



West Lothian
Council

West Lothian Council

Social Policy Emergency Plan

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

SECTION 1	Contents	2
	Foreword	3
	Membership of Emergency Plan Working Group	4
	Aims and Objectives	5
	Review Record	6
	Exercise Record	7
	Distribution List	8
SECTION 2	Emergency Management Structure in Lothian and Borders and West Lothian	9
SECTION 3	Social Policy Management Structure	12
SECTION 4	Emergency Role of Social Policy in a major incident	13
SECTION 5	Activation of the Emergency Plan and the Response Arrangements	15
SECTION 6	Liaison with other Council Services/Agencies	20
SECTION 7	Emergency Rest Centre management and operational arrangements	22
SECTION 8	Incident Support arrangements	33
SECTION 9	Residential care establishment evacuation arrangements (Council and Private)	34
SECTION 10	Vulnerable persons – arrangements for identifying	35
SECTION 11	Pandemic Influenza management arrangements (to be completed at a later date)	
APPENDIX A	Template (Draft) Report following Emergency Incident involving Social Policy	36
APPENDIX B	List of Social Policy Establishments	37

31.08.2014

WEST LoTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

Foreword

Major incidents or serious emergencies occur from time to time and staff in Social Policy will almost certainly play a key role in the response to the incident.

This revised version of Social Policy's Emergency Plan has been prepared to ensure that Social Policy can continue to put an effective response in place as quickly as possible. A Working Group has prepared it with representatives from Social Policy, Emergency Planning and the Voluntary sector.

The need for a response is likely to come without warning and staff need to be aware in advance what their roles and responsibilities will be in such circumstances. These may be similar to what they do on a day to day basis but require to be undertaken in a more pressurised and unfamiliar situation.

It is recognised that no one agency or service can respond to and manage an incident on its own. Reference is made therefore to the support that all agencies can provide and to the Lothian and Borders Emergency Planning Strategic Co-ordinating Group's mutual aid framework arrangement with other local authorities.

The plan sets out how Social Policy resources will be activated in an emergency and in specific circumstances where a response will be required from our staff. It is important that staff are familiar with it so that they can play a full part in any response.

The benefit of preparing the plan is as much in the process of doing so as in the issue of the finalised document. The Emergency Plan is a living document, which must be supported by ongoing training and exercising. Any material changes should be notified to the Group Manager – Protection and Emergency Services as quickly as possible. This revised version has taken into account 'Preparing Scotland', the Scottish guidance on preparing for emergencies, which lays out demands for care for people affected by emergencies.

The role that we may have to play may not be so visible as emergency services or other first responders to a major incident. However it is every bit as important to provide a place of safety, care, support and comfort to those affected by the emergency.

These plans will help us play our part fully and I commend them to you.

Jennifer Scott
Head of Social Policy West Lothian CHCP

August 2014

31.08.2014

DATA LABEL: INTERNAL

WEST LOTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

Membership of Social Policy Emergency Plan Working Group

This emergency plan is maintained by the following members of the Emergency Plan Working Group.

Tim Ward	Senior Manager – Young People and Public Protection
Caroline Burton	Emergency Planning Officer
Nick Clater	Group Manager – Protection and Emergency Services
Sarah Summers	Group Manager – Early Intervention/LAC
Jo MacPherson	Group Manager – Child Care and Protection
Gillian Oghene	Group Manager – Criminal and Youth Justice Services
Paula Huddart	Group Manager – Early Years and Intervention Services
Charles Swan	Group Manager – Assessment and Care Management +65
Joyce Ormiston	Group Manager – Assessment and Care Management -65
Dan Easton	Group Manager – Care Homes
Aileen Maguire	Group Manager – Reablement and Crisis Care
Ailsa Sutherland	Group Manager – Occupational Therapy
Rachel Mackay	Group Manager – Commissioning and Programme Management
David Robertson	Manager - Social Policy Information Team
Emma Boothroyd	Team Manager - Adults Services

31.08.2014

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

Aims and Objectives

The aims and objectives of this plan are to: -

1. Act a single reference document for all Social Policy services responding to a major incident or serious emergency.
2. Detail the arrangements for the initiation of the plan and the emergency management structure that will be required for the duration of the incident.
3. Set out the arrangements required in support of the response to a major incident or serious emergency.
4. Ultimately to provide care, support and comfort to victims of a major emergency.

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

REVIEW RECORD

Review Date	Comments	Date of next review
January 2009	Plan signed off by Social Policy PDSP	April 2010
May 2010	Plan reviewed	May 2013
January 2011	Plan considered at Social Policy PDSP	January 2013
August 2014	Plan reviewed	August 2017
January 2015	Plan considered at Social Policy PDSP	

WEST LoTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

EXERCISE RECORD

Exercise Date	Summary of Exercise	Update By
02/03/2010	Desktop exercise in setting up reception centre	31/03/2011
November 2014	CHCP desktop exercise in setting up reception centre	November 2014

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN
DISTRIBUTION LIST

Date Sent	Holder	
	Graham Hope	Chief Executive
	Jim Forrest	Depute Chief Executive
	Jennifer Scott	Head of Social Policy
	Pamela Main	Senior Manager – Community Care Assessment and Prevention
	Alan Bell	Senior Manager – Community Care Support and Services
	Jane Kellock	Senior Manager – Children & Early Intervention
	Tim Ward	Senior Manager – Young People and Public Protection
	Caroline Burton	Emergency Planning Officer
	Nick Clater	Group Manager – Protection and Emergency Services
	Sarah Summers	Group Manager – Early Intervention/LAC
	Jo MacPherson	Group Manager – Child Care and Protection
	Gillian Oghene	Group Manager – Criminal and Youth Justice Services
	Paula Huddart	Group Manager – Early Years and Early Intervention Services
	Charles Swan	Group Manager – Assessment and Care Management +65
	Joyce Ormiston	Group Manager – Assessment and Care Management -65
	Dan Easton	Group Manager – Care Homes
	Aileen Maguire	Group Manager – Reablement and Crisis Care
	Ailsa Sutherland	Group Manager – Occupational Therapy
	Rachel Mackay	Group Manager – Commissioning and Programme Management
	David Robertson	Manager – Social Policy Information Team

31.08.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

SECTION 2**Emergency Management Structure
In Lothian and Borders and West Lothian**

Lothian and Borders Emergency Planning Strategic Co-ordinating Group

The Lothian and Borders Emergency Planning Strategic Co-ordinating Group is a statutory partnership in terms of the Civic Contingencies Act 2004, set up as an aid to planning for the effective management of response to emergencies in the Lothian and Borders area. Its membership includes: -

- Local authorities
- Emergency services
- Health Services
- Scottish Environment Protection Agency
- Major transport providers
- Major utilities providers
- Scottish Government

The strategic Co-ordinating Group (SCG) has no statutory authority but depending on the circumstances of a major incident, affected agencies from the SCG may form to determine strategic issues and maintain links with the Scottish Government.

