

## Julie-Anne Wood

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**Subject:** FW: Migrant TNA

**From:** James Crane

**Sent:** 01 December 2021 09:38

**To:** Name PD @mcga.gov.uk>

**Subject:** RE: Migrant TNA

Thanks Name

**James Crane**

Team Leader

**HM Coastguard Operations**



HM Coastguard

Personal Data 008

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**HM Coastguard**

Langdon Battery, Swingate, Dover

Kent, CT15 5NA

**To Search, To Rescue, To Save**

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Maritime & Coastguard Agency



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**From:** Name PD @mcga.gov.uk>

**Sent:** 01 December 2021 09:35

**To:** James Crane Name PD @mcga.gov.uk>

**Subject:** Re: Migrant TNA

Only in the general sense of it not being needed and not adding anything to the operation.

We rarely get to the point that we can't answer our own niners, and if we do they overflow as they are supposed to with the network.

Also, without a MC or full access to vision, if the call is a "brown stuff has hit the fan" job, the call taker cannot task until a MC etc frees up and is briefed. Meanwhile if a normal moo took the same call they could create and complete, and then task in one go. All the migrant call handler is going to be doing is slowing down the process and making it harder for the operators in the room. We all know what is like to take a migrant job created by another station, or to get the details from the police etc. You are already on the back foot as you weren't directed involved in the initial questioning.

From a practical point of view, how are they going to be able to tell the difference between a z14 migrant 999 and a normal 999 call. Odds are when we get a normal call the migrant operator would also take this, defeating this purpose and taking control away from the rest of the teams.

Finally, from a morale and emotional point of view, it feels like yet again theyre saying Dover isnt good enough. First we're not good enough to have all our zones, and now we're not good enough to even answer our own niners. We dont need things taken away from us, we just need more fully qualified operators. Creating a new role not seen anywhere else in the network is horrible from a morale point of view, and feels very much like a knew jerk reaction to the serious events that occurred, but for something of this important you need slow and well thought out decisions. The migrant 999 operator does not feel like that.

Bit disjointed and ramberly, but that was me recollection of the points

**Name**

Maritime Operations Officer

**PD** 008

**HM Coastguard Operations**



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 **Maritime & Coastguard Agency**

**From:** James Crane: **PD** [@mcca.gov.uk](mailto:PD@mcca.gov.uk)>

**Sent:** 01 December 2021.09:04

**To:** **Name** **PD** [@mcca.gov.uk](mailto:PD@mcca.gov.uk)>

**Subject:** Migrant TNA

Can you remember what some of the discussion points were that we raised the other night about the migrant call handler?

**James Crane**  
Team Leader  
**HM Coastguard Operations**



HM Coastguard

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