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**Overview**

This standard is about negotiating as part of the process to resolve incidents within custodial settings. It includes gathering relevant intelligence, conducting ongoing risk assessments and understanding strategies to be implemented.

This includes communicating effectively, working in co-operation and supporting your team.

You must ensure you are prepared both physically and emotionally to take part in any negotiations of incidents.

**There are three elements**

- 1 Prepare to negotiate
- 2 Negotiate and resolve incidents
- 3 Undertake follow-up actions after negotiating

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**Performance  
criteria**
**Prepare to negotiate****You must be able to:**

- P1 follow security instructions when moving around establishments in accordance with your organisation's procedures
- P2 obtain briefings from relevant people in accordance with your organisation's procedures
- P3 gather necessary intelligence in order to make an assessment in accordance with your organisation's procedures
- P4 assess situations relating to your role and responsibilities within negotiations in accordance with your organisation's procedures
- P5 check you understand strategies to be implemented in different establishments in accordance with your organisation's procedures, and:
  - P5.1 tactics to be deployed
- P6 advise specialist advisors on choices of negotiations in accordance with your organisation's procedures
- P7 obtain required resources for negotiations in accordance with your organisation's procedures
- P8 agree communication protocols with relevant others directly involved in negotiations in accordance with your organisation's procedures
- P9 conduct risk assessments to engage in negotiations in accordance with your organisation's procedures

**Negotiate and resolve incidents****You must be able to:**

- P10 communicate intelligence gathered about incidents in accordance with your organisation's procedures
- P11 monitor the safety and well-being of yourself and others in accordance with your organisation's procedures, and:
  - P11.1 give feedback on safety levels
- P12 carry out actions in accordance with implemented strategies
- P13 monitor the emotional impact of events on yourself and others during negotiations and discuss with relevant people in accordance with your organisation's procedures
- P14 maintain communication with those involved in incidents in accordance

with implemented strategies

P15 respect to others' roles within the incident command structure in line with incident command plan, and:

P15.1 support your team

P16 work within your role boundaries in accordance with your organisation's procedures

P17 record intelligence in accordance with your organisation's procedures

P18 preserve evidence where required in accordance with your organisation's procedures

### **Undertake follow-up actions after negotiating**

You must be able to:

P19 provide detailed accounts to relevant people when leaving negotiation areas in accordance with your organisation's procedures, including:

P20 review emotional impacts on yourself and others in accordance with your organisation's procedures

P21 discuss emotional impacts with team members in accordance with your organisation's procedures

P22 participate in debriefs in accordance with your organisation's procedures

P23 store evidence acquired during the course of incidents in accordance with your organisation's procedures

### Knowledge and understanding

You need to know and understand:

- K1 the range of intelligence relevant to your role, including:
  - K1.1 legislation
  - K1.2 policies
  - K1.3 procedures
  - K1.4 codes of practice
  - K1.5 health and safety
  - K1.6 roles
  - K1.7 responsibilities
  - K1.8 limits of authority
  - K1.9 personnel involved
- K2 how to obtain intelligence for negotiating incidents
- K3 the importance of making accurate assessments
- K4 sources of relevant intelligence
- K5 how to share intelligence about situations
- K6 how to carry out assessments
- K7 the importance of understanding strategies including your role within these
- K8 negotiation tactics that can be deployed during incidents
- K9 types of specialist advice available to negotiators
- K10 how to contact specialists
- K11 how to contribute to negotiations at incidents
- K12 how to identify needs for resources and obtain these
- K13 types of effective communication
- K14 the importance of agreeing communication protocols with those involved in conducting negotiations
- K15 the importance of ongoing risk assessments
- K16 how to carry out ongoing risk assessments
- K17 the importance of monitoring the safety and well-being of all involved in incidents
- K18 how to prioritise safety and well-being during incidents

## SFJNEG1

### Negotiate to resolve incidents within custodial environments

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- K19 the importance of drawing on your experience
- K20 the importance of incident command structures
- K21 the importance of working in support of your team
- K22 reasons and methods for preserving evidence
- K23 the importance of giving detailed intelligence when leaving negotiations
- K24 the importance of participating in debriefs
- K25 the incident command structures in different establishments, including:
  - K25.1 who is in your team
  - K25.2 your role within teams

### 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.

**Intelligence** refers to the timeline of situations, the factual intelligence of situations, tactics and progress and includes initial risk assessments

**Resources** mean support available to complete your work in the form of other people and technology.

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

## SFJNEG1

### Negotiate to resolve incidents within custodial environments

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