



NEWS RELEASE

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Moves to strengthen emergency call service oversight

Jersey is to have a 999 Liaison Committee to provide technical and operational oversight of the Island's public emergency call service.

As the regulator for telecoms in Jersey, the Jersey Competition Regulatory Authority (the **Authority**) works closely with Justice and Home Affairs regarding the performance and security of Jersey's public emergency call service. In doing so, the Authority recognised improvements could be made to the oversight of the public emergency call service and so has taken forward the initiative to establish a 999 Liaison Committee for Jersey.

There has been a 999 Liaison Committee in the UK for over 20 years, representing all organisations that have a role in delivering and managing the country's public emergency call service, including telecoms operators as well as the emergency services, government, and the regulator. It also has responsibility for the Code of Practice between telecoms providers and the emergency services. For Jersey, it is hoped by bringing together all key stakeholders, the oversight, delivery, and management of the service will be enhanced for the Island.

Sarah Price, Chief Operating Officer of the Authority said, "When we learned of the benefits and assurance the UK's long-established 999 Liaison Committee has provided regarding the

UK's emergency call service, the Authority considered it right and appropriate for Jersey to benefit from the same.

We look forward to working with the Jersey committee to always ensure everyone in Jersey benefits from a reliable and high-standard emergency call service. It will also consider opportunities for the future development of Jersey's emergency call service to ensure Islanders are receiving the best service available."

Darryl Keen QFSM DL, former Chief Fire Officer, and former chair of the UK's 999 Liaison Committee, was appointed by the Authority to chair the first Jersey committee which took place yesterday.

Ends

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NOTES TO EDITORS:

About Darryl Keen QFSM DL:

In July 2021 Darryl retired as Chief Fire Officer and Director of Community Protection at Hertfordshire County Council where he was responsible for the county's Fire and Rescue Service.

In his operational role he has attended a wide range of incidents including the Windsor Castle fire, the Buncefield Oil Terminal fire, wide area floodings, the Newgrange Care Home fire at which 35 elderly residents were rescued by the Service.

For the last decade Darryl has been closely involved in emergency control rooms and technical communications and was the National Fire Chiefs Council Strategic Lead for Operational Communications. As part of this he was the fire service lead for the Emergency Services Mobile Communications Programme (ESMCP) from its inception in 2011 to his retirement. Prior to retirement Darryl chaired the UK's 999 Liaison Committee which oversees the technical aspects of the 999 system including working closely with British Telecoms, all of the emergency services and the UK's telecoms providers to ensure the effectiveness of the emergency call system. Darryl also established the 999 Strategic



Leadership Group which ensures Government involvement in the direction of the future 999 capability for the UK.

About The Jersey Competition Regulatory Authority:

The Authority was established under the Competition Regulatory Authority (Jersey) Law, 2001. It is responsible for administering and enforcing the Competition (Jersey) Law 2005 and also regulates the telecoms and postal sectors and the Ports of Jersey.

The Authority strives to ensure that the markets work well for the benefit of all stakeholders, including Government, business, citizens, and consumers facilitating best value, choice and access to high quality services.