

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

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