



Heathrow Travel Care

Crisis Social Work Service

Heathrow
Making every journey better

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About Heathrow Travel Care

Our purpose

Heathrow Travel Care was established in 1972 to assess, advise and assist anyone in, or potentially in difficulty at Heathrow Airport. This includes passengers, staff and those who are at the airport for other reasons. In achieving this purpose, we respect diversity and strive to uphold individual human rights within the context of a busy airport operation and its community.

- Information and advice about UK social care services for residents and returnees.

Our central airport location enables us to respond flexibly and creatively to the needs of the airport community, whilst also delivering a high standard of service to both clients and referrers.



Current range of activities

- Crisis social work
- Initial Humanitarian Assistance following an emergency involving Heathrow
- Project work.

Unique service

- Professional generic social-work expertise (with trauma specialism)
- Airport based location with knowledge of and working links with the airport
- Established and working relationships include: Heathrow based organisations, London Borough of Hillingdon and other local authorities across the UK and worldwide, Children and Families Across Borders, Prisoners Abroad, Refugee Action, Foreign & Commonwealth Office worldwide network, Department for Culture, Media & Sport, Department of Communities and Local Government

In UK society, a growing emphasis on effective risk management and business continuity, is combined with due regard for duty of care. This has highlighted the need for an independent focal point to identify and take action on human welfare issues at international ports.

Heathrow Travel Care is a limited company and operates in the voluntary sector, also known as the independent or 'not for profit' sector of UK business. Heathrow Travel Care is a UK registered charity and is managed by a board of trustees who give their time voluntarily.

Our team

Heathrow Travel Care consist of a team of Qualified Social Workers, an Emergency Planner and several Volunteers.

We have a social worker available between 09:30 and 17:00 on working weekdays. Please note that on Thursdays, we open at 11:00 to allow for training and planning.

Outside of office hours, we operate an emergency on-call system via Heathrow's Star Centre in order to provide Initial Humanitarian Assistance. With appropriate pre-planning, and where resources are available, we do attend specific arrivals outside of our office hours where there is an urgent need.

As a team, our collective experience includes Local Authority social work, world travel, foreign languages, airline and airport work. In addition we have access to various useful online resources, as well as our own

professional networks that enable us to offer signposting to other service providers and support networks.

Our style of work is flexible, creative, and respectful. We always aim to work to statutory standards, particularly with regard to assessments, information sharing and confidentiality. We keep records of all our assessments and adhere to Health Care Professionals Council guidelines.

