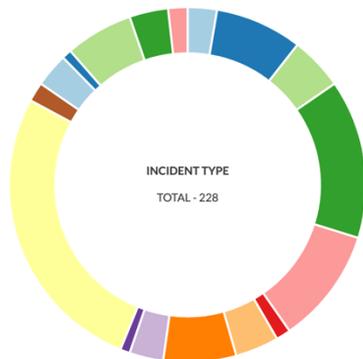


**JESIP**  
**JOL ONLINE**  
*Joint Organisational Learning*  
*Learning together for safer, stronger communities*

Edition 24 | August | 2019

## JOL ONLINE UPDATE

It has been a busy few months at JOL Online. We have received 124 lessons identified and notable practices this year so far. Each lesson has been impact assessed and discussed with relevant stakeholders, before being either published or closed for future trend analysis. Thank you to all those who have contributed.



We have also been reviewing the JOL Online system and processes following feedback from our users and please be assured we are looking at ways we can improve and evolve JOL Online.

The process for improvement does take time and if you have any thoughts or feedback you would like us to consider do get in touch, this is your system.

We have been working closely with the Office of Security and Counter Terrorism (OSCT) and the Organisational Development Unit (CTODU) to look at how we can share lessons of a more sensitive nature.

These collaborations have been extremely productive and a positive step for the JOL Online community.

One final thought, if you have any queries or concerns with submitting a lesson you can contact the Charis Taylor, the JOL Coordinator at [jol@jesip.org.uk](mailto:jol@jesip.org.uk) will be happy to discuss how to share your learning and offer assistance where required.

PUBLISHED LESSONS IDENTIFIED / NOTABLE PRACTICES	
Reference Number	Event Type
LI02441	Local Exercise
NP02569	Incident
NP02578	Planning Phase
NP02574	Local Exercise
LI02523	Local Exercise
LI02557	Incident
LI02546	Incident
LI02525	Local Exercise
LI02534	Local Exercise

## ACTION CARDS

Do your Control Room action cards contain relevant JESIP information? For example, do they recommend early establishment of an Interoperable Talkgroup for Commanders?

## SELF ASSESSMENT

Just a quick reminder that the closing date for sending in your latest self assessment return is 25th August. The results of these are used to report embedding progress to the Interoperability Board.

## WEBSITES

The National Ambulance Resilience Unit have launched a new website, [www.naru.org.uk](http://www.naru.org.uk) it is full of useful information of the work that NARU undertakes.

With that in mind, we thought this would be a good opportunity to remind you of some other useful websites:

- [www.aace.org.uk](http://www.aace.org.uk)
- [www.nationalfirechiefs.org.uk](http://www.nationalfirechiefs.org.uk)
- [www.npcc.police.uk/home](http://www.npcc.police.uk/home)
- [www.gov.uk/government/organisations/maritime-and-coastguard-agency](http://www.gov.uk/government/organisations/maritime-and-coastguard-agency)
- [www.gov.uk/guidance/preparation-and-planning-for-emergencies-the-capabilities-programme](http://www.gov.uk/guidance/preparation-and-planning-for-emergencies-the-capabilities-programme)

## Social Identities – Academic Paper

You may recall a survey we circulated last year in relation to a research project being undertaken by the university of Central Lancashire into Safeguarding subgroup identities.

This research sought to investigate the relationship between organisational identity and attitudes towards interoperability across the Police, Fire and Rescue, and Ambulance Services.

Although the study ran with the support of JESIP, it was not designed to test or evaluate JESIP directly. Instead, it sought to identify how different mindsets related to organizational identity might promote or inhibit attitudes towards multi-agency colleagues and interoperability.

The final report is available on the JESIP website:

[https://www.jesip.org.uk/uploads/media/Safeguarding\\_subgroup\\_identities.pdf](https://www.jesip.org.uk/uploads/media/Safeguarding_subgroup_identities.pdf)



## JESIP in Gibraltar

In June a multi-agency team from the UK, visited Gibraltar to deliver a JESIP Commander Course, Train the Trainer session and a session on JOL.

Twenty-One Commanders from across Gibraltar's Emergency Services, the military and other responding partners successfully completed the commander course, with 14 completing the Train the Trainer package. This training has allowed Gibraltar to create its own pool of JESIP instructors who are now qualified and equipped to deliver interoperability training across the various organisations.



The training was arranged by HM Government of Gibraltar's Office of Civil Contingencies and delivered at the University of Gibraltar.



The Minister responsible for Civil Contingencies, the Hon Gilbert Licudi QC MP,

said: "Events in the UK over recent years have shown the need for the emergency services to operate together as

effectively as possible during major or serious incidents or events.

