

Events and info

Date	Event	Link
2019		
June	<i>Saving Lives Is Not Enough, and A Sum of the Parts or Better by Design: A Matter of Perspective</i> Emergency Services Show	https://www.thebigredguide.com/news/emergency-services-show-2019-lessons-learnt-frontline-operations-free-cpd-seminars-co-3279-ga-co-4629-ga.1563354989.html
June	<i>Inter-service collaboration and customer engagement in service policy</i> Emergency Medical Services Show	agenda EMS Show (terrapinn.com)
August	<i>Citizen Trust Power to the People</i> Business Connections Live TV	Citizen Trust Power To The People BCL271 - Business Connections Live
October	<i>Saving Lives Is Not Enough</i> Report	https://tinyurl.com/SLINE2019
October	<i>Saving Lives Is Not Enough</i> Fire magazine - feature	Saving Lives is Not Enough FIRE (fire-magazine.com) www.fire-magazine.com
November	<i>CX strategy and culture: Exploring the links between Employee Experience and Customer Experience, a new Battleground for Competitive Advantage</i> Customer Engagement Summit	2019 Customer Engagement Summit – Engage Customer
November	<i>Saving Lives Is Not Enough</i> International Fire Professional - feature	Institution of Fire Engineers - International Organisation for Fire Professionals (ife.org.uk) Copy avail on request to David
December	<i>Report calls for major change in approach to pre-hospital burn care</i> Emergency Services Times - article	https://emergencyservicetimes.com Copy avail on request to David

2020		
February	<i>Perception and recollection of fire hazards in dwelling fires</i> Safety Science – academic paper	https://doi.org/10.1016/j.ssci.2019.104518
March	<i>The error and danger of referring to 'panic buying'</i> LinkedIn - article	The error and danger of referring to 'panic buying' LinkedIn
April	<i>What the pandemic is teaching us about transformational change</i> LinkedIn - article	What the pandemic is teaching us about transformational change LinkedIn
May	<i>Policy lessons from catastrophic events</i> Bennet Institute for Public Policy, University of Cambridge Report – featuring excerpt of Saving Lives Is Not Enough report	Policy lessons from catastrophic events (cam.ac.uk)
July	<i>Customer Experience: From the Outside</i> Service Desk Institute	Creating a customer-centric culture Creating A Customer-Centric Culture: Event Resources - Service Desk Institute
July	<i>Multi-agency emergency management response</i> Webinar Crisis Response Journal IDME and ES	ES Digital Series - Emergency Show 2020 - A unique international event for the blue light sector in London ES, IDME and CRJ Webinar: Multi-agency emergency management response - YouTube
July	<i>Crisis Management in CX</i> CX Superheroes podcast	Customer Experience Superheroes - Series 3 Episode 3 Crisis Management in CX – Customer Experience Superheroes – Podcast – Podtail
September	<i>Human behaviour and decision-making in emergencies</i> Webinar European Emergency Number Association	Human behaviour and decision-making in emergencies - EENA

September	<i>IDME and Emergency Show Advisory Panel</i> Part of the World Humanitarian Forum 2020 New York conference World Humanitarian Forum - webinar	Copy of World Humanitarian Outcome report for conference available on request
September	<i>Putting the customer at the heart of response</i> Crisis Response Journal - article	Crisis Response Journal : David Wales (crisis-response.com) Copy available on request
November	<i>We tie people together</i> CX Cares - White paper	CX Cares - CX Whitepaper Shirute Onnellisten asiakkaiden asiantuntija
December	<i>Systems and people – time for transformation</i> Crisis Response Journal - article	Crisis Response Journal : David Wales (crisis-response.com) Copy available on request
December	<i>Saving Lives Is Not Enough</i> Royal College of Paramedics	https://podcasts.apple.com/gb/podcast/saving-lives-is-not-enough/id1514655043?i=1000509179770
Unknown	<i>Gaining an Emotional Understanding</i> Engage media Case study	Gaining an Emotional Understanding – Kent Fire and Rescue Service – Engage Customer
2021		
January	<i>Responding to Domestic Fires and Coastal Flooding</i> Avoidable Deaths Network	ADN's Special Session on Responding to Domestic Fires and Coastal Flooding - YouTube
February	<i>Covid-19 recovery and resilience: what can health and care learn from other disasters?</i> The Kings Fund - report	Covid-19 recovery and resilience: what can health and care learn from other disasters? (kingsfund.org.uk)
March	<i>An Evaluation of the Role of Fire Extinguishers</i> Report	An evaluation of the role of fire extinguishers (yumpu.com)
March	<i>Vulnerable Situations and Customer Insight and Feedback</i> categories	UK Complaint Handling Awards 2022 Previous Judges (complaintsawards.co.uk)