The SCG has its own Generic Response Plan which is supported by major incident plans prepared by each member agency.

The five local authorities from the Lothian and Borders area have agreed a Mutual Aid Framework Agreement to facilitate support to affected areas during a major emergency.

West Lothian Council

West Lothian Council has its own Major Incident Plan. This sets out the arrangements for coordinating the resources available to the Council during: -

- a. Operations to preserve life, property and environment in a major incident; and
- b. Longer term measures to manage the recovery process in the affected community(s).

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

Care for People Team

The Lothian and Borders Emergency Planning Strategic Co-ordinating Group (SCG) has taken a view that each Local Authority area should establish what 'Preparing Scotland, Scottish Guidance on Preparing for Emergencies' names 'Care for People Teams'. These teams carry out the following functions:

- Identify, recruit and train managers and staff of care for people following an emergency;
- Clarify leadership in preparation and response;
- Provide a single point of reference for preparation and caring for people affected by emergencies within the SCG area (or a smaller area within that);
- Prepare and maintain co-ordinating management arrangements (a Care for People generic plan) that are integrated with each partner's internal arrangements and the SCG's generic management framework in order to:
 - Enable effective call out and activation of its response to emergencies;
 - Identify requirements for the short, medium and longer-term care for people;
 - Provide shelter, sustenance and comfort for those affected;
 - Provide readily accessible, yet discreet, practical support services for those affected; and
 - Ensure that people receive services appropriate to their needs, regardless of where and how those needs are manifested or the time elapsed since an emergency;
 - Engage with communities to identify and provide for their needs; and
 - Promote a personal, sympathetic and compassionate approach to those affected.'

(Extract from 'Preparing Scotland', page 8)

In West Lothian this team will involve the key members of the Social Policy Emergency Plan Working Group, The Emergency Planning Officer and other members of services that have a role, particularly in the setting up and running of Emergency Reception Centres.

31.08.2014

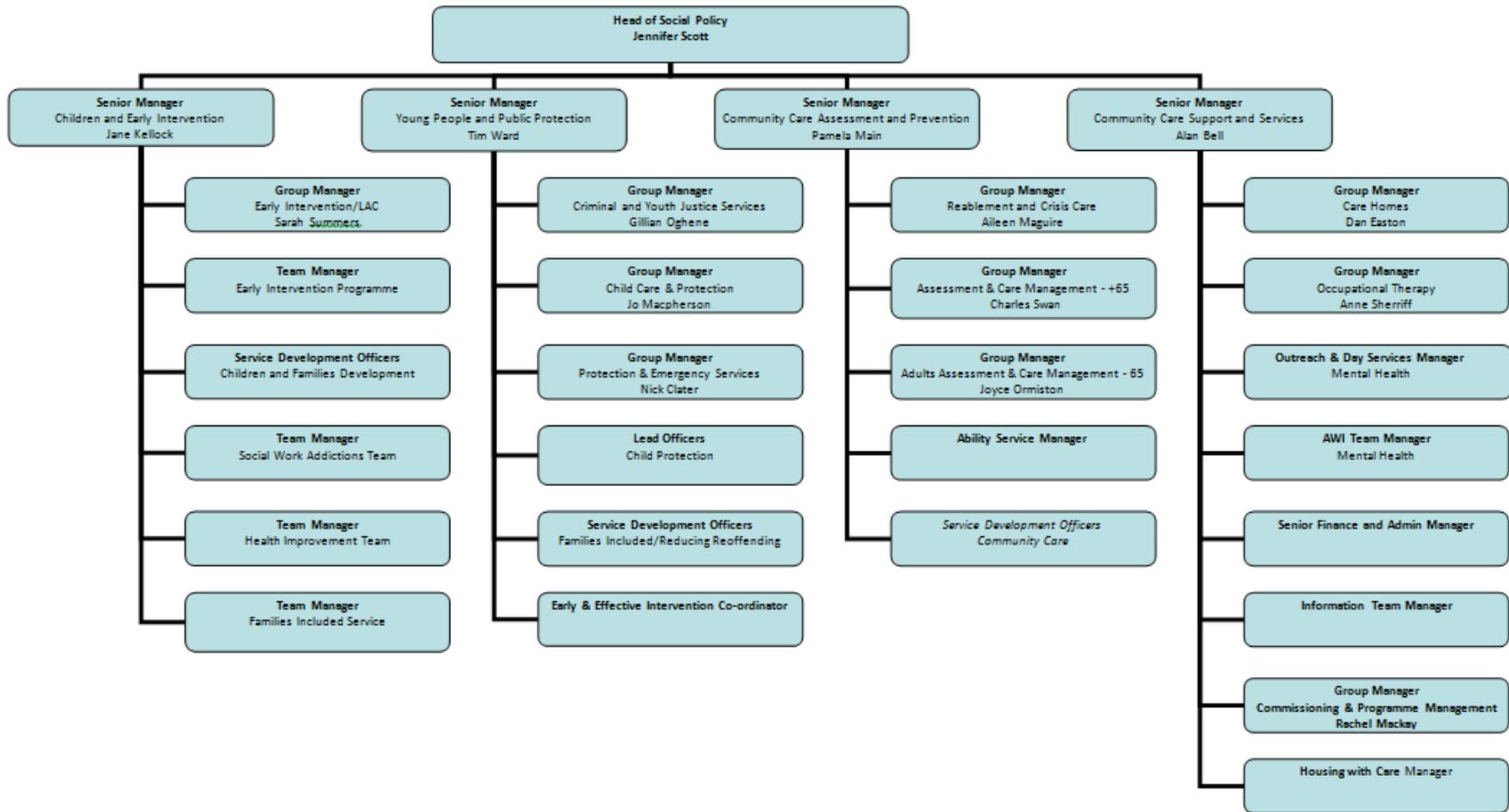
WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

SECTION 3

See page 12

WEST LoTHIAN COUNCIL

SOCIAL POLICY MANAGEMENT STRUCTURE



WEST LoTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

SECTION 4

Emergency Role of Social Policy in a Major Incident

Introduction

This Plan is designed to enable Social Policy to respond appropriately to a variety of emergency situations. The Plan cannot comprehensively describe how Social Policy should respond to each and every situation that may arise. It is designed to give general principles on how, organisationally, the Service should respond.