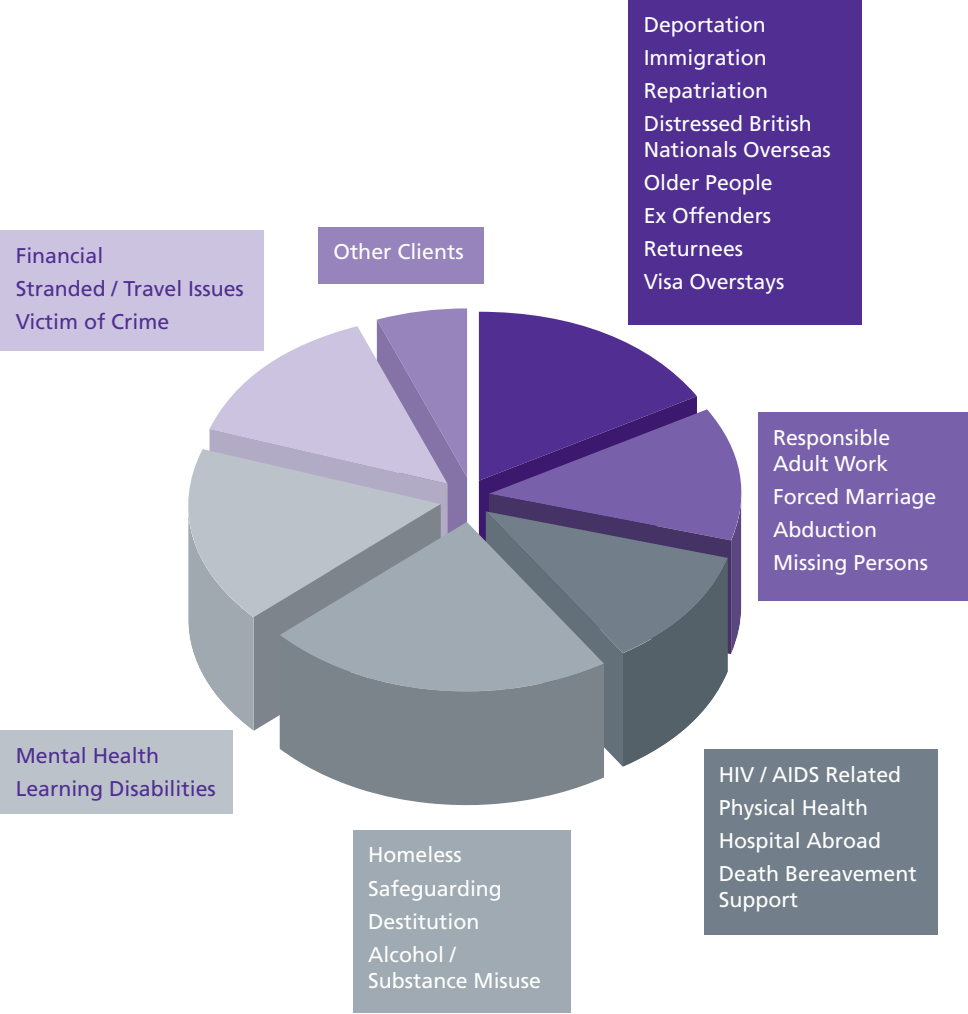
The team is supported by a number of office support volunteers who have many years' relevant experience. We also have support from accountants, legal advisors and a reserve of trained emergency responders available to support our Initial Humanitarian Assistance on a call-out basis.

All core staff and office support volunteers at Heathrow Travel Care are subject to enhanced Criminal Record Checks and hold airside ID passes, this enables us, where necessary to meet arrivals directly.



