



Tactical Operational Guidance Persons Locked In or Out

Part one	Aide memoire of incident guidance	Aide Memoire
Part two	Flowchart of incident guidance	Flowchart
Part three	Document References Relevant references Technical references	References

Document overview

Incidents involving persons who are unable to gain unassisted entry in to or exit from a room, building, vehicle or other enclosure where urgent entry or exit is essential to ensure the health, safety and welfare of themselves and/or others.

For escalating or protracted incidents also refer to Managing Operational Incidents TOG.



Part One – Aide Memoire

1 Initial considerations
En route
<ul style="list-style-type: none"> └ Apply generic guidance
On arrival
<ul style="list-style-type: none"> └ Gather initial information; what has: happened/happening/likely/necessary? <ul style="list-style-type: none"> ○ Identity and authority of person requesting access? └ Identify and address any immediate risks: <ul style="list-style-type: none"> ○ DRA - IC to establish if there is a: <ul style="list-style-type: none"> ▪ Danger of fire, or ▪ 'Life threatening' situation/medical emergency ○ Inform Fire Control before taking action ○ Establish and maintain cordons └ Balance risk against benefit └ Inform others
2 Detailed information gathering
<ul style="list-style-type: none"> └ Consider multiple sources of information (360° survey/MDT/ owner/occupier/ witnesses/SSRI) <ul style="list-style-type: none"> ○ Identify appropriate access/egress point <ul style="list-style-type: none"> ▪ Where is occupant located? ▪ Are any enhanced security measures present? ▪ Limit damage and cost ▪ Are spare keys available? ▪ Are any windows open? ▪ Are panels in doors/cat flaps present? ▪ Use quarter lights in cars ▪ Consider other agencies that may be able to assist ○ In cab information e.g. vehicle hazard database if appropriate/available ○ Use Thermal Imaging Camera (TIC) for signs of fire └ Share and gain situational awareness with other responders └ Ensure all relevant risk information is communicated



3 Resource information	
<ul style="list-style-type: none"> └ Initiate a make up if necessary, e.g. consider: <ul style="list-style-type: none"> ○ Aerials for access ○ Technical rescue for specialist equipment/techniques └ Consider other agencies - in attendance or required: <ul style="list-style-type: none"> ○ Police if criminal activity suspected ○ Ambulance if medical need identified ○ RSPCA to assist with gaining entry if animals are present └ Identify how resources will be managed: <ul style="list-style-type: none"> ○ Establish and maintain safe access and egress └ RVP/marshalling areas required? 	
4 Risk information to inform planning	
Key hazards	Key control measures
<ul style="list-style-type: none"> └ Operational imperative └ Intimidation and violence from members of the public └ Premises security arrangements └ Restricted access └ Contact with broken glass, hypodermic needles, sharps └ Falls from height or working position at height └ Objects falling from height └ Biological hazards 	<ul style="list-style-type: none"> <input type="checkbox"/> Cordon control <input type="checkbox"/> Liaison <input type="checkbox"/> Violence and aggression policy <input type="checkbox"/> Request police assistance <input type="checkbox"/> Door entry equipment/techniques <input type="checkbox"/> Technical rescue <input type="checkbox"/> Access equipment (ladder/aerial/platform etc.) <input type="checkbox"/> Working at height procedures <input type="checkbox"/> Space creation <input type="checkbox"/> Hard/soft protection <input type="checkbox"/> Avoidance routes <input type="checkbox"/> Hygiene procedures <input type="checkbox"/> Welfare procedure <input type="checkbox"/> Decontamination procedure <input type="checkbox"/> Specialist advice <input type="checkbox"/> Communications
Other hazards	Additional control measures
<ul style="list-style-type: none"> └ Noise from intruder alarms └ Contact with animals/insects └ Booby traps 	<ul style="list-style-type: none"> <input type="checkbox"/> Eliminate source of noise <input type="checkbox"/> Hearing protection <input type="checkbox"/> Limit exposure <input type="checkbox"/> Crew rotation <input type="checkbox"/> Isolation <input type="checkbox"/> Critical incident stress management <input type="checkbox"/> Safety Observer(s) <input type="checkbox"/> Isolation of utilities



5 Planning	
Common prompts	
<ul style="list-style-type: none"> ┆ Clear plan, prioritised objectives ┆ Based on relevant information ┆ Follows a logical sequence ┆ Appropriately delegated ┆ Balances risks and benefits ┆ Aligns to Tactical Mode 	<ul style="list-style-type: none"> <input type="checkbox"/> Correctly resourced <input type="checkbox"/> Communicated and understood <input type="checkbox"/> Flexible <input type="checkbox"/> Resilient e.g. 'plan B' <input type="checkbox"/> Regularly reviewed <input type="checkbox"/> Be prepared to brief/hand over
Incident specific prompts	
<ul style="list-style-type: none"> ┆ Confirm authority of person asking for access/egress to the premises/vehicle ┆ Confirm access is required on emergency/humanitarian grounds ┆ If on a highway, apply appropriate carriageway AHIS ┆ If entry is to be made, limit damage and ensure any damage is justifiable ┆ If enhanced security measures are in place, consider specialist equipment ┆ Consider requesting police for managing aggressive persons 	
6 Command and control	
<ul style="list-style-type: none"> ┆ Apply generic guidance 	
7 Safety and welfare	
<ul style="list-style-type: none"> ┆ Implement necessary safe systems of work e.g.: <ul style="list-style-type: none"> ○ Working at height – access equipment/ procedure ○ Violence or aggression procedure ┆ Or controls/precautions regarding: <ul style="list-style-type: none"> ○ Noisy intruder alarms – silence alarm, use hearing protection, limit numbers working in hazard area, time in area, crew rotation etc ○ Sharps/needles (care breaking glass, avoid/protect sharp edges and being alert to the presence of discarded hypodermic syringes) ○ Presence of animals (isolation, avoidance, RSPCA assistance) ○ Booby traps (liaise with police, FRS vigilance etc.) ○ Biological hazards (hygiene/welfare/decontamination) ○ Casualty handling (use specialist equipment, apply techniques, manual handling, crew rotation etc.) ○ Safety Observer(s)/Officer(s) briefed and appointed as necessary 	
8 Communications	
<ul style="list-style-type: none"> ┆ Apply generic guidance 	

