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**Overview**

This standard is about coordinating incident negotiators within custodial environments.

It includes assuming responsibility for incident negotiations and formulating, planning and implementing negotiation strategies. It also covers conducting ongoing risk assessments, planning and preparing for incident negotiations, and reviewing strategies and tactics.

The standard covers communicating effectively, monitoring and protecting the health, safety and well being of all those involved, and recording and preserving all information and materials.

**There are three elements**

- 1 Plan for incident negotiations
- 2 Coordinate incident negotiators
- 3 Complete follow-up actions after incident negotiations

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**Performance  
criteria**
**Plan for incident negotiations****You must be able to:**

- P1 assess requirements for specialist advice in accordance with your organisation's procedures
- P2 agree with specialist advisors their roles and responsibilities in relation to negotiations in accordance with your organisation's procedures
- P3 ask for full briefings of incidents from relevant people in accordance with your organisation's procedures, and:
  - P3.1 clarify aspects which are unclear
- P4 contribute to initial negotiation strategies in accordance with your organisation's procedures
- P5 conduct risk assessments to highlight any issues which may affect negotiations in accordance with your organisation's procedures
- P6 select tactics capable of meeting objectives of negotiations in accordance with your organisation's procedures, taking into account available:
  - P6.1 intelligence
  - P6.2 resources
- P7 obtain resources required for negotiations in accordance with your organisation's procedures
- P8 inform negotiators of incident command structures in accordance with your organisation's procedures, including:
  - P8.1 who is in the team
  - P8.2 their role within teams
- P9 check negotiators understand the strategies and tactics to be implemented in accordance with your organisation's procedures
- P10 establish communication protocols for negotiations with relevant people in accordance with your organisation's procedures, including:
  - P10.1 ongoing briefings and debriefings
- P11 check that methods used to gather intelligence support negotiation processes in accordance with legal requirements

**Coordinate incident negotiators**

- You must be able to:
- P12 monitor communication between relevant people within organisational timescales
  - P13 implement planned negotiation strategies in accordance with your organisation's procedures
  - P14 coordinate work of negotiation teams in accordance with your organisation's procedures
  - P15 check negotiation teams fulfil their roles and responsibilities in accordance with your organisation's procedures
  - P16 conduct on going risk assessments in response to dynamic nature of incidents in accordance with your organisation's procedures
  - P17 manage risks in regards to incidents in accordance with your organisation's procedures
  - P18 review negotiation strategies and tactics in accordance with your organisation's procedures
  - P19 inform teams of amendments to plans in accordance with your organisation's procedures
  - P20 protect the health and safety of negotiators during incidents in accordance with your organisation's procedures
  - P21 analyse intelligence from negotiators in accordance with your organisation's procedures
  - P22 take actions within your level of responsibility based on intelligence gathered in accordance with your organisation's procedures
  - P23 respect others' roles within incident command structures in line with incident command plan

**Complete follow-up actions after incident negotiations**

- You must be able to:
- P24 confirm individuals under your area of authority are de-briefed in accordance with your organisation's procedures
  - P25 assess emotional impacts of incidents on negotiators in accordance with your organisation's procedures, and:
    - P25.1 direct them to available support

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### Coordinate incident negotiators within custodial environments

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- P26 assess accuracy of details of incidents given by negotiators in accordance with your organisation's procedures
- P27 preserve information and materials in accordance with your organisation's procedures and evidence gathering procedures
- P28 participate in debriefs in accordance with your organisation's procedures
- P29 complete required documentation 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 which personnel are required in incidents, and:
  - K2.1 their roles
  - K2.2 how they fit into incident command structures
  - K2.3 your team
  - K2.4 your role
  - K2.5 your limit of authority
- K3 how to coordinate work of your teams
- K4 how to obtain intelligence for coordinating negotiators during incidents
- K5 the importance of making accurate risk assessments
- K6 how to carry out risk assessments
- K7 uses of implementation strategies
- K8 different tactics for deployment to meet objectives of negotiation
- K9 types of effective communication
- K10 how to review negotiation strategies and tactics
- K11 the importance of informing your team of amendments
- K12 the importance of protecting health and safety of all those involved during incidents
- K13 how to analyse information
- K14 how to act upon your decisions
- K15 the importance of respecting others' roles within incident command structures

- K16 the importance of checking all individuals under your area of authority are de-briefed
- K17 possible emotional impacts of incidents on negotiators
- K18 how to assess emotional impacts on negotiators
- K19 sources of support for negotiators
- K20 the importance of assessing accuracy of details about incidents
- K21 how to assess accuracy of details
- K22 the importance of attending and participating in debriefs
- K23 types of documentation which must be completed
- K24 how to complete documentation

## 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** means 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.

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### Coordinate incident negotiators within custodial environments

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