

Martin Hewitt QPM,  
Chair, National Police Chiefs' Council

Daren J Mochrie, QAM, MBA, Dip IMC RCSEd MCPara,  
Chair, Association of Ambulance Chief Executives

Roy Wilsher OBE, QFSM,  
Chair, National Fire Chiefs Council

**By Email Only**

15 March 2021

Dear Martin, Daren and Roy,

Thank you for your joint letter of 1 March addressed to the ministers for Policing and Crime, and Building Safety and Communities. You asked for the current Royal Warrant for the Queen's Platinum Jubilee Medal to be extended to include Control Room staff. I am responding as decisions regarding medals fall under my remit as Permanent Secretary.

We owe a vast amount of gratitude to our dedicated frontline workers, including control room staff, for their continued hard work and sacrifice, not least in responding to this pandemic. The past 12 months have placed an unprecedented pressure on emergency service workers who have put the protection and safety of others before their own.

Regarding eligibility for the Queen's Platinum Jubilee Medal, the precedent set in the Diamond and Golden Jubilee Medal processes established eligibility for certain specified operational staff – namely police officers, firefighters and ambulance workers dealing with emergencies. This is further defined as being called to the scene of 999 response calls and personnel who are potentially placing themselves in danger.

There is no doubt that control room staff make an invaluable contribution to the emergency services, now more than ever. However, the established definition and criteria for jubilee medals does not apply to this cohort of staff. To extend the criteria would invite complex implications regarding eligibility for other medals and potentially other members of staff and other workforces who would like to be considered. There would also be implications for other Government Departments, particularly the Department of Health and Social Care and the Ministry of Defence, who would need to reconsider eligibility for military medals.

It is for those reasons that it would not be appropriate to amend the Royal Warrant to include control room staff. I appreciate you seeking to make the case to extend

eligibility for a number of those who work within your sectors and I understand that this response may be disappointing. However, I hope that it provides a clear explanation of the approach that has been established for Jubilee Medals.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Rycroft", with a long horizontal flourish extending to the right.

**Matthew Rycroft**  
**Permanent Secretary**