
Overview

This NOS is for community wardens and sets out the skills, knowledge and understanding for you to maintain community environments in a safe and secure way.

This NOS covers the following activities:

- Identify incidents, hazards and emergencies
- Deal with incidents, hazards and emergencies

Performance criteria

You must be able to: **Identify incidents, hazards and emergencies**

1. identify incidents, potential hazards and emergencies using accurate information from reliable sources
2. use recognised techniques to extract information about emergencies from customers who are distressed, abusive or aggressive

Deal with incidents, hazards and emergencies

3. deal with incidents, hazards and emergencies as specified in your organisation's policies and procedures
4. deal with incidents, hazards and emergencies that are within your authority and job role
5. get help from appropriate people when you are unable to deal with incidents, hazards or emergencies yourself
6. prioritise your actions in line with your workload and the nature of emergencies
7. maintain your own health and safety, and that of others in line with health and safety procedures
8. refer those concerned to relevant partner agencies, when emergencies are not within your organisation's responsibilities
9. keep those concerned informed of progress in line with your organisation's policies in the event of a referral or where an immediate response to emergencies cannot be given
10. report and record accurate details of incidents, hazards and emergencies in line with your organisation's policies and procedures

Knowledge and understanding

You need to know and understand: **Legal and organisational requirements**

1. current relevant legislation, regulations, codes of practice and guidelines relating to maintaining safe and secure community environments
2. your organisation's policies, procedures and methods for dealing with incidents
3. your organisation's policies, procedures and methods for dealing with damage
4. your organisation's policies, procedures and methods for reporting and recording details of hazards, including maintaining confidentiality
5. the limits of your own job role and authority
6. your organisation's policies and procedures relating to dealing with problems and emergencies

Incidents

7. observation techniques to identify incidents in public places
8. the roles and functions of emergency and related services
9. what information is required for the descriptions of suspicious persons and vehicles

Hazards

10. how to identify hazards in public places

Emergencies

11. the range of actions that you can take to deal with emergencies
12. limits of your authority and responsibility in dealing with emergencies - knowing when a situation is within your own area of responsibility
13. local community issues and local priorities
14. how to prioritise dealing with problems
15. techniques for dealing with customers who are distressed, abusive or aggressive in emergency situations
16. why it is important to keep the people involved informed of what is happening to deal with emergencies

Working with others

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17. methods of effective communication
 18. how to get help within your own organisation, partner agencies and external organisations

SFSCWD2

Deal with incidents, hazards and emergencies in community environments



Developed by Skills for Security

Version Number 2

Date Approved November 2015

Indicative Review Date November 2018

Validity Current

Status Original

Originating Organisation Skills for Security

Original URN SFS CWD3

Relevant Occupations Elementary Security Occupations; Elementary Occupations

Suite Community Wardens

Keywords community; warden; safe; secure; incident; environment; hazards; emergencies
