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Regional Standard Operating Procedure.

North West Emergency Services Inter- Control (ESICTRL) Talk-Group.

North West Emergency Services Inter Control (ESICTRL) Talk-Group		Page:	Page 1 of 17
Original Author(s):	Paul Goddard – Resilience Manager	Version:	1.2
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Author & Designation:	Paul Goddard – Resilience Manager		
Reviewed/Updated By:	Shaun Murray – EOC Compliance & Governance Manager (NWS) North West Regional Airwave User Group (NWRUG)		
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Change Form.

Version	Date	Remarks/Changes	By
V0.1	13/10/2020	Initial draft.	Paul Goddard (NWAS)
V0.2	15/10/2020	Addition of Appendix 4 and updates to draft following feedback from NWAS Resilience Team.	Paul Goddard (NWAS)
V0.2	20/10/2020 – 05/11/2020	Review by all NW police forces, fire services and NW Fire Control	All (See Appendix 4)
V1.0	06/11/2020	Minor grammar change to 1.1. and minor wording change to 3.9 following feedback from police/fire/NWFC reps. Issued for final sign-off.	Paul Goddard (NWAS)
V1.0	07/11/2020 – 26/11/2020	Document signed off by Dan Ainsworth on behalf of NWAS and by the individuals listed in Appendix 4 for all partner agencies.	All (See Appendix 4)
V1.0	26/11/2020	Issued following final sign-off by all organisations	Paul Goddard (NWAS)
V1.1	30/11/2020	Update to 'Approved by' box on page 2. Addition of review dates to Document History on page 3. NO CHANGE TO CONTENT OF SOP.	Paul Goddard (NWAS)
V0.1 of 1.2	03/08/2022	Aligned to new NWAS Template. Amended JESIP Joint Doctrine versioning to V3.0. Prepared for review at NWRUG 03/08/2022. Amended to capture British Transport Police following learning from incidents Amendments to signatories within Appendix 4 British Transport Police Logo added to Front Cover	Shaun Murray (NWAS)
V0.2 of 1.2	06/03/2023	Civil Nuclear Constabulary added to Front Cover and document Added North West Motorway Patrol Group to document Amendment to Testing Schedule due to addition of British Transport Police	Shaun Murray (NWAS)
V0.3 of 1.2	22/03/2023	Confirmation of position from BTP/NWMPG with regards to testing schedule.	Shaun Murray (NWAS)
V0.4 of 1.2	20/06/2023	HM Coastguard included within the document and front cover. Document circulated for approval.	Shaun Murray (NWAS)

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Version	Date	Remarks/Changes	By
V0.5 of 1.2	17/07/2023	Point 4.11 added with regards to utilising ESICTRL during the initial response to large-scale multi-agency exercises following recommendation from GMFRS. Point 3.10 and 3.11 added to reference the new 'talk not tell' approach outlined in JESIP Joint Doctrine v3.0 Point 6 added to Operational Usage Script in relation to the passing of safety/time critical information in the absence of a M/ETHANE. GMP Signatory Updated Lancashire Police Signatory Updated	Shaun Murray (NWS)
V0.6 of 1.2	17/07/2023	Following feedback from N.Bell (Resilience Manager, NWS) Additional clarity added to 3.11 in relation to FCP/RVP locations (if known) Further guidance added to 4.11 in relation to prefixing Exercise transmissions Guidance at 4.12 to suspend use of ESICTRL for an exercise in the event of real incident JESIP M/ETHANE Graphic added at Appendix 5	Shaun Murray (NWS)
V0.7 of 1.2	17/07/2023	1.6 added with link to JESIP Multi-Agency Glossary North West added to title of Document Table of contributors to document added at Appendix 4 Change to Cheshire Police signatory	Shaun Murray (NWS)
V1.2	16/08/2023	Document finalised following agreement at NWRUG to go-live on 16 th August 2023. No exceptions received from any signatory on document.	Shaun Murray (NWS)

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1 Introduction.

