

Control Room Supporting Principles for Joint Working

COMMUNICATION

Establish discussions between the affected control rooms at the earliest opportunity to begin sharing information about the incident. Communicate clearly using plain English.

Nominate a single point of contact (SPoC) in each control room to maintain communication links. Establish a conference call / multi-agency talkgroups to share information relating to the incident and the response of each service.

Maintain the agreed communications methods for the duration of the incident and only end these when there is agreement from all partners at an appropriate level.

Ensure all responding commanders join a multi-agency talkgroups, before they arrive at the scene to ensure a common operating picture amongst agencies.

SHARED SITUATIONAL AWARENESS AND JOINT UNDERSTANDING OF RISK

Shared situational awareness will be built by sharing information and ensuring all responders understand it. Establish a Joint understanding of risk by sharing information about the likelihood and potential impact of threats and hazards to agree potential control measures.

Discussions between control rooms should establish who the lead agency is and what information and intelligence does each agency possess. Where responders have provided a METHANE message, this should be shared across all control rooms, if a METHANE message hasn't been received, then Control rooms should request one.

CO-ORDINATE AND CO-LOCATE

Identify priorities, resources and capabilities for an effective response.

Agree the timing of subsequent conversations between control room supervisors to ensure that shared situational awareness is maintained.

Be ready to set up additional multi-agency voice communications when required.

When early location information is unverified and the suitability of potential rendezvous points is unclear, the lead responder and other control room supervisors should jointly agree an initial rendezvous point and communicate it to commanders as soon as possible.

Identify a Communications Tactical Advisor at the earliest opportunity.