# SFJFG10
# Process control room information in custodial environments

**Overview**

This standard is about monitoring custodial environments using CCTV, alarms, radios and telephones.

This is about supporting colleagues to routinely maintain an orderly and safe regime. Control room staff will remain vigilant for any threat to security, in particular the potential for serious incidents such as escape, hostage, concerted indiscipline, assault, and fire.

**There are three elements**

1     Monitor and analyse control room information
2     Take actions based on control room information
3     Complete records and tests on control room equipment

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| **Performance criteria** | **Monitor and analyse control room information** |

You must be able to:

P1  review locations of CCTV cameras within custodial environments in accordance with your organisation's procedures

P2  monitor CCTV screens and alarm systems in the control room in accordance with your organisation's procedures

P3  operate control room equipment in accordance with your organisation's procedures

P4  process information from other sources in accordance with your organisation's procedures

P5  collate all information in accordance with your organisation's procedures

P6  identify incidents and security breaches in custodial environments as they emerge, in accordance with your organisation's procedures, and:

P6.1  contact the supervising officer

P7  assist in the movement of individuals in accordance with your organisation's procedures

**Take actions based on control room information**

You must be able to:

P8  prioritise information received when monitoring several events at once in accordance with your organisation's procedures

P9  respond to CCTV footage and corresponding alarms in accordance with your organisation's procedures

P10  remain vigilant throughout work period in accordance with your organisation's procedures

P11  recommend actions to take on control room information in accordance with your organisation's procedures

P12  resolve incidents and breaches of security within your limits of authority in accordance with your organisation's procedures

P13  liaise with external agencies in accordance with your organisation's procedures

P14  use contingency plans when required in accordance with your organisation's procedures

P15  escalate incidents and breaches of security to relevant people in

accordance with your organisation's procedures

P16   request specialist support when it is available in accordance with your organisation's procedures

P17   attend incident debriefs in accordance with your organisation's procedures

**Complete records and tests on control room information**

You must be able to:

P18   record control room information for evidential purposes in accordance with your organisation's procedures

P19   complete logs in accordance with your organisation's procedures, including:

   P20.1    incident logs

   P20.2    daily record logs

P20   complete staff handovers within your organisation's timescales and procedures, and:

   P20.1    check staff understand information given

P21   share information with relevant people in accordance with your organisation's procedures

P22   run tests on control room equipment in accordance with your organisation's procedures, including:

   P22.1  compliance tests

   P22.2  daily radio tests

P23   activate personal alarm if no response to radio tests

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**Knowledge and understanding**

You need to know and understand:

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| K1 | organisational procedures for control room operations |
| K2 | the local security strategy and your responsibilities within this |
| K3 | relevant legal policies relating to control room operations |
| K4 | how to interpret information to make decisions |
| K5 | the functions and components of control rooms |
| K6 | the relationships between control room systems |
| K7 | spatial and situational awareness in custodial environments |
| K8 | the physical layout and the daily regime of the custodial environment |
| K9 | how to operate control room systems |
| K10 | how to identify and report issues with control room equipment |
| K11 | the purpose of monitoring custodial environments |
| K12 | custodial care vernacular and codes |
| K13 | the range of available contingency plans |
| K14 | organisational operational plans |
| K15 | the roles and responsibilities of you and your team |
| K16 | capacity of available resources and equipment |
| K17 | the differences between night state and daytime regime and their impact on processing control room information |
| K18 | incident command processes |
| K19 | potential breaches of security and how to deal with these |
| K20 | processes for moving individuals within custodial environments |
| K21 | lock and key management processes |
| K22 | procedures used during emergencies |
| K23 | techniques for observing people's behaviour |
| K24 | how to spot suspicious behaviour |
| K25 | digital recording and storing |
| K26 | the types of incidents that can occur in custodial environments |
| K27 | the range of actions to take for different incidents |
| K28 | the importance of staying vigilant |

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**Additional Information**

**Glossary**

**Relevant people** can refer to individuals, others relevant or significant to individuals, staff in your own agency including investigating teams or staff from other agencies.

**Organisational procedures** can include prison service instructions, prison policies, legislative policies and any other policies and procedures used across custodial care in the UK.

**External links**

For definitions regarding control room incidents and control room equipment please refer to the relevant website.

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