- 1.1 The aim of this Standard Operating Procedure (SOP) is to enhance regional partner agencies communication and shared situational awareness during multi-agency, critical or major incidents.
- 1.2 The aim is supported by learning from debriefs, inquiries and Joint Organisational Learning as well as the **JESIP Joint Doctrine: The Interoperability Framework, Edition 3 October 2021** which will apply at all times.
- 1.3 This SOP further aims to implement and embed the guidance issued by JESIP entitled **Emergency Services Inter Control Talk-group, July 2020** in a regionally agreed and cohesive way.
- 1.4 Development of this SOP was undertaken involving the representatives from the emergency services with control rooms operating within the regional North West footprint, namely:-
 - North West Ambulance Service (NWAS)
 - North West Fire Control (NWFC)
 - 7 x Police Forces (Cheshire, Cumbria, Lancashire, Greater Manchester, Merseyside, British Transport Police and Civil Nuclear Constabulary)
 - North West Motorway Patrol Group (Collaboration of three Police Forces (GMP, Cheshire & Merseyside))
 - Merseyside Fire & Rescue
 - HM Coastguard
- 1.5 Additionally it is recognised that the other Fire & Rescue Services in the North West are key stakeholders in the process although their control aspect is handled by North West Fire Control (NWFC) and so they were involved in the development of this SOP also. These are:-
 - Cheshire Fire & Rescue
 - Cumbria Fire & Rescue
 - Lancashire Fire & Rescue
 - Greater Manchester Fire & Rescue
- 1.6 In some areas, terminology used by organisations can differ, as can the acronyms used. This JOP will also provide clarity as to the meanings of terminology, which may be shared between our organisations.

The JESIP Multi-Agency Glossary can be accessed here: <https://www.jesip.org.uk/glossary>

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2 ESICTRL

- 2.1 The ESICTRL Talk-group is an ex-ambulance service hailing talk-group that has been converted into a regional multi-agency talk-group for use by control rooms to communicate with each other.
- 2.2 The **Emergency Services Inter Control Talk-group** document states "The ESICTRL talk-group is intended to provide the 3 Emergency Services control rooms with the ability to notify each other and share information in response to a wide variety of major and/or critical incidents."
- 2.3 As this talk-group is intended for control room use only, this talk-group should only be programmed into each services ICCS. However there are certain exceptions for police and fire as detailed in the **Emergency Services Inter Control Talk-group** document.
- 2.4 Prior to ESICTRL, the IC and ES talk-groups were utilised. These talk-groups will now revert back to their original intended use as multi-agency interoperability command talk-groups (IC for tactical commanders and ES1-3 for Operational Commanders).

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3 Operational Usage.

- 3.1 Owing to the number of organisations utilising this talk-group across the region it is recognised that a uniform, single way of using the talk-group is essential to ensure effectiveness of the talk-group and reduce the risk of miscommunication.
- 3.2 The **Emergency Services Inter Control Talk-group** document states "The ESICTRL talk-group should be used during any spontaneous and pre planned situation that requires the passage of immediate safety critical information between police, fire and ambulance control rooms. This will include the initial tri-service communications during the response to a Marauding Terrorist Attack (MTA) (Operation Plato)."
- 3.3 The ESICTRL Talk-group must be monitored by all control rooms 24/7. At the commencement of an incident control rooms will ensure dedicated personnel/resources to utilise this talk-group.
- 3.4 At all times services will refer to themselves on the talk-group in the format:

<County>then <Service>e.g. "Lancashire Police" or "Mersey Fire"

This will ensure it is clear who is speaking and who should respond
- 3.5 The initiating service will make an announcement of the incident to all services via the ESICTRL talk-group using the **Operational Usage Script for ESICTRL** provided by JESIP (**Appendix 1**).
- 3.6 Receiving services should then acknowledge receipt of the announcement and activate any relevant plans/procedures as necessary for the type of incident.
- 3.7 Any subsequent updates of information should be provided via the ESICTRL talk-group using the M/ETHANE format.
- 3.8 Should a subsequent incident occur in another part of the region then services should still utilise the ESICTRL talk-group to make the initial announcement, however they must ensure absolute clarity as to which incident they are communicating about.
- 3.9 If multiple incidents are ongoing on the ESICTRL talk-group then commanders in the control rooms will need to make a dynamic decision if another talk-group is to be utilised. Commanders should make use of a Communications Tactical Advisor (CTA) to aid in this decision.

