

Message

From: Karen Whitehouse (Joint Maritime Security Centre) **Personal Data** [redacted]@jmsc.gov.uk]
Sent: 21/11/2021 06:06:16
To: Thomas Willows (BF Maritime Directorate) **Personal Data** [redacted]@homeoffice.gov.uk]
Subject: Op Deveran

Tom
FYI.

K

From: **Name** [redacted] (Border Force Maritime Command) **PD** [redacted]@homeoffice.gov.uk>
Sent: 20 November 2021 21:45
To: **Name** [redacted] (Border Force Maritime Command) **PD** [redacted]@homeoffice.gov.uk> **Name** [redacted] (Border Force Maritime Command) **Personal Data** [redacted]@homeoffice.gov.uk> **Name** [redacted] (Border Force Maritime Command) **Personal Data** [redacted]@homeoffice.gov.uk>; Karen Whitehouse (Border Force Maritime Command) **Personal Data** [redacted]@homeoffice.gov.uk>
Subject: Re: Op Deveran

All,

Additional information relating to this chain.

Hopefully by close of play tomorrow all MCC staff will be granted permission to the MCGA share point which will allow live continuous access to the CG Tracker.

This will prevent chasing and allow us to update as we go rather than being bombarded with multiple events sporadically.

This should ease pressure on our hourly update, but again we can only report what we know or are told.

We should trial run this and if there are still concerns we can revisit this.

I do agree that open events are annoying, at 2030 tonight we still had 60+ events open with 700+ migrants. Unfortunately our hands are tied for now.

I have added a drop down on the status for closed by MCGA. This can be used for events that aren't confirmed duplicates and have just been closed at the end of the day as there has been no further sightings or information.

Regards

Name [redacted]

From: **Name** [redacted] (Border Force Maritime Command) **PD** [redacted]@homeoffice.gov.uk>
Sent: Friday, November 19, 2021 3:53:42 PM
To: **Name** [redacted] (Border Force Maritime Command) **PD** [redacted]@homeoffice.gov.uk> **Name** [redacted] (Border Force Maritime Command) **Personal Data** [redacted]@homeoffice.gov.uk> **Name** [redacted] (Border Force Maritime Command) **Personal Data** [redacted]@homeoffice.gov.uk>; Karen Whitehouse (Border Force Maritime Command) **Personal Data** [redacted]@homeoffice.gov.uk>
Subject: Re: Op Deveran

All,

Having spoken to various teams etc. I fully support **Name** observations.

Reporting only confirmed cases is not an option.

The CTC rely on possible open events for resourcing ie there are still 10 open events with possibly another 90 migrants.

I have been on a late on my own and fielded multiple calls asking what happened to ECHO, FOXTROT etc. I have then had to backfill the update with all events which takes far more time.

If there is no info just put the letter and NFD as **Name** says.

SLT are keen to keep the summary in the email as an overview.

The RCCU can do their own thing with what we provided.

Can we ensure we are using the snipping tool to copy and paste, as it has been pointed out multiple times by the SLT that presentation is poor.

The snip tool will copy the image as is, copying and pasting normally can put the headers and info out of sync.

The suggestion of checking figures for RNLI/beach landings is good. This should only be case file register oriented for accurate stats and not involve the live update. Look at the CTC sitrep that comes in late say 2000hrs when things have finished and cross check with our case file register figures, changing when necessary.

We can only report on what we are told if the CG Tracker is not forthcoming make a comment on the update to say due to high levels of crossings it is taking the MCGA time to process all the information, we are therefore limited on the information we are able to provide.

Regards

Name

From: **Name** (Border Force Maritime Command) **PD** @homeoffice.gov.uk>

Sent: Friday, November 19, 2021 3:10:38 PM

To: **Name** (Border Force Maritime Command); **Personal Data** @homeoffice.gov.uk> **Name**

(Border Force Maritime Command); **PD** @homeoffice.gov.uk> **Name** (Border Force Maritime

Command); **Personal Data** @homeoffice.gov.uk>; Karen Whitehouse (Border Force Maritime Command)

Personal Data @homeoffice.gov.uk>

Subject: RE: Op Deveran

Hello everyone,

Live updates – I think the tally is more beneficial in the body of email as I would imagine that is what most people are interested in.

