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& Local Government



Fire and Rescue Authorities Operational Guidance

GRAs
generic risk assessments

GRA 5.6

Public order – violence and aggression
against fire and rescue personnel

Generic Risk Assessment 5.6

Public order – violence and aggression against Fire and Rescue Service personnel

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SECTION 1

Generic risk assessment 5.6 Public order – violence and aggression against fire and rescue personnel

Introduction

For ease of reading the term 'violence and aggression' will, when appropriate, be used in this document as a shorthand version of this generic risk assessment's title.

When considering this generic risk assessment as part of the Fire and Rescue Authority's risk assessment process the introduction to the national generic risk assessment series must also be consulted.

Depending on the nature and the scale of the operational incident a variety of significant hazards may be present. Fire and Rescue Authorities may therefore need to consider the contents of other specific generic risk assessments in the series. This generic risk assessment should therefore be considered in conjunction with:

- Generic Risk Assessment 1.1 Emergency response and arrival on scene.

Fire and Rescue Authorities must conduct their own assessments and produce their own safe systems of work, standard operating procedures, training programmes, provision of equipment, levels of response etc. within the context of their operational plans, local conditions, knowledge and existing organisational arrangements.

Details of documents that contain technical and supporting information can be found in the technical reference section of this generic risk assessment.

Scope

This generic risk assessment examines the significant hazards and control measures relating to threatened or actual:

- offensive behaviour
- abusive behaviour
- violence
- a combination of all three.

towards fire and rescue personnel.

Scenarios may vary from offensive behaviour or verbal abuse to situations where public order has broken down whilst fire and rescue personnel are undertaking their duties.

Planned and/or spontaneous public order events are not a separate types of incident for the Fire and Rescue Authority, but it do potentially create a hostile working environment and additional hazards when fire and rescue personnel are working in these situations.

The responsibility for resolving public order events rests with the Police Service.

This generic risk assessment is focussed on:

- Identified areas for potential violence and aggression towards fire and rescue personnel
- Spontaneous events where fire and rescue personnel are already dealing with an incident and are subject, without warning, to violence and aggression. These can be isolated or a series of related or unrelated events over a wider area.

Significant hazards

Although violence and aggression can occur at any type of incident, if the incident is a public order event it is likely to be fire related (often deliberately set) rather than any other type of incident.

There are three major areas of the Fire and Rescue Authority that maybe affected by violence and aggression into which the significant hazards can be grouped:

Fire and rescue personnel

FALLING OBJECTS OR PROJECTILES – are hazards that maybe encountered at any incident. However when violence and aggression are evident the deliberate throwing of items such as stones, bricks, debris, petrol bombs or fireworks or the dropping of objects such as concrete blocks or cylinders from above may also be encountered.

PHYSICAL ASSAULT (INTENTIONAL AND UNINTENTIONAL) – by members of the public maybe encountered at any incident. However an intentional assault by individuals or groups is more likely at public order events. Such attacks could also result in contamination from bodily fluids.

LASER PENS – directed into the faces of fire and rescue personnel can cause temporary blindness and disorientation.

FEAR, STRESS AND FATIGUE – may occur at any incident, At public order events these factors maybe exacerbated by the uncontrolled nature and unknown or unexpected hazards that may occur.

If there are multiple public order events occurring and fire and rescue personnel are required to attend several, without a break, due to the unavailability or lack of resources then these factors maybe further exacerbated.

INCIDENT IS BEYOND NORMAL EXPERIENCE AND EXPECTATIONS

The likelihood of attending an incident which becomes a public order event is relatively low. Therefore fire and rescue personnel may be exposed to situations of which they have little or no prior experience.

WEAPONS

The threat or use of virtually anything from knives to firearms via improvised weapons such as debris, hand tools, vehicles and animals may be encountered.

DEALING WITH AN INCIDENT

Fire and rescue personnel might be hindered or even prevented from responding and dealing with an incident. This creates a hazard in its own right and may also increase the level of risk to fire and rescue personnel when eventually dealing with the incident.

