



# The Guernsey Coastguard and Alderney Coastguard Search and Rescue Peer Review

Prepared for Guernsey Coastguard and Alderney Coastguard by David Jones and Ben Hambling

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## **Executive Summary**

The United Kingdom's Maritime and Coastguard Agency (MCA) undertook a search and rescue capability peer review of Guernsey from the 5<sup>th</sup> – 7<sup>th</sup> February 2018. The peer review was based on international requirements as laid down in the International Aeronautical Maritime Search and Rescue Manual (IAMSAR).

The team met with senior strategic and operational officials, responsible for or participating in SAR operations, to understand the current challenges and identify best practice to be shared.

### **Key Recommendations**

It is appropriate to conclude that the States of Guernsey via Guernsey Coastguard has implemented the necessary arrangements required for handling distress communications and for co-ordination of an incident within their area of responsibility. These arrangements are suitable to ensure the effective rescue of persons in distress at sea or around the coast line of the Bailiwick.

Following the findings of the peer review visit to Guernsey, it is recommended to review some current operational practices:

#### **IAMSAR Manual I Chapter 2 System Components**

It is recommended to utilise the same incident management system within the MRCC (Guernsey) and the MRSC (Alderney), namely the VISION system currently in use at the MRCC. This would enhance interoperability between the two centres and improve situational and incident awareness at the MRSC, it would also aid in handover of incidents from one centre to the other. The handover of responsibility process, between the two centres, should be adapted to ensure there is positive confirmation that this has taken place, a telephone call would be one example of how this could be achieved.

#### **IAMSAR Manual 1 Chapter 3: Training, Qualification, Certification and Exercises**

It is recommended to review the competency framework for coastguard operators and to consider the use of training manuals or workbooks to monitor the progress and competency of individuals against the framework. It should be considered to keep a record of time spent by operators fulfilling the coastguard function within the JESCC to monitor the likelihood of skill fade.

Consideration should be given to enhancing the current training package delivered to new staff at the JESCC to include a basic search planning capability, a GMDSS (shore based) communications qualification and a mission coordination qualification.

It is further recommended that a Search and Rescue Mission Coordinator (SMC) refresher qualification is undertaken at 5 year intervals by the Deputy Harbour Masters and other officers designated to act as SMC.

## Introduction

### Abbreviations and Acronyms

Some of the terms used in the abbreviations and acronyms and the glossary are derived from the IAMSAR documents produced by ICAO and IMO.

AoR	Area of Responsibility
CCTV	Closed Circuit Television
HMCG	Her Majesty's Coastguard
HMG	Her Majesty's Government
IAMSAR	International Aeronautical and Maritime SAR Manual
ICAO	International Civil Aviation Organisation
IMO	International Maritime Organisation
IVMS	Individual Vessel Monitoring System
JESCC	Joint Emergency Services Control Centre
MCA	Maritime and Coastguard Agency
MoU	Memorandum of Understanding
MRCC	Maritime Rescue Coordination Centre
MRSC	Maritime Rescue Sub-Centre
RCC	Rescue Coordination Centre
RSC	Rescue Sub-Centre
SAR	Search and Rescue
SatCom	Satellite Communications
SCC	SAR Coordinating Committee
SMC	SAR Mission Coordinator
SOP	Standard Operating Procedure
SRR	Search and Rescue Region
SRU	SAR Unit
VHF	Very High Frequency

### Scope

The Peer Review seeks to assure the administration that they are maintaining their quality standards and meeting their national and international search and rescue obligations. The Peer Review provides an unbiased third party look at operations to validate the current processes and makes recommendations for improvements in-line with international requirements.

