



# **WOKINGHAM BOROUGH COUNCIL**

## **Wokingham Borough Council Rest Centre Plan**

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**AREAS COVERED IN THIS DOCUMENT**

This Document is made up of Two Sections:

**Section One**

This section should be used as an aid to complete section Two.

**Section Two**

Should be completed using section one as a guide, once completed this will become your Operational Rest Centre Plan.



# Section One

**If there is an incident and you need to open a rest centre go the section two.**

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## **Part 1: Introduction and management**

Section one of the plan should be used as a training aid and reference document in tandem with the section two of this plan. This is a joint document that covers the establishment of a number of types of facilities by local authorities within the county. The 6 unitary authorities have agreed to share a common manual and plan in order for staff and partner agencies to provide assistance within a common framework. Therefore this document sets out the generic requirements for these facilities.

You will need to pre identify the sites for your centres, visiting these sites and using the Rest Centre Evaluation Survey at appendix 1 with the help of the requirements section of this manual will ensure the location your choose are fit for purpose.

In the event of a major incident it may be necessary to open a centre for the support of those involved in or affected by the event. A number of facilities may be required; a reception centre, rest centre or friends and family reception centre; all or any of these may be set up when members of the community are made temporarily homeless by an incident or evacuated due to imminent danger.

## **1. Objectives**

### **Shelter**

To provide immediate shelter for people who have been evacuated from their homes or are in need of emergency accommodation following an incident.

### **Registration**

To identify who is in the Rest Centre and to enable details of evacuees to be passed to the **POLICE CASUALTY BUREAU**.

### **Refreshments**

To provide refreshments for evacuees.

### **Welfare**

To provide for the well being of casualties/evacuees and to offer support services. To provide information on a wide range of welfare related subjects.

### **Information**

To keep casualties/evacuees, statutory agencies and relatives/friends informed of situation.

## **2. Definitions**

### **Survivor Reception Centre (SRC)\* – covered by this plan**

The Survivor Reception Centre is a secure area in which survivors not requiring acute hospital treatment can be taken for short-term shelter and first aid. Information will usually be gathered by police documentation teams and interviews undertaken where necessary. It may be established and run initially by the emergency services – who will be first on the scene – until the local authority becomes engaged in the response. The Survivor Reception Centre is likely to be activated for only a limited period of time, and then may cease operation or migrate into the rest centre facility. The longer-term welfare requirements of survivors will be met through Humanitarian Assistance Centres or by local authority social services outreach teams.

### **Rest centre (RC)\* – covered by this plan**

A rest centre is a building designated or taken over by the local authority for the temporary accommodation of evacuees and homeless survivors, with overnight facilities. The longer-term housing needs of those made homeless by an emergency – or those who need to be evacuated for long periods of time – are the statutory responsibility of the local authority. The responsibility for organising, staffing and providing logistical support for Survivor Reception Centres and rest centres sits with the local authority.

### **Family and Friends Reception Centres (FFRC)\* – covered by this plan**

Experience has shown that in the immediate aftermath of an incident many people will travel to the scene or to meeting points such as travel terminals if they believe their family or friends may have been involved in an emergency. If necessary, the police, in consultation with the local authority, will establish Family and Friends Reception Centres at suitable locations, to help reunite family and friends with survivors – it will provide the capacity to register, interview and provide shelter for family and friends. These may be near the scene, in the area of the community affected or at arrival and departure points.



## **Humanitarian Assistance Centres (HAC) – covered by the Thames Valley Humanitarian Assistance plan**

Humanitarian Assistance Centres may be established to provide comprehensive longer-term humanitarian assistance, in particular during the remainder of the response and any subsequent investigations. The scale and nature of the emergency may also influence the longer-term requirement for a Family Assistance Centre and the organisations required to be present. Having considered the potential scale of an incident, the Strategic Co-ordinating Group will make a decision on the opening of a Family Assistance Centre.