FIRE AND RESCUE PERSONNEL MAYBE INJURED, DISTRACTED OR DELAYED DUE TO:

- deliberate fire setting
- booby traps
- accelerants
- use of hazardous materials.

ABSENCE OF THE POLICE

Even when requested, police presence cannot be guaranteed due to other priorities and commitments.

POLICE RESPONSE AND TACTICS

The Police Service may deploy CS gas, firearms, tasers, fast-moving vehicles, helicopters, horses or dogs at public order events.

Vehicles and equipment

OBSTRUCTIONS AND BARRICADES

Used to ambush and trap fire and rescue personnel and appliances.

UNATTENDED VEHICLES

Including those of emergency services being used against fire and rescue personnel eg handbrake being released and vehicle allowed to roll out of control.

USE OF VEHICLES AND/OR EQUIPMENT AS WEAPONS

Could leave fire and rescue personnel being:

- injured
- isolated
- ineffective
- without the ability to safely withdraw from the incident.

THE THEFT OR TAMPERING OF FIRE AND RESCUE AUTHORITY VEHICLES AND/OR EQUIPMENT

Could leave fire and rescue personnel being:

- vulnerable
- ineffective
- without water due to the deliberate shutting off of hydrants and/or sabotage of hose lines
- without the correct equipment to deal with the incident
- without any equipment to deal with the incident
- without the ability to safely withdraw from the incident.

VEHICLE FAILURE

Can occur at any incident however the potential consequences to fire and rescue personnel of such failure at public order events are greater due to:

- Fire and rescue personnel maybe unable to withdraw safely if they have to do so on foot
- further violence and aggression being directed at fire and rescue personnel whilst withdrawing on foot
- lack of available police officers to protect withdrawing fire and rescue personnel.

Organisation

MORAL PRESSURE

At all incidents, there will be an expectation from those directly affected by the incident for prompt action to resolve the situation and mitigate any damage or loss. Under such expectations fire and rescue personnel may feel compelled to act before they have sufficient resources to safely do so.

If violence and aggression is evident when fire and rescue personnel arrive at an incident and the Incident Commander decides it is not safe to commit to the incident, the moral pressure is likely to be increased.

Moral pressure is also likely to increase if whilst already dealing with an incident, a public order event occurs and the Incident Commander decides it is not safe and withdraws fire and rescue personnel until it is safe to recommit.

INABILITY TO DEPLOY NORMAL RESOURCES AND/OR BREAKDOWN OF NORMAL OPERATIONAL PROCEDURES

Increased risks associated with fire and rescue personnel attending incidents with fewer resources than normal and/or in situations where normal safe systems of work cannot be deployed may include:

- unable to implement full Pre Determined Attendance
- no or limited back up/inability to make up pumps

- remote rendezvous point
- police being unable to provide protection for crews whilst dealing with the incident
- incomplete command and control at the incident
- inability during multiple public order events of the fire and rescue control to process all the calls received and to pass on sufficient information to fire and rescue personnel
- attempting to deal with incident with limited resources
- other incidents committing appliances including coordinated action by troublemakers to commit crews elsewhere
- fire and rescue personnel may have limited experience of this type of incident.

PUBLIC CRITICISM OR THE PERCEPTION OF HAVING FAILED IN IT'S DUTIES

This can manifest itself in various areas eg at incidents where fire and rescue personnel have been withdrawn or have not acted in accordance with the perceptions of others including the media and any subsequent legal enquiry.

VEHICLE FAILURE

Can occur at any incident however the organisational consequences of such failure at public order events is greater due to the possibility of abandoned vehicles being targeted, damaged and/or set on fire.

Key control measures

Planning

Planning is key to enhancing the safety of firefighters and others likely to be affected by Fire and Rescue Authority operations. Each Fire and Rescue Authority's strategic plan will set standards and identify the resources required to ensure safe systems of work are established and maintained.