The level of response will vary as to the nature of the emergency.

Definition of an Emergency

The Civil Contingencies Act 2004 defines an emergency as an event or situation that threatens serious damage to: -

- Human welfare or the environment in the UK or
- War or terrorism which threatens serious damage to the security of the UK

It is important to note that the definition refers to the **consequences** of an emergency. This includes an event abroad if it has **consequences** for the UK e.g. the evacuation of refugees to the UK.

A key factor in determining if there is an emergency in terms of the Civil Contingencies Act will be the ability of the local authority to maintain delivery of normal services or respond to an emergency.

Although this plan is designed to support the implementation of the Council's Major Incident Plan, it may be used to deal with lesser emergencies should the need arise.

Scope

This plan aims to provide a framework for Social Policy's response, as part of West Lothian Council's Major Incident Plan, in the event of an emergency.

Emergency Role of Social Policy

The Council's Major Incident Plan identifies the emergency role of Social Policy in a major incident. It is furthermore emphasised in the 'Preparing Scotland' document, This includes the following: -

- Providing professional care and support to those in the community affected including the identification of vulnerable persons.

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

- Identifying premises suitable for use as an Emergency Reception Centre in consultation with the Police.
- Managing, operating and staffing the Emergency Reception Centres.
- Co-ordinating the voluntary services supporting the Emergency Reception Centre and any other care activities associated with the severe weather conditions within West Lothian.
- Provide facilities for those rendered homeless by or unable to return home because of the emergency situation. This will be done in partnership with housing services.
- Provide practical assistance to those affected by the emergency situation.
- Provide an incident support service for those who may be affected by the emergency including casualties, evacuees, relatives, staff and volunteers.
- Co-ordinate the activities of voluntary welfare organisations.
- Obtain, as necessary, the support of additional skilled staff and resources from Council Services and Voluntary Organisation to ensure an adequate service response.
- Provide ongoing shelter through Reception Centres in partnership with other agencies as required.

Out with normal hours the Social Care Emergency Team (SCET) will wherever possible undertake the following roles: -

- Initiating the setting up of an Emergency Reception Centre, including arranging support staff. This will usually involve phoning appropriate staff rather than staffing the centre themselves.
- Assisting with the identification of vulnerable persons.
- Contact with local voluntary organisations to take assistance to vulnerable groups/persons.
- Initiating action in response to disruption to service at a residential home etc.
- Contacting housing services to re-house people temporarily made homeless.

The involvement of SCET will be dictated to some extent by the pressure on the service at the time of an emergency. If for example all staff on duty are involved in a significant child protection, adult protection or statutory mental health issue this must take priority.

WEST LoTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

SECTION 5

Activation of the Emergency Plan and the Response Arrangements

1. Initial Notification

During office hours, the Emergency Planning Officer will notify the Head of Social Policy or their delegate if any incident occurs within the local authority area or if another local authority requires assistance.

Outwith office hours, notification of an incident will normally come through the Customer Service Centre to the Emergency Planning Officer. The Emergency Planning officer will arrange to notify the Head of Social Policy and the Social Care Emergency Team.

There may be occasions when incidents arise either in Social Work Units or other areas of Social Policy. If a member of staff becomes aware of an incident they should inform their Senior Manager immediately.

Thereafter, the **Head of Social Policy**, as the designated person responsible for the Service's response to an incident, should be contacted as soon as possible. The Emergency Planning Officer should also be contacted if necessary.

If the Head of Social Policy is not available in the first instance, then another member of the Social Policy Management Team should be contacted on a rota basis. This rota will be available to the Customer Service Centre, SCET and the Emergency Planning Officer.

Contact details of all members of the Social Policy Management Team are contained in the Council's emergency telephone directory, copies of which are held by the Senior Management Team, Customer Service Centre and the Social Care Emergency Team.

2. Emergency Management Arrangements

In a major emergency, the Council Emergency Centre (CEC) will be opened at West Lothian Civic Centre or at another suitable location. The Head of Social Policy may also determine that it is necessary to have Social Policy Co-ordination Centre to manage operational issues.

A number of teams will operate from the CEC to provide tactical support to those responding at operational level. This will include a **Care Team**: -

Role

To manage the tactical response to the care and health and needs of all those affected by an emergency.

31.08.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

Membership (as Appropriate)

- Social Policy
- Primary Health Care
- Women's Royal Voluntary Services (WRVS)
- British Red Cross
- Education and Cultural Services
- Housing and Building Services
- Housing Providers
- Faith Community

3. Response to incidents

The Head of Social Policy or their delegate will be responsible for mobilising whatever resources are appropriate to the incident and for delegating duties.

In most circumstances, it is unlikely that senior staff will be asked to attend the locus of an incident, as details of the incident will be available from the Council Emergency Centre. However if required to do so, the purpose will be to determine the fact and assess the situation. Anyone who does attend must have the authority to commit the Council to any action required to facilitate the **immediate** response to the incident.

Another member of staff should accompany the member of staff attending at the locus. Their role will be to pass information to the Council Emergency Centre in order that appropriate resources may be advised/mobilised.

A risk assessment must be undertaken before any member of staff attends the incident. A minimum requirement will be the provision of a high visibility jacket and suitable identification of the members of staff.

They must also ensure

that the method of communication is suitable for the environment in which staff will be in e.g. no electrical/battery operated items where there may be gas/fuel fumes.