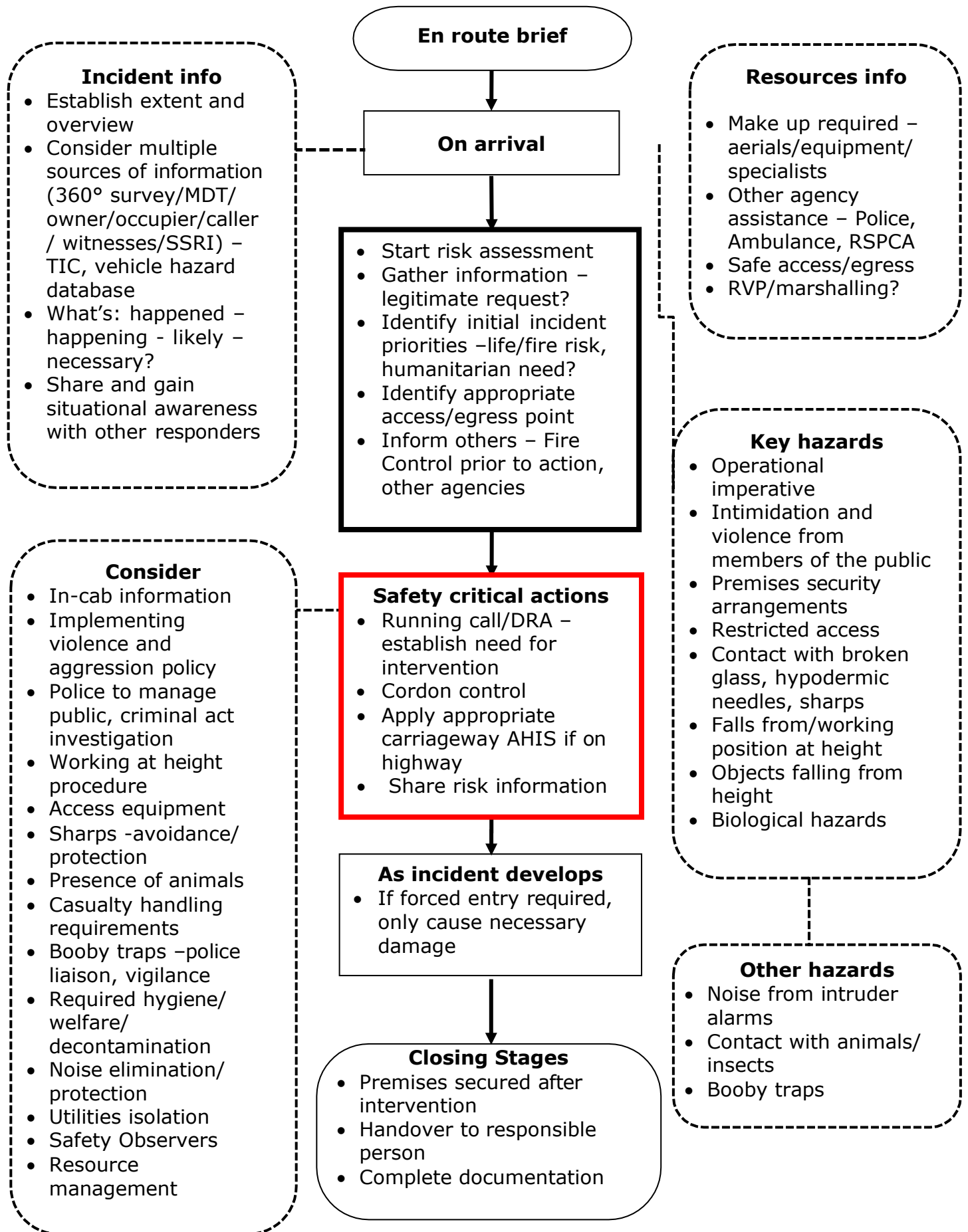


Persons Locked In or Out

9 Liaison
<ul style="list-style-type: none">┆ Liaise with caller, persons requesting access/egress, other agencies in attendance┆ Establish authority and need for person to be assisted by FRS to access/egress premises or vehicle
10 Closing stages and post incident consideration
<ul style="list-style-type: none">┆ Where entry has been forced, ensure property is left secure or handed over to a responsible person┆ Complete documentation in accordance with service policy
Supporting/additional information
<ul style="list-style-type: none">┆ None noted



Part Two - Flowchart



Part Three – Document References

1. Technical references

- None

Ref no:	S4.0.0	Version no:	1
Date of issue:	15/03/2016	Review date:	01/07/2022