Each Fire and Rescue Authority must assess the hazards and risks in their area relating to this generic risk assessment. The assessment should include other Fire and Rescue Authorities areas where 'cross border' arrangements make this appropriate.

Planning is underpinned by information gathering much of which will be gained through intelligence provided by fire and rescue personnel staff – for example, information covered by section 9 (3) (d) of the *Fire and Rescue Services Act 2004*.

Information must also be gathered and used to review safe systems of work from sources both within and outside the Fire and Rescue Authority including:

- incident de-briefs
- health and safety events
- local authorities

- local resilience fora
- the Police Service.

Early engagement between the Fire and Rescue Authority, Inter agency Liaison Officers and partner agencies is an effective way to build good working relations and assist with tactical planning and identification of potential hazard areas.

Fire and Rescue Authority must ensure systems are in place to record and regularly review risk information and to ensure that new risks are identified and recorded as soon as practicable.

Fire and Rescue Authorities must ensure that the information gathered is treated as confidential, unless disclosure is made in the course of duty or is required for legal reasons.

Fire and Rescue Authorities must consider the benefits of using consistent systems and formats to record information from all sources. Consideration must also be given to how timely access will be provided to information to support operational decision-making.

Information needs will vary in proportion to the size and nature of the incident. The capacity of fire and rescue personnel to assimilate information will vary in relation to the complexity of the incident. Therefore, arrangements may need to be flexible and be based on more than one system.

SPECIFIC PLANNING FOR THIS GENERIC RISK ASSESSMENT MUST INCLUDE:

- informing fire and rescue personnel of Identified areas where there is the potential for violence and aggression
- liaison with partner agencies etc to inform and educate potential troublemakers in order to reduce/eliminate the likelihood of violence and aggression occurring.

Competence and training

When formulating a competence and training strategy Fire and Rescue Authorities must consider the following points:

- To ensure specific risk assessment of this incident type are suitable and sufficient those tasked with carrying out the assessment and developing procedures are competent to do so
- Fire and Rescue Authorities must ensure their personnel are adequately trained to deal with hazards and risks associated with this generic risk assessment
- Attendance at public order events in some Fire and Rescue Authorities may be rare and the lack of experience must be considered and addressed with appropriate training
- The level and nature of training undertaken must be shaped by an informed training needs analysis that takes account of Fire and Rescue Authorities guidance on the competency framework, national occupational standards and any individual training needs

- Training and development programmes must:
 - follow the principles set out in national guidance documents
 - generally be structured so that they move from simple to more complex tasks and from lower to higher levels of risk typically cover standard operational procedures as well as ensuring knowledge and understanding of equipment and the associated skills that will be required to use it
 - consider the need for appropriate levels of assessment and provide for continuous professional development to ensure maintenance of skills and to update personnel whenever there are changes to procedure, equipment, etc
 - involve personnel in other processes that support the emergency response, such as planners devising procedures and people procuring equipment
 - specific training requirements for dealing with violence and aggression may include eg conflict management techniques.

Training outcomes must be evaluated to ensure that the training provided is effective, current and meets defined operational needs as determined by the Fire and Rescue Authority's integrated risk management plan.

Command and control

The Incident Commander must follow the principles of the current national incident command system.

Prior to committing personnel into any hazard area, the Incident Commander must take account of the actual information available regarding the incident at the time. This will assist them to make effective operational decisions in what are recognised as sometimes dangerous, fast moving and emotionally charged environments.

A thorough safety brief prior to deployment of all personnel who are required to be within the hazard zone must be carried out.

Communication of new or changed risks must continue throughout the incident.

Fire and Rescue Authorities may also consider it appropriate, depending on the severity of the public order, to inform fire and rescue personnel who have the potential to either attend an incident (within or near) or have to travel through (or near) a hazardous area.

Utilising an Inter Agency Liaison Officer and other sources of intelligence as appropriate can assist the Incident Commander by advising on multi-agency tactics, designated safe routes, prioritisation of incidents etc.

Safety is ultimately the Incident Commander's responsibility and they must actively manage the incident to ensure the safety of fire and rescue personnel.