Social Policy staff attending the incident should be in possession of: -

- Methods of communication with the Council Emergency Centre and Social Policy Co-ordination Centre.
- Information related to the location of both Centres.

Staff other than those instructed to do so should not attend at the locus of the incident.

31.08.2014

WEST LOTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

4. Responsibility for taking initial charge of an emergency

The Head of Social Policy must ensure that he/she or a Senior Manager is made responsible for taking charge of Social Policy's response to an emergency situation.

All staff involved must be clear of their duties, service responsibilities, channels of communication, and location of the Social Policy Control Centre (if required).

5. Social Policy Coordination Centres

Where necessary, a Social Policy Coordination Centre may be established out with the Council Emergency Centre at West Lothian Civic Centre. Normally such a Centre will also utilise the facilities at New Cheviot House, Strathbrock Partnership or one of the Social Work facilities.

The person in charge of the Social Policy response, as delegated by the Head of Social Policy, will have the services of appropriate administrative staff in order to staff the telephone, as well as Social Workers or other support staff as appropriate to the needs and nature of the emergency.

In order for the Practice Team(s) or other units in which the emergency has taken place to continue to offer and operate routine services, staff from other offices not affected by the emergency could be utilised to control the effects of the emergency. Service Managers should co-operate with this and any difficulties should be raised with the Head of Social Policy.

The chosen location for the Social Policy Coordination Centre must be notified to the other individuals and agencies involved in the emergency.

6. Deployment of Social Policy staff

The relevant Manager will be responsible for the wellbeing of Social Policy staff throughout the duration of the emergency and thereafter. The Manager must ensure that due attention is paid to the needs of staff, minimising stress through ensuring staff do not work long hours and have sufficient resources.

Support resources may be required for staff as the nature of the emergency demands and advice should be sought from senior or support staff of the Department.

A detailed record of staff deployed/tasks undertaken and hours worked must be completed.

Where the scale of the emergency requires the establishment of a Social Policy Coordination Centre and also of Emergency Reception Centre(s), the following guidelines should be utilised in deploying staff for service within the Centres.

a. Social Policy Coordination Centre

- The Senior Manager responsible for the Service response to the emergency.

31.08.2014

- Staff at Senior Grade.

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

- Administrative/Clerical assistance as appropriate.

b. Scene of Emergency (if required)

- Team Manager or other management person as delegated by the Senior Manager.
- Other staff as required relative to the scale of the operation.

Emphasis should be placed on staff with a sound local knowledge.

c. Emergency Reception Centres

Social Policy will manage the Emergency Reception Centre. Staff of at least Team Manager status and WRVS staff will be delegated to facilitate the operation of the Centre.

Administrative staff from across the council area, and not just within Social Policy will attend to facilitate the establishment and operation of the Centre. Volunteering involving other Social Work staff can be utilised.

7. Emergency Reception Centres

In the majority of emergency incidents the Police will decide in the first instance to take evacuees/survivors to a “place of safety”. The Council, in consultation with the Police will assess the need for an Emergency Reception Centre and where this will be located. A number of preferred properties have been identified throughout West Lothian. **These are listed at the end of Section 7.**

The responsibility for managing and operating Emergency Reception Centres lies with Social Policy. A Service Level Agreement is in place with the Women’s Royal Voluntary Service (WRVS) to support Rest Centres on the Council’s behalf. A Memorandum of Understanding has been signed with the British Red Cross on the care and support of people in an emergency.

If an Emergency Reception Centre is opened, the Head of Social Policy should ensure that all Social Policy staff are aware of the decisions made to ensure that there is no confusion, particularly over the temporary re-location of those members of the public affected by the emergency.

Further details on the management and operation of Emergency Reception Centres are given in Section 7.

8. Evacuation of Independent Sector Care Homes

It is the responsibility of the Independent Sector Care Homes to have procedures in place for the immediate evacuation of the home. It is recognised that the Council may have to help with the longer-term relocation of residents from any residential care establishment. This will be managed using the Lothian Registered Care Homes Plan.

31.08.2014

9. Withdrawal from Emergency Procedures

WEST LOTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

The Emergency Planning Officer will inform Social Policy when the emergency incident is over and that staff can stand down.

Normally the Service will withdraw from an emergency when: -

- a. The emergency no longer exists and people are no longer in need of care; or
- b. Where the responsibility for the care of the evacuated people has been finalised by Social Policy and no further assistance can be offered.

When such a decision has been taken the following procedures must be followed:

- a. The Head of Social Policy or delegated manager at the Social Policy Control Centre must be notified and arrangements made for all Social Policy Staff to be informed and told to "stand down".
- b. It is essential to ensure that appropriate information is made available to all other agencies which have been involved by the Service, including Voluntary Organisations.

At this stage the relevant Senior Manager must ensure that an adequate record has been produced outlining any issues relating to staff, members of the public involved in using Emergency Reception Centres etc. and finance (Appendix A)

10. De-briefing after a Civil Emergency

Within 10 working days after the emergency, the Head of Social Policy will arrange a de-briefing of the key staff involved in the emergency to review action and activity related to the emergency. On some occasions in addition to the service de-briefing, a corporate debriefing may be conducted under the direction of the Chief Executive.

11. Incident Log

It is vital that all events relating to the Service's response to an emergency are recorded on an Incident Log. This may be required as evidence at an Inquiry following the incident.

It is important that staff log all details;

- Time
- Name of informant
- Details of incident
- Action taken

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

SECTION 6

Liaison with Neighbouring Authorities

A detailed description of the roles of all the Council services, emergency services, health service and other agencies can be found in the West Lothian Major Incident Plan, published by the Chief Executive Office.

Liaison with other Services/Agencies will normally be through the Council Emergency Centre. However, the Head of Social Policy may make mutual aid arrangements direct with other local authorities.

All the local authorities in Lothian and Borders have signed a Framework Agreement for Mutual Aid.

