

Training For Success

...minimising corporate threats

TFS briefing paper responding to the Skills for Security guidance on Physical Intervention (PI): Reducing Risk in the Retail Sector.

Keys issues

- The report recognises that there are inherent risks (e.g. 'confronting thieves & disorderly individuals' (p.4)) that may engage with the need to apply PI techniques.
- A pragmatic risk policy should be produced that reflects the higher risks and roles for particular members of staff. PI is not required for all staff.
- Post incident intelligence is a principle driver for identifying potential training gaps.
- The guidance does not seek to promote the use of PI but readily acknowledges that for some retailers it is a legitimate and wholly proportionate option of last resort.
- The report responds to a present absence of guidance on PI within the retail sector and includes legal, medical and training implications to help employers make better informed decisions.

Underpinning legal permissions

- The following common law and statutory instruments provide a legal framework for the inclusion of PI within a balanced portfolio of dynamic responses to occasions of risk –

Heading

Narrative

Common Law

Reasonable force.

Health & Safety

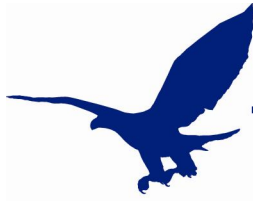
Duty of care.

Employment Law

Minimal exposure to risk.

Security Regulations

The Private Security Act 2001 (formation of the regulatory body, The SIA).



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Human Rights

Although only applicable to 'Public bodies', corporate compliance would provide an effective defence to potential future reputational harm.

Case law

There are numerous examples of domestic case law that recognise that staff must be trained to adequately deal with the level of perceived risk.

Assessing Training needs

- The guidance recommends the need for a robust TNA albeit the inclusion of 'non-restrictive intervention' that engages with the primary outcome that 'the individual can move away from PI' (p.6) is a mandatory requirement for subsequent PI training.
- It is submitted it is more likely than not that certain stakeholders within the clients security and management functions, especially within high-risk locations, will require PI skills.

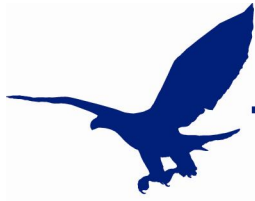
Recommended training

- The guidance identifies two primary outputs, namely (p.19) –

Defensive skills (Non-restrictive physical skills to help avoid and protect (oneself or another) against unlawful assault and enable disengagement.)

Holding skills (This can comprise of low-level non-restrictive escorting skills through to restrictive holds including those on the ground.)

- The content and duration mirrors the SIA compliance criteria.
- An important endorsement is articulated on p.19 – “Staff should not undertake training in physical skills unless they have first trained in primary and secondary prevention including communication and conflict management skills”.
- The one-day Training For Success Personal Safety Training programme meets and exceeds the requirements of primary & secondary skill sets and is both nationally and industry accredited.



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- Duration and refresher periods are left to the discretion of the retailer albeit appropriateness and proportionality are key considerations.

Medical implications

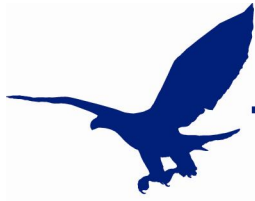
- Prior to the delivery of PI skills the medical status of all staff must be properly evaluated.

Selection & delivery of PI Training

- A comprehensive list of provider deliverables is contained on p.22; similarly p.23 outlines the qualifications recommended for teaching staff.
- The SIA stipulates a trainer / student ratio of 1:12, delivered, broadly speaking, over a typical 8 hour training day.

A pathway to PI

- In terms of consistency and progression TFS can provide and, in certain circumstances, exceed the guidance recommendations. In addition TFS has significant experience in supporting large retail organisations with the formulation of necessary policy guidelines.
- TFS staff hold the requisite teaching qualifications and can deliver the SIA specifications as outlined within the guidance paper. The TFS track record also spans over 12 years of quality provision, especially within the retail sector.
- TFS trainers are also accredited trainers for the Home Office Community Safety Accreditation Scheme.
- TFS is an accredited training partner of the sector skills body, Skills for Security.
- The programme would be fully certificated.



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TFS PI & Personal Safety Programmes

- A one-trainer accredited PI programme (ratio trainer/delegates of 1:12).
- Creation of policy and relevant client meetings (estimated total effort – 2/3 days).
- Details of bespoke one-day TFS Personal Safety Programmes that meet and exceed the primary & secondary skill sets (necessary before PI training can be administered) are available on request.

Additional considerations

- The guidance also engages with issues such as Personal Protective Equipment (PPE) and mechanical restraints (e.g. Handcuffs). TFS can provide certified training within these arenas although such requirements, if any, would be determinable during the risk assessment process contained within the creation of company policy.

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