



Building Competences in Emergency Management

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10th September 2008
Managing Emergencies with IT Conference

Overview

- **Some background on competences work**
- **An overview of current state of play**
- **Information matters: specific issues in IM / DM**
- **Illustrating the NOS framework with AA3**
- **Specific issues around spatial data and GIS**
- **So what and what next?**

Context

- **Driving up professionalism in civil protection**
 - Emergency Planning Society
 - EPC/CCS and 'Raising the Game'
- **The Key Capabilities Programme**
 - Formal recognition of the human component of capability
- **2006: joint EPS/EPC initiative from 2006 around core competences**
 - EPS is developing Core Competences Framework for Civil Protection Professionals which will build on the NOS
- **2007: merged with Skills for Justice National Occupational Standards programme**
 - Planning for, and responding to, Civil Contingencies NOS

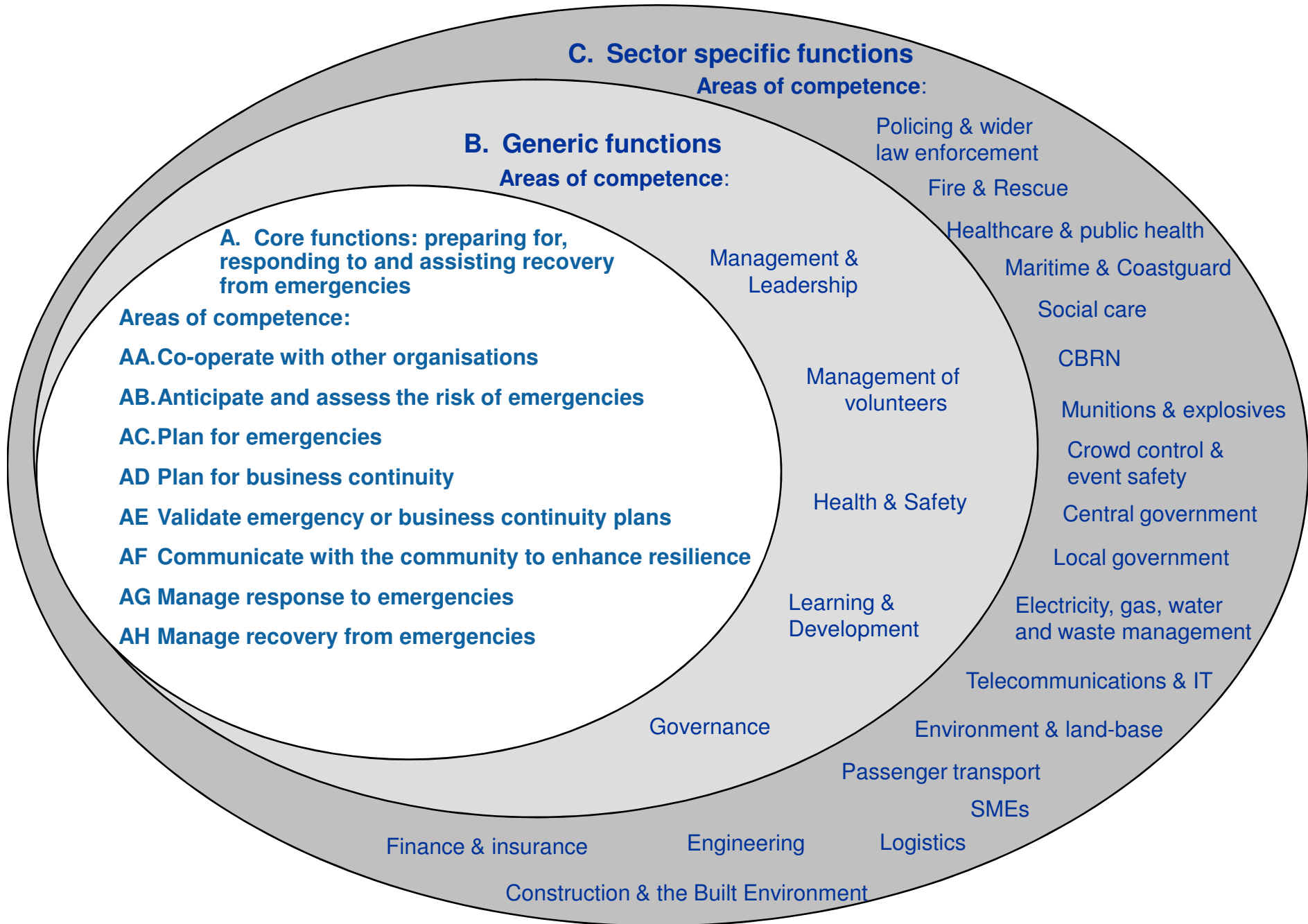
National Occupational Standards (NOS)