Neighbouring Social Work Departments

City of Edinburgh Council

Health and Social Care Department
The City of Edinburgh Council
Waverley Court
4 East Market Street
Edinburgh
EH8 8BH
Tel: 0131 200 2000

Scottish Borders Council

Social Work Headquarter
Newton St Boswells
Melrose
TD6 0SA
Tel: 01835 825080

Midlothian Council

Social Work
Fairfield House
8 Lothian Road
Dalkeith
Midlothian
EH22 1AL
Tel: 0131 270 7500

East Lothian Council

Community Services
Randall House
Macmerry Business Park
Macmerry
EH33 1RW
Tel: 01620 827827

Falkirk Council

Social Work Headquarters
Brockville
Hope Street
Falkirk
FK1 5RW
Tel: 01324 506400

North Lanarkshire Council

Social Work Department
Scott House
73/77 Merry Street
Motherwell
ML1 1JE
Tel: 0800 678 1166

Fife Council

Social Work Headquarters
Fife House
Glenrothes
Fife
KY7 5LT
Tel: 01592 414141

Clackmannanshire Council

Kilncraigs
Greenside Street
Alloa
FK10 1EB
Tel: 01259 250000

South Lanarkshire Council

Social Work Headquarters
Council Offices
Almada Street
Hamilton
ML3 0AA
Tel: 0303 123 1015

WEST LOTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

SECTION 7

Emergency Reception Care Management and Operational Arrangements

1. Emergency Reception Centre/Survivor Reception Centre

Emergency Reception Centres are known by a number of different names e.g. Rest and Refreshment Centres, Survivor Centres, Evacuee Centres, Warmth and Feeding Centres. However, the way in which they are managed and operated is very similar. Friend and Relative Reception Centres are somewhat different and are dealt with in paragraph 5 of this section.

The management and operation of such centres is a Local Authority responsibility and therefore the Council will determine the most suitable property for this purpose. It is recognised that in the majority of emergency incidents, the police will decide in the first instance whether to open an Emergency Rest Centre and where it will be located.

The Emergency Reception Centre should be a secure location to which all **uninjured survivors** are directed or transported. It is important that uninjured survivors and those with superficial injuries not requiring hospital treatment are given the necessary care, support and assistance. Although not physical injured, all survivors are likely to be distressed and suffering from shock.

Steps must be taken to ensure that distressed survivors are not in a position to return to the scene seeking friends and relations, thereby endangering themselves and other and hindering the work of the emergency services. Unless otherwise determined, the incident will be treated as a major crime scene and therefore survivors may either be innocent witnesses or persons involved in the commission of a crime.

Users of an Emergency Reception Centre will have different needs that can be divided into three main categories: -

Basic need – those required for survival.

Important needs – those that make life easier for the evacuee; and

Administration needs – those that are required by the responding agencies.

The Emergency Rest Centre should endeavour to fulfil all these requirements, but in the event of a conflict due to limited resources, they should be addressed in order of priority: -

WEST LoTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

Basic Needs	Important Needs	Administration Needs
Shelter		
Food & Water	Sanitation	
First Aid/Medical		
Warmth	Clothing	
	Information	
	Advice	
	Morale	
		Reception
		Registration
		Leaving
		Closing down

The running of an Emergency Reception Centre could involve the provision of a large number of services depending on the size, nature etc. of the incident. Voluntary organisations such as the British Red Cross are well experienced in such matters and their expertise should be sought from the beginning.

The management and operation of an Emergency Rest Centre will be resource intensive. A list of staff responsibilities is given in the **Annex** of this section.

The following is a summary of the issues which may need to be addressed depending on the circumstances.

Shelter – West Lothian Council has a number of pre-identified premises for this purpose. Circumstances will determine the best location but the most suitable Council premises may be community education and sports centres as they have the benefit of: -

- Providing a relaxed atmosphere.
- Tending to have long opening hours.
- Being familiar to members of the public.
- Having limited impact on the provision of key Council services.
- Have cooking/refreshment and toilet/shower facilities.

The use of schools could create serious disruption to education provision at key times in the school calendar and create child care and child protection issues. However their use cannot be ruled out.

There is no reason that non-council properties should not be used subject to receiving the permission of the owner.

Refreshments – Council catering services or their contractors may undertake this role.

31.08.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

First aid treatment – British Red Cross or the St. Andrews Ambulance Association personnel will be mobilised via the local authority to provide first aid treatment. They may also be able to assist with transporting vulnerable persons to/from the emergency rest centre.

Information – Survivors anxiety will be heightened if they have no information about those from whom they have been separated. Arrangements must be made therefore for the regular provision and updating of information to them. Conversely it is good practice to facilitate the ability of survivors to contact a relative or friend and ask them to pass on the fact that he or she is in good health. This will help reduce the number of enquiries to the Police Casualty Bureau.

Welfare Support – Assistance should be made available to survivors needing assistance on accommodation, financial, medical or travel matters. These services will normally be provided via the Local Authority although it may be appropriate that an employer or transport operator takes on some or all of these responsibilities.

Documentation – The Local Authority will be responsible for recording key information necessary to assist with ensuring the welfare of the survivors. This will be through use of the designated Emergency Rest Centre documentation either manually or using designated software. This can include the information necessary for the Police Casualty Bureau form.

The manual documentation is held in cases located in SCET, West Lothian Civic Centre, and at the Customer Services Centre, Civic Centre, Livingston. As soon as possible this information should be transferred to Frontworks internet rest centres based system. Staff from Social Policy and Housing and Building Services have been trained in the use of this system. This system should be used in the event of a serious or longstanding emergency only.

The minimum requirement is that a reception desk is set up for a “Quick Registration” with a careful note being taken of the following:- name, address and any special needs of all individuals who have been evacuated from the locus of an incident immediately upon arrival. Similarly, a careful note must be taken of all individuals leaving the premises with any available information as to their accommodation thereafter.

Such information will enable officials and relatives to be advised of an individual’s whereabouts, quite apart from maintaining a careful record for the purpose of emergency procedures.

If the circumstances require it, evacuees will be “Fully Registered”. This will include details of doctor, pets, condition of house etc. and will be shared with appropriate agencies. The aim is to minimise the number of times that an evacuee is asked the same questions.

Any information required beyond that given in the full registration is the responsibility of the relevant agency e.g.

witness statements are the responsibility of the Police.

