

Respond to emergencies at the tactical (silver) level

Overview

This standard is about responding to emergencies at the tactical level, ensuring that actions are co-ordinated, coherent and integrated in order to achieve maximum effectiveness and efficiency. In this context, silver is the level (below gold level and above bronze level) at which overall the response to an Emergency is managed (Ref: Lexicon of Multi-Agency Emergency Management Terms). It includes formulating, implementing and reviewing tactics which inform the operational response, and identifying where situations may warrant a strategic level of management.

Target group

This standard is aimed at those who provide leadership in an emergency response at the tactical (silver) level. This may be within a civil protection / blue light scenario or within other scenarios such as those found within the offender management estate.

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Performance criteria

You must be able to:

1. obtain sufficient information to determine the current status of responses in accordance with organisational requirements
2. formulate tactical plans which take account of available information, including any pre-determined emergency plans, and anticipated risks in accordance with organisational requirements
3. implement tactics, confirming roles, responsibilities, tasks, and communication channels in line with organisational timeframes and requirements
4. conduct on-going risk assessment and management in response to the dynamic nature of emergencies in accordance with organisational requirements
5. review tactics with key personnel involved in command, control and co-ordination in accordance with organisational requirements
6. confirm actions to implement tactics are carried out, taking into account impacts on individuals, communities and the environment in accordance with organisational requirements
7. determine priorities for allocating available resources in accordance with organisational requirements
8. anticipate future resource needs, taking account of possible escalations of emergencies in accordance with organisational requirements
9. work in co-operation and communicate with other responders in accordance with organisational requirements
10. liaise with relevant organisations to address long term priorities of restoring essential services and helping to facilitate the recovery of affected communities in accordance with organisational requirements
11. obtain and provide technical and professional advice from suitable sources to inform decision making in accordance with organisational requirements
12. provide accurate information to inform and protect communities, working with the media where relevant in accordance with organisational timeframes and requirements
13. monitor and maintain the health, safety and welfare of individuals during responses in accordance with organisational requirements
14. review actions taken at operational (bronze) level in accordance with organisational requirements
15. identify where circumstances warrant a strategic (gold) level of management and engage with the strategic level as required in accordance with organisational requirements
16. brief and debrief individuals under your area of authority fully and in accordance with organisational requirements

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17. evaluate the effectiveness of tactics and use this information to inform future practice in accordance with organisational requirements
18. record decisions, actions, options and rationales in accordance with current information, policy and legislation

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Knowledge and understanding

You need to know and understand:

1. current, legislation, policies, procedures, codes of practice and guidelines in relation to emergency response
2. current, legislation and organisational requirements in relation to health, safety and welfare
3. emergency plans and arrangements
4. the principles of Integrated Emergency Management (IEM)
5. the principles of command, control and co-ordination
6. how to identify the strategic aim of responses
7. the range of tactical options and how they should be communicated
8. how to formulate action plans which take account of available information
9. how to monitor and review the implementation of tactical options
10. others who should be involved in reviewing tactical options
11. circumstances where expertise or co-ordination are required beyond the tactical (silver) level
12. types of resources which may be required and how they can be obtained
13. roles and responsibilities of partner organisations involved in response and recovery at local, regional and national level
14. culture, priorities and constraints of partner organisations
15. how partner organisations are organised; their broad structures, methods of communication and decision making processes
16. how to communicate with individuals affected by emergencies in a manner which promotes understanding
17. the potential impact of emergencies on the environment
18. how to assess the short and long term human impacts of emergencies and identify the most vulnerable groups'
19. information needs of organisations involved in responses
20. how to conduct briefings and de-briefings
21. how to evaluate the effectiveness of tactics
22. the purpose of recording information and records that must be kept

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Behaviours

Listed below are the main generic behaviours which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

- 1 collaborative
- 2 community minded
- 3 constructive
- 4 determined
- 5 flexible
- 6 realistic

Skills

Listed below are the main generic skills which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

- 1 communication
- 2 decision making
- 3 leadership
- 4 liaison
- 5 negotiation
- 6 organising
- 7 planning
- 8 prioritising
- 9 problem solving

Glossary

Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS:

Communities

Individuals and organisations in localities including adults, children and young people, vulnerable people, residential homes, businesses, etc.

Environment

Surroundings, including plant and animal life.

Integrated Emergency Management (IEM)

An approach to preventing and managing emergencies which entails six key activities – anticipation, assessment, prevention, preparation, response and recovery. IEM is geared to the idea of building greater overall resilience in the face of a broad range of disruptive challenges. It requires a coherent multi-agency effort.

Organisations

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Public, private or voluntary bodies.

Resources

People, equipment, materials, finance, etc.

Risk

Measure of the significance of a potential event or situation in terms of likelihood and impact.

Links to other NOS

This standard links to:

- 1 CCAG1 Respond to emergencies as a part of a multi-agency response at the strategic (gold) level
- 2 CCAG3 Respond to emergencies at the operational (bronze) level
- 3 CCAA1 Work in co-operation with other organisations
- 4 CCAA2 Share information with other organisations
- 5 CCAF2 Warn, inform and advise the community in the event of emergencies
- 6 CC2 Formulate, monitor and review tactics to achieve strategic objectives for policing operations (Police)
- 7 EFSM2 Lead, monitor and support people to resolve operational incidents (Fire Service)

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