This report also provides an opportunity to make recommendations to enable the administration to meet their obligations under the Coastal State Search and Rescue section of the International Maritime Organizations Instruments Implementation Code (III Code) prior to any future audit of those requirements

The report provides an in-depth review of the search and rescue capability of Guernsey and seeks to identify gaps and highlight potential enhancements to ensure the safe and efficient execution of incidents and delivery of resources. The following actions are included in the scope:

- a site visit to Guernsey from 5th – 7th February 2018
- a review of policy / legislative Framework / international obligations
  - SOLAS Chapter V Regulation 7
  - III Code Compliance
  - IAMSAR Manual (Practical Application)
  - Mancheplan
- a review of procedures
  - CG manuals – format and structure
  - Media handling / data capture / reporting
  - Concept of JESIP
- a review of staffing
  - Control Centre
    - Manning Levels
    - Shift pattern
    - Duty Officer (SMC) roster
    - Multi – Agency working
  - Incident Management
    - Time to respond/allocate resource
  - Command and Control
- a review of training
  - Manual and Records
  - Training Programme (new starters)
  - Qualifications
  - On-the-job
  - Exercise programme
- A review of equipment
- Delivery of this report, outlining the current provision of service and including any recommendations and conclusions

### **The Authors and the Maritime and Coastguard Agency (MCA)**

This report has been prepared by David Jones (Maritime Operations Controller, HM Coastguard) and Ben Hambling (Maritime Operations Specialist, HM Coastguard) of the Maritime and Coastguard Agency (MCA)

The MCA is an executive agency of the United Kingdom's Department for Transport and works to prevent the loss of life on the coast and at sea, producing legislation and guidance on maritime matters, and providing certification to seafarers.

HM Coastguard is the operational response section of the Maritime and Coastguard Agency and is responsible for the initiation and co-ordination of maritime and aeronautical Search and Rescue (SAR) within the United Kingdom's Search and Rescue Region (SRR). This includes the mobilisation, organisation and tasking of adequate resources to respond to persons, vessels or craft either in distress at sea, or to persons at risk of injury or death on the cliffs or shoreline.

## **Site Visit**

The United Kingdom's Maritime and Coastguard Agency visited Guernsey from the 5<sup>th</sup> to 7<sup>th</sup> February 2018. The team assessed the search and rescue capability against the International Aeronautical and Maritime Search and Rescue (IAMSAR) Manual.

An initial meeting with the Guernsey Coastguard/harbour master helped to understand the requirements of the search and rescue capability review from the Bailiwicks perspective.

The team were given the following practical advice to bear in mind when undertaking the review to ensure that the outcomes would be fit for purpose and practically applicable to the Bailiwick:

- The area of responsibility is relatively small in size.
- There are limited SAR resources within the Bailiwick.

## **Meetings**

After this initial meeting the review team had a schedule prepared by the Harbour Master which included the key stakeholders and representatives.

The following representatives were included in the meetings, sessions or met during the tour of the islands:

- Harbour masters and deputies
- Guernsey Emergency planning officer
- RNLI LOM, DLA Coxswain and crew
- Channel Island Air search
- Isle of Sark Shipping
- Breqchou
- A member of the Guernsey Educational Department
- Guernsey Boatowners Association
- Guernsey Yacht Club
- Alderney Harbour Master and deputies
- Alderney Police
- Alderney RNLI

## Overview of Guernsey

The Bailiwick of Guernsey –A British Crown dependency located in the Channel Islands off the coast of Normandie, France. Guernsey is not part of the UK but rather a separate possession of the Crown..

It is 9.25 miles (14 km) long and 5.34 miles (8.59 km) wide. The area is 30 square miles (78 km<sup>2</sup>), making it the second-largest island of the Channel Islands, and the largest in the Bailiwick, which also consists of the populated islands of Alderney, Herm and Sark. At the end of September 2017, Guernsey's population was 62,432. Guernsey is a very popular destination for visitors by both air and sea and hosts a considerable number of visiting cruise ships every year.

The Bailiwick is situated within the French Search and Rescue Region (SRR) for maritime SAR, however by agreement the Guernsey SRR extends 12 miles from the coasts of the islands of the Bailiwick to the North and West and to the median line with the French or Jersey SRR to the East and South. Article 36 of the MANCHEPLAN recognises the existence of the Channel Islands SRRs within the declared French SRR.