31.08.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

2. Special Arrangements for School Children

Evacuation from school. Where children have been evacuated from a school near or at the locus of the incident to an Emergency Rest Centre, the Head Teacher of the school should give a copy of the names, addresses and emergency contacts of the pupils to the manager of the Emergency Rest Centre so contact can be made with their parents if the school has not already done so. The school will remain responsible for the discipline and control of children.

Children under the age of 16 transferred from schools should not be allowed to leave the Emergency Rest Centre unless accompanied by parents, relatives or known carer. This is the joint responsibility of the Education Services and Social Policy.

Evacuation from the family home. A situation may arise where parents of school children have been evacuated from the family home and have children attending local schools. It is the responsibility of the Council to obtain details of any children i.e. name, age, class, school attended, and the expected time of departure from the school. This information should be given to the Police, who will contact the school(s) concerned.

Note, however, it is the responsibility of the school(s) concerned to protect these children on school premises until such time as arrangements can be made to unite the children with their parents or carers.

3. Safeguards for Children and Young People.

If it has been decided to open an Emergency Rest Centre for more than a few hours/overnight, the Senior Manager – Young People and Public Protection should ensure that a relevant member of Social Policy Staff accesses the Child Protection Register and any other information sources at the Area Team Office for the area that has been evacuated to establish if there:

- a. Are any children who may require extra supervision; or
- b. Is an exclusion order against any family member

The Rest Centre Manager should check any information extracted from the Child Protection Register against the Emergency Rest Centre Admission Record to ascertain whether there are any children, young people or adults as listed above.

If there is any correlation between the two sets of information, the Rest Centre Manager should consult with Senior Manager(s) to establish whether it is necessary for any of the following actions to be considered:

- a. Whether Social Policy should liaise with the Police Family Protection Unit to establish any further necessary supervisory needs at the Emergency Rest Centre.
- b. Whether it is advisable to separate families with children from other evacuees.

31.08.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

- c. If families with children have to be moved to a separate hall whether there will be sufficient staff on supervisory duty who have been vetted in terms of criminal convictions under Disclosure Scotland.

4. People with a Disability

In any given population approximately 30% will have one or more disabilities. Some people may require additional support if they have been evacuated. Additional support should be identified as people are registered at the Emergency Rest Centre. Additional resource requirements should be passed to the appropriate manager.

The Rest Centre Manager should ensure that all people registered at the centre are checked on SWIFT and any other relevant database to determine if additional support needs have already been identified.

5. Friends and Relatives Reception Centre

Friends and relatives of casualties who are at the scene or who make their way there seeking information can create difficulties. They are likely to be in a highly emotional state and consequently their behaviour may be interpreted as unreasonable.

Consideration must be given to setting aside a secure area that can be used as a Friends and Relatives Reception Centre, to which those arriving at the scene can be directed for information. Additionally in areas where there are likely to be numerous personal enquiries (e.g. Airports) the need for this facility should again be identified in advance and an area nominated for use.

Although steps must be taken to ensure that distraught friends and relatives are not able to gain access to the scene of any emergency involving injuries or fatalities, experience has shown that relatives will make strong representations to visit the scene. This may not be possible in the early stages but every effort should be made to acquiesce to their wishes.

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

EMERGENCY RECEPTION CENTRES – PREFERRED LOCATIONS

Access will be arranged via the Community Facilities Managers listed under Cultural Services in the Emergency Telephone Directory. They will contact the key holder to get the building open and operational.

Spare sets of keys are held in the Chief Executive's Office, West Lothian Civic Centre with the Emergency Planning Officer **for use as a last resort when the key holder cannot be contacted.**

Centre	Phone No	Address
Armadales	01501 282284	North Street, Armadales, EH48 3QB
Bathgate Partnership	01506 283333	21-55 S. Bridge Street, Bathgate, EH48 1TL
Blackburn	01506 653014	The Centre, Ashgrove, Blackburn, EH47 7LJ
Bridgend	01506 834535	Auldhill Road, Bridgend, EH49 6NZ
Craig Inn	01501 753227	Main Street, Blackridge, EH48 3SP
Lanthorn	01506 777707	Kenilworth Rise, Livingston, EH54 6 JL
Low Port Centre	01506 775390	Blackness Road, Linlithgow, EH49 7HZ
Mid Calder	01506 881246	Institute Hall, Market Street, Midcalder, EH53 0AL
Mosswood	01506 437761	85 Ferguson Way, Livingston, EH54 8JF
Newton	0131 331 3290	26 Duddingston Crescent, Newton, EH52 6QG
Philpston	01506 834360	Main Street, Philpston, EH49 6RA
Stoneyburn	01501 762323	75 Main Street, Stoneyburn, EH47 7BY
Strathbrock Partnership	01506 771733	189a West Main Street, Broxburn, EH52 5LH
Torphichen	01506 652383	Bowyett, Torphichen, EH48 4LZ
Uphall	01506 854451	Strathbrock Place, Uphall, EH52 6BN
West Calder	01506 971278	Dickson Street, West Calder, EH55 8EG
Whitburn	01501 678888	33 Manse Road, Whitburn, EH47 8EZ
Winchburgh	01506 890348	Craigton Place, Winchburgh, EH52 6RW

30.11.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

STAFF RESPONSIBILITIES

There are certain key posts which should be allocated if resources allow to ensure that the Emergency Rest Centre is managed as effectively as possible. Council staff will normally fill these posts. However, there may be circumstances where the duties are delegated to or shared with responsible members of relevant voluntary agencies.

Emergency Reception Centre Manager:

A number of staff are specifically trained for this role. A list is held by members of the Social Policy Management Team and SCET but is also accessible to Team Manager level and above in a folder labelled 'Emergency Planning' on the Social Policy San Server.

Organise layouts for:

Reception	Manager's office/briefing area
Day centre	Offices for housing and incident support team
Medical/first aid facilities	Staff room
Play area	Bedding, clothing and baggage stores
Quiet room	Clothing room
Nursing mothers	Pets area
Information area	Smoking area
Kitchen and dining area	Sleeping accommodation
Toilets/wash/shower rooms	
Registration	

Ensure furniture and equipment is in place.