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- 3.10 The 'talk not tell' process involves control rooms sharing information from all sources along with immediate resource availability and decisions taken in accordance with each organisations policies and procedures.
- 3.11 Information shared via ESICTRL should be free from abbreviations and other potential sources of confusion. Reliable and accurate information such as critical information about hazards, risks and threats should be exchanged together with critical locations that aid co-location on scene, such as the location of any Forward Command Point (FCP) or Rendezvous Point (RVP). Where necessary, clarity should be sought that terminology is understood by all those involved in the response.
- 3.12 Civil Nuclear Constabulary (CNC) will undertake listening watch of the Talk-Group, however they will only utilise the talk-group should they require to notify any North West Control Room of an ongoing incident. As a result of this, CNC will not participate in the monthly testing schedule.
- 3.13 North West Motorway Patrol Group (NWMPG) are a collaboration of three Police Forces (GMP, Cheshire & Merseyside) with responsibility for policing the strategic road network and managing incidents on the network. NWMPG are co-located at the National Highways Regional Operations Centre in Newton-le-Willows and will also undertake listening watch of the Talk-Group. However as their host force for Airwave is Merseyside Police, Merseyside Police will continue to participate in the monthly testing schedule on behalf of NWMPG.
- 3.14 British Transport Police will monitor the talk-group and will participate in the daily test and monthly testing schedule.
- 3.15 HM Coastguard will monitor the talk-group and take part in the daily testing schedule.

4 Testing.

- 4.1 The **Emergency Services Inter Control Talk-group** document states "It is imperative that control rooms regularly test and exercise the use of the ESICTRL talk-group for coordinating the response to major/critical incidents in order to embed it as a process."
- 4.2 As with Operational usage, it is recognised that due to the number of organisations utilising the ESICTRL talk-group it is necessary to conduct testing in a joined up and consistent way to ensure it is effective whilst minimising the impact on the core business of control rooms as much as possible.
- 4.3 Prior to the use of ESICTRL, each force area tested their IC/ES talk-groups on various days/times and with varying frequencies. In order to simplify and streamline this process, it has been agreed there will be one, daily test of ESICTRL involving all control rooms.

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- 4.4 The daily test will commence at 09:45 every morning.
- 4.5 If individual areas wish to continue testing of IC/ES talk-groups then they are free to do so, however control rooms would not need to be involved and so that is outside the scope of this SOP.
- 4.6 Traditionally it was always the responsibility of the respective police forces to initiate the test calls. For ESICTRL, it has been agreed that this responsibility will be shared amongst the partner agencies and will rotate between the control rooms on a monthly basis (**Appendix 2**).
- 4.7 Should the scheduled organisation fail to initiate the test, then the other control rooms should not hesitate to initiate the test themselves. After the test this should be escalated to the relevant control room via telephone.
- 4.8 The initiating control room must record the fact that the test has taken place, as well as the control rooms that responded, utilising their respective organisations logging systems/methods.
- 4.9 A test checklist has been included at **Appendix 3** to aid control rooms should they wish to use it.
- 4.10 In addition to these daily tests, the Emergency Services Airwave User Group (ESAUG) will conduct random checks on the ESICTRL at 'no notice' to 'live test' communications. Further details are contained in the **Emergency Services Inter Control Talk-group** document.
- 4.11 ESICTRL should also be tested as part of the initial response to any large scale multi-agency exercise to ensure staff are practiced in the passing and receiving of exercise messages in the agreed format and using the agreed terminology and methodology. When using ESICTRL for an exercise, all transmissions must be prefixed with the following:

EXERCISE, EXERCISE (Exercise Name) > the pass message

- 4.12 In the event of an incident requiring the use of ESICTRL during an exercise, the exercise should immediately cease using ESICTRL.

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Appendix 1 – Operational Usage Script for ESICTRL.

1. Originating control room informs the relevant Police/Fire/Ambulance of the incident via the ESICTRL talk-group (for example ANWAESICTRL for Greater Manchester Police)

(E.g. Attention attention this is Greater Manchester Police, there is a report of a male with a firearm in Manchester City Centre and an Op PLATO has been called)

2. Via this talk-group the receiving service confirms receipt of the message and activate their own plans (if needed) in line with their own services Standard Operating Procedures

(E.g. GMP to Northwest Ambulance did you receive? GMP to Greater Manchester Fire did you receive?)

