
Overview

This unit is about following all the correct procedures when dealing with incidents and emergencies in the custodial environment.

There are two elements

- 1 Make an initial response to incidents and emergencies
- 2 Help to control incidents and emergencies

Target Group

This unit applies to all operational staff in custodial environments who have limited responsibilities for dealing with incidents and emergencies.

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Assist in the control of incidents and emergencies

Performance criteria

You must be able to:

Make an initial response to incidents and emergencies

- P1 make an initial response to incidents and emergencies
- P2 obtain and check all the available information about the incident or emergency
- P3 communicate with all those involved in a way that is appropriate to the situation and follows organisational procedures
- P4 take appropriate and prompt action to prevent the situation escalating
- P5 identify individuals' involvement in the incident or emergency
- P6 report the situation clearly and accurately to the responsible colleague and hand over control at an appropriate point

Help to control incidents and emergencies

You must be able to:

- P7 identify the roles of yourself and other staff involved, and carry out your own responsibilities safely, effectively and efficiently
- P8 deal appropriately with individuals who are not involved
- P9 take action to prevent escalation of the incident or emergency following organisational procedures
- P10 maintain the rights of the individuals involved
- P11 implement contingency plans correctly and hand over control to others as required
- P12 record and report information relevant to the incident or emergency that could be used for future action
- P13 instructions and requests to others are in line with organisational procedures

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Assist in the control of incidents and emergencies

Knowledge and understanding

You need to know and understand:

- K1 the types of incidents and emergencies that may occur, and organisational procedures you should follow when making an initial response
- K2 how to identify when an incident or emergency is happening or about to happen
- K3 the importance of communicating clearly and accurately, and of following organisational procedures when responding to an incident or emergency
- K4 how to judge when a situation may be about to escalate and the action you can take to limit this
- K5 organisational procedures for reporting the incident or emergency at an early stage
- K6 organisational procedures for controlling different types of incidents and emergencies
- K7 the importance of effective team work in an emergency situation
- K8 your role and responsibilities in controlling an incident or emergency, and what roles other staff will play
- K9 procedures for using force in an incident or emergency and the importance of only using reasonable force
- K10 agreed contingency plans for a range of incidents and emergencies and your role in these

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Assist in the control of incidents and emergencies

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Originating organisation	Skills for Justice
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Relevant occupations	Health, Public Services and Care; Public Services; Associate Professionals and Technical Occupations; Protective Service Occupations
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Suite	Custodial Care
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