Tasks: -

- Convene meeting with police/other agencies for discussion about the management of the Emergency Rest Centre. Assign roles/tasks to other agencies.
- Delegate tasks to Assistant Managers and other staff as appropriate.
- Set up and co-ordinate functions within the Centre ensuring that co-ordinators understand their role and are supplied with the necessary documentation and equipment.
- Liaise with the Council Emergency Rest Centre in relation to staffing, equipment, etc. and arrange to be kept up to date with the incident and advise of progress within the Emergency Rest Centre.
- Ensure regular Team meetings with key representatives on a frequent basis (e.g. ½ hourly).
- Co-ordinate information updates with Information Co-ordinator.

30.11.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

- Consider in discussion with the Council Emergency Rest Centre the need for changes of personnel (i.e. set up a shift rota)
- Ensure that all complaints are dealt with timeously and with sensitivity.
- Liaise with relevant ancillary staff e.g. janitors, cleaning staff etc.

Assistant Reception Centre Manager

Social Policy has a list of staff who are willing to volunteer to assist Reception Centre Managers where necessary. This list is kept by SCET in Meridio.

Responsibilities: -

- To assist the Rest Centre Manager in all tasks and undertake tasks as directed.
- To work jointly with all other senior personnel in the Emergency Rest Centre.
- To co-ordinate staff deployment.

Reception Co-ordinator

Responsibilities: -

- To receive all those entering the Emergency Rest Centre both staff and evacuees.
- To ensure the system of initial recording is completed.
- To organise the transfer of individuals from Reception to Day Room.
- To ensure nobody leaves the Emergency Rest Centre without this being recorded appropriately.

Tasks: -

- To organise practicalities of reception, e.g. tables, desks, seating, wheelchairs, walking aids etc.
- To allocate escorts to evacuees who will take them to Day Centre and see them settled with refreshments.
- To organise staff to take initial details of names and addresses.

31.08.2014

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

- To issue name labels to all evacuees.
- To organise staff, along with Police Officers.
- To monitor persons entering or leaving the Emergency Rest Centre.
- To communicate with the Rest Centre Manager.
- To monitor the wellbeing of evacuees during any contact with them, appropriate persons or agencies throughout the emergency.

Registration Co-ordinator

Responsibilities: -

- To liaise with the Police with regard to the completion of Registration and Casualty Bureau Forms.
- To ensure appropriate marking of name labels is complete.
- To set up the appropriate system, (either manual or computerised) to ensure all evacuees are registered.
- To ensure the completed forms are distributed to the appropriate agencies.

Tasks: -

- To organise the practicalities of Registration and brief personnel, e.g. Police, WRVS, Social Workers and Housing staff.
- To report any problems to the Rest Centre Manager.
- To facilitate liaison between Reception, Day Centre and Registration Desk.
- To organise personnel to bring evacuees from the Day Centre for registration.
- To monitor the wellbeing of evacuees during any contact and advise appropriate persons or agencies throughout the emergency.

WEST LOTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

Day Area Co-ordinator

Responsibilities: -

- To ensure the comfort and support of all evacuees in the Emergency Rest Centre.
- To work with colleagues in Red Cross/Incident Support Team to this end.
- To ensure the flow of people from area to area runs smoothly
- To liaise closely with the Information Co-ordinator.
- Co-ordinate care services.

Tea/Coffee

Support 1:1

Quiet room

Play area

Smoking area

Nursing mothers' room

- To arrange appropriate support for the evacuees by referring to the Incident Support Team, Red Cross etc.
- To link closely with the Information Co-ordinator to ensure up to date bulletins are given and understood.
- To monitor wellbeing of evacuees and staff throughout the emergency.
- To advise any problems, incidents etc.
- To the Rest Centre Manager or Assistant Manager.
- To organise practicalities for Day Care e.g. provision of TV, toys etc.
- To organise sleeping arrangements and liaise with changeover staff.

Information Co-ordinator

Responsibilities: -

- To ensure that up to date information is delivered at regular intervals.
- To liaise with Police and the Council's Emergency Centre.
- To act as a focal point for all information and requests for information.

31.08.2014

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

Tasks: -

- To work with the Rest Centre Manager
- To work closely with Police and Co-ordinators including Red Cross.
- To consider one or more of the following means of communicating information e.g. bulletin board, briefing sessions, flip charts, leaflets, information desk etc.
- To make telephone facilities available to the evacuees, as required.

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

SECTION 8**Incident Support Arrangements**

During the course of an emergency, either on the site itself or subsequently at a Rest Centre, a range of supports might be in place. These could be summarised as follows.

Medical/Health Support

Social Policy staff are neither equipped nor trained to provide medical support. This will be provided by qualified medical professionals, ambulance personnel and recognised voluntary aid organisations. There is a Memorandum of Understanding in place with the British Red Cross to provide first aid and other support. The Council's emergency planning officer holds a copy.

Psychological Support

Similarly, specialist psychological support is a skilled task, which will only be delivered by specialist trained staff. Support from Social policy staff will be restricted to the provision of general re-assurance and practical support. If it is considered necessary arrangements for specialist psychological support should be made with NHS Lothian.

The use of Educational psychologists should be considered for any school based emergency.

Other support

In general terms, Social policy staff will have a role in providing general re-assurance, assessment of needs in partnership with other organisations as appropriate, provision of practical advice, co-ordination of resources within the range of its control and referral to other agencies better able to deal with issues as they arise.

Recipients of Support

It is important to recognise that depending on the nature of the incident, support may be necessary after the event has ended. It is beneficial that survivors of serious incidents are given a degree of follow up to ensure there are no immediate delayed effects and that all involved in incidents have access to contact numbers for ongoing support.

It is also important to recognise that all West Lothian Council staff involved in an emergency situation will need to be monitored closely. It is the responsibility of Social Policy to ensure that systems are in place to ensure that the line manager of any council staff involved in a major incident is aware that they may need additional support. This is part of the duty of care the council has towards its staff.

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

SECTION 9

**Residential Care Establishments evacuation arrangements
(Council and Private)**

It is clearly impossible to accommodate evacuation procedures for all residential establishments in West Lothian. The relevant senior managers within Social Policy will have ensured that all establishments have an evacuation plan and twinning arrangements are in place as required.