Safety Officer(s)

The early appointment of one or more Safety Officer(s) will help ensure that risks are either eliminated or reduced to an acceptable level.

A safety decision-making model must be used to brief Safety Officers regarding the nature of the incident, the allocated task and prevailing hazards and risks. The Incident Commander must confirm that the Safety Officer understands:

- their role and area of responsibility
- allocated tasks
- lines of communication.

Those undertaking the Safety Officer role must:

- be competent to perform the role
- ensure personnel are wearing appropriate personal protective equipment
- monitor the physical condition of personnel and/or general or specific safety conditions at the incident, in accordance with their brief
- take any urgent corrective action required to ensure safety of personnel
- update the Incident Commander or senior safety officer regarding any change in circumstances
- not be engaged in any other aspect of operations, unless this is required to deal with a risk critical situation.

The role of a Safety Officer can be carried out by any of the Fire and Rescue Authority roles, but the complexity of the task, size of the incident and scope of responsibility must be considered by the Incident Commander when determining the supervisory level required.

Safety Officers must wear nationally recognised identification to indicate they are undertaking the 'Safety Officer' role.

Fire and Rescue Authorities must ensure that training and other measures (such as aide-memoires) are in place and available to support those staff liable to undertake this role.

The Safety Officer's primary function if violence and aggression erupts is to monitor the crowd for a change in mood/action and communicate any increased risk (perceived or actual) to the Incident Commander.

Specific control measures

Specific controls in respect of incidents involving violence and aggression include:

Fire and rescue personnel

VIOLENCE AND AGGRESSION OCCURRING DURING AN INCIDENT

- The Incident Commander must undertake continuous assessments of the risk to personnel, vehicles and equipment and clearly establish the operational activities that may be safely undertaken

- If the situation becomes unsafe the Incident Commander must consider withdrawing irrespective of whether the incident has been completed or not
- The Incident Commander should consider not deploying personnel if there is a threat of violence, and the fire is isolated and not a threat to life
- If tension has been detected which has the potential to lead to violence and aggression the Incident Commander must consult and liaise with the any other emergency services in attendance
- As soon as the Incident Commander is aware that violence and aggression is taking place they must always request the police to attend although depending on the level of violence and aggression and their own operational commitments the police's attendance cannot be guaranteed
- Where priorities dictate, a defensive mode must be instigated to ensure the safety of personnel until police support arrives.
- Fire and rescue personnel must monitor each other and ensure they are not separated or lose contact with other personnel.
- All fire and rescue personnel must remain vigilant to the possibility that others may tamper or interfere with Fire and Rescue Authority equipment which is in use, such as deliberately bursting lengths of hose
- Consideration must be given to appointing 'lookouts', however the lookout should not be out of view/contact with their colleagues
- If the incident becomes a public order event the police tactics for crowd control etc may become more aggressive. The Incident Commander must maintain good liaison with the police to ensure that fire and rescue personnel are aware of police tactics
- The fire and rescue service should advise staff to maintain a neutral stance and not get involved in activities normally undertaken by the police eg crowd control and vehicle recovery etc, where there is a threat of violence to staff.

VIOLENCE AND AGGRESSION OCCURRING AT AN INCIDENT PRIOR TO ARRIVAL OF FIRE AND RESCUE AUTHORITY

In addition to the control measures above the following must be considered:

- on arrival the Incident Commander must determine if they have sufficient resources, both equipment and fire and rescue personnel and whether it is either safe or even necessary to commit personnel to deal with the incident
- if the police are already in attendance the Incident Commander must be guided by the police regarding whether it is safe to attempt to deal with incident and also whether the police are able to provide protection to fire and rescue personnel
- if deliberate fire setting or booby trapping and use of accelerants may have been used by potential 'troublemakers' to hinder fire and rescue personnel

- to reduce the likelihood of and/or to prevent equipment being possibly stolen and used against fire and rescue personnel use only the minimum amount of equipment required to safely deal with the incident.