**\*The term rest centre (RC) is used throughout this document to cover these 3 establishments unless specified.**

### **Police Casualty Bureau**

Documentation and registration procedures will identify and account for evacuees and enable them to be reunited with relations/friends through the **POLICE CASUALTY BUREAU**. This covers those involved but unhurt, those with minor injuries, the seriously injured and fatalities. The POLICE CASUALTY BUREAU is ultimately responsible for all the casualties/evacuees, including the seriously injured taken straight to hospital, who are victims of a disaster. The POLICE CASUALTY BUREAU is required to produce lists of those unaccounted for.

### **Evacuees**

'All people involved in a disaster or major emergency are recorded as "evacuees".'

### **Chemical/Biological/Radiological/Nuclear incident (CBRN)**

It is not anticipated that Local Authority centres will receive contaminated people arising from a CBRN incident because they will arrive following decontamination. However, evacuees may be taken following decontamination and if this is the case, the needs of those involved may be further complicated, especially for clothing, information, medical assistance or emotional support. This is covered in the "issues to consider" page at the end of this section.

### **3. Decision to Open a Rest Centre**

The decision to evacuate an area and open a Rest Centre shall be made by the **POLICE or LOCAL AUTHORITY**, either independently, or in consultation with the local authority. These facilities may be required at any time of the day or night. The effectiveness of the local authority's response will largely be dependent on prompt notification, and the Police are aware that they need to inform the local authority at an early stage if there is likely to be a need to open a Rest Centre.

**The notification of the need to open a Rest Centre shall be given directly from the Police to Local Authority Emergency Contact, following the council's usual procedures.**

The council will record the following information:

- name of caller;
- telephone number of caller
- Police reference number
- location of the incident;
- nature of the incident;
- estimated number of casualties/evacuees involved, or the extent of the area to be evacuated;
- timescale - immediate or otherwise;
- type of 'RC' required;
- transport requirements;
- action taken

and **immediately** pass this information to the **Local Authority Emergency Duty Officer**, designated by the council to manage the incident. The call-out arrangements Will be different for each local Authority, please get the correct call-out producer for your Authority.

The nominated officer shall agree in consultation with the Police, the type of facility to be opened, i.e. Temporary Survivor Reception Centre/ full RC/Friends and Family Reception Centre and.

This will be dictated by the prevailing circumstances, such as the:

- extent and nature of the emergency;
- size of the area to be evacuated;
- composition of the area, i.e. residential, rural, commercial;
- likely numbers involved;
- time of day and time of year.

A list of potential centres is included in each local authority Rest Centre plan Section Two appendix 1, along with information on access and suitability.

#### **Evacuation**

See Thames Valley LRF Evacuation Plan.

## **Part 2: Things to consider when completing the Rest Centre plan**

### **1. Management Responsibilities and Staffing**

The responsibility for the efficient management of a RC is ultimately that of the affected Borough's Chief Executive, but a **rest centre managers (RCM) can be delegated** to manage the rest centre function on their behalf. The RCM will report to the Council's Emergency Duty Officer for instructions and to request assistance.

**It is important that the Rest Centre Manager understands the tasks required of them and goes directly to the allocated RC, activating other staff and requesting them to collect equipment as necessary.**

The RCM will have the responsibility for;

- determining the extent of the services to be provided;
- ensuring communication with the council's emergency response team is maintained
- setting up the facility, as suggested in Part 2
- staffing the facility, as suggested in Part 2 and listed in appendix 3
- managing the facility.

**Identify and train staff for their roles and devise a call out system for them.**

### **2. Visiting a Prospective Rest Centre site**

When visiting the site use the Rest Centre Evaluation Survey at appendix 1. Please take in to account the following:

1. Identify the **premises** to be used as a Rest Centre having regard to:
  - likely availability of the premises
  - likely duration of its use
  - general suitability of premises, vehicular access etc.
  - number of evacuees to be accommodated.
2. How do access the building, **keyholder** Contacts. Also give "Advice to managers of Buildings identified as RCs" Section One appendix 1, to the relevant person.
3. Contact **local bus and coach companies/emergency transport providers and arrange call out details, then complete** Section Two appendix 6, of the rest centre plan.
4. Identify **Service providers** to provide welfare and health support to evacuees **arrange call out details and complete** see Section Two appendix 5 of the rest centre plan:
  - British Red Cross
  - RSPCA
  - St John Ambulance
  - WRVS
  - East Berkshire Primary Care Trust – to provide medical assessment and prescribe any medication.
6. Where are your **Rest Centre Packs/Resources** stored and how do get them delivered to your centre. With this information **complete** Section Two appendix 15.

