



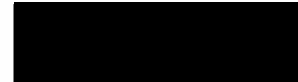
**Maritime &
Coastguard
Agency**

Tony Brown LLM
HM Senior Coroner
North Northumberland
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**Sir Alan Massey KCB CBE
Chief Executive
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Our ref: AM/2016/03

3 February 2017

Dear Mr Brown

Thank you for your Regulation 28 report detailing the tragic circumstance in which Joshua Smith lost his life. We wish to convey our condolences once again at this tragic loss of life.

Regarding the matters of concern, Her Majesty's Coastguard (HMCG) has noted the North East Ambulance Communications system limitation surrounding the inability to 'play back' live 999 calls. We have also reviewed our own systems, and updated guidance has been issued and training packages modified.

As to the issue of Joint Emergency Service Interoperability (JESIP), we can report significant progress has been achieved in the wake of this incident. All Coastguard tactical commanders attend JESIP courses, and strategic level commanders attend the Multi-Agency 'Gold' course, known as 'MAGIC'. Every Coastguard officer completes online training in JESIP as part of their basic training.

Since early 2016, the Maritime and Coastguard Agency (MCA), of which HMCG is a part, assumed responsibility for the provision of all UK-based Search and Rescue (SAR) aviation. These airframes are all equipped with Airwave radios specifically to enhance interoperability with other services in all emergency response operations.

Also since early 2016, HMCG has established an additional 18 full-time senior officer roles throughout the UK's coastal regions to further enhance its capability and engagement within Local Resilience Fora and with emergency service partners. We



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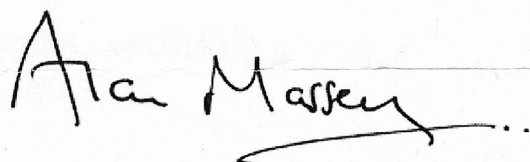


also conduct exercises and joint planning with the latter to improve mutual familiarity and habits of cooperation.

Most recently, we took a further positive step in securing an HMCG seat on the National Interoperability Board, as well as appointing a full-time Head of Resilience within the Coastguard HQ structure.

I hope that these developments in the MCA give you an assurance of our intent to learn from the tragic events of 2015 and improve our interoperability and routine liaison with other emergency service partners.

Yours sincerely

A handwritten signature in black ink that reads "Alan Massey" with a long horizontal flourish extending to the right.

Sir Alan Massey
Chief Executive