Respond to emergencies as a part of a multi-agency response at the strategic (gold) level

Overview

This standard is about managing an emergency response at the strategic level. In this context, gold is the level (above silver level and bronze level) at which policy and the overall response framework are established and managed (Ref: Lexicon of Multi- Agency Emergency Management Terms). It includes establishing and reviewing the policy and strategy necessary for a co-ordinated response (often multi-agency) and ensuring the strategy is communicated to responders at tactical and operational level.

Target group

This standard is aimed at those who provide leadership in an emergency response at the strategic (gold) level. This may be within a civil protection / blue light scenario or within other scenarios such as those found within the offender management estate.

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Performance criteria

You must be able to:

1. obtain and analyse available information to inform decision making in accordance with organisational requirements

2. make effective decisions based on the best available information in accordance with organisational requirements

3. agree policy and strategic frameworks within which the tactical (silver) level will work

4. confirm the establishment of effective two way communication with the tactical level in accordance with organisational requirements

5. work effectively in co-operation with partner organisations at a strategic level in accordance with organisational requirements

6. confirm strategic decisions agreed with responders and how these will be implemented in accordance with organisational requirements

7. take action to review strategies, updating or varying strategies in response to changing situations or information in accordance with organisational requirements

8. obtain and provide technical and professional advice from suitable sources to inform decision making in accordance with organisational requirements

9. confirm that strategies reflect policy, legal frameworks or protocols

10. confirm that strategies take account of impacts on individuals, communities and the environment in accordance with organisational requirements

11. engage in the political decision making process in accordance with organisational requirements

12. review the scale of required resources and confirm their availability in accordance with organisational requirements

13. confirm that relevant organisations have sufficient, accurate information with a suitable degree of urgency to enable effective co-ordination of response in accordance with organisational requirements

14. oversee the development and implementation of effective communications strategies in accordance with organisational requirements

15. address medium and long-term priorities to facilitate the recovery of affected communities in accordance with organisational requirements

16. confirm provision of continued support for individuals affected by emergencies in accordance with organisational requirements

17. delegate to the tactical level in accordance with organisational requirements

18. evaluate the effectiveness of strategies and use this information to inform future practice in accordance with organisational guidelines

19. fully record decisions, actions, options and rationale in accordance with current information, policy and legislation

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Knowledge and understanding

You need to know and understand:

1. current, relevant legislation, policies, procedures, codes of practice and guidelines in relation to emergency response
2. principles of Integrated Emergency Management (IEM)
3. principles of effective response and recovery
4. principles of command, control and co-ordination
5. roles and responsibilities of partner organisations involved in response and recovery
6. how partner organisations are organised; their broad structures, methods of communication and decision making processes
7. the culture, priorities and constraints of partner organisations
8. relevant emergency plans and arrangements including pre-determined procedures for involvement of other organisations
9. how to engage effectively in the political decision making process
10. how to establish the policy and strategic frameworks within which the tactical (silver) level will work
11. how to review the effectiveness of strategies and update or vary them in response to changing situations or information
12. factors relevant to setting and reviewing strategies including assessments of risk, community impact and the longer term recovery process
13. the availability of relevant resources
14. the financial arrangements which need to be in place for responding to emergencies
15. sources of technical and professional advice
16. how to develop and implement effective communications strategies
17. how the media may be used provide information to communities
18. how to collect and analyse relevant information at strategic level
19. potential strategic implications of emergencies e.g. long-term recovery or wide-area issues
20. potential impacts of emergencies on the environment
21. how to assess short and long term human impacts of emergencies and identify the most vulnerable groups
22. how to ensure provision of continued support for individuals affected by emergencies
23. the purpose of recording information and records that must be kept

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Behaviours	Listed below are the main generic behaviours which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

1 assertive

2 collaborative

3 community minded

4 constructive

5 flexible

6 innovative

7 open minded

8 pro-active

9 realistic

Skills	Listed below are the main generic skills which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

1 analysis

2 communication

3 conceptualising

4 decision making

5 leadership

6 liaison

7 negotiation

8 networking

9 partnership working

10 planning

11 prioritising

12 problem solving

13 strategic thinking

14 stress management

15 team building

Glossary	Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS:

Communities
Individuals and organisations in localities including adults, children and young people, vulnerable people, residential homes, businesses, etc.

Environment
Surroundings, including plant and animal life.

Integrated Emergency Management (IEM)
An approach to preventing and managing emergencies which entails six key activities – anticipation, assessment, prevention, preparation, response and recovery. IEM is geared to the idea of building greater overall resilience in the face of a broad range of disruptive challenges. It requires a coherent multi-agency effort.

Organisations
Public, private or voluntary bodies.

Resources
People, equipment, materials, finance, etc.

Risk
Measure of the significance of a potential event or situation in terms of likelihood and impact.

Links to other NOS   This standard is linked to:

1 CCAG2 Respond to emergencies at the tactical (silver) level
2 CCAG3 Respond to emergencies at the operational (bronze) level
3 CCAA1 Work in co-operation with other organisations
4 CCAA2 Share information with other organisations
5 CCAF2 Warn, inform and advise the community in the event of emergencies
6 CCAH1 Provide on-going support to meet the needs of individuals affected by emergencies
7 CCAH2 Manage community recovery from emergencies
8 MLD1 Lead meetings
9 CC1 Set, monitor and review strategies for policing operations (Police)
10 EFSM1 Provide strategic advice and support to resolve operational incidents (Fire Service)

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