See also **Vehicles and equipment** – **ADDITIONAL RESOURCES**, below.

RAPID WITHDRAWAL

If personnel are already committed or are to be committed there may also be a need for rapid withdrawal if the situation deteriorates. Therefore the Incident Commander must consider:

FIRE RELATED INCIDENT

- The weight of attack. A balance needs to be struck between the volume of water required to extinguish the fire using either delivery hose or hose reel jets and the possible need for rapid withdrawal as there are advantages and disadvantages to both options
- Using delivery hose rather than hose reels, as they may be easily disconnected and left
- Limiting firefighting to using only water from the appliance's tank
- If further jets are required consider requesting extra resources in order to fight the fire without setting into hydrants, open water, etc
- If additional resources are unavailable and it becomes necessary to use a hydrant supply, jets must be set directly into the hydrant, not via the appliance pump
- Extra care must be taken when working direct from a hydrant, as high mains pressures is in itself a potential hazard
- If it is considered unsafe/inappropriate to use jets directly from the hydrant, consider the use of a light portable pump
- Removing keys and bars from hydrants and restowing on the appliance to prevent them being stolen and potentially used as weapons
- Leaving equipment if it is not safe to make up before withdrawing
- Avoid the use of aerial or other special appliances unless absolutely essential.

NON-FIRE RELATED INCIDENTS

- using the minimum amount of equipment necessary to safely deal with the incident
- removing equipment from the appliance only when it is required
- replacing equipment on the appliance as soon as it is used
- ensuring that any equipment is not left unattended
- leaving equipment if it is not safe to make up before withdrawing
- avoid the use of aerial or other special appliances unless absolutely essential.

MINIMISING THE LIKELIHOOD OF VIOLENCE AND AGGRESSION

There may be occasions when members of the public become irate because of eg the apparent 'lack of action by' the Fire and Rescue Authority. In such circumstances it is the Police Service's responsibility to maintain order.

If however the police do not attend and fire and rescue personnel are faced with irate members of the public they must:

- remain calm
- avoid confrontation
- be conscious of posture – aim to appear relaxed and avoid adopting an aggressive stance
- avoid prolonged eye contact
- keep their distance
- avoid physical contact with anyone threatening them
- be aware of the tone of voice used
- do not be aggressive
- speak slowly and softly
- avoid long sentences – ie give them a chance to respond
- take the time to listen – the main problem may be poor communication;
- clearly explain the actions being taken – this is not the same as justifying the action
- negotiate – there is no harm in lawful compromise but do not offer anything that cannot be delivered or is outside the remit of the Fire and Rescue Authority
- when appropriate, distraction can be used to change the subject.

Vehicles and equipment

At all incidents fire and rescue personnel must ensure that vehicles and equipment are not being tampered with and are operating correctly.

However at incidents where violence and aggression is evident greater vigilance must be exercised and the Incident Commander informed immediately of any problems (actual or perceived).

Fire and rescue personnel must not engage in aggressive confrontation with anyone who is tampering with equipment or vehicles. Even though a polite request to stop may not have the desired affect, confronting the individual could lead to increased violence and aggression against fire and rescue personnel. See also **MINIMISING THE LIKELIHOOD OF VIOLENCE** above.

ADDITIONAL RESOURCES

If additional resources are required to deal with the incident the following must be considered:

- If the Police Service are in attendance appliances must be mobilised to areas that are under the control of the police
- Fire Control must liaise with the police to determine the location of any rendezvous points
- Vehicles must avoid passing through identified areas of potential violence and aggression towards fire and rescue personnel and areas where police operations are being conducted
- Appliance speed must be kept to a moderate level
- Visual warning devices must be used to indicate the vehicle is responding to an emergency
- Audible warning devices must only be used with discretion and on occasions where it is judged their use will not aggravate the situation
- Where possible, to avoid the likelihood of ambush do not enter roads/areas where there is no obvious and immediate exit route in a forward direction
- If appliances are required to enter roads etc where there is no obvious and immediate forward exit route and if it is safe to do so, consider reversing
- Before entering any area that may be affected by violence and aggression appliance doors and lockers (if central locking is fitted) must be locked and all windows closed
- Appliances must be parked so as to maintain effective access and egress and in such a way as to facilitate a rapid withdrawal
- Appliance drivers must remain in their driving seat with the engine running
- Liaison with the other emergency services must be discreet to avoid persons possibly believing that the police intend using fire and rescue personnel to help quell the public order.