	Complaints Handling Awards	
March	<i>The role of service design and what we can learn from the customer experience sector</i> Fire Safety Forum Dubai	FIRE SAFETY FORUM 2021 (fsfuae.com) FIRE SAFETY FORUM 2021 (fsfuae.com)
March	<i>Seeing through the smoke</i> CX3 book - chapter	Customer Experience 3: Amazon.co.uk: Arif, Naeem, Priestley, Andrew: 9781912774814: Books
March	Book review (The Customer Experience by Alan Pennington) and discussion Limetropy book club	Limetropy CX Book Club - The Customer Experience Book by Alan Pennington - YouTube
May	<i>Design perspectives for emergency response and Future of Emergency Services</i> Emergency Services theme of World Humanitarian Forum 2021 (London)	WELCOME TO THE WORLD HUMANITARIAN FORUM LONDON 2021 (whf.london) Full Agenda - Emergency Show 2020 - The Global Emergency Expo
May	<i>Creating people-centric emergency services and Integrated Services</i> Intelligent Cities 2021 conference	Intelligent Cities Summit (intelligent-cities.org)
June	<i>Reducing Deaths and Injuries from Residential Fire through Human Perspectives</i> Avoidable Deaths Network Special Session	Special Session – June 2021 Avoidable Deaths Network (avoidable-deaths.net)
June	<i>Saving Lives Is Not Enough</i> Leigh Day	Saving lives is not enough Leigh Day
June	CXBuzz Interview With David Wales, Founder at SharedAIM	CXBuzz Interview With David Wales, Founder at SharedAIM
June	<i>Design to the rescue</i> Crisis response Journal - article	Crisis Response Journal : David Wales (crisis-response.com) Copy available on request
June/July	<i>Team of the Year – Large Organisation</i> category UK Business awards Judge	UK Business Awards 2021 Meet the Judges (ukbizawards.com)

August	EASST project post-crash response toolkit (see email dated 4/8/21 from Emma)	https://www.ebrd.com/who-we-are/our-values/environmental-and-social-policy/implementation.html
August	Six short animations created for the European Bank for Reconstruction and Development	Post-crash emergency response toolkit: Equipment and Training - YouTube EASST and EBRD launch Toolkit to enhance effectiveness of post-crash emergency response in low and middle income countries - EASST
September	<i>Putting the customer at the heart of response</i> Crisis Response Journal	Crisis Response Journal : David Wales (crisis-response.com) Copy available on request
September	<i>A Human Focussed Look at CRR* Activities (*Community Risk Reduction)</i> National Association of State Fire Marshals	2021 Fire Prevention & Safety Symposium (firemarshals.org) Educational Sessions Agenda (002).pdf (firemarshals.org)
October	<i>The human first approach to CX</i> All Things Considered with Bob Azman -podcast	All Things Considered CX with Bob Azman: Customer Experience 3 Authors Roundtable - Session 3 on Apple Podcasts
October	<i>Seeing through the CX smoke</i> FireSide Chats without the Fireside - podcast	Fireside chats without the fires: Season 2 : Episode 33 - "Seeing through the CX Smoke" with David Wales on Apple Podcasts
October	<i>The Big Calabrio CX Quiz</i> Calabrio - host	https://info.calabrio.com/c3-2021/
October	<i>Transmitting video to the Public</i> <i>Safety Answering Point - a human perspective</i> European Emergency Number Association - report	Human experience of using video during an emergency (eena.org)
November	<i>The future of fire safety</i> UK Fire - article	The future of fire safety - UK Fire (mdmpublishing.com) UK Fire Magazine - Issue 15 - November 2021 - UK Fire (mdmpublishing.com)

November	<p><i>Putting the Customer at the heart of response</i></p> <p>Crisis Response Journal – narration of article that appeared in September edition of magazine</p>	<p>URL - https://anchor.fm/crisisresponsejournal/episodes/Design-to-the-Rescue--David-Wales-e17egg1/a-a6mh5os</p> <p>Embed - <code><iframe src="https://anchor.fm/crisisresponsejournal/embed/episodes/Design-to-the-Rescue--David-Wales-e17egg1/a-a6mh5os" height="102px" width="400px" frameborder="0" scrolling="no"></iframe></code></p>
December	<p><i>Voices of the Fire, Police, Search and Rescue Services in Reducing Avoidable Disaster Deaths in the Caribbean Region</i> (Emergency Services) session of the Symposium on Integrating Disaster Risk Management with Emergency Services and Defence to Reduce Avoidable Disaster Deaths</p> <p>Avoidable Deaths Network</p>	<p>Symposium Avoidable Deaths Network (avoidable-deaths.net)</p>
December	<p><i>Always Human, Sometimes a Customer: The Distinction That Could Be Undermining CX</i></p> <p>CX Buzz</p>	<p>https://cxbuzz.com/thought-leadership/always-human-sometimes-a-customer-the-distinction-that-could-be-undermining-cx-opinion/</p>
December	<p><i>Citizen fire safety</i></p> <p>Webinar by SharedAim and The Public Sector Transformation Academy - discussion</p>	<p>Details available on request</p>
December	<p><i>Perspectives on Avoidable Deaths</i></p> <p>Avoidable Deaths Network Newsletter - article</p>	<p>Perspectives on Avoidable Deaths Avoidable Deaths Network (avoidable-deaths.net)</p>
December	<p><i>Designing the communities of tomorrow: A citizen's perspective</i></p> <p>Intelligent Cities Newsletter - article</p>	<p>Intelligent Cities Blog (intelligent-cities.org)</p>
2022		

Jan 2022	HEMs	Upcoming
----------	------	----------