

Freedom of Information request reference number: 7182.1

Date of response: 22/02/2023

Request:

1. What psychological support was provided to firefighters and control/telephone and other staff both during and post incident at Grenfell Tower fire? For example, Critical Incident Stress Debriefing, TRiM (trauma risk management) Defusing, etc.
2. If psychological support was provided, who provided that support?
3. How many firefighters, control/999 and other staff reported absent from duty within 48 hours following the Grenfell Tower fire due to mental health issues?
4. What current and future plans are in place to provide psychological support to firefighters, control/999 and other staff during critical incidents?

Response:

Question 1:

The type of counselling provided post-incident is listed below. Also included is the model of post trauma support used by the London Fire Brigade, which was used to support all Grenfell Tower attendees.

June 14 03:20

- Call to duty counsellor
- Attendance at Control
- Control Officers seen at end of shift
- Support, psychoeducation, further help
- Impact on Control personnel
- Mobilisation of SCs to Paddington Welfare Centre

June 15 09:00

Welfare centre set up at Paddington

4 SCs in attendance

Red Watch personnel seen plus some senior officers >200

Support, listening, trauma psychoeducation
self-monitoring, how/ where to seek help
C&W contact, risk assessment, referrals,
notes → database

Impact



June 16 / 17

C&W given 986 names of attenders

How do we meet this scale of need?

Massive volunteer response

Psych. support plan

- MI Policy?
- NICE watchful waiting?
- 'CISD' model?
- Combination?



Grenfell psychological support plan

- **Immediately after shift:** RW, COs seen by SCs
- **1-7 days after incident:** all attenders contacted by telephone by SCs following C&W standard protocol
- **Station (welfare) debriefs** by operational managers
- **Information:** on intranet 'Coping with a potentially traumatic incident'
- **28 day checks-** 13-15th July and 6-9th August attendees visit welfare centres and talk individually to counsellors. IESr implemented
- **Watch visits** by T&W FRS trauma support staff
- **3 month and 6 month** outreach checks to watches / SOs IESr; intranet info.
- **Pre-interviews:** IESr checks
- **Ongoing** C&W receives counselling referrals, advice requests, station visits



June 17 - 25

Priorities:

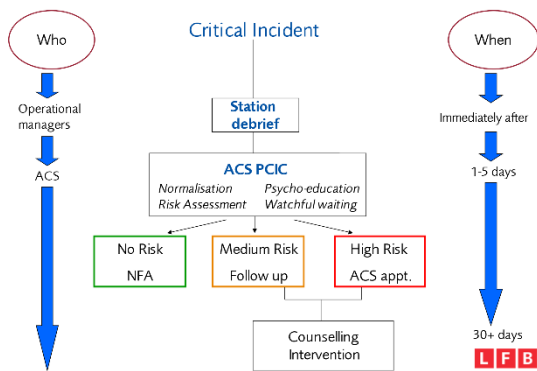
Red Watch
Blue Watch
Control Officers
Senior Officers,
Specialists e.g. USAR
Command Units

Station debriefs

C&W calls



The model for post-Trauma support



July 13-15 and Aug 6-9

Welfare centres visited by priority watches
 Staffed by HR and 64 volunteer counsellors
 Personnel seen individually by counsellors
 IESr / counsellor notes / referrals to C&W?
 387 RW 214 BW 17 Control 17 Specialists
 64 Tel follow ups made by C&W counsellors
 Support & counselling offered



Additional help was offered by Tyne and Wear FRS, who did some station visits.



Aug - Sept

15 sessions delivered by T&W FRS TS volunteers
 Watches 'opted in'.
 Mixed Watches & teams, people who attended
 as well as people who had not.
 Control, all on duty for incident.
 Sessions based on CISD

Laura Lawrence
 Welfare Manager



Screen and treat was done at 3 and 6 months post Grenfell. By Counselling and Wellbeing (C &W).

Sept 14 (3 mo) / Dec 14 (6mo)

3 mo IESr forms sent to watches via LMs and 4 IESr to Senior Officers

- 192 forms returned
- 17 high scores >33 followed up

6 mo IESr forms sent

- 283 (to date) forms returned
- 27 scores >33



Question 2

The post Grenfell psychological support was orchestrated and mostly implemented by the LFB Counselling Service (then called the Counselling and Wellbeing Service C&W, now renamed as the Counselling and Trauma Service -CTS). Additional help was done by 64 vetted voluntary counsellors who offered assistance after the tragedy and T&W FRS.

CTS continues to offer accredited counselling, which is available to all employees.

Question 3

CTS does not hold this data

Question 4

LFB works to the Policy *Recognising and Coping with potentially traumatic events*. This outlines the current provision for personnel attending critical / major incidents. LFB is currently preparing to implement a team of trained peer trauma support volunteers who will be deployed in person to stations following critical incidents. They will be responsible for providing psychological first aid and for signposting to CTS if further professional help is required.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website:

<https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>