Organisation

PUBLIC RELATIONS – MORAL PRESSURE

Good relationships should be developed with local community organisations and partners, especially in known areas for potential violence and aggression to:

- clarify the role of the Fire and Rescue Authority
- seek assistance in reducing any tension in the area towards the Fire and Rescue Authority
- implement community fire safety and other initiatives to educate and inform the public.

PUBLIC RELATIONS – MEDIA STRATEGY

Fire and Rescue Authorities must develop a media strategy relevant to the local circumstances. Where this is not a joint strategy with Fire and Rescue Authority partners, statements, reports etc must be communicated to all relevant agencies.

Consideration must be given to utilising modern forums such as the social networking sites Twitter and Facebook.

A positive relationship must be maintained with the press and public.

A position of neutrality must be maintained in any Fire and Rescue Authority statements and should concentrate the message on the provision of the service despite the current situation.

INFORMATION AND EVIDENCE GATHERING

The Crown Prosecution Service will, as it considers appropriate, prosecute offenders. The collection of evidence can therefore be crucial to the outcome of the case.

- Where available, the use of vehicle-mounted close circuit television systems and helmet-mounted cameras must be considered during any incident where video evidence may be useful
- If an incident occurs in an area covered by local authority (or other) close circuit television systems this footage may be also be available
- Following a spitting event, and if DNA 'Spit Kits' are available and it is appropriate to do so, consideration must be given to their discreet use
- Fire and Rescue Authorities must consider gathering any data/evidence that they consider appropriate for the local management of situations.

Personal protective equipment

Fire and Rescue Authorities must ensure that any personal protective equipment provided is fit for purpose and meets all required safety standards. When choosing suitable protective garments, the standard of clothing worn beneath the specialist personal protective equipment must also be taken into account. Consideration must also be given to the selection of suitable sizes and gender specific requirements of personal protective equipment.

Personal protective equipment must also take account of the need for rescuers to be visible against the operational background including night working and for the Incident Commander and other managerial and functional roles (defined in the national incident command system) to be distinguishable.

All personnel must use appropriate levels of service provided personal protective equipment as determined by the safe system of work.

Due consideration must be given to the compatibility of different items of personal protective equipment in use at the same time, to ensure their effectiveness is not compromised.

When attending an incident in an area where a public order event is known to be occurring, the appliance driver must carry their helmet in the cab and don it before dismounting. The remainder of their personal protective equipment must be donned as soon as possible.

Post incident

The following measures must be considered to help eliminate or remove risks after an incident, as appropriate to the nature and scale of the incident.

- Any safety events; personal injuries, exposure to hazardous substances or near-misses must be recorded, investigated and reported in line with legislative requirements such as *Reporting of Injuries Diseases and Dangerous Occurrence Regulations 1995*, etc
- Arrangements must be in place to either remove all contamination from personal protective equipment or to ensure it's safe and appropriate disposal and to check that personal protective equipment maintains the agreed levels of integrity and protection for the wearer throughout its lifecycle.
- As appropriate, occupational health support and surveillance follow up
- Conduct a de-brief away from the incident ground to identify and record any lessons learned from the incident. De-briefs will range in complexity and formality, proportionate to the scale of the incident and in line with individual Fire and Rescue Authority's procedures
- Consider any changes required to safe systems of work, appliances or equipment in the light of any lessons learned from debriefs or from safety events
- Consider the need to review existing information held on a premises or location, or the need to add a new premises or location into future preplanning eg by adding to visit or inspection programme
- Staff must be supported and monitored to identify whether they are experiencing any adverse affects and to check whether they would benefit from accessing counselling and support services
- Consideration must be given to arranging for staff to make a contemporaneous written record of their actions. This information may be used to assist in any internal or external investigations or enquiries that follow any incident eg Coroners court, public enquiry, etc.

