

## Service Specifications for Marshal Support

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Marshals are deployed as part of the response to various incidents and emergencies in order to provide additional “on the ground” presence in support of the wider public sector response. During the COVID19 pandemic, marshals have been a flexible resource, deployed across Northamptonshire and used in a variety of different ways to make a positive impact across the county.

Different types of marshals have been deployed to a variety of tasks and activities, but they can broadly be grouped into the following three types of marshalling activity. In each case the list of tasks is not exhaustive, more an indication of the kinds of jobs they may be asked to undertake.

### Type 1 marshals

- Providing information directly to the public and businesses. Where necessary signposting them to guidance and further information
- Directing pedestrians and managing pedestrian one-way systems including queuing systems
- Guiding pedestrians through exit and entry points
- Managing access at key points including checking entry requirements
- Checking and promoting visibility of messaging
- Distribution of information or other materials e.g., leaflets, face coverings, test kits etc.
- Supporting information gathering exercises requiring a physical presence e.g., surveys, door knocking operations etc.
- Supporting councils’ compliance and enforcement function through visiting businesses or public areas to check compliance with appropriate measures through observation and, if necessary, low level engagement. Escalating to authorised compliance and enforcement officers as appropriate
- Monitoring of areas for known or suspected issues
- Cleaning touch points
- Provide an unskilled manual labour force as required

### **Type 2 marshals (SIA accredited)**

- Activities described for Type 1 Marshals, plus the below
- Working with local businesses on queue management in the public realm, for example, advising on one-way systems and social distancing in queues
- Facilitating to help prevent mixing between groups in night-time economy areas
- Encouraging social distancing in busy night-life areas
- Reminding members of the public to comply with restrictions e.g. wear a face covering
- Providing security at venues or locations, including access points, to ensure compliance with necessary measures
- Provide additional, trained security staff to support queue and/or crowd management.

### **Type 3 marshals (traffic management accredited)**

- Activities described for Type 1 Marshals, plus the below
- Support the management of traffic flows, directing traffic in line with agreed plans
- Staffing of road closures and other traffic control measures to ensure compliance
- Managing vehicle access points, supervising other less trained staff as necessary
- Ensuring visibility of signage

### **In addition to the tasks listed above, Marshals of any type may also be required to**

- Fill in and submit intelligence sheets and reports
- Supplying daily intelligence of compliance and non-compliance across the county
- Identify problem areas
- Being a constant presence throughout the response
- Support joint patrols, including Council Officers, but not limited to, Environmental Health, Trading Standards and Police Officers.
- Ability to be redeployed on short notice across Northamptonshire
- Give out guidance and signpost where businesses and the general public can get up to date information.
- To be used where appropriate for the use of crowd control, large events and emergency situations, within Northamptonshire.
- Flexibility on out of hours of working which may include weekends and evening work.

The marshals have become a multi-faceted team that have been used to help acquire a presence within the districts quickly to either gather intelligence, monitor a situation, marshal the public or provide help to an organisation.