# **Part 1 – An overview of current Search and Rescue Provision in Guernsey**

## **. Responsibility for Provision of SAR**

Political responsibility for maritime SAR policy rests with the States Supervisory Trading Board and the Alderney General Services Committee. Practically this responsibility is delegated to Guernsey Harbours (as Guernsey Coastguard) who provide maritime SAR services within the SRR of the Bailiwick.

## **. Coordination of an incident**

A Maritime Rescue Coordination Centre (MRCC) is maintained by Guernsey Coastguard within the JESCC at St Peter Port, Guernsey. A Maritime Rescue Sub-Centre (MRSC) is maintained during day time only by the Harbour authority in Alderney and covers the northern part of the SRR.

Staff within the JESCC fulfil multiple functions, acting not only as Coastguard operators, but also as dispatchers and emergency call handlers for the Fire, Police and Ambulance services.

The JESCC has VHF radio coverage of the SRR and maintain a listening watch on the international distress frequency, channel 16. This is achieved by way of a loud speaker. VHF Direction finding equipment is installed throughout the islands and can be operated from the JESCC. A Digital Selective Calling (DSC) capability is also maintained along with AIS. Some surveillance radar coverage is available from the MRSC at Alderney, particularly focused to the North of the island.

Search and Rescue Mission Coordinators (SMCs) operate as on call officers and are drawn from the pool of qualified Harbour Masters and their deputies.

SAR plans constructed by an SMC are passed directly to operational Search and Rescue Units (SRUs) by the JESCC.

## **. Staffing**

The JESCC is manned 24/7 by watches comprising of seven staff. These staff work in rotational shifts and undertake all functions. Each operator is trained in the multiple disciplines of the JESCC (Police, Fire, Ambulance and Coastguard) Staff members are rotated around the functions throughout their working day and may act as call handlers, dispatchers or coastguard operators.

## **. System Management**

Between the hours of 1700 and 0800 the MRSC in Alderney hands over responsibility for the northern part of the SRR to the MRCC/JESCC in Guernsey.



This handover is completed by sending an Email, however no positive confirmation is sought that this has been received.

- . **Call Handling/Dispatch**

Emergency telephone calls made to all emergency services are received at the JESCC, designated call handlers gather the necessary information and designated dispatchers then organise an appropriate response. There is a designated coastguard desk within the JESCC, it is situated apart from the call handlers and dispatchers.

- . **Data Capture and Reporting Relevant to SAR**

All SAR related data is captured on the Incident management system (Vision). This system is used for all four emergency services. This, together with the operation of the JESCC is considered an exemplar of emergency services interoperability, contributing towards the timely and successful rendering of assistance to persons reported in distress within the SRR. Reporting via IMO GESIS to inform the Global SAR Plan is current.

- . **Maintenance**

Maintenance of equipment and facilities is carried out by local technicians on Guernsey. The communications equipment was designed and is maintained by one individual, this does have the potential to reduce resilience, should there be an outage and that individual is not available.

- . **Training**

Training of new personnel at the JESCC takes the form of a three-week course delivered by a trainer with extensive knowledge of coastguard operations and SAR coordination. Training topics include: maritime knowledge; RYA VHF short range radio certificate; chart work; SAR coordination. Training of other personnel has previously been undertaken in the UK. For example: SMC qualification.

- . **Inland and coastal SAR**

The Police service bear the legal responsibility for inland SAR including all missing person incidents. The Fire and Rescue service have a cliff rescue capability which can be used in coastal emergencies.

- . **Health Services**

There is one hospital on Guernsey, primary and secondary care is provided along with a hyperbaric chamber for treatment of decompression sickness. Any medical cases requiring intervention beyond the capabilities of this hospital are evacuated to the UK or France. This can be undertaken by fixed wing services or by calling upon

the assistance of UK or French SAR helicopters. The hospital is able to provide medical advice to vessels at sea upon request.