### 3. **How Rest Centres are set up.**

1. Set up a **Reception area** - this is the first point of contact for the evacuees and must be big enough, with some seating, for the evacuees to enter the building and not have to queue outside.
2. Set up at least two **Registration desk(s)** (number of desks will be determined by the number of casualties/evacuees expected) to facilitate;
  - The safe reception of the casualties/evacuees into the RC
  - The issue of Registration cards to all casualties/evacuees admitted to the RC
  - The identification of evacuees with special needs (see registration guide to staff, Section Two Part 3.4.

This should be in a separate area with controlled entrance from Reception and consideration should be given to providing interpreters.
3. Establish a **welfare support** and a **first aid post** within the RC.
4. Provide **refreshments** at an early stage.
5. Ensure that **toilet** and other facilities are well signposted and accessible from both the Reception and the Registration areas.
6. Set up an **Information Desk** and a **Communications Room**.
7. Provide dry **clothing if available/or needed**
8. Give consideration to **pets** of evacuees see Animal Evacuation Plan appendix 4.
9. At times the rest centre will already have been set up, either by one of the blue light services or by the evacuees. You will need to adopt a flexible management system and adapt the plan to what is in front of you.

### 4. **Practical management of the Rest Centre**

#### a. **The Registration Process of Evacuees**

On arrival all evacuees should be greeted at the door / reception area and given a leaflet (if available) explaining the rest centre and facilities

They should then move to a registration desk and have details taken on the Thames Valley Reception Centre Registration Form. A sample registration form and a guide on completion is included in Section Two appendix 12. Registration forms are located in the rest centre grab bags and more are available via the Emergency Planning function. The Data Protection Statement may need to be signed by the evacuee and stapled to the registration form Section Two appendix 13.

The rest centre registration form is in quadruplicate and a copy will be filled for, or given to, an attending police officer or by fax or by courier to the Police Casualty Bureau.

Members of the public arriving at the Rest Centre will be met by the reception team and taken through the registration procedure. Each person should be issued with a registration form. They should be asked to retain that number for reference purposes until they leave the Rest Centre. The details of each person, together with a note of their number, should be recorded on a registration form. A copy of these forms is at

Section Two appendix 12. Once registered they should move to the Rest Area or Welfare Team.

Wristbands should be considered to assist in the identification of registered / unregistered evacuees. Wristbands could also aid in the reunification of lost/found children as the parents contact details can be written on the wristband.

Anyone with a particular problem or who requires medical attention should be directed to the Welfare Team.

**For more detail of this process and flow diagram please go to Section Two Part 3.4 of this plan**

**b. Allocation of Responsibilities within the Rest Centre**

The key tasks within a RC have been identified as below, however in the early stages one person may need to undertake more than one role. Identify and train staff to take on these responsibilities:

**Catering  
Communications  
Information  
Parking  
Pets  
Rest Centre Manager  
Reception  
Registration  
Security  
Welfare / Medical**

**c. Consider Registration logs / back office facility**

The purpose of the administration office of the rest centre is to action any issues identified at the registration stage and to maintain good records throughout the operation of the rest centre. These tasks will be carried out under the direction of the RC manager and may include:

1. Establishing and maintaining contact with the council's emergency operations centre (if established) or the Emergency Duty Officer.
2. Receiving completed registration forms and:
  - a. Logging the information from the forms onto a registration log sheet/laptop if required.
  - b. Identifying urgent needs from the alert box on each form and taking appropriate action to respond.
  - c. Liaising with TVP casualty bureau staff if required to share data on the location of missing persons or providing registration logs to assist in identification;
3. Processing any requests for information or resources from the rest centre staff / evacuees.
4. Maintain staff work logs, Health & Safety monitoring sheets, incident reports, personal logs and staff rotas to ensure the smooth running of the centre – templates are included in the Appendices of Section Two of the Rest Centre Plan.

