

Version: 3.2 FOI Status: Public	Crisis Support Team – Remit and Operational Procedure Derbyshire County Council – Adult Social Care	Issued: January 2018 Review Due: January 2020
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Crisis Support Team – Remit and Operational Procedure Derbyshire County Council - Adult Social Care

Approval and Authorisation

Name	Job Title	Date
Authored by: Julie Heath	Group Manager South Derbyshire	March 2011
Approved by: Roger Miller	Assistant Director	March 2011
Authorised by: QA Group	Quality Assurance Group	July 2015

Change History

Version	Date	Name	Reason
V 1	April 05	Julie Heath	New procedures
V 2	March 11	Julie Heath	Review and update of remit and procedures
V 3	July 13	Julie Heath	Review of procedures
V3.1	July 15	Julie Heath	Review of procedures no changes
V 3.2	January 2018	Julie Heath	Review of procedures no changes

This document will be reviewed on a regular basis – if you would like to make any comments, amendments, additions etc please email Dawn Nash – Procedures and Information, dawn.nash@derbyshire.gov.uk

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1 – Remit and Operational Framework

The remit of the Crisis Support Team (CST) is to deliver appropriate care and crisis support to those affected by a major incident.

The requirement for the CST and the framework for its operation are determined by the Civil Contingencies Act 2005, and other government guidelines and public enquiry reports.

The CST will be a virtual team, comprising existing Adult Care staff who, between deployments, will continue in their present roles.

The setting up of the CST does not preclude the possible need for other staff and managers to be deployed to respond to a major incident and its aftermath.

The service will be provided in partnership with other emergency and recovery services, particularly Police Family Liaison Officers.

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2 – Members

Tasks of CST Members

The specific role of CST members will be determined by the type and scale of the major incident concerned. Typical tasks will address the practical and immediate needs of those, who having survived a major emergency may be traumatised and suffering from shock, intense anxiety and grief. During the incident, and in the aftermath, these needs may include:

- Assisting survivors and affected others (including relatives) to access essential services and information
- Providing immediate emotional support and assess and assist in accessing more specialised support
- To respond in a culturally sensitive manner taking into account the nature of the emergency as necessary.

Deployment

The CST will be deployed by the Senior Management Team/Departmental Management Team in liaison with the Local Authority Emergency Planning Division and partner agencies.

Management and Support

During deployment the CST will be managed by designated managers (CST). One manager will be identified by Derbyshire.

Deployment of individual CST members will be decided, in consultation with line managers, with reference to the exigencies of the service usually provided by the CST member.

The designated manager for the relevant department will, in conjunction with the staff member's line manager, provide support and debriefing to CST members following the end of deployment. The designated managers will ensure assessments are completed on the need for any specialist assistance for CST members arising from their work for the CST.

Given the variety and types of major incidents that require a response from the CST, other managers who are part of the CST may be deployed within appropriate managerial and co-ordination roles during an incident.

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Target Staff Group

CST members will be drawn from both Adult Care and Children Services (CS) departments. All members of the departments will be considered for inclusion who have the skills experience and knowledge described under (3) below.

These are likely to be (though not necessarily) members of the Adult Care and CS departments who are currently providing direct services to children and/or adults.

The CST will need to have capacity to provide a core response to a wide variety of possible major incidents both inside and outside normal working hours.

The numbers available for deployment at any one time will be determined by:

- The need for team members to work short shifts due to the potentially very stressful nature of the work and,
- The possibility for CST members to being unavailable for deployment because of annual leave, family/caring commitments, sickness or exigencies of the service normally provided by that team member.

In order to meet these requirements a team of 45 members will need to be maintained.

The team will have a good mix of skills and experience. Team members will normally be working across the range of children and adult services and be from a variety of home and normal work locations across Derbyshire.

3 – Skills and Experience

Skills Experience and Knowledge of CST Members

Although no formal qualifications are required, CST members will need the following skills experience and knowledge:

- Ability to constructively relate to people in acute distress including those facing bereavement
- Ability to assess the immediate practical and emotional needs of people involved in an incident
- Ability to undertake welfare tasks while responding to emotional needs
- Ability to work on own initiative in rapidly changing situations
- Ability to work with other responders from police, health and voluntary services
- Ability to understand their own needs when working under potentially very difficult circumstances
- Ability to respond to people in a culturally, sensitive manner.

CST members will also be required to provide out of hours contact details.

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4 – Selection of Staff

A call for expressions of interest from staff will be made by advertising the one day introductory course, described (in section 5) below, across both social care departments.

Applications for attendance on this course will depend on line managers agreeing that interested staff have the competencies required for prospective CST members, as described (in section 3) above, and that they could be potentially available for deployment.

Advice regarding potential membership of the CST will be available to interested members of the department and their line managers from the designated managers (CST).

A final decision on membership of the CST will be made by the designated manager CST on receipt of an application, agreed with the line manager, for attendance on the three day core skills course.

5 – Training

One Day Introductory Course

This course will describe the types of incidents which may trigger the need for the service and the human welfare aspect of those incidents. It will describe the distinct role of the CST within a co-ordinated response and the management and support needs of CST members.

This course will provide the basis for participants to decide with their line managers whether to undertake the three day training.

This introductory course will also be useful for managers, not wishing to be members of the CST, but who require information on the service and the ongoing needs of staff deployed.

Three Day Core Skills Course

This course will be open to staff who have completed the one day course. It will induct participants into the CST and include training on the skills and knowledge requirements in responding to a major incident including:

- Self Awareness
- Cultural Differences
- Role of Funeral Director
- Enhanced communication/Listening skills
- Role of Social Care
- Role of Family Liaison Officers
- Body recovery and identification process
- Risk assessment and recording
- Health and Safety
- Work with families
- Team work.

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Update Sessions/Exercises

Up to three half- day sessions each year will be provided for updates, specialist training, and teambuilding. CST members may also be expected to contribute to planned exercises to assess and develop the response of the CST.