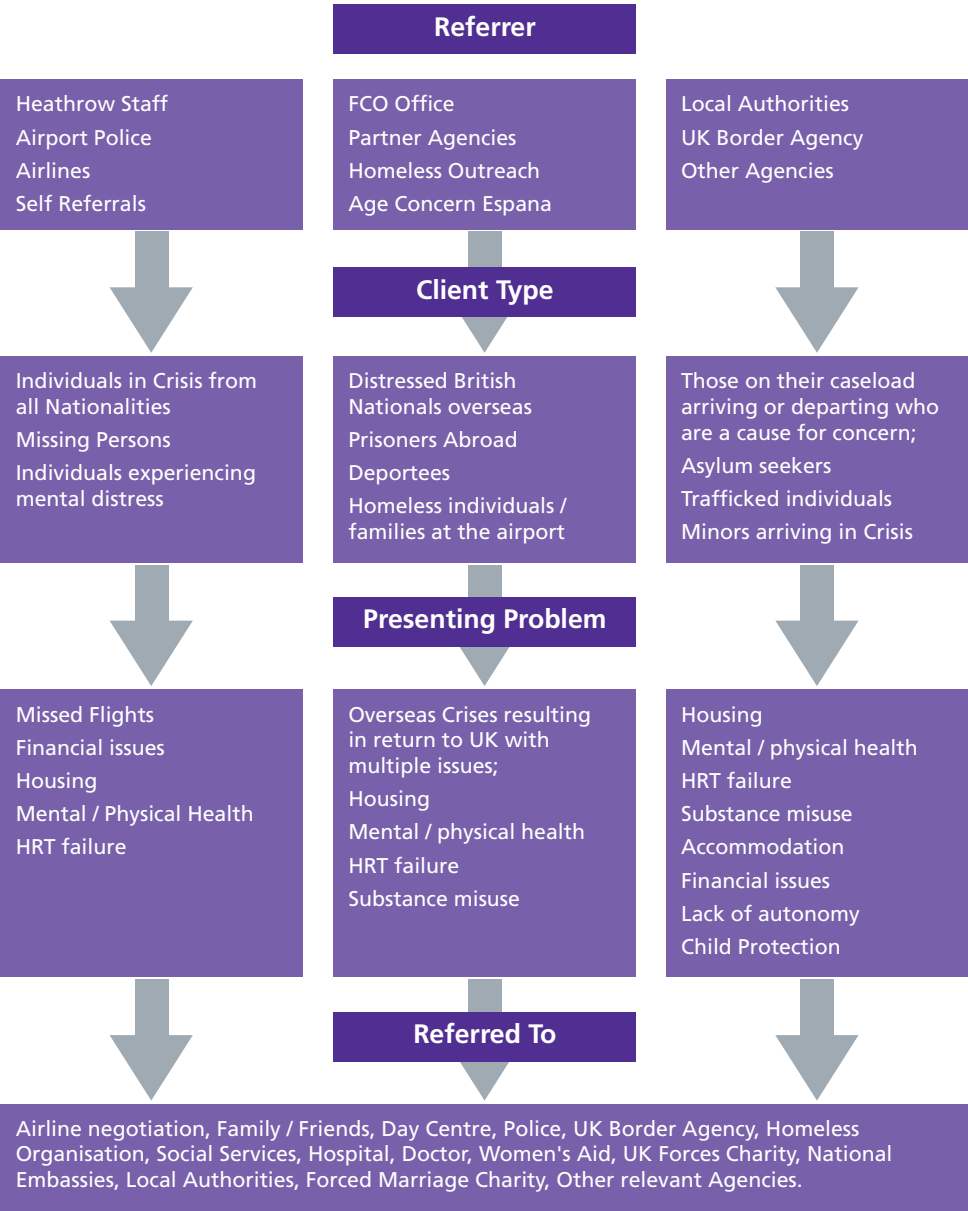
Crisis social work

Our day to day social work includes assisting with clients and issues surrounding:



Referrals pathways

An example of some of our referral pathways:



Solutions for rough sleepers

Working in partnership with various homeless charities, and Heathrow Police, Heathrow Travel Care have developed a Rough Sleepers Outreach Project to support the airport community in addressing problems associated with homeless people at the airport.

As with any busy port, Heathrow does attract a number of homeless people. Assertive Outreach Workers regularly monitor the terminals during the night to identify people who are sleeping rough. They are offered reconnection advice and directed to further assistance during office hours for housing, detoxification, employment, medical services, the benefits system and other support services.

Taking referrals from members of the public, airport and airline staff, the Police

and partner agencies, we work together to try to build relationships with individuals using an assertive outreach model, combining regular contact, with an approach that challenges damaging lifestyles, whilst offering realistic routes to enable positive change.

This project focuses on proactively reconnecting people with existing services for which they may be already eligible, and therefore encouraging rough sleepers to move off the airport.

The Heathrow Rough Sleepers Strategy Group is facilitated by Heathrow Travel Care, and meets regularly to monitor, inform and feed into planning for the Heathrow Outreach operation. Members are: Metropolitan Police, Chapel of St George, BAA, London Borough of Hillingdon Housing Options and other provider partners.



Social work advice to the FCO

Our Advice Project with the Foreign and Commonwealth Office (FCO) Consular Directorate addresses the difficulties faced by distressed and / or vulnerable British nationals returning to Heathrow, and occasionally other ports, from abroad, who could otherwise be homeless, destitute or present a risk to themselves or others on arrival.

Heathrow Travel Care Social Workers have been seconded as Specialist Advisors to the FCO and are based at the FCO in Westminster. They offer advice and support to British Consular Staff (in London and abroad) and thereby:

- Assist in the process of helping vulnerable people return to the UK to access services / support as soon as possible
- Reduce preventable homelessness and health deterioration (both physical and mental), social exclusion, crime and disruption to the operation of UK airports (particularly Heathrow)
- Promote eligibility and enable access to UK support services (formal and informal).

