
Overview

This standard is about providing specialist advice regarding incident management and in particular negotiation within the custodial setting. It includes assuming responsibility, formulating, planning and advising on implementing negotiation strategies, conducting on-going risk assessments, planning and preparing for incident negotiations, and reviewing strategies and tactics. This includes 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 four elements

- 1 Plan for incident negotiations
- 2 Provide support to incident negotiators
- 3 Complete follow-up actions after incident negotiations
- 4 Maintain information on incident negotiations to guide strategy

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Performance criteria

Plan for incident negotiations

You must be able to:

- P1 identify requirements for specialist advice in relation to negotiations, and:
 - P1.1 agree with specialist advisors their roles and responsibilities
- P2 obtain a full briefing of incidents from authorised people, and:
 - P2.1 clarify any aspects which are unclear
- P3 contribute to the formulation of initial negotiation strategies in line with organisational requirements
- P4 conduct risk assessments to identify any issues which may affect negotiations in line with risk management procedures
- P5 select of tactics capable of meeting the objectives of negotiations, in line with all available intelligence and resources
- P6 advise on resources required to support negotiations
- P7 ensure negotiators are aware of the incident command structure including:
 - P7.1 the team
 - P7.2 their role within the team
- P8 confirm negotiator's understanding of strategy to be implemented in line with their needs, including:
 - P8.1 initial tactics to be deployed
- P9 check communication protocols for negotiations meet organisational requirements, including:
 - P9.1 ongoing briefing and debriefing of others directly involved in conducting negotiations
 - P9.2 specialist advisors are in place
- P10 confirm the methods used to gather intelligence to support the negotiation process comply with current policy and legislation

Provide support to incident negotiators

You must be able to:

- P11 confirm effective communication is maintained between all those involved in line with communication protocols
- P12 advise on implementation of planned negotiation strategies
- P13 conduct ongoing risk assessment and management in response to the

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dynamic nature of incidents in line with agreed management policy and approaches

P14 review negotiation strategies, tactics and plans in response to risk assessments or new intelligence, and:

P14.1 inform the relevant people of any amendments

P15 protect the health, safety and welfare of relevant people during incidents in line with health and safety requirements

P16 analyse information from negotiators in line with organisational requirements, and:

P16.1 make decisions within your level of responsibility

P16.2 act upon your decisions within your level of responsibility

Complete follow-up actions after incident negotiations

You must be able to:

P17 confirm individuals under your area of authority are de-briefed

P18 assess emotional impact of the incident on negotiators, and:

P18.1 direct them to the relevant person to discuss where necessary

P19 assess accuracy of incident details given by negotiators in line with organisational procedures

P20 record and preserve relevant information and materials in line with evidence gathering procedures

P21 participate in required debriefs in line with organisational procedures

P22 provide advice on tactics to meet the needs of relevant people, including:

P22.1 staff management

P22.2 communications

P22.3 application of agreed policy

P22.4 risk management

P22.5 application of theory to presenting challenges

P23 engage with relevant people in ways that reflect the dynamics of situations

P24 summarise information to relevant others to enable them to respond in dynamic, credible and comprehensible ways

P25 develop negotiation strategies using relevant areas of specialist knowledge, based on agreed policy approaches

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- P26 provide relevant others with recommendations for ongoing management of incidents
- P27 agree reviewed negotiation strategies, tactics and plans with relevant others
- P28 analyse information provided by relevant others in line with organisational procedures
- P29 review approaches within agreed policy, and:
 - P29.1 act upon your decisions within your level of responsibility
 - P29.2 maintain the ongoing log of events
- P30 maintain contact with relevant people when you are deployed in line with procedures, and:
 - P30.1 update them about your approach in interaction with relevant others

Maintain information on incident negotiations to guide strategy

- You must be able to:
- P31 produce a written summary of incident negotiations for relevant people to inform decision-making and strategy development, including:
 - P31.1 the critical perpetrator features
 - P31.2 the critical victim features
 - P32 describe profiles of perpetrators to meet the needs of relevant others
 - P33 use profiles of victims to inform ongoing risk assessment and management of incident negotiations
 - P34 maintain ongoing logs of all information generated in line with organisational procedures

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Knowledge and understanding

You need to know and understand:

- K1 current, relevant legislation, policies, procedures, codes of practice in relation to gathering intelligence to support the negotiation process
- K2 key personnel required in incident negotiations, their roles and how they fit into the incident command structure
- K3 your team's role and responsibilities, your role, responsibilities and limits, and how to coordinate the work of your team
- K4 the information and intelligence required for supporting negotiators during incidents
- K5 sources of relevant information and intelligence for incident negotiations
- K6 the importance accurate risk assessments and how to carry them out
- K7 the purpose and use of implementation strategies for incident negotiations
- K8 different tactics that can be deployed and capable of meeting the objectives of negotiations
- K9 methods of communication and how to communicate with others involved in incident negotiations
- K10 how to review negotiation strategies, tactics and plans and the importance of informing your team of any amendments
- K11 the importance of monitoring and protecting the health, safety and welfare of all those involved during incidents
- K12 how to analyse information and act upon your decisions within your level of responsibility
- K13 the importance of respecting others' roles within the incident command structure
- K14 the importance participating in debriefs ensuring all individuals under your area of authority are de-briefed
- K15 the possible emotional impact of incidents on negotiators and how to assess the impact
- K16 sources of support required for negotiators
- K17 the importance of assessing accuracy of details of incidents by negotiators, and how to do so
- K18 the types of documentation and processes which must be completed and how to complete them
- K19 how to apply specialist knowledge in dynamic situations
- K20 how to access relevant ICT systems to gather information
- K21 how to apply professional codes of practice to incident management situations
- K22 effective methodologies for briefing and informing staff of situations in a high pressure and dynamic environment
- K23 how to engage with and consult to senior staff in dynamic situations

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K24 how to summarise and communicate complex specialist information

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Additional information

Scope/range related to performance criteria

- 1 Intelligence
 - 1.1. timeline of events
 - 1.2. factual information of the situation
 - 1.3. tactics and progress
 - 1.4. initial risk assessment
- 2 Resources
 - 2.1. human
 - 2.2. technological
 - 2.3. personal (resilience)
 - 2.4. personal (expertise)

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.

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