**Registration form logging process:**

1. Receive completed registration forms from registration staff
2. Transfer information onto registration log (paper or laptop)

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3. Check for urgent needs; identify nature of need (medical, dietary; disability aids etc)
4. Action the urgent need request, e.g.
  - a. Contact the PCT to request prescription medicines; or
  - b. Liaise with the emergency operation centre to request specialist accommodation at a residential unit; or
  - c. Liaise with caterers to arrange special diet foods and if necessary dispatch a volunteer to buy what is needed.
5. Record any action taken on the reverse of the registration form – remember to record the time and date of any action.
6. Maintain the records on the reverse of the registration form throughout the life of the rest centre.
7. File the registration forms in numerical and alphabetical order.
8. You may be asked for copies of the forms for TVP casualty bureau purposes and they can be photocopied for this purpose. Ensure all original forms are returned to the administration office.
9. On final departure from the rest centre, residents will need to complete the final section of the registration form with a member of staff; the forms should be given to the designated staff member – do not give to the resident to complete.
10. On final signing out, the form should be returned to the admin office.

## 5. Rest Centre Policy

The following outlines the general guidance and policies on running a RC. These are dealt with in more detail further in the document but this may be used as a quick-guide when setting up. This is also can be found at Section 5 of the Rest Centre Plan.

| <b>Issue</b>                          | <b>Guidance</b>  |
|---------------------------------------|--|
| <b>Management of rest centre</b>      | Responsibility of the RC manager or nominated deputy   |
| <b>Rest Centre staff / volunteers</b> | All RC staff and volunteers will be identified by tabards and organisation name badges which must be worn when in the centre.  |
| <b>Reception desk</b>                 | Will be opened at the “gateway” to RC and kept open throughout life of the RC to allow signing in and out.   |
| <b>Registration</b>                   | All evacuees/users will be required to register individually using a numbering system from 001, 002, 003 etc.  |
| <b>Family registration</b>            | Family groups will be recognised in the registration process by individually registering each adult and child and grouping them together within the numbering system using an additional letter: 001A, 001B etc.   |
| <b>Badging and I.D.</b>               | Badges or wristbands will be provided to all users at the time of registration displaying the full name and registration number of the user. Staff may ask to see this I.D. as proof of entitlement to access services.  |
| <b>Personal possessions</b>           | Users will be asked to keep personal possessions with them at all times. Labels may be provided by RC staff but responsibility for the security of personal items will remain with the user.   |
| <b>Accompanying pets</b>              | RC staff will request the assistance of the RSPCA or animal wardens to feed/accommodate pets. If possible, a separate room/space will be allocated to pets, which will remain the responsibility of the owner. Owners of noisy/ aggressive animals will be asked to make alternative arrangements. |
| <b>Communications</b>                 | Telephones and e-mail will be made available to users to enable them to contact family and friends.  |
| <b>Refreshments</b>                   | Will be made available to users free of charge. Every effort will be made to provide at least one hot meal in a 24-hour period and to take account of dietary/cultural/religious needs.  |
| <b>Sleeping accommodation</b>         | Will be provided in separate rooms if possible. If space is limited, we will try to locate families and single women in one area and single men in another.  |
| <b>Family accommodation</b>           | Where possible, families with children will be accommodated in a separate room. Consideration should be given to child safety; parents should supervise; and be responsible for; their children at all times.  |