3. All of the control rooms will continue to monitor the ESICTRL talk-group, passing information and updates as appropriate, until representatives from each of the emergency services are physically co-located in an agreed control room (this is likely to be as part of a Tactical Coordinating Group) and all control managers/commanders have agreed to terminate the use of the ESICTRL talk-group for the incident,

4. An agreed operational talk group, accessible by responders and on-scene commanders, will be identified and needs to be one of the national interoperability talk groups within the interoperability folders in line with the standard JESIP procedures. (For example, PGMPE1/PGMPIC1 for Greater Manchester Police)

5. The ESICTRL talk-group is not intended to be utilised to provide any operational command or tactical direction to responders on the ground. This would be done by the existing and established incident Talk Group structure.

6. Where safety/time critical information needs to be passed in relation to an incident this should be done via ESICTRL without delay, if a M/ETHANE is not available at that stage, then the M/ETHANE should be passed as a further update as soon as possible.

The M/ETHANE mnemonic should be used to share situational awareness

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Appendix 2 – ESICTRL Testing Schedule.

The responsibility for initiating the daily test will rotate between organisations on a monthly basis as per this schedule:-

Month	Control Room
January	NWFC
February	NWAS – Lancs
March	Cumbria Police
April	Mersey Fire
May	NWAS – GM
June	Cheshire Police
July	British Transport Police
August	Lancashire Police
September	NWAS – Mersey
October	Mersey Police
November	NWFC
December	GM Police

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Appendix 3 – Daily Test Checklist.

Date of Test	
Initiating Control Room	

Organisation	Control Room	Response Received? Y/N	If no response, escalation via phone?
Police	Cheshire Police		
	Cumbria Police		
	Greater Manchester Police		
	Lancashire Police		
	Merseyside Police		
	British Transport Police		
	North West Motorway Patrol Group		
Fire	NW Fire Control		
	Mersey Fire		
Ambulance	NWAS – Lancs		
	NWAS – Manchester		
	NWAS – Mersey		
Coastguard	HM Coastguard		

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Appendix 4 – Organisation Signatories to this SOP.

Organisation	Name	Role/Rank	Signature
Cheshire Police	Dave McMahon	Service Delivery Manager	Electronic
Cumbria Police	Martin Jackson	ICT Operational Communications Lead	Electronic
Greater Manchester Police	Chris Gibson	Chief Superintendent	Electronic
Lancashire Police	Leanne Pickford	Systems, Digital Development & PNC Manager	Electronic
Merseyside Police	David Coleman	Operations Manager, RR Command	Electronic
British Transport Police	Nick Brandon	Superintendent	Electronic
Civil Nuclear Constabulary	Jamie Thorne	Chief Inspector	Electronic
North West Motorway Patrol Group	Keith Kellet	Inspector	Electronic
North West Fire Control	Ged Basson	Senior Operations Manager	Electronic
Cheshire Fire & Rescue Service	Neil McElroy	Group Manager	Electronic
Cumbria Fire & Rescue Service	Nathaniel Hooton	Area Manager	Electronic
Greater Manchester Fire & Rescue Service	Mark Scoales	Digital Services Manager	Electronic
Lancashire Fire & Rescue Service	Jim Patrick	Station Manager	Electronic