### . **SAR Volunteer Services**

Within the SRR there are two RNLI lifeboat stations, a Severn class all weather lifeboat at St Peter Port, Guernsey and a Trent class all weather lifeboat in Alderney. These SAR vessels are able to be launched in the event of a maritime incident by the MRCC or MRSC. St Johns Ambulance maintain an ambulance vessel at 24 hour availability within St Peter Port. The primary purpose of this vessel is to attend medical emergencies on ships or neighbouring islands. The crew consists of Paramedics and medical technicians and draws upon a number of local volunteers to act as coxswains and engineers. St Johns Ambulance also operate a smaller inshore rescue boat.



St Johns Ambulance Boat



St Johns Ambulance D class Inshore rescue boat

- **Waterborne Assets**

In addition to the designated SAR assets Guernsey Harbours maintain a workboat (pictured) which is a capable seagoing vessel and could be utilised as an additional resource in the event of a maritime emergency.



Guernsey Harbours workboat "Sarnia"

- **Aircraft**

Channel Islands Air Search, a voluntary organisation, operate a fixed wing aerial surveillance platform based on Guernsey. The aircraft is always available to assist in SAR incidents and can be utilised for search purposes or as a communications platform for other SAR assets. This service is provided throughout the Channel Islands.

British and French rotary air assets are available to be requested for use by Guernsey Coastguard and can be requested through the appropriate French MRCC or the UK ARCC.

## **Part 2 – Assessing the International Responsibility in Alderney for the Provision of SAR, Conclusions and Recommendations**

### **General System Concept (IAMSAR Manual 1 Chapter 1)**

#### **1.1 Establishing Services**

States of Guernsey and Alderney recognises the great importance of saving lives and the need to be directly involved in rendering maritime SAR services to persons in distress.

#### **1.2 Benefits of Services**

Besides the reduction of loss of life and suffering by providing rescue Services, Guernsey's concern for and involvement with SAR may offer other advantages, such as:

- Safer and more secure environment for aviation and maritime related industries, commerce, recreation and travel
- Availability of SAR resources for the provision of initial response and relief capabilities critical in saving lives in early stages of natural and man-made disasters and in support of the national emergency management system
- Positive publicity through well performed SAR operations
- Opportunity for promoting cooperation and communication among states through SAR provision

#### **1.3 Legal Basis for Services**

The following international treaties have been extended to Guernsey.

International Convention for the Safety of Life at Sea (SOLAS), 1974

- SOLAS was adopted on 1 November 1974 and entered into force in the UK on 25 May 1980.

SOLAS Chapter 5 Regulation 7 (Search and Rescue Services) states:

- Each Contracting Government undertakes to ensure that necessary arrangements are made for distress communication and co-ordination in their area of responsibility and for the rescue of persons in distress at sea around its coasts. These arrangements shall include the establishment, operation and maintenance of such search and rescue facilities as are deemed practicable and necessary, having regard to the density of the seagoing traffic and the navigational dangers and shall, so far as possible, provide adequate means of locating and rescuing such persons. \*

Each Contracting Government undertakes to make available information to the Organization concerning its existing search and rescue facilities and the plans for changes therein, if any.

\* Refer to the International Convention on Maritime Search and Rescue, 1979 and the following resolutions adopted by the Organization: Homing capability of search and rescue (SAR) aircraft (resolution A.225(VII)); Use of radar transponders for search and rescue purposes (resolution A.530(13)); Search and rescue homing capability (resolution A.616(15)); and International Aeronautical and Maritime Search and Rescue (IAMSAR) Manual (resolution A.894(21)).

### **United Nations Convention on the Law of the Sea (UNCLOS), 1982**

UNCLOS was adopted on 10 December 1982 and entered into Force on 16 November 1994. UNCLOS Article 98 (Duty to render assistance) paragraph 2 states:

Every coastal State shall promote the establishment, operation and maintenance of an adequate and effective search and rescue service regarding safety on and over the sea and, where circumstances so require, by way of mutual regional arrangements cooperate with neighbouring States for this purpose.

