

## MINUTES

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### Teleconference: Briefing for Directors of Children's and Adults Social Care

**Date:** 18<sup>th</sup> June 2017

**Time:** 10:00

**Place:** Teleconference

**Chair:** Mary Harpley (CEO Hounslow) – Lead for Humanitarian Assistance

**Secretariat:** David Eagling (London Resilience Group) and Caroline Bassett (FANY)

#### Present with Chair:

- Toby Gould, London Resilience Group
- Paul Humphrey, Met Police
- John Morgan, LB of Hounslow Adults Services
- Barbara Brownlee, WCC Housing
- Clare Chamberlain, RBKC Children's Services
- Beverley Tarka, LB Hounslow Social Care
- Sue Redmond, RBKC Humanitarian Assistance Lead Officer

#### Actions and decisions

Actions		
Ref.	Action	Action by
1	Natasha Bishopp, RBKC to coordinate all volunteer social worker deployments.	Natasha Bishopp
2	John Morgan, LB Hounslow, will work with Natasha Bishopp to coordinate availability of social workers including: <ul style="list-style-type: none"> <li>• Add home location to offers of assistance to inform deployment decisions based on those closest to the incident.</li> </ul>	John Morgan
3	All to add home address / Borough details to offers of social workers to inform deployment plans.	All
4	Details of all social worker deployments agreed today to be shared with Directors.	John Morgan / LLACC

## 1 Introduction

- Mary Harpley introduced herself as the CEO of Hounslow and lead for Humanitarian Assistance in support of RBKC's response to the incident
- Current social workers available for deployment today from mutual aid: 19.
- Approximately 40 social workers (total) available for deployment from Monday for a period of 2-3 weeks, with further offers being compiled today.
- The aim is to provide a named key worker (social worker) to each of the currently identified 96 families to provide practical and emotional support – not in-depth counselling).

### **Background Additional Information:**

- The aim is to put in place a Team around the family with a keyworker linked to each family. The social worker will work in collaboration with the FLO and appointed Housing officer.
- This keyworker will be drawn from a mix of Adult and Children's social worker and British Red Cross psycho social support personnel.
- The keyworker will work through the MPS Family Liaison Officer assigned to each family.
- The MPS are working to assign a FLO to all families who have confirmed deceased family members as well as those who have missing family members missing and who may be deceased.
- The role of the team will be to support the wider system responses/ requirements of the family.
- One key aim will be to address the information flow in particular for those who have missing family members so that we can give families confidence that there is nothing we know that they don't know. The FLO will of course be the conduit of the information flow.
- The key worker will be key to supporting wider requirements of the family.
- As the keyworkers are to be drawn from across London it is important the RBKC resource information is available and therefore that there are clear links to local resources.
- It is anticipated that keyworkers will operate from the Assistance Centre and organise /respond to meetings according to the wishes of family members
- Expert training/ briefing for keyworkers will be provided and all members of the team by the British Red Cross and it has also been arranged that expert training will be provided from someone who is a 9/11 survivor.
- Its anticipated that the team will be required for at least 2-3 weeks.
- Natasha Bishopp is the RBKC lead and will coordinate all deployments of social workers provided through mutual aid.
- Housing Assessments are being arranged with each family and Key Workers are involved with this. Families have been housed in hotels and appointments need to be made for next week through Natasha Bishopp.

Q&A:

Judith (Ealing): Q: *Will social workers be required for deployments today (Sunday?)*

A: Housing visits are booked in from 2pm today calling in to families in hotel accommodation. There may therefore be a need for social care deployments today. All volunteers will be contacted to arrange their involvement and suitable briefing before deployment.

Gail (Brent): Q: *Useful to look to deploy those who live closer to RBKC to avoid longer travelling times / improve efficiency of deployments.*

A: Agreed.

Barbara Peacock (Croydon): Q: *What are the procedures and who are the contacts?*

A: Natasha Bishopp is the lead coordinator and will make contact with social workers to arrange deployment.

Q: *Do you need help with housing?*

A: Not for housing assessments. All Boroughs are asked to confirm if they have housing units available and if so how many. Noted this is being taken forward by housing colleagues separately.