- **COMPETENCE** as a term describes what people can do rather than just what they know. Assessment of competences needs to be context-based.
- NOS describe the standards of competent performance required in the workplace, including skills, knowledge and understanding.
- Their development is employer led
- The NOS is aimed at all bodies with responsibilities set out in the Civil Contingencies Act (2004) i.e. Category One and Two responders

www.skillsforjustice.com/civilnos

Uses of National Occupational Standards





A. Core functions: preparing for, responding to and assisting recovery from emergencies

Area of competence	Functions / Units
AA Co-operate with other organisations	AA1. Work in co-operation with other organisations
	AA2. Share information with other organisations
	AA3. Manage information to support civil protection decision making
AB Anticipate and assess the risk of emergencies	AB1. Anticipate and assess the risk of emergencies
AC Plan for emergencies	AC1. Develop, maintain and evaluate emergency plans and arrangements
AD. Plan for business continuity	AD1. Develop, maintain and evaluate business continuity plans and arrangements
	AD2. Promote business continuity management
AE Validate emergency or business continuity plans	AE1. Create exercises to validate and practice emergency or business continuity plans
	AE2. Direct and facilitate exercises to validate and practice emergency or business continuity plans
	Develop training to support emergency or business continuity arrangements (ENTO L6, L7 & L13)

A. Core functions: preparing for, responding to and assisting recovery from emergencies

Area of competence	Functions / Units
AF Communicate with the community to enhance resilience	AF1. Raise awareness of the risk, potential impact and arrangements in place for emergencies
	AF2. Warn, inform and advise the community in the event of emergencies
AG. Manage response to emergencies	AG1. Respond to emergencies at the strategic (gold) level
	AG2. Respond to emergencies at the tactical (silver) level
	AG3. Respond to emergencies at the operational (bronze) level
	AG4. Address the needs of individuals during initial response to emergencies
	Manage volunteers during response to emergencies (MV D1 & D2)
AH Manage recovery from emergencies	AH1. Provide on-going support to meet the needs of individuals affected by emergencies
	AH2. Manage community recovery from emergencies
	Manage volunteers during recovery from emergencies (MV D1 & D2)



Additionally a range of 'imported' NOS

- **Groups of imported NOS under the following:**
 - **Managing Volunteers**
 - **Learning and Development**
 - **Managing Justice Services**
 - **Management and Leadership**
 - **Health and Safety**
 - **Governance**