### **Convention on International Civil Aviation (Chicago Convention), 1944**

The Chicago Convention was adopted on 7 December 1944 and entered into force on 5 March 1947.

Contracting States shall, individually or in cooperation with other States, arrange for the establishment and prompt provision of search and rescue services within their territories to ensure that assistance is rendered to persons in distress. Such services shall be provided on a 24-hour basis.

### **International Aeronautical and Maritime Search and Rescue Manual (IAMSAR)**

This goal of this manual is to assist state authorities to economically establish effective SAR services, to promote harmonisation of aeronautical and maritime SAR services, and to ensure that persons in distress will be assisted without regard to their locations, nationality or circumstances under the framework of SAR initiatives sponsored by the International Civil Aviation Organization (ICAO) and the International Maritime Organization (IMO), two agencies of the United Nations devoted to aeronautical and maritime transportation safety, respectively. (IAMSAR Manual 1, Chapter 1, paragraph 1.1).

### **International Maritime Organisation Instruments Implementation Code (III Code)**

Part 3 of the III Code refers to the responsibility of coastal states and specifically mentions the compliance with SOLAS Reg. V/7.1 Search and rescue services - necessary arrangements and V/7.2 Search and rescue services – information to IMO in Annex IV:

“Coastal States have certain rights and obligations under various mandatory IMO instruments. When exercising their rights under those instruments, coastal states incur additional obligations. In order to effectively meet their obligations, coastal states should:

- Implement policies and guidance which will assist in the implementation and enforcement of their obligations; and
- Assign responsibilities within their administration to update and revise any relevant policies adopted, as necessary.

### **International Convention on Maritime Search and Rescue (SAR), 1979**

The UK as a signatory extends, at the request of Guernsey, the application of this convention to cover Bailiwick waters and the Channel Islands SRR.

#### **1.4 Basic System Functions**

To comply with the basic requirements of international conventions, the SAR system in Guernsey should be structured to be able to:

- Receive, acknowledge and relay notifications of distress from alerting posts
- Coordinate search response
- Coordinate rescue response and delivery of survivors to a place of safety
- Provide medical advice initial medical assistance or medical evacuation

#### **1.5 System Management and Support**

To ensure that the SAR system is effectively managed and supported, the State of Guernsey must enable managers to understand:

- The fundamentals of the system they are managing
- Their basic responsibilities and functions
- Key types of SAR plans and planning processes; and
- Use of available resources and how to improve the system

#### **1.6 The Global Concept - National and Regional Systems**

Guernsey has developed a SAR system based on multilateral, regional or national plans, agreements, etc. A national SAR Plan ensures provision of the following:

- Effective use of all available resources for SAR
- Delineation of Area of Responsibility (AoR) for Search Rescue
- Description of relationships between parties
- Discussion of how higher level conventions, plans, agreements etc. will be implemented and supported.

## 2.1 SAR as a System

The SAR system has individual components which work together providing the overall service. This includes the establishment of a Search and Rescue Region (SRR), along with the capability to receive alerts and to coordinate SAR services through an associated Rescue Coordination Centre (RCC). The primary system components are

- Communications throughout the SRR and with external SAR services
- A RCC for the coordination of SAR services
- SAR facilities, including Search and Rescue Units (SRUs) with specialised equipment and trained personnel, as well as other resources that can be used to conduct SAR operations

## 2.2 Communications

Communications are essential in providing the coordinating authority with alerting information permitting the dispatch of SRUs and other resources to a search area without delay while maintaining two way communications with the persons in distress. Section 4 provides more information on general communications capability and equipment and contains recommendations.

## 2.3 Dedicated / Trained Operators to Coordinate and Support SAR Operations

Alerting includes any facility involved in receiving information about an apparent distress situation and relaying to the coordinating authority, as the ability to act quickly and effectively when an emergency occurs depends largely on the alerting post being well qualified to carry out its responsibilities.

