

## Respond to emergencies at the operational (bronze) level

### Overview

This standard is about responding to emergencies at the operational (bronze) level. In this context, 'bronze' is the level (below Gold level and Silver level) at which the management of 'hands-on' work is undertaken at the incident site(s) or associated areas (Ref: Lexicon of Multi-Agency Emergency Management Terms). It includes making initial assessments of situations and confirming the requirements of the immediate response. This includes working effectively with other responders, identifying resources that may be needed and deploying resources according to needs.

### Target group

This standard is aimed at those who provide leadership in an emergency response at the operational (bronze) 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. make initial assessments of situations and report to other responders in accordance with established procedures
2. prepare and implement initial action plans in accordance with organisational requirements
3. check actions are carried out, taking into account impacts on individuals, communities and the environment in accordance with organisational requirements
4. conduct on-going risk assessments and management in response to the dynamic nature of emergencies in accordance with organisational requirements
5. work in co-operation and communicate effectively with other responders in accordance with organisational requirements
6. confirm availability and location of relevant services and facilities in accordance with organisational requirements
7. identify resources required and deploy them to meet the demands of responses in accordance with organisational requirements
8. communicate resource constraints to relevant persons, or find suitable alternatives in accordance with organisational requirements
9. monitor and protect the health, safety and welfare of individuals during responses in line with organisational and legislative requirements
10. deal with individuals in a manner which is supportive and sensitive to their needs in accordance with organisational requirements
11. liaise with relevant organisations as required for effective responses in accordance with organisational requirements
12. identify where circumstances warrant a tactical (silver) level of management and engage with the tactical level in accordance with organisational requirements
13. implement the tactical (silver) plan, within geographical areas or functional areas of responsibility in accordance with organisational requirements
14. confirm that individuals under your area of authority are fully briefed and de-briefed in accordance with organisational requirements
15. 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 responses
2. current, relevant legislation and organisational requirements in relation to health, safety and welfare
3. relevant emergency plans and arrangements
4. principles of effective response and recovery
5. principles of command, control and co-ordination and potential flexibility between levels of response
6. potential impact of emergencies on individuals, communities and the environment
7. how to make and apply decisions based on assessment of risks
8. roles, responsibilities and information needs of organisations involved in response
9. how to communicate with individuals affected by emergencies in a manner which promotes understanding
10. types of facilities which may be established to meet the needs of individuals affected by emergencies
11. your organisation's policy for dealing with the media
12. actions to take where there are limitations on the availability and use of resources
13. correct procedures for handing over responsibility
14. how to conduct briefings and de-briefings
15. the purpose of recording information and the types of 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 collaborative
- 2 community minded
- 3 constructive
- 4 determined
- 5 empathetic
- 6 flexible
- 7 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 communication
- 2 decision making
- 3 liaison
- 4 negotiation
- 5 organising
- 6 prioritising
- 7 problem solving
- 8 leadership

### Glossary

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

#### **Organisations**

Public, private or voluntary bodies.

#### **Resources**

People (including volunteers), 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 CCAG1 Respond to emergencies as a part of a multi-agency response at the strategic (gold) level
- 2 CCAG2 Respond to emergencies at the tactical (silver) level
- 3 CCAA1 Work in co-operation with other organisations

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- 4 CCAF2 Warn, inform and advise the community in the event of emergencies
- 5 CCAG4 Address the needs of individuals during the initial response to emergencies
- 6 CC3 Plan and deploy resources for policing operations (Police)
- 7 WM7 Lead and support people to resolve operational incidents (Fire Service)

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