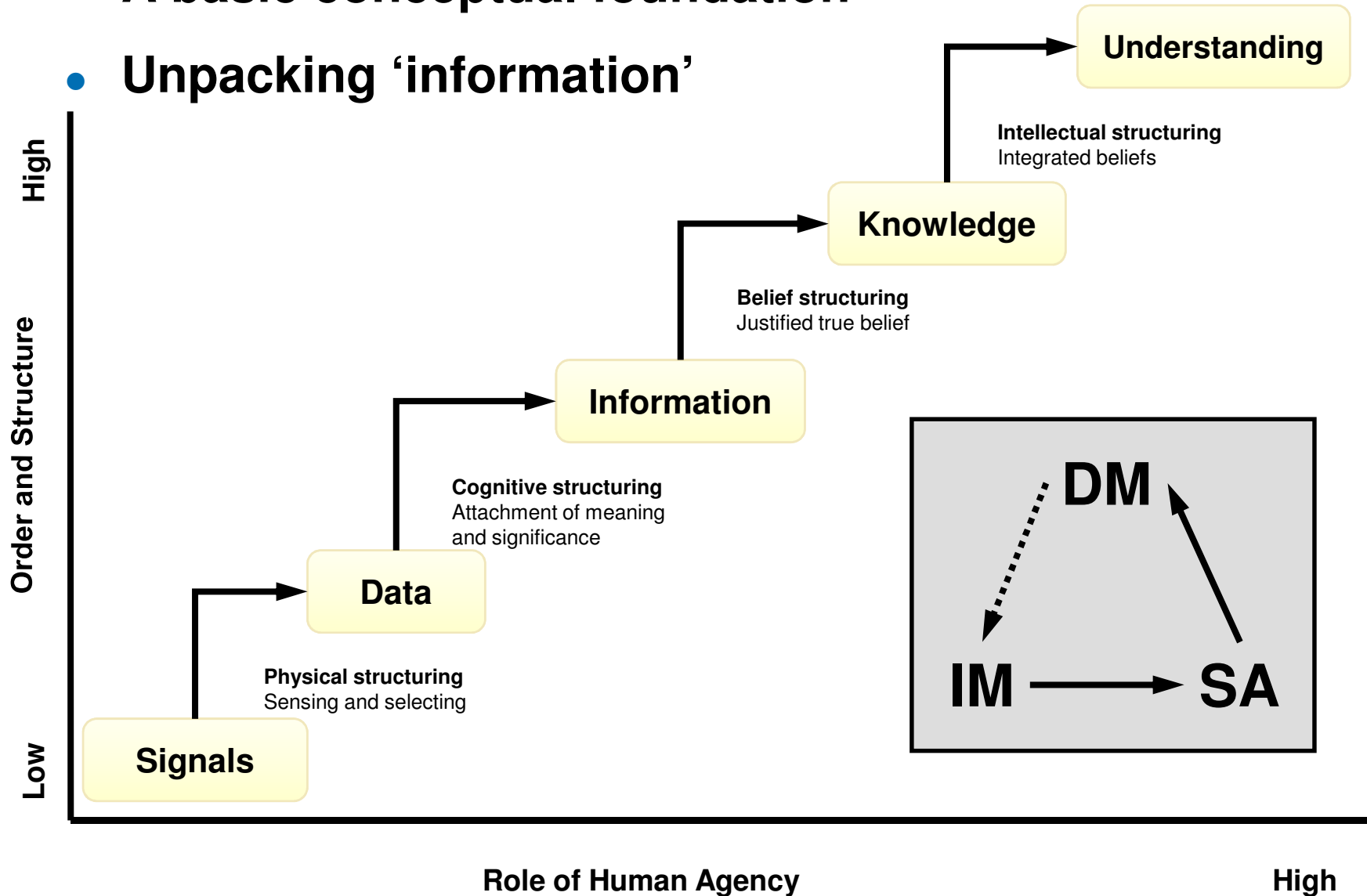


NOS Structure

- **Summary**
- **Target group**
- **Linked units**
- **Skills and Attitudes** (explicit or implicit in unit)
- **Performance criteria**
- **Knowledge and understanding**
- **Glossary**

Information Management Challenges

- A basic conceptual foundation
- Unpacking 'information'





Information Management Challenges

- **A conceptual foundation**
- **Unpacking ‘information’**
- **From information to situational awareness**
- **Managing overload**
- **Dealing with paucity**
- **Handling ambiguity**

Ambiguity

Last night I shot a bear in my pyjamas.
What he was doing in my pyjamas I'll
never know... (Groucho Marx)



My wife and mother-in-law
W.E. Hill (1915)



1st Officer:
“It’s the le ... It’s the right one”

A/C Commander:
“OK, Throttle it back”

737 Crash, Kegworth, 1989, 47 dead



Information Management Challenges

- A conceptual foundation
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- From information to situational awareness
- Managing overload
- Dealing with paucity
- Handling ambiguity
- **Semantics**

Lexicon of EM Terminology

- **Work underway to develop a single-point of reference for multi-agency terminology in use at the local strategic (e.g. LRF / SCG) level**
- **First cut of this released internally in Dec 2007**
- **First public release will be as a formal Annex to the revised version of *Emergency Response and Recovery* (Dec 08 / Jan 09)**
- **Also underway is work to link these terms to map symbols, a joint project with MOD.**
- **Together these projects will provide a single point of reference on terminology and symbology for UK Civil Protection.**

Information Management Challenges

- A conceptual foundation
- Unpacking 'information'
- From information to situational awareness
- Managing overload
- Dealing with paucity
- Handling ambiguity
- Semantics
- Evaluating fitness for use
- From situational awareness to decision making...
- ...and back again

NOS CC AA3: Manage information to support civil protection decision making

- **Performance criteria examples:**

To meet the standard, you:

- identify sources of relevant and reliable information
- establish methods to monitor and evaluate the validity and reliability of information
- ensure information is presented clearly, concisely, accurately and in a manner which promotes understanding
- ensure the security of information once generated

- **Knowledge and understanding examples:**

To meet the standard, you need to know and understand:

- current legislation, policies, procedures and guidelines relevant to information management in civil protection
- the information needs of users in civil protection
- how to analyse information to identify facts, patterns and trends that may support decision making
- how to evaluate and monitor the validity and reliability of information
- restrictions on the disclosure of sensitive information

Spatial Data and GIS

- **The Standard started out with a clear focus on GIS**
- **The current focus is deliberately much wider and application rather than tool-driven**
- **But what will good look like in respect of GI/S?**
 - **Awareness of context, stakeholders and drivers**
 - **‘Soft’ skills in respect of accessing and providing data**
 - **Ability to evaluate data from multiple sources (GIGO)**
 - **Ability to translate real world problems into GIS problems**
 - **Technical skills around sourcing and provision of data**
 - **Technical skills in application of GIS toolkit**
 - **Analytic skills in appreciating software outputs: so what?**
 - **Ability to design and deliver appropriate GI products**
 - **Discipline to work within legal, security and resilience constraints**

Next Steps

- **The NOS will establish a common framework for staff recruitment and development in civil protection**
- **For the EPC, together with our academic partnership with Leeds University, development of CPD frameworks and Skillsmark accreditation, we are mapping all of our courses to the Standards.**
- **The NOS are not static entities: as the civil protection environment changes our expectations of staff must adapt, and this can be formalised in the evolution of these standards.**
- **CCS is planning to develop Guidance on the use of GI/S in an emergency management context**
- **Resilience Extranet: details on www.ukresilience.info imminently**



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