Technical references	
1	FRS Circular 14/2007 – Tackling violence at work: Good Practice – Guidance Document for Fire and Rescue Services
2	Emergency Workers (Obstruction) Act 2006
3	Public Order Act 1986

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SECTION 2

Summary of Generic Risk Assessment 5.6

Public order – violence and aggression against fire and rescue personnel

No violence or aggression taking place at incident

Ref. No.	Task	Hazard	Risk	Persons at risk	Control measures
1	Turning out	See GRA 1.1	See GRA 1.1	See GRA 1.1	See GRA 1.1
2	Proceeding to the incident	See GRA 1.1	See GRA 1.1	See GRA 1.1	See GRA 1.1
3	Arriving and getting to work	See GRA 1.1	See GRA 1.1	See GRA 1.1	See GRA 1.1
4	Dealing with the incident	See the appropriate generic risk assessment for the incident type	See the appropriate generic risk assessment for the incident type	See the appropriate generic risk assessment for the incident type	See the appropriate generic risk assessment for the incident type.

Violence or aggression already taking place at incident

Ref. No.	Task	Hazard	Risk	Persons at risk	Control measures
1	Turning out	See GRA 1.1	See GRA 1.1	See GRA 1.1	See GRA 1.1
2	Proceeding to and arriving at the incident	See GRA 1.1 GRA specific hazards: <ul style="list-style-type: none"> • violence and aggression towards fire and rescue personnel and vehicles • roadblocks • access/egress 	See GRA 1.1 GRA specific risks: <ul style="list-style-type: none"> • injuries • damage to vehicle 	Fire and rescue personnel Public	See GRA 1.1 GRA specific controls: <ul style="list-style-type: none"> • avoid use of audible and visual warning devices • proceed at moderate speed when approaching • avoid potential ambush routes • lock doors and close windows • rendezvous point • police presence • maintain egress route • driver to remain in cab • liaison with other emergency services.

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Ref. No.	Task	Hazard	Risk	Persons at risk	Control measures
3	Getting to work and dealing with the Incident	<p>See GRA 1.1</p> <p>GRA specific hazards:</p> <ul style="list-style-type: none"> • violence and aggression towards fire and rescue personnel and vehicles • roadblocks • moral pressure • theft of equipment • theft of vehicles • weapons • inexperience of public order events • hindered or prevented from dealing with incident • deliberate fire setting • booby traps/accelerants • police tactics • police unable to protect fire and rescue personnel • failure of equipment/vehicles • inability to deploy 'normal' resources • breakdown of Command and Control • inability to make up equipment 	<p>See GRA 1.1</p> <p>GRA specific risks:</p> <ul style="list-style-type: none"> • injuries • damage to vehicle and/or equipment • stolen equipment/vehicles used as 'weapons' • no means of escape if vehicle is stolen or failures abandoned vehicle forfeited • incident escalates due to inability of the Fire and Rescue Authority to deal with it 	<p>Fire and rescue personnel</p> <p>Other emergency services</p> <p>Public</p>	<p>See GRA 1.1</p> <p>GRA specific controls:</p> <ul style="list-style-type: none"> • police presence • not committing Fire and rescue personnel to deal with incident • allow fires to burn if no danger to buildings or public • lock doors and close windows • remove equipment from appliance only when needed • use minimum amount of equipment • re-stow equipment on appliance immediately after use • do not leave equipment unattended • maintain egress route • liaison with other emergency services • look outs/monitoring colleagues • orderly withdrawal if public order increases • rapid withdrawal if public order increase significantly and unexpectedly • leave equipment in situ • modification of normal tactics eg branch direct from hydrant • CCTV and other evidence gathering sources • positive public relations with the media.

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