



National
Operational
Guidance

Control measure

**Seek assistance for dealing with
people**



NFCC

Fire Central
Programme Office

Developed and maintained by the NFCC



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TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Seek assistance for dealing with people

Understand:

- The assistance that may be required for:
 - Providing welfare or shelter
 - Controlling members of the public, including crowds
 - Dealing with unpredictable, aggressive, violent or illegal behaviour
 - Safeguarding of children and vulnerable adults

Practical application

Control measure element

Learning outcome

Consider the welfare or shelter arrangements for people directly or indirectly affected by the incident

Demonstrate the ability to:

- Estimate the welfare or shelter arrangements required
- Contact the appropriate organisations to request provision of welfare or shelter arrangements

Request police assistance to control members of the public, including crowds

Demonstrate the ability to:

- Request police assistance if members of the public or crowds need to be controlled



Control measure element

Learning outcome

Consider adopting defensive tactics if people are displaying unpredictable, aggressive, violent or illegal behaviour

Demonstrate the ability to:

- Adopt defensive tactics if people are demonstrating, unpredictable, aggressive, violent or illegal behaviour

Request police assistance for dealing with unpredictable, aggressive, violent or illegal behaviour

Demonstrate the ability to:

- Request police assistance for dealing with unpredictable, aggressive, violent or illegal behaviour

Request support for people affected by the incident, from the local authority, partner agencies or police family liaison officers

Demonstrate the ability to:

- Request appropriate assistance for dealing with people

Consider the need for the safeguarding of children and vulnerable adults

Demonstrate the ability to:

- Gather information to identify any children or vulnerable adults who require safeguarding

Provide timely advice to members of the public

Demonstrate the ability to:

- Provide timely and appropriate advice to members of the public in order to:
 - Prevent people from entering the hazard area
 - Discourage people from putting themselves or others at risk