Our community expects and deserves no less and JESIP was established to address the issue of interoperability across the blue light services. We have now been able to create our own healthy pool of instructors and commanders from across our Emergency Services and other responding organisations. Our people will now play a pivotal role to ensure that we continue to roll out this training to all the other responders as well as embed JESIP in all that we do."

Thank you to the team from West Midlands Ambulance Service, Merseyside Police and Merseyside Fire & Rescue service for their support and the excellent trainers who delivered a very professional and well received course.



## **“THE STRATEGIC LEADERS ROLE IN JOINT ORGANISATIONAL LEARNING”**

### **- A FREE EVENT**

The JESIP team, in conjunction with the Cabinet Office, Civil Contingencies Secretariat (CCS), will be hosting an event for Strategic leaders, to discuss the role that they play in joint organisational learning.



There are a range of speakers with a keynote address delivered by Fiona Barton QC.

The event will take place at the EPC, Hawkhill Drive, York, on Monday 23<sup>rd</sup> September. Full details are on the last page of this newsletter. The event is aimed at Strategic level Managers, with one place per organisation available, these will be allocated on a first come, first served basis.

## **Communications Advisor Refresher Training**

The College of Policing are offering a 1-day refresher course which is available to those who are already trained as operational communications advisors. The dates are:

- 14th August 2019 – Glasgow, Scotland
- 24th September 2019 – Stafford, Staffordshire
- 7 October 2019 – Lewes, East Sussex
- 21st November 2019 – Huntingdon, Cambridgeshire

To book a place on this course please do so via the College Delivery Admin Unit:

[DeliveryAdmin@college.pnn.police.uk](mailto:DeliveryAdmin@college.pnn.police.uk)

For initial course dates please visit the College of Policing website at:

[www.college.police.uk/what-we-do/learning/professional-training/information-communication-technology/pages/operational-communications-advisor-courses](http://www.college.police.uk/what-we-do/learning/professional-training/information-communication-technology/pages/operational-communications-advisor-courses)

### **Lesson Identified**

#### **LI02534**

When responding to an incident where you are instructed to turn off, or ‘de-match’ electronic equipment, please ensure your staff include any smart watches they may be wearing.

Wearing smart watches in certain environments such as COMAH sites could result in interference with the site’s telemetry and may increase the potential for explosion or fire.

### **Lesson Identified**

#### **LI02573**

We have seen an increase in the response to incidents at Ports. Relevant responding agencies should consider familiarisation at these locations including PPE requirements and site-specific plans.

Consideration for training to be shared with emergency services on the Ports safety policy in respect of opening and searching containers would also be of benefit.

### **Lesson Identified**

#### **LI02570**

During a recent incident, the presence of underground watercourses was identified late on in the incident response, this had implications in terms of the potential for blockages and pollution to the watercourse, which was not considered at an earlier stage.

Responding staff should be reminded of this consideration when attending an incident.

### **Notable Practice**

#### **NP02569**

During a protracted incident, consider the activation of a ‘real time’ peer review with another LRF to review SCG decisions, actions and processes.

This could be completed via teleconference or in person, dependant on geographical location.

# 2019 Natural Hazards Research and Applications Workshop

In July, the JOL Coordinator, joined 650 other emergency planning researchers and practitioners from around the globe to attend the 44<sup>th</sup> annual, natural hazards conference in Broomfield, Colorado. The conference was created by the United States Natural Hazards Centre in conjunction with the University of Colorado.



The theme for 2019 was 'Convergence – coming together to improve hazards and disaster research, practice and policy'. Convergence refers to the process of people working together to respond to challenges and enduring problems. This may include crossing boundaries such as geographic, cultural and political.

It was clear from the outset of the conference that the work undertaken in the UK to improve interoperability through the development and embedding of JESIP into responding agencies, has seen the UK lead the way in this area. Whilst convergence is the very essence of JESIP, each country has its own challenges with interoperability, such as the size, number of organisations involved and varying legislation.

In recent years, the frequency to which the UK experiences natural hazards has increased. Flooding, fires and extreme temperatures are becoming the new normal. Climate change is a very real threat with potentially disastrous consequences. There is a wealth of experience across the globe in responding to natural hazards and other emergencies and we should not only look to learn from events on our doorstep, but from international incidents to improve our response. Modern technology makes it much easier for us to access the learning from those willing to share.



## The lessons panel

Charis sat alongside practitioners from Fire and Emergency New Zealand, the Federal Emergency Management Agency (FEMA) and the Fire Adapted Communities Learning Network. In addition to this, the panel moderator was from Emergency Management Victoria, Australia.

The panel discussed how we can lean on peers across other organisations and countries for support with learning lessons.