Anne Bristow (Barking): Q: *Do you need Social Workers and Key Workers?*

A: Social workers only required.

Annie (Lambeth) Q: *What is the process and deployment of Social Workers? How will they know if they have been selected?*

A: The process, procedure to be followed will be made available shortly. Natasha Bishopp will let them know of any deployments and details.

The social workers will need to give in depth support to the families for example giving the families information and support with regards to bank accounts/ money/ food/ breaking the fast for Ramadan/ child care/ schooling. Tools and referrals information will be available. Social Workers will be asked to use RBKC standard documentation.

It was mentioned that Educational Psychologists are available to help with running assemblies for the schools in the area too.

Helen (Lambeth): Q: *How will the support be scaled up and down?*

A: There will be no rotation of Key Workers – they will be required to remain the single point of contact for families they are appointed to. Procedures for handover for longer term support will be put in place.

Harrow: Q: *How will the support be scaled up and down and will everything be in place for deployments tomorrow?*

A: Briefings and tool kits etc. will be provided prior to deployment. Emotional support for the Social Workers will be given by their current managers.

Shaun (Islington) Q: *Could all communications be copied to LA EP teams?*

Toby Gould: A: Yes. The LLACC can copy all comms from Natasha / John to Directors to all LA EP Teams and CEOs for their information.

Hillingdon Q: *Please share details of all social workers agreed to be deployed today.*

A: Yes, this can be shared following the teleconference.

Tim Aldridge (Havering) Q: *Will the Social workers need to be released from their day jobs for deployment for the foreseeable future?*

A: Social Workers will be assigned one family each. They will not be expected to be full time in RBKC, but should add this to their normal case load. Adjustment should be made by their managers to ease their workload to ensure they are able to assist the family.

Sarah Williams (Lewisham) Q: *Can we select Social Workers who live in the approximate area?*

A: If Social Worker's addresses are provided we will use this to inform deployment.

Lindsey (Waltham Forest): Q: *Do you require assistance from Senior Managers? Will the briefing provided include details of local support / services available for referrals / informing families?*

A: Tri-Borough management are engaged, so not immediately, however details of volunteers to be on stand by would be gratefully received. Briefings will include all required information.

Vicky (Redbridge) Q: *What is the position for safeguarding? What links are there with the Health service?*

A: With regards to staff safety, there is tension in the community and SWs should be aware of heightened tensions. The advice is for people to not wear their ID in the street but further advice will be given. They haven't experienced any issues in the Rest Centres and Hotels.

Vicky asked for clarification with regards to practise of safeguarding and vulnerability of children.

A: No child is known to be on Child Protection (CP) register. It was stated that 2 siblings were in care, with no issues. It was requested that the Social Workers deal with the children in the most sensitive way.

Sue Redmond mentioned that there are safeguarding issues with adults. Some in the community are telling the residents of Grenfell Tower to not speak to the Police and Key Workers are dealing with this issue. With regards to the Health Service nurses, GP and doctors are at the scene and this should be the responsibility of the Key Workers to coordinate this. A clear process will be in place for social workers to raise any concerns that come up in relation to safeguarding issues.

Judith (Ealing): Ealing have taken over the running of the rest centre. They have been looking for a location for the HAC, this has not been successful to date. It may be necessary to use the Westway Rest centre site for this.

Brent: A suggestion was made that other Boroughs may be able to back-fill for those managers who are being diverted from their day jobs to work on a prolonged basis for RBKC on this incident.

## LONDON RESILIENCE

This was agreed. A small group of Directors will be brought together to deal with these sorts of issues on behalf of all 33 Boroughs. Camden (Martin Pratt) also agreed to support this work.

Florence (Greenwich):Q: *We have yet to respond to the request, who should we contact?*

A: Natasha Bishopp.

The Teleconference ended with Beverley Tarka thanking everyone for their continued support. There are no current plans for a further briefing. Should it become necessary arrangements will be made.

London Resilience Group, 18<sup>th</sup> June 2017.