



ASSOCIATION OF  
**AMBULANCE**  
CHIEF EXECUTIVES



**NFCC**  
National Fire  
Chiefs Council

1 March 2021

Dear Ministers,

We are writing to you about the current Royal Warrant for the Queen's Platinum Jubilee medal which excludes our Control Room staff as being 'non-operational'.

Receiving recognition at this level is a privilege for anyone and held in great regard amongst our staff. Receiving the medal would be a huge honour and one that we believe should be possible for all our staff that are an essential element of our operational response. We strongly believe that the current definition of operational in the royal warrant is too narrow and would like this to be reconsidered. Our control room staff are a vital part of our operational response with every 999 call starting with our control rooms. Our control room staff ensure risk information is taken and passed to responding crews but they can also provide life saving information direct to the public such as fire survival guidance or pre arrival clinical advice and instructions , which can be crucial to a positive outcome.

Call handlers and dispatchers across the blue light services have been through a particularly difficult time in the last few years with the pandemic, Grenfell Tower and many terrorist attacks across the country. The opportunity to recognise the great contribution they make to our operational response and their communities would be extremely appreciated across the emergency services.

We feel strongly that Control Room staff should be recognised with their inclusion within the definition of operational under the Royal Warrant for the Queen's Platinum Jubilee medal.

We would be happy to discuss this if you feel more detail is required to support this recognition.

Yours sincerely,

Roy Wilsher OBE,  
QFSM  
Chair  
National Fire Chiefs  
Council

Martin Hewitt QPM  
Chair  
National Police Chiefs' Council  
(NPCC)

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Copied to: Matthew Rycroft, Fiona Gannon and Anna Olowofoyeku.