In the UK, we have more consistent and robust processes in place than our colleagues overseas who often work in silos. Our Strategic level Interoperability Board appears unique for example. Furthermore, involving stakeholders in every part of the JOL process (and documenting this) is of benefit to all and is a process not currently undertaken by other countries. The discussions highlighted that the barriers to learning are consistent across continents. Culture, resources, priorities and fear were commonplace, as was the impression that learning from previous incidents is a nice to do and not need to.

So, what's next? The panellists are going to establish a teleconference (which is not easy taking time zones into consideration!) alongside learning leads from other countries to discuss international lessons, insights and trends, but with a real aim of trying to learn from each other regardless of country, incident and services involved, we have a shared vision, 'learning together, for safer, stronger communities'.

## PERSONAL PROTECTIVE EQUIPMENT

The failure to use universal infection control and basic Personal Protective Equipment (PPE) is one of the most vital lessons shared on JOL online.



This was a key lesson from a recent CBRN incident. The use of gloves and standard PPE in the initial stages of an incident, whether the presence of a hazardous material is suspected or not, can save lives and the value of this should not be underestimated.

Services should reaffirm the need to use basic PPE across all their frontline staff.

## THE JOINT DOCTRINE – IT'S TIME FOR A REFRESH!

It's hard to believe that the current version of the Joint Doctrine is now 3 years old. As JESIP is about continuous improvement, we will be undertaking a review of the doctrine this year.



The National Fire Chiefs Council (NFCC), Central Programme Office will have responsibility for running the review and will work closely with the JESIP team and key stakeholders.

As with the previous review, we will be looking to incorporate lessons learnt from incidents, testing and exercises that have been identified through JOL Online.

We will keep you informed on the progress of this review.

Please let us know if you have any comments or recommendations to improve JOL Online.  
REMEMBER – This is YOUR System!

KEEP INFORMED THROUGH  
[JOL@JESIP.ORG.UK](mailto:JOL@JESIP.ORG.UK)

## JOL in action

Back in January 2018, we received a lesson on JOL Online regarding Interoperability between Emergency services responders and Prison officers which highlighted a lack of interoperability during an incident. A recommendation was taken to the interoperability Board that Her Majesty's Prison and Probation Service (HMPP) should receive JESIP awareness and be able to utilise the principles and aides such as METHANE during the multi-agency response to an incident.

This was supported by the board and an action note was produced to this affect. The JESIP team engaged with the Ministry of Justice (MoJ) to discuss how this could be implemented.

Initially, HMPP agreed that select teams should receive this awareness, such as specialist officers. However, HMPP undertook their own internal review and have since extended this in that they have implemented a training package for Gold Commanders built around the JESIP principles and the JDM. To date 70% of Gold Commanders have completed this training with the remainder scheduled for completion this year. Training is also in progress for Tactical and Operational Commanders.

Furthermore, as a result of the lesson identified, operational commanders will be identifiable by wearing a black and white chequered tabard which falls in line with all other emergency services. This will also make it easier for all other agencies to identify the HMPPS point of contact.

By submitting learning to JOL Online, you can influence change and improvements... the process works!





Cabinet Office

In association with:



**JESIP**  
Working Together – Saving Lives



A CHANGE IN THINKING

## Lessons & Learning in UK Resilience

**Monday, 23rd September (11:00 - 15:30)**

at The Emergency Planning College

Easingwold, York, YO61 3EG



## Free Programme

### Who should attend?

Strategic players from the emergency responder community.

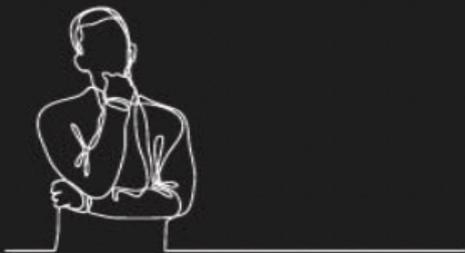
### Outline programme:

(With plenty of time of Q&A and discussion)

- Keynote from Fiona Barton QC as well as insights from other key speakers
- Salisbury and Amesbury incident - JOL Inputs and user experience
- Lessons, Standards and Continuous Improvement – CCS and EPC

### Objectives:

- To enable participants to understand the legal obligations that bear on individuals and organisations in relation to sharing information about lessons and good practice.
- To communicate the shared expectations of government and services' strategic leads in respect of identifying and sharing lessons.
- To articulate the organisational and wider societal benefits of sharing lessons and learning from experience.
- To acknowledge and explore obstacles and concerns in relation to sharing lessons and evaluate them in a risk management framework.
- To demonstrate approaches and benefits realised in practice in specific local and organisational contexts.



Book your place:

Email: [jol@jesip.org.uk](mailto:jol@jesip.org.uk)