Often a referral to the Crisis Social Work team at Heathrow Travel Care is made, as they can re-assess people on arrival, meet flights on the basis of risk and work in partnership for 'safe-enough' planning.

A significant part of this work involves supporting people who have been forced into marriage abroad against their will (referred by the joint Foreign Office and Home Office Forced Marriage Unit) and are returning to the UK to seek refuge.

Other clients assisted are British Nationals who have lived, worked or retired abroad and are now no longer able or well enough to cope unsupported. This may be a result of social care problems, physical or mental ill health, detention in prison, homelessness or financial changes.

Our advisor also contributes to Consular training and developing / maintaining working partnerships in the UK and abroad. They have produced / updated relevant publications for use by the FCO and / or the wider community to address travel-related social care risks.



Emergency planning and response

Our aim is to provide the most appropriate response to any incident with a humanitarian dimension, at or involving Heathrow Airport.

Heathrow Travel Care has over 20 years of expertise in planning and delivering timely Initial Humanitarian Assistance at Heathrow, having provided support to numerous people across a wide range of incidents, which include:



1990	Hostage returnees from Kuwait / Iraq
1996	Evacuees from Montserrat
1997	Virgin Atlantic crash landing
2000	Saudi Airlines hijack hostages
2001	Stranded passengers after the terrorist attacks in the USA
2004	Asian tsunami returnees
2006	Returnees from the Bahrain ferry sinking
2008	British Airways crash landing and Mumbai terrorist attacks
2010	Stranded passengers following volcanic ash restrictions
2013	British Airways emergency landing

Emergency planning and response

Why Initial Humanitarian Assistance at Heathrow?

The Civil Contingencies Act 2004 places a legal obligation on Local Authorities to plan for and respond to human welfare issues following an emergency. The co-ordination of Initial Humanitarian Assistance at Heathrow (sometimes called Initial Trauma Support or Crisis Support) has been delegated to HTC as local experts.

Evidence exists to support claims that traumatic stress can trigger long-term mental distress or 'psychiatric injury'. Any litigation for these damages is based on the 'foreseeability' of the risks. Businesses with a common law 'duty of care' must be able to show that they have identified and assessed significant risks and taken reasonable steps to reduce these risks.

Planning and preparedness

HTC is an established and trusted stakeholder within the Emergency Planning structure at the airport and beyond. We are members of the Heathrow Joint Crisis Planning Group and the Reception Centres Working Group. HTC attends the Hillingdon Local Resilience Forum. Our ongoing planning cycle is informed by lessons learned in the UK and globally, including evidence from our own practice (both exercises and responses).

Response to an emergency

HTC maintains a 24/7 emergency on-call roster. Should a major incident occur affecting Heathrow Airport, the HTC emergency response would be triggered by Heathrow Airport Limited.

In partnership with key airport responders, including Chaplains, we will assess the potential for human distress and the options for delivering an initial response based on evidence of what is needed. We can then deploy appropriately experienced / trained Emergency Response Volunteers / staff as required.

HTC has a proven capability to support airlines and other local businesses in an immediate post-event situation. This may be working together in Reception Centre's for up to 24 hours, or while that business assembles its own 'Go Team' or similar welfare-support function.

Following the Initial Humanitarian Response, any longer term remaining risk / need would be handed over appropriately (e.g. to London Borough of Hillingdon teams, or via a Humanitarian Assistance process). Depending on our resources at the time, we may remain engaged with the appropriate Crisis Management / Business Recovery teams to offer advice and support as the situation progresses.

Interested in becoming an Emergency Responder for Heathrow Travel Care or just want further information? Please get in touch using the details on the reverse of this brochure.





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Mon to Fri 09:30 to 17:00

Thurs 11:00 to 17:00

www.heathrowtravelcare.co.uk

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