Recording of live events – Personally and having sought **Name** views we find it much more manageable to only report confirm events. On the busy shift that we had in August the update from CG was changing on a minute by minute basis and we literally could not keep up with updating duplicate jobs and real events. The busy shift we had last week we only reported on confirmed events and it was much more manageable. The danger is that the real important info that people do need is

missed. Other points to consider; we do not always get a regular CG tracker sent through; Deveran events are often running into the late shifts which can be a sole officer on their own, this would add to their workload and stress; We are in danger of a mass duplication of work. Apart from ease of checking back I don't really see how it matters if the CG refs run out of sync. Inserting rows isn't that laborious and there is also a way where you can highlight the info and sort it alphabetically, using the sort icon at the top. But as said I don't really see why it matters if the jobs run out of order and if anything it highlights the sporadic nature in which we receive info.

Accuracy of numbers – Happy to start this. Just one question, if we find that our numbers are incorrect will we then be required to send another update confirming figures for the day?

My thoughts for what they are worth.

Thanks

Name

From: Name (Border Force Maritime Command) Personal Data @homeoffice.gov.uk>
Sent: 19 November 2021 13:57
To: Name (Border Force Maritime Command) Personal Data @homeoffice.gov.uk> Name (Border Force Maritime Command) Personal Data @homeoffice.gov.uk> Name (Border Force Maritime Command) Personal Data @homeoffice.gov.uk> Name (Border Force Maritime Command) Personal Data @homeoffice.gov.uk>; Karen Whitehouse (Border Force Maritime Command)
Subject: Op Deveran

Dear all,

In the light of the last few manic Deveran shifts.... Just wanted to make a suggestion on the new live updates and the case register in general, as there are some variances in how we are operating as teams. I think it's important that we produce consistent output, so we probably need a bit of a tune up in some areas.

Regarding the live updates....it seems most of us are now putting an inset of the summary tab into the main body of the email, rather than the remaining open events as originally advised. This is due to the sheer volume of data that would need to be copied for open events, and the feedback seems to be that the summary is the preferred inset.

I propose this is adapted across the board.

On the subject of recording of live events....it seems some of us are creating a row of data for every alphabetic Coastguard event regardless of whether any information has been received from the Coastguard, whilst others are recording open events, as they are advised by CG. This sometimes means an alphabetic jump on the update from B to G, for example. For consistency we need to adapt one approach or the other.

I've had a few instances lately where I've had to backfill / insert rows on the update for unknown events that we are suddenly advised of and this has actually created more work.. Despite it initially being extra work and input, I think a row being completed for each alphabetic event (*even in the absence of any real info*) is the best approach. NFD can be recorded in the description box. Extra details can then be filled in, as and when the Coastguard tracker / JCR is updated. This then feeds to

the summary box the accurate number of open events, which is a specific request of CTC to have a sight of.

Final point to raise is regards to accuracy of numbers for RNLI / beach landings. This number is generally fed by info received by the Coastguard, who then relay to us. Accuracy levels are inconsistent due to the variety in original sources of that information. Our numbers are then often at odds with CTC's rolling tallies advised through their SITREPs. Their numbers are usually spot on as they are relayed by the processing officers. On the attached CTC SITREP you can clearly see the events that have been confirmed for numbers by means of breakdown and nationalities being listed. Suggestion is for it to become a nightshift duty to assure the case register against CTC SITREPS solely for RNLI / Shoreside events. The numbers tally text can then be made green to show all users that the numbers tally after checks.

If everyone is happy to go with these changes, the suggestion is that they brief their own teams with the content of this email. Happy for any feedback before wider circulation....

Best Regards

Name

Name

Border Force Higher Officer, Border Force Maritime Command Centre

National Operational Headquarters

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Our Vision - To have the world's most effective border that creates prosperity and enhances security for a global United Kingdom.