|                       |  |
|-----------------------|--|
| <b>Quiet hours</b>    | Sleeping quarters should be kept as peaceful as possible but during the hours of 11pm and 7am, every effort should be made to keep noise in these areas to a minimum to assist sleep. Special arrangements/a quiet area may be required outside these times for shift workers. |
| <b>Signing in/out</b> | Users of the RC are free to come and go as required but will be asked to sign in and out at the reception desk to ensure a head count is kept.   |
| <b>Entertainment</b>  | TV/video, games, toys, newspapers and books should be provided but programmes and publications of an adult nature will not be permitted.   |
| <b>Behaviour</b>      | All users and staff of the RC will be expected to behave in an appropriate and tolerant manner. Those displaying abusive or offensive behaviour, swearing or not respecting people or property will be asked to leave the centre.  |
| <b>Alcohol/drugs</b>  | Alcohol and non-prescription drugs will not be permitted in the centre. Those appearing to be under the effect of these may be asked to leave the building.  |
| <b>Smoking</b>        | The whole RC will be a non-smoking area. A designated smoking area will be identified outside and sign-posted.   |
| <b>Cars/parking</b>   | Cars parked at the RC will be parked at the owners risk and loss or damage will not be the responsibility of the landlord or local authority.  |
| <b>Security</b>       | The RC manager will assess if security is required at the centre. SIA registered security will be hired if it is judged necessary to provide security.   |
| <b>Media access</b>   | The media will not be given general open access to the RC and should be referred to the authority's press office.  |
| <b>Visitors</b>       | Users may sign-in visitors to the centre and these will be issued with a visitor I.D. This will not entitle visitors to access sleeping areas, refreshments or care services provided for users.   |



## 6. **Layout Options of a Rest Centre**

Once the Reception and Registration areas have been set up, and toilet facilities well signposted, other areas required to run the RC efficiently shall be identified.

These are as follows:

- Administration Office / Backoffice
- Communications Room
- Information Desk
- First Aid and Medical Post
- Welfare Area
- Monitoring and Decontamination Station if necessary
- Catering
- Pet Area
- Children's Play Area
- Quiet Area
- Smoking Room
- Staff Rest Room- also safe storage for staff personal effects

### **Administration Room / Backoffice**

The administration area of the rest centre is just as important as the public facilities. It is here that information gathered through the registration process is collated; where special needs are identified and actioned; where information if required is gathered for the casualty bureau. The admin room may also have an area set aside as the communications room/area because it will also need access to a telephone and if possible, laptop, printer and the internet. The RC manager will need to have a work space in this area (if a separate office is not available) in order for them to oversee the operation of the rest centre.

A member of the RC team will need to be appointed to manage the admin area and their priority will be to ensure the area is organised, systems are put in place and records are maintained.

### **Communications Room**

The Communications Officer must be able to communicate with the Emergency Operations Centre. A phone line (or mobile phone) shall be solely dedicated for this as the Emergency Operations Centre may need to relay information between the Police Casualty Bureau, the Police Tactical Command and the RC. All information about the emergency will come into the RC via this route.

If available, a radio system may also be used. RAYNET will be able to assist with radio communications.

Telephone communications at most RCs will be very limited and in great demand for official communications. Calls may be received from the public on these lines and need to be answered. No information must be given out to callers over the phone, enquirers should be referred to the Police Casualty Bureau, or, if this has not been opened, to the Local Authority Emergency Operations Room.

If possible, a telephone and e-mail point should be identified for use by evacuees to allow communication with family and friends and if possible, arrange alternative accommodation.

### **Information Desk**

An Information Desk shall be set up in a central location that can be accessed by evacuees. The Information Desk shall have access to a telephone or radio and be manned at all times.

The Information Team shall:

- be the point of contact for evacuees queries and be responsible for providing information to the Police Casualty Bureau;
- work closely with the Police at the RC and the Council Emergency Operations Centre;
- be responsible for notice boards showing general information which can be placed in key locations.
- be responsible for enquiries about evacuees from friends and relatives.

The Information Team shall not be responsible for or involved in answering questions from the media or general public about the state of the emergency. These enquiries should be handled by the Police/Council Communications Team, as appropriate.