The use of a joint control centre for all emergency services within Guernsey ensures that alerting of the appropriate authority to distress incidents within the SRR is timely and efficient. Effective communications links between the MRCC and the MRSC further enhance this capability. Currently the MRSC does not utilise the same incident management system as the MRCC.

### ***Recommendation 1. Continuity of incident management.***

*It is recommended to operate the same incident management software at the MRSC as is currently used by the MRCC..*

## 2.4 SAR Facilities

SAR Facilities include designated SRUs and other resources, used to conduct SAR operations. An SRU is a unit of trained personnel provided with equipment suitable for the expeditious and efficient conduct of Search and Rescue. An SRU should be able to reach the scene of a distress quickly and be suitable for the following operations:

- Conducting a search

- Delivering supplies and survival equipment
- Rescuing survivors
- Delivering survivors to a place of safety

There are sufficient waterborne and airborne dedicated SRUs available for use in SAR operations within the SRR.

#### **2.4.1 Establish and promulgate Search and Rescue Region (SRR)**

The Channel islands SRR is described within the global SAR plan (accessed via IMO GESIS) and appropriate contact details for the designated RCC (Guernsey Coastguard) are also contained therein. There exists an MOU between Guernsey and France concerning cooperation on SAR dated January 2009. Guernsey is also represented on the Anglo-French working group for the MANCHEPLAN, an international agreement covering SAR and counter pollution in the English Channel. This plan also recognises the Channel Islands SRR of which Guernsey is a part.

### **2.5 Rescue Coordination Centres**

A Rescue Coordination Centre (RCC) is an operational facility responsible for promoting efficient organisation of SAR services and for coordination the conduct of SAR Operations within a SRR. The Chicago and SAR Conventions both require the provision of a RCC. In order to support the RCC, it may be appropriate to establish a Rescue Sub-Centre (RSC), especially when the SRR encompasses a number of states in which for geographical, political or administrative reasons local facilities can only be directed and controlled through designated local authorities.

Guernsey and Alderney have put in to place an effective MRCC / MRSC system to efficiently organise SAR services within the SRR. There is currently the potential for confusion to arise surrounding the handover of responsibility between the two facilities due to the use of Email as the primary communications method. The procedure in place does not require positive confirmation of receipt.

#### ***Recommendation 2. Initiate a handover procedure from MRSC to MRCC***

*Consideration should be given to creating a procedure to ensure positive handover of responsibility from the MRCC to the MRSC and vice versa.*



## 2. System Components (IAMSAR Manual 1 Chapter 2):

The identified issues, proposed solutions and benefits under this chapter are indicated in the table.

	Issues raised during site visit	Solution linked to IAMSAR Manual Chapter 2	IAMSAR Manual 1 Chapter 6 Improving Systems – benefits?	Suggested Owner	Estimated Timescale	Estimated Cost In XC \$
1	Situational awareness of incidents between the MRCC and MRSC is lessened by the use of different incident management systems	Utilise the same incident management software at the MRSC as is used in the MRCC	This will provide greater situational awareness to all operators and allow for a smoother transition of information during the handover of incidents	Alderney Harbours	1 year	
2	Procedure in use for the handover of responsibility between the MRSC and the MRCC does not require positive confirmation	Create a handover procedure that does not rely upon the receipt of an email.	Reduction in the potential for confusion over responsibility for SAR within a sub-area of the SRR	JESCC	3 months	

### **3. Training, Qualification, Certification and Exercises (IAMSAR Manual 1 Chapter 3)**

#### **3.1 Building Professionalism - Training, Qualification and Certification**

Training is critical to performance and safety in order to save those in distress while reducing risk to and ensure future availability of SAR personnel and SRUs. SAR operations require considerable experience and judgement, with the quality of performance during SAR operations matching the quality of training received. To ensure professionalism and performance, efforts need to extend to career development actions, assignment to SAR duties for a sufficient period and using the gained experience in future assignments. To achieve this requires:

- Position definition – functions and tasks of a position are defined
- Skill definition – skills and personal characteristics needed by the person are defined
- Matching qualifications – abilities are compare to the position requirements
- Performance evaluation – clear position objectives
- Training qualification and certification – qualification achieving skills, certification acknowledges competence
- Continuing development

Staff within the JESCC receive training to undertake the coastguard function, some of the details of which were outlined in part 1 of this report. The level of competency required is defined within a competency framework for the different roles which undertake functions within the SAR system. The performance of operators, as measured against the framework, is not effectively monitored at present.

Search planning is conducted by the SMCs (deputy harbour masters), who are available on an “on-call” basis to attend the JESCC and construct SAR plans when required. The JESCC staff are not trained to construct search plans, this has the potential to delay appropriate instructions to SRUs or additional resources responding to emergencies.

Some of the current SMCs undertook their training and qualification several years ago at the MCA training centre in the UK. To remain current and to monitor skill fade, SMCs should revalidate their qualification regularly.

#### **Recommendation 3. Monitoring of position and skill definition**

*It is recommended to establish, within the Guernsey Coastguard management structure, a training and mentoring capability to monitor operator performance against the competency framework. It is also recommended to record time spent by operators undertaking the coastguard function within the JESCC, to monitor the likelihood of risk of skill fade.*

#### **Recommendation 4. Basic training requirement**

*It is recommended to consider training JESCC operators to construct a basic rapid response search plan, leaving the more protracted and complicated search planning to be undertaken by the SMCs. It should also be considered to include more advanced SAR coordination and communications training in the basic training package.*

## **Recommendation 5. SMC revalidation**

*It is recommended that all SMC qualified officers revalidate their qualification at intervals not exceeding 5 years. Consideration could be given to requesting this revalidation is undertaken at HMCG training facilities.*

### 3. Training, Qualification, Certification and Exercises (IAMSAR Manual 1 Chapter 3):

The identified issues, proposed solutions and benefits under this chapter are indicated in the table.

	Issues raised during site visit	Solution linked to IAMSAR Manual Chapter 3	IAMSAR Manual 1 Chapter 6 Improving Systems – benefits?	Suggested Owner	Estimated Timescale	Estimated Cost In XC \$
3	No overview of performance against required competency levels for SAR operators	Review SAR competency framework and monitor performance of operators	SAR operators can be measured for competency against a defined level	Guernsey Coastguard	1 year	
4	<b>Limited availability of SAR planning capability</b>	Train all SAR operators in basic search planning techniques	Decrease of time taken to promulgate search plans to SRUs	Guernsey Coastguard	1 – 2 years	
5	<b>SMC training potentially outdated</b>	Require regular revalidation of SMC qualifications	Ensure currency of qualifications for personnel in charge of SAR operations	Guernsey Coastguard	Every 5 years	

## **4 Communications (IAMSAR Manual 1 Chapter 4)**

Communication consist of passing information by various means, SAR personnel, survivors, coordinating authorities, SAR units and others involved in SAR operations must have the means to effectively communicate to perform a successful SAR mission.

### **4.1 Basic Function Requirements**

Communications support distress alerting, coordination and locating functions by allowing those in distress to alert the SAR system, the SAR system to respond and conduct its mission; and survivors to help SAR units respond and conduct a rescue.

The communications infrastructure in Guernsey and Alderney is more than sufficient to ensure effective coverage throughout the SRR, with thorough VHF and DSC coverage. Listening watches maintained at the JESCC are done so by way of a loud speaker watch on the international distress frequency. There is a potential for communications to be missed during times of high workload when the volume of ambient noise within the room is likely to significantly rise. Monitoring of the frequency at the MRSC is not considered to be likely interrupted by ambient noise.