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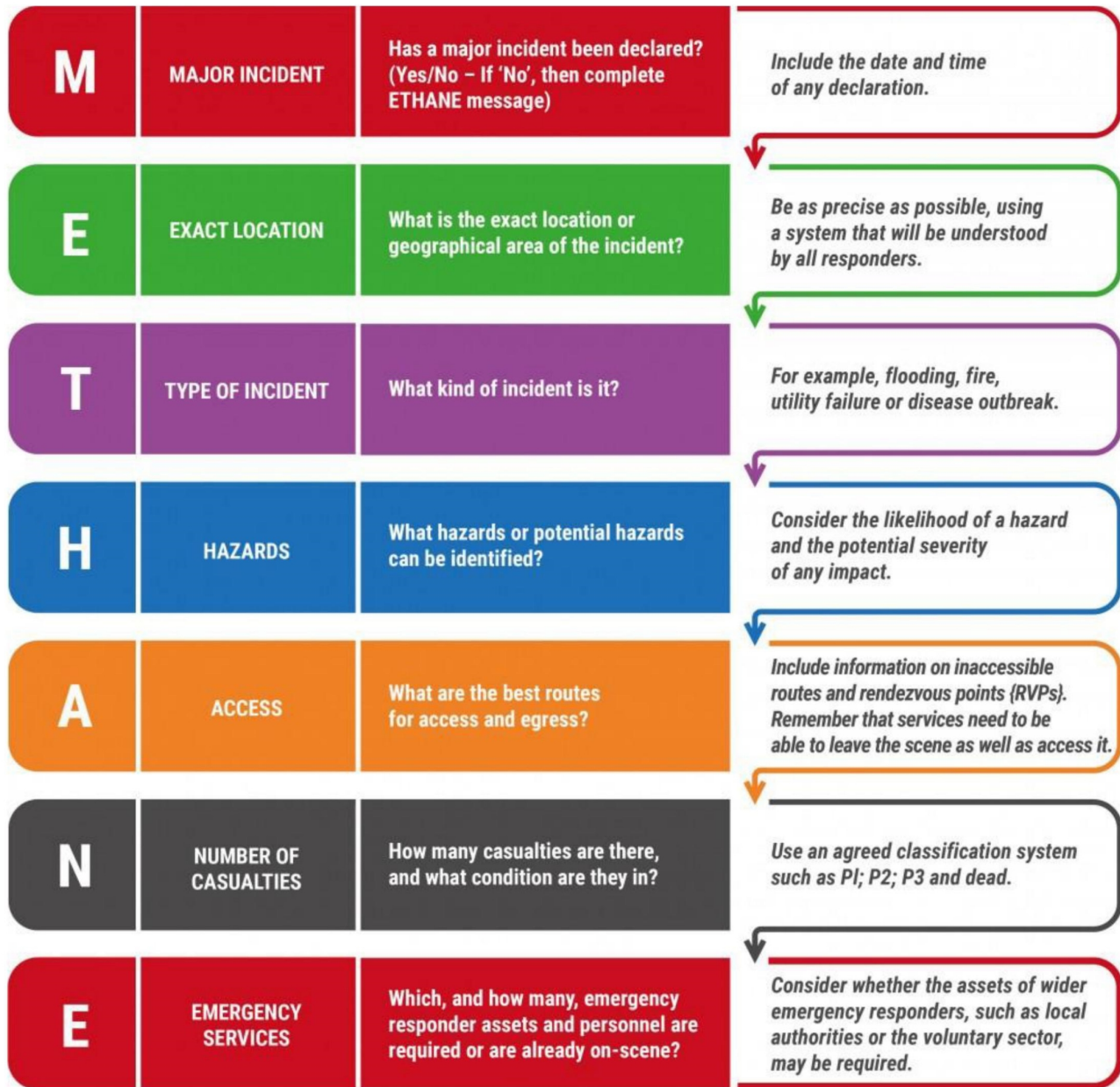
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Organisation	Name	Role/Rank	Signature
Merseyside Fire & Rescue Service	Sean McGuinness	Operational Planning and Contingency Manager	Electronic
North West Ambulance Service	Luke Marriner	Strategic Head of Emergency Operations Centres	Electronic
HM Coastguard	Jonathan Mustard	Staff Officer, Technical Services	Electronic

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Appendix 5 – JESIP M/ETHANE Graphic.



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Appendix 6 – Organisation Contributors to this SOP.

Organisation	Name/Role	Contact Details
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	Thomas Maloney Resilience Manager	Email: thomas.maloney@nwas.nhs.uk
Merseyside Police	David Coleman Operations Manager, RRR Command	Email: david.coleman@merseyside.police.uk
Cheshire Police	As per signatory	
Cumbria Police	As per signatory	
Greater Manchester Police	Laura Lewis Force Command Module Manager	Email: laura.lewis@gmp.police.uk
Lancashire Police	Keith Venables Senior Airwave System Engineer	Email: kieth.venables@lancashire.police.uk
British Transport Police	Lucy Fawns FCR Duty Manager	Email: lucy.fawns@btp.pnn.police.uk
Civil Nuclear Constabulary	Shona Maclean Operational Communications Manager (Airwave)	Email: shona.maclean@cnc.police.uk
North West Fire Control	Ged Basson Senior Operations Manager	Email: ged.basson@nwfirecontrol.com
Merseyside FRS	As per signatory	
Cheshire FRS	As per signatory	
Cumbria FRS	As per signatory	
Greater Manchester FRS	Clare Greaves GMFRS SPOC to NWFC	Email: plattc@manchesterfire.gov.uk
Lancashire FRS	As per signatory	
HM Coastguard	As per signatory	

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