

SFJCCFF2

Contribute to the control of incidents and emergencies



Overview

This unit is about assessing and dealing with incidents and emergencies involving individuals and groups in the custodial environment. Incidents and emergencies may present risks to security, to the safety of individuals in custody, colleagues and/or the public. The Unit also covers post-incident procedures such as managing evidence, providing reports and helping to evaluate the incident or emergency.

There are three elements

- 1 Identify and assess incidents and emergencies
- 2 Contribute to controlling incidents and emergencies
- 3 Carry out procedures following incidents and emergencies

Target Group

This unit applies to operational staff working in custodial environments who have significant responsibilities for contributing to the control of incidents and emergencies.

SFJCCFF2

Contribute to the control of incidents and emergencies

Performance criteria

Identify and assess incidents and emergencies

You must be able to:

- P1 correctly identify an incident or emergency and its location
- P2 obtain and verify all the available information and intelligence about the incident or emergency
- P3 assess the levels of risk involved and immediately follow the correct procedures appropriate to those levels of risk
- P4 communicate clearly and confidently with the individuals involved, in line with organisational procedures
- P5 help to identify the strengths and weaknesses of the procedures used to control the incident or emergency
- P6 identify individuals' involvement in the incident or emergency
- P7 account for individuals correctly
- P8 report the situation clearly and accurately to the responsible colleague, and hand over control at the correct time

Contribute to controlling incidents and emergencies

You must be able to:

- P9 identify the roles of yourself and other staff involved and carry out your own responsibilities safely, effectively and efficiently
- P10 deal appropriately with individuals who are not involved
- P11 prioritise actions that will prevent escalation and control the risks involved
- P12 only use reasonable intervention and/or force to control the incident or emergency
- P13 use equipment correctly
- P14 maintain the rights of individuals involved
- P15 implement contingency plans correctly and hand over control to others as required
- P16 control the scene in a way that will preserve evidence relating to the incident or emergency
- P17 instructions and requests to others are in line with organisational procedures

Carry out procedures following incidents and emergencies

You must be able to:

- P18 check that your information about the incident or emergency is accurate and complete
- P19 preserve evidence relating to the incident or emergency
- P20 provide clear, accurate and complete reports of the incident or emergency to others
- P21 help to identify the key factors that contributed to the incident or

SFJCCFF2

Contribute to the control of incidents and emergencies

emergency
P22 maintain agreed levels of confidentiality and make sure others do the same

SFJCCFF2

Contribute to 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 obtaining and verifying all available information about an incident or emergency, and how to do so
- K4 levels and types of risk regarding incidents and emergencies, and how to assess these
- K5 the agreed procedures for dealing with different types and levels of risk
- K6 the importance of communicating clearly and confidently when responding to an incident or emergency
- K7 how to judge when a situation may be about to escalate, and the action you can take to limit this
- K8 the importance of identifying individuals involved in an incident or emergency
- K9 organisational procedures for reporting the incident or emergency at an early stage
- K10 the agreed procedures for controlling the range of incidents and emergencies, and the command structure that will be used
- K11 the importance of effective team work in an emergency situation
- K12 the command system and your role and responsibilities as first on scene in controlling incidents or emergencies, and the roles that other staff will play
- K13 the use of force, and the importance of only using reasonable force, in incidents and emergencies
- K14 agreed contingency plans for a range of incidents and emergencies, and your role in these
- K15 the importance of controlling the scene in a way that will preserve evidence
- K16 the importance of ensuring that your information regarding the incident or emergency is accurate and complete
- K17 the correct procedures for dealing with evidence
- K18 how to make written and oral reports about the incident or emergency to people inside and outside your organisation
- K19 the importance of evaluating incidents and emergencies and improving procedures in the future
- K20 when and where confidentiality is necessary

SFJCCFF2

Contribute to the control of incidents and emergencies

Developed by	Skills for Justice
---------------------	--------------------

Version number	2
-----------------------	---

Date approved	November 2006
----------------------	---------------

Indicative review date	November 2008
-------------------------------	---------------

Validity	Current
-----------------	---------

Status	Original
---------------	----------

Originating organisation	Skills for Justice
---------------------------------	--------------------

Original URN	FF2
---------------------	-----

Relevant occupations	Health, Public Services and Care; Public Services; Associate Professionals and Technical Occupations; Protective Service Occupations
-----------------------------	--

Suite	Custodial Care
--------------	----------------

Key words	Incident , emergency
------------------	----------------------