#### **Recommendation 6. Use of headset watch**

*It is recommended to conduct research into the use of a headset watch for the monitoring of VHF radio within the JESCC to determine if this would lessen the likelihood of missed communications.*

#### 4. Communications (IAMSAR Manual 1 Chapter 4)

The identified issues, proposed solutions and benefits under this chapter are indicated in the table.

	Issues raised during site visit	Solution linked to IAMSAR Manual Chapter	IAMSAR Manual 1 Chapter 6 Improving Systems – benefits?	Suggested Owner	Estimated Timescale	Estimated Cost in XC \$
6	Potential for missed communications on distress frequency	Consider use of a headset watch	reduce likelihood of missing communications	JESCC	6 months	

## **5. System Management (IAMSAR Manual 1 Chapter 5):**

### **5.1 Understanding the SAR System**

Each state should assess its own responsibilities and requirements to evaluate its abilities as a SAR service provider for national needs, to identify areas for improvement and to assist SAR managers.

Guernsey and Alderney have recognised their international responsibilities regarding the provision of SAR and have implemented an efficient and successful system to provide these services.

### **5.2 Planning Process**

There are specific planning processes appropriate for each level of the SAR system. SAR plans describe how SAR services will be provided, organised and supported. The Search and Rescue Framework for the Bailiwick of Guernsey document, dated 15<sup>th</sup> November 2016, is a comprehensive document outlining the organisation and management of the SAR system. The document defines the obligations, scope and the responsibilities of organisations within the SAR system.

### **5.3 Organisation - Maximising System Effectiveness and Benefits**

Effective SAR consists of more elements than the response to persons in distress. For the SAR system to realise maximum effectiveness, the preventative SAR elements is of particular importance and should include activities aimed at the prevention and mitigation of SAR incidents including patrols, supervision of events, safety inspections and public awareness campaigns.

Guernsey Coastguard maintain a website which provides safety information and advice to the public, as well as an extensive description of SAR services within the Bailiwick.

Discussions with members of the public and community groups during the visit indicated that the emergency services within the Bailiwick promulgate a proactive safety message which is widely received and understood.

#### **5.3.2 Availability of Local Maritime Safety Information**

Meteorological Maritime Safety Information (MSI) is regularly broadcast and re-broadcast by Guernsey Coastguard.

### **5.4 Resources**

The primary resource of a SAR organization are the operational facilities made available to it by various authorities. As these resources are limited, every effort

should be made to use existing facilities to the fullest extent possible, taking into account the use of other non-designated and part time units, such as volunteer or auxiliary organisations. By providing training and equipment and integrating all facilities, an efficient SAR service can be set up by reducing the requirement for or in support of designated SAR units.

Good use is made in Guernsey and Alderney of volunteer services and additional facilities when conducting SAR operations within the SRR. Integration between SRU operators, particularly in training, is evident.

## **5.5 System Assessments - Data Requirements**

Statistical analysis of data is important for a well-functioning and efficient SAR system. The numbers of lives saved, people assisted, and loss prevented can be very useful when competing for limited SAR resources. SAR statistics are contained within the incident management system utilised within the JESCC.

## **5.6 Dealing with the Media**

Managing media affairs is an important element of SAR operations and should be considered as an integral part of the system, being given appropriate consideration and planning. Not providing accurate and timely information risks the media using alternative sources which may lead to incorrect or misleading information being released undermining the SAR systems credibility and leading to undue public concern. Guernsey Coastguard have in place suitable procedures for dealing with media affairs.

## **6. Improving Services (IAMSAR Manual 1 Chapter 6):**

SAR systems are complex and evolving while resources to ensure successful responses to incidents are limited. It is crucial to identify resources, either designated SAR resources or other resources available through cooperative arrangements, and to ensure that these resources are being used to their full potential to support or carry out SAR operations

### **6.1 Applying Risk Management**

Risk management principles are used in the emergency management community to minimise uncertainties in potentially hazardous situations and to maximise public safety. Following the principles of preparedness, response and recovery, risk analysis is a tool to set organisational priorities.