

To: SOCIAL WORK (OPERATIONS AND SERVICES) SUB COMMITTEE		Subject: NORTH LANARKSHIRE COUNCIL MAJOR INCIDENT SUPPORT TEAM PROTOCOL	
From: DIRECTOR OF SOCIAL WORK			
Date: 4 MAY 2004	Ref: JMCC/MB		

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. To advise Committee of the progress of the Major Incident Support Team (MIST) and to seek approval of the North Lanarkshire Council MIST Protocol (attached as an Appendix to this report).

2. BACKGROUND

- 2.1. The MIST team is part of the Local Authority (North & South Lanarkshire Councils) & NHS Lanarkshire response to major incidents that may effect the population within the Lanarkshire Area.
- 2.2. MIST is covered by a Joint Management arrangement which exists between all three agencies, with co-ordinators managing the volunteers within each agency.
- 2.3. In a Major Incident the team would be activated and deployed by a senior manager within each agency with the co-ordinators managing the team on the ground.
- 2.4. The Protocol describes how MIST will operate. It describes the role of the team in response to a major incident, how the team will be deployed and the management arrangements for the staff involved. The Protocol takes account of other services that also respond to major or critical incidents.
- 2.5. A Major Incident in MIST terms can result from:-
- an incident involving mass casualties within the Lanarkshire area
 - an incident involving residents of North & South Lanarkshire but occurring elsewhere
 - an incident occurring elsewhere in the world resulting in the evacuation of casualties or refugees to the UK
 - a relatively minor incident involving only a few, or even a single casualty, but which affects a large number of people in the community, e.g. classmates of a child
- 2.6. The MIST is drawn from the staff of North Lanarkshire Council, South Lanarkshire Council and from NHS Lanarkshire.

3. CURRENT ARRANGEMENTS

- 3.1 There are currently 22 members of the MIST who are North Lanarkshire Council staff. (Currently all from the Social Work Department).
- 3.2. Staff apply and are interviewed to be part of the MIST. This is in addition to their everyday duties and responsibilities. Staff involved receive 3 training briefings per annum and 3 information sessions per annum.
- 3.3. North Lanarkshire Council hosted a MIST Conference in May 2003, "Challenge to Practice in the Future", launched by the Chief Executive. As part of the programme to develop the skills and knowledge of MIST staff a further Conference is planned for 2004.
- 3.4. Six training/information sessions are scheduled for staff in 2004 and North Lanarkshire MIST staff will attend a 1 day training event, to link the Council's Emergency Planning Procedures with the MIST Protocol.

4. DEVELOPMENT OF MIST TEAM

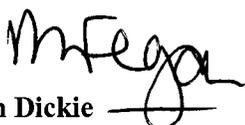
- 4.1. As reported to Social Work Committee on 11 March 2004, the MIST Team was deployed to deal with issues arising from the tragic fire at Rosepark Care Home.
- 4.2. Members of the MIST team from NHS Lanarkshire were deployed to support Rosepark Staff with Social Work MIST members providing support to residents and relatives where required.
- 4.3. MIST staff also worked closely with Police Family Liaison Officers.
- 4.4. MIST staff will be available, if required, to support residents, relatives and staff through and after the planned memorial service for those who died in the Rosepark fire.
- 4.5. Feedback following debriefing exercise has been positive regarding the MIST Team input.

5. FINANCIAL / PERSONNEL / LEGAL / POLICY IMPLICATIONS

- 5.1 Financial costs met from mainline budgets.
- 5.2 Any lessons to be learned are incorporated within the development programme.

6. RECOMMENDATIONS

- 6.1. Committee is asked to:
 - (i) agree the MIST Protocol
 - (ii) otherwise note the contents of the report



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Director of Social Work
7th April, 2004

For further information on this report please contact Jim McCreanor, Area Service Manager
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Major Incident Support Team

March 2004

1.0 Introduction

- 1.1 The Major Incident Support Team (MIST) is part of the Local Authority & NHS Lanarkshire response to major incidents that may effect the population within the Lanarkshire Area.
- 1.2 MIST is covered by a Joint Management arrangement which exists between all three agencies, with co-ordinators managing the volunteers within each agency.
- 1.3 In a Major Incident the team would be activated and deployed by a senior manager within each agency with the co-ordinators managing the Team on the ground.
- 1.4 This Protocol describes how MIST will operate. It describes the role of the team in response to a major incident, how the team will be deployed and the management arrangements for the staff involved. The Protocol takes account of other services and agencies that also respond to major or critical incidents.

2.0 Definition of Major Incidents

- 2.1 **A Major Incident** is defined as any sudden, unexpected incident involving grief, loss or shock, which has the potential to interfere with an individual's ability to function either at the time or later. This can arise from

A Major Incident in MIST terms can result from:-

- an incident involving mass casualties within the Lanarkshire area
- an incident involving residents of North & South Lanarkshire but occurring elsewhere
- an incident occurring elsewhere in the world resulting in the evacuation of casualties or refugees to the UK
- a relatively minor incident involving only a few, or even a single casualty, but which affects a large number of people in the community, e.g. classmates of a child

3.0 The Major Incident Support Team

- 3.1 The MIST is drawn from the staff of both North Lanarkshire Council, South Lanarkshire Council and from NHS Lanarkshire.
- 3.2 Staff apply and are interviewed to be part of the MIST. This is in addition to their everyday duties and responsibilities. Staff involved receive training and support from the respective agencies.