### **First Aid Post**

At the request of the Rest Centre Manager, the British Red Cross or St John Ambulance may be able to provide a First Aid Liaison Officer and shall set up a First Aid Post within the RC. When designating the area within the RC it must provide privacy and relative quiet, preferably in a separate room or an area screened off at the edge or corner of a larger room and with running water if available. If possible an additional area for quiet observation should be made available, adjacent to the First Aid Post.

Members of the British Red Cross and St Johns Ambulance can staff the First Aid Post.

The RC Teams should be briefed on the need to be aware of the possibility of delayed shock or of unreported injuries or medical needs amongst the evacuees, and to respond to these.

If anyone in the RC requires hospital treatment, the First Aid Liaison Officer would be responsible for making the necessary arrangements.

Should evacuees need a clinical diagnosis or medicines prescribed, Berkshire East/West Primary Care Trust can be called upon to assist.

### **Nursing Mothers**

Nursing mothers may need a separate area to provide quiet and privacy. Rest centre kits have some limited supplies including cots, nappies and changing equipment.

The British Red Cross has limited supplies of baby milk, food, nappies, some clothing, children's toys and games, essential sanitary items, and a small supply of emergency clothing. Some basic supplies may be provided in rest centre packs but additional supplies will need to be purchased.

### **Welfare Area**

A separate room or area shall be set up where casualties/evacuees with special needs or counselling needs can speak to members of the Welfare Team.

The Welfare Team will be nominated by Social Services and will consist of Social Services staff and Voluntary Agency staff.

The Thames Valley Evacuation Centre Registration Form has a specific section (section 4) where 'Special Needs' are highlighted. The Registration Team shall notify the Welfare Team of casualties/evacuees with special needs.

The Welfare Team shall be responsible for co-ordinating immediate support and assistance for those in the RC with welfare problems. The Team should not only be available for people to go to them, but also look out for signs of distress or specific needs among the evacuees.

The Welfare Officer in liaison with the Rest Centre Manager will arrange for support for people in distress where appropriate.

### **Monitoring and Decontamination Station**

If the emergency involves a release of radioactive or toxic material, all people must be decontaminated before arriving at the RC and before they enter the building.

The Fire & Rescue Service and Health agencies would be responsible for providing teams to carry out decontamination (which may include clothing, vehicles used to transport casualties/evacuees from a contaminated area), and it is all evacuees need to be have already decontaminated by the time they enter the rest centre.

Care will need to be taken to avoid unnecessary contamination of RC staff and 'clean' areas of the RC.

The UKHSA will be responsible for co-ordinating advice and assistance with procedures for the care of all personnel at the RC.

### **Catering**

If the RC does not have a separate kitchen or serving hatch, areas for the preparation and serving of light refreshments (and meals if required) shall be identified. Particular attention shall be paid to safety, hygiene and access routes.

The Women's Royal Voluntary Service will have available tea, coffee, milk, biscuits, and possibly, soup or sandwiches for immediate consumption.

The Schools Catering Service or Meals on Wheels may be able to provide meals.

### **Pet Area**

Evacuees will not leave their pets behind and may not have thought to bring cages for small animals (such as cats) or food. If possible, pets should not be allowed into the main RC as they can create enormous problems if they are allowed to 'run wild'. Please see Appendix 4 for more detail.

### **Children's Play Area**

Young children can easily become bored in the RC environment and it is advisable to set up a play area. This can be unsupervised provided that the sign designating the area as a Children's Play Area state that it is unsupervised.

### **Quiet Area**

If possible a 'quiet area' should be set aside where evacuees can escape from the general noise of people and radio/television sets, to be able to read, think, pray or just to be in a more peaceful area. Such an area could also be used (for short periods) for prayer by religious groups.

### **Smoking Room**

Smoking will not be permitted within the building however, an area outside but away from major entrances may be identified for this purpose.