The relevant managers are as follows: -

Senior Manager - Young People and Public Protection

Senior Manager - Community Care Support and Services

Senior Manager – Children and Early Intervention

Senior Manager – Community Care Assessment and Prevention

The Head of Social policy will delegate one or more of these Managers to oversee evacuation in the event of an emergency.

The Social Care Emergency Team would act as a key point of contact out of hours.

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

SECTION 10

Vulnerable Persons – Arrangements for Identifying

In the event that staff need to access recorded information regarding those identified as vulnerable, a report can be run by street name or postcode, which identifies anyone receiving an open Social Policy Service within that street or postcode area. This can show name and address of the person receiving the service.

This has been developed by the Social Policy Information Team and can be accessed by contacting that Team during office hours.

Contact details are on the information team's webpage -

<http://www.westlothian.gov.uk/intranet/7496>

Out-of-hours – this report will be available for SCET to access.

WEST LOTHIAN COUNCIL
SOCIAL POLICY EMERGENCY PLAN

APPENDIX A
Template (Draft)

**REPORT FOLLOWING EMERGENCY INCIDENT INVOLVING
SOCIAL POLICY**

DATE OF INCIDENT:

LOCATION:

TIME COMMENCED:

TIME ENDED:

DESCRIPTION OF INCIDENT:

SOCIAL POLICY RESOURCE DEPLOYED:

RESOURCE IMPLICATIONS:

LEARNING POINTS:

WEST LoTHIAN COUNCIL

SOCIAL POLICY EMERGENCY PLAN

APPENDIX B

LIST OF SOCIAL POLICY ESTABLISHMENTS

Unit Name	Address	Town	Post Code	Phone Number
Ability Centre	Carmondean Road	Livingston	EH54 8PT	01506 774066
Adult Resource Centre	Jackson Place, Eliburn	Livingston	EH54 6RH	01506 774300
Bathgate Social Work Centre	69 Whitburn Road	Bathgate	EH48 1HE	01506 776700
Blackburn Support Services	31 East Main Street	Blackburn	EH47 7QR	01506 653081
Brucefield House	2 McMartin Court, East Main St.	Whitburn	EH47 0HZ	01501 885066
Burngrange Care Home	Burngrange Park	West Calder	EH55 8ET	01506 872346
Burnside Respite Facility	8 & 9 Muirs Court	Uphall	EH52 5JQ	01506 411907
Clarendon Resource Centre	30 Manse Road	Linlithgow	EH49 6AR	01506 670818
Colinshiel Court	McNeil Court	Armadale	EH48 2NB	01501 734378
Community Advice	Partnership Centre	Bathgate	EH48 1TS	01506 283000
Community Equipment Store	St John's Hospital	Livingston	EH54 6PP	01506 523335
Community Inclusion Team	Unit 4 & 5 Fairbairn Road	Livingston	EH54 6TS	01506 773665
Community Mental Health Team	25 North Bridge Street	Bathgate	EH48 4PJ	01506 776799
Crofthead Farm	Crofthead Centre, Templar Rise	Livingston	EH54 6DG	01506 775991
Craigmail Interim Care Facility	1 Larch Grove, Craigshill	Livingston	EH54 5BU	01506 777633
Children and Young People Team	25A North Bridge Street	Bathgate	EH48 4PJ	01506 776799
Cunnigar House Sheltered Housing	13 Avenue Park West	Mid Calder	EH53 0AH	01506 884030
Deans Residential Hostel	Glen Road	Livingston	EH54 8DH	01506 777978
Domiciliary Care	Strathbrock Partnership	Broxburn	EH52 5LH	01506775651
Information Team	Eagle Brae	Livingston	EH54 6AG	01506 775770
Holmes Gardens	Holmes Gardens	Broxburn	EH52 5JD	01506 859955
Jane Place Sheltered Housing	Academy Street	Bathgate	EH48 1QN	01506 652040
Letham YPC	Almond Road, Craigshill	Livingston	EH54 5ND	01506 777313
Limecroft Care Home	Templar Rise, Dedridge	Livingston	EH54 6PJ	01506 460171
Limecroft Day Centre	Templar Rise, Dedridge	Livingston	EH54 6PJ	01506 460151
Livingston Family Centre	5 Jackson Place, Eliburn	Livingston	EH54 8XX	01506 775775
Livingston Social Work Centre	New Cheviot House	Livingston	EH54 6PW	01506 282252
Norvell Lodge Sheltered Housing	19 Philip Avenue, Boghall	Bathgate	EH48 1LR	01506 631758
Rosemount Court	Mid Street	Bathgate	EH48 1QW	01506 654673
Strathbrock Lodge	47 West Main Street	Broxburn	EH52 5RL	01506 854742
Strathbrock Partnership	189a West Main Street	Broxburn	EH52 5LH	01506 775000
Sure Start	Strathbrock Partnership	Broxburn	EH52 5LH	01506 774700
Criminal Justice	Civic Centre	Livingston	EH54 6FF	01506 280999
Whitdale House Care Home	110 East Main Street	Whitburn	EH47 0RH	01501 744445
Whitdale House Day Care	110 East Main Street	Whitburn	EH47 0RH	01506 744445
Whittrigg House	Redmill	East Whitburn	EH47 0JR	01501 744183

31.08.2014

DATA LABEL: INTERNAL

LIST OF NON SOCIAL POLICY ESTABLISHMENTS

Advice Shop	Partnership Centre	Bathgate	EH48 1TS	01506 283000
Advice Shop (Money Advice)	Partnership Centre	Bathgate	EH48 1TS	01506 283000
Bield Housing Association	79 Hopetoun Street	Bathgate	EH47 4QF	0131 273 4000
Bield Response 24	18 Castle Gardens	Glasgow	G13 2BY	0141 950 1025
Hanover Housing Association	Toll Gate House, 2 North Street	Armadale	EH48 3QH	01501 734944
Homeless/Volunteers	63 South Bridge Street	Bathgate	EH48 1TJ	01506 773715
Homeless Persons Block	151-169 Rowan Drive	Blackburn	EH47 7PA	01506 631572
Homeless Persons Block	175-205 Rowan Drive	Blackburn	EH47 7PA	01506 631572
Homeless Units	Quentin Court	Livingston	EH54 6NS	01506 464321