4.0 Role of the MIST

This Protocol describes the key element of the support tasks.

- 4.1 Key elements:-
Support to people involved in the incident and their families,
Support to the wider public affected by the incident,
Support of a short term nature.

- 4.2 Support can be defined as, or is a combination of :-
- Practical assistance, e.g. accompanying a partner or family member to hospital, arranging assistance, transport etc.
 - Information - e.g. what happens in particular situations, role of other agencies
 - Advice - e.g. benefits, who to contact for particular assistance
 - Guidance - e.g. being there for the victims, relatives, helping them through the immediate aftermath of an incident.

4.3 The MIST are not trained trauma counsellors and counselling is not one of their roles. This is a specialist area of activity and can be accessed through local GP's.

4.4 MIST staff would not be deployed within Emergency Rest Centres.

5.0 Deployment, Call Out & Management of the MIST

5.1 Some general points on deployment are:-

- The deployment and number of MIST staff called out will be dependent on the nature, extent and time of the incident, with staff being given as much notice as is possible.
- Consideration will be given to the arrangement for the management of the workload and ongoing commitments of staff involved in the MIST.

5.2 Call Out Procedures

Callout procedures and the activation for MIST will be the same as for Emergency Planning: through the designated senior manager of the Council Department/ NHS Lanarkshire to the respective MIST co-ordinator who will inform the other MIST co-ordinators as required.

5.2.1 Office Hours

During office hours, the designated Co-ordinator of MIST will contact the members of the team, to: -

- check availability
- advise of the broad nature of the incident and likely duration.
- confirm if the staff member would be able to be involved in the incident support. (It is recognised that a major incident may impact on the members of MIST as with any other person living in the community.)
- ensure an initial briefing will be provided to all the MIST staff who are activated at the designated locations

5.2.2 Out of Office Hours

As above (5.2.1) - the designated Co-ordinator will contact the member of the MIST at home by telephone, or on a given mobile phone number.

5.3 Location of the MIST during a Major Incident

Specific locations will be identified for use by the MIST team. The exact locations will depend on the nature of the incident and the team will be advised by the designated Co-ordinator who will ensure that the team are able to find and access the base.

5.4 Management Arrangements

- 5.4.1 The overall management of the MIST will be the responsibility of the Lead Manager of the authority where the incident has occurred.
- 5.4.2 The designated Manager for staff from North and South Lanarkshire Council or Lanarkshire NHS will have direct responsibility for their own staff and will liaise with the overall lead Manager.
- 5.4.3 The designated Manager will contact and liaise with the relevant Service Manager/Operations manager to ensure they are aware of the deployment of the MIST and to ensure that the relevant MIST members are freed up from immediate workload issues.
- 5.4.4 The designated MIST Manager will ensure that appropriate support assistance and guidance is offered to the staff, during deployment.
- 5.4.5 The designated MIST Manager will ensure that appropriate rotas and shift arrangements for their staff during deployment are initiated and met.
- 5.4.6 Members of the MIST must ensure they advise the designated Manager of any change in their work or personal circumstances that would impact in their ability to undertake their role within the major incident. The designated Manager in consultation with the staff member will decide on whether they should withdraw from the incident or undertake other duties.

6.0 Recording of Involvement

- 6.1 The recording of information and instructions is a key task for those involved in a major or critical incident.
- 6.2 MIST staff will be issued with two Major Incident Support Team Log Books, one to be retained in the place of work, and one to be retained at home.
- 6.3 Guidance Notes on the use of the Log Books are included within the books and should be completed as outlined. Each team member should complete their own log.
- 6.4 The Log Books should be completed for each major or critical incident, from the point of contact to the conclusion of the incident.
- 6.5 Log Books may be used in any subsequent enquiry into a major incident and form part of the evidence.

7.0 Information Management

- 7.1 MIST staff must exercise caution in providing information and should not speak to members of the press - Lanarkshire NHS and North and South Lanarkshire Councils have Corporate Communications/ Public Relations Sections who will deal with press and media enquiries.
- 7.2 Any advice regarding the sharing of information must be sought from the designated Manager.

8.0 Stand Down Arrangements

- 8.1 MIST members will be advised of the stand down arrangements by the designated Manager and when they are stood down this should be recorded in the Log Book.
- 8.2 The designated MIST Manager and line Manager will ensure that any welfare issues for the staff member are considered and acted upon appropriately.

9.0 Briefing / Debriefing Arrangements

- 9.1 Throughout any major incident a series of briefings will be arranged for the MIST. These will include initial briefings, either directly with the relevant MIST Manager, or by telephone. Briefings may be individual or in groups. Key elements of briefings and debriefings include:-
- providing information
 - providing direction to staff
 - considering welfare issues for the MIST
 - considering any further action required
 - learning from the experiences of the incident to make improvements in the future
- 9.2 A final debriefing will take place shortly after the conclusion of the Incident, for all MIST staff involved.

10.0 Training and Support

- 10.1 The MIST will be provided with on going training and support. This will be co-ordinated annually and delivered through development days, conferences etc and will be 6 days per year.
- 10.2 Staff members will be provided with certificates of attendance and training completed to be retained in their personal development files.