

From: [Kristina Moore](#)
To: [redacted]; [Helen Miles](#); [Ian Gorst](#); [Kirsten Morel](#)
Cc: [Andrew McLaughlin \(CEO\)](#); [Kate Briden](#); [redacted]
Subject: Re: Emergency Services - JT/JHA
Date: 11 October 2023 09:20:21
Attachments: [image002.png](#)

Many thanks to you [redacted] and all involved in getting this resolved,
Another big step forward
Best,
Kristina

From: [redacted] <[redacted]@jtglobal.com>
Date: Wednesday, 11 October 2023 at 08:26
To: Kristina Moore <K.Moore2@gov.je>, Helen Miles <H.Miles@gov.je>, Ian Gorst <I.Gorst@gov.je>, Kirsten Morel <K.Morel2@gov.je>
Cc: Andrew McLaughlin (CEO) <Andrew.McLaughlin@gov.je>, Kate Briden <K.Briden@gov.je>, [redacted] <[redacted]@jtglobal.com>
Subject: Emergency Services - JT/JHA

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Dear Chief Minister and Ministers,

On behalf of Kate Briden and I, I am pleased to confirm the joint JT and Justice & Home Affairs recommended way forward for the first line triage of calls to emergency services in Jersey has now been fully brought into operation. It follows extensive and constructive engagement and a huge amount of work from teams across both organisations over the course of the last 12 months.

The new way of working was initially set out in a paper dated 28th May 2023 and approved by the Minister for Justice & Home Affairs, Minister for Treasury & Resources and Minister for Economic Development.

Roles and responsibilities are now much clearer for all concerned. JT agents carry out the first line triage of calls using the Government's platform, with there being a clear distinction between the telecom network services carried out by JT under licence issued by the JCRA and the triage of calls that JT carries out for and on behalf of the JHA (under the terms of a contract signed between JT and JHA).

A high-level depiction of these arrangements is set out in the graphic below and please let me know if you have any questions or comments.

With grateful thanks for your support,

[redacted]

[redacted] | CEO | JT Group
Mobile: [redacted] | email: [redacted]@jtglobal.com
JT, No 1 The Forum, Grenville Street, St Helier, Jersey, JE4 8PB
JT, 24 High Street, St Peter Port, Guernsey, GY1 2JU

A screenshot of a cloud network [redacted] Description automatically generated

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