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#### Overview

This unit is about responding to an emergency at the tactical level, ensuring that actions are co-ordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency. It includes formulating, implementing and reviewing tactics which inform the operational response, and identifying where situations may warrant a strategic level of management.

#### Target Group

The unit is for those who are involved in responding to an emergency at the tactical (silver) level. This would typically include senior personnel from organisations committed to an area of operations. In this context, silver is the level (below gold level and above bronze level) at which overall the response to an Emergency is managed (Ref: Lexicon of Multi-Agency Emergency Management Terms).

# SFJCCAG2

## Respond to emergencies at the tactical (silver) level

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### Performance criteria

*You must be able to:*

- P1 obtain sufficient information to determine the current status of the response
- P2 formulate a tactical plan which takes account of all available information, including any pre-determined emergency plans, and anticipated risks
- P3 implement tactics in a timely manner, confirming roles, responsibilities, tasks, and communication channels
- P4 conduct on-going risk assessment and management in response to the dynamic nature of emergencies
- P5 review tactics with relevant others including key personnel involved in command, control and co-ordination
- P6 ensure actions to implement tactics are carried out, taking into account the impact on individuals, communities and the environment
- P7 determine priorities for allocating available resources
- P8 anticipate likely future resource needs, taking account of the possible escalation of emergencies
- P9 work in co-operation and communicate effectively with other responders
- P10 liaise with relevant organisations to address the longer-term priorities of restoring essential services and helping to facilitate the recovery of affected communities
- P11 obtain and provide technical and professional advice from suitable sources to inform decision making where required
- P12 provide accurate and timely information to inform and protect communities, working with the media where relevant
- P13 monitor and maintain the health, safety and welfare of individuals during the response
- P14 review actions taken at operational (bronze) level
- P15 identify where circumstances warrant a strategic (gold) level of management and engage with the strategic level as required
- P16 ensure that any individuals under your area of authority are fully briefed and de-briefed
- P17 evaluate the effectiveness of tactics and use this information to inform future practice
- P18 fully record your 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:*

- K1 current, relevant legislation, policies, procedures, codes of practice and guidelines in relation to emergency response
- K2 current, relevant legislation and organisational requirements in relation to health, safety and welfare
- K3 relevant emergency plans and arrangements
- K4 the principles of Integrated Emergency Management (IEM)
- K5 the principles of command, control and co-ordination
- K6 how to identify the strategic aim of a response
- K7 the range of tactical options and how they should be communicated
- K8 how to formulate an action plan which takes account of all available information
- K9 how to monitor and review the implementation of the tactical options
- K10 the relevant others that should be involved in reviewing the tactical options
- K11 circumstances where expertise or co-ordination are required beyond the tactical (silver) level
- K12 the type of resources which may be required and how they can be obtained
- K13 the roles and responsibilities of partner organisations involved in response and recovery at local, regional and national level
- K14 the culture, priorities and constraints of partner organisations
- K15 how partner organisations are organised; their broad structures, methods of communication and decision making processes
- K16 how to communicate with individuals affected by emergencies in a manner which promotes understanding
- K17 the potential impact of emergencies on the environment
- K18 how to assess the short and long term human impact of the emergency and identify the most vulnerable groups'
- K19 the information needs of the various organisations involved in the response
- K20 how to conduct briefings and de-briefings
- K21 how to evaluate the effectiveness of tactics
- K22 the purpose of recording information and the types of records that must be kept

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### Additional Information

#### Behaviours

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

1. collaborative
2. community minded
3. constructive
4. determined
5. flexible
6. realistic

#### Skills

1. communication
2. decision making
3. leadership
4. liaison
5. negotiation
6. organising
7. planning
8. prioritising
9. problem solving

#### 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

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#### **Risk**

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

#### **Links to other NOS**

1. CC AA1 Work in co-operation with other organisations
2. CC AA2 Share information with other organisations
3. CC AF2. Warn, inform and advise the community in the event of emergencies
4. SfJCC2 Formulate, monitor and review tactics to achieve strategic objectives for policing operations (Police)
5. EFSM2 Lead, Monitor and Support people to resolve operational incidents (Fire Service)

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<b>Suite</b>	Civil Contingencies
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<b>Key words</b>	co-operation, share, warn, inform, operations, support, lead, monitor, resolve
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