### **Staff Rest Room**

RC staff and volunteers need to be allocated an area apart from the evacuees where they can spend their off-duty time, and have a separate table at mealtimes. Consideration for safe storage of staff personal effects may be required.

## **7. Supporting Arrangements**

### **Voluntary services in support of the RC**

The local voluntary organisations are key in providing support to providing services in the rest centre and contact numbers details need to be up to dated. Most usual types of support are:

|                                 |  |
|---------------------------------|--|
| WRVS                            | Refreshments and registration                            |
| Red Cross                       | First aid, spare clothing, befriending/emotional support |
| St John's                       | First aid, befriending/emotional support                 |
| SEBEV                           | Stewarding, car parks, support in community              |
| Thames Valley Police Chaplaincy | Multi-faith support/befriending                          |
| RSPCA                           | Care of pets   |

### **Medical support**

A first aid post will be established by requesting support from the voluntary agencies as outlined above. However, medical (GP) support and emergency pharmacy arrangements for prescriptions for people who do not have their medicines with them, can be supported by calling the local Primary Care Trust call out details must be kept up to date.

### **Security at the Rest Centre**

Consideration must be given to introducing appropriate security/stewarding measures at the RC. Careful citing of the Reception, Registration, and Information Desks may help. The Police may send a uniformed officer to assist. You may want to consider using SEBEV SAR as additional stewarding. It should be noted that any Security staff must hold the appropriate licence issued by the relevant authority.

The use of the Rest Centre name badge/wrist band given to casualties/evacuees as part of the initial registration process may assist in controlling subsequent access to the RC.

Media access would need to be strictly managed, and must not interfere with the running of the Centre.

### **Media and Publicity**

All media/press enquiries must be referred to the Emergency Operations Centre at the local authority. Although it may be reasonable to agree to escort a small party of the press, radio or TV news team to the RC, they should not be given open access to the building, as this may result in unnecessary disturbance to the casualties/evacuees.

It is suggested that any interviews with casualties/evacuees should be conducted outside the premises.

### **Enquiries about Casualties/Evacuees**

Relatives and friends of the casualties/evacuees will make enquiries about their safety, probably by telephone or personal visit to the RC. Personal visits to the RC shall be discouraged unless the reason is to provide alternative accommodation for the evacuee. These calls shall be taken by the Information Desk staff.

To manage the RC efficiently, relatives and friends should not be encouraged into the premises. A large influx of additional people may be disruptive and also cause overcrowding. If possible, relatives and friends should be directed to separate accommodation made available nearby to enquire. If this is not possible, enquirers should be restricted to the Reception Area of the main RC.

A note should be made of the name of the enquirer and that of the evacuee concerned. The evacuee should then be called to the Reception area by loudspeaker announcement.

British Telecom can provide mobile payphones on a lorry for use by the casualties / evacuees and this may produce a need for coins to use in these.

### **Entertainment**

Arrangements should be made to provide some form of entertainment for casualties/evacuees. Experience has indicated that, if entertainment can be provided for children, in particular, it will prove worth while. TV sets and videos/DVDs should be used if available. TV is often useful for updating evacuees of the situation including visual aid of the site. It may be advisable to have newspapers, books, packs of cards and a selection of board games available.

In the event of the prolonged use of a RC, staff involved in organising activities for children should be brought in to the RC.

### **Environmental Health & Hygiene**

High standards of hygiene will need to be maintained within the RC as large numbers of people, living in close proximity, can lead to the spread of infection and disease. Kitchen and toilet facilities will need to be inspected and cleaned on a regular basis. The normal Centre staff will need to be aware that they will be required to clean these facilities regularly.

The Environmental Health team shall be asked to monitor hygiene at the RC.

The British Red Cross shall help with the initial supply of nappies and essential sanitary items but further supplies will need to be purchased.

The Waste/Recycling Officer shall be responsible for the removal of rubbish and other waste from the RC on a regular basis.

### **Finance**

Rest Centre Managers shall be responsible for;

- 1) Evacuee finances, organising both benefit payments and payments for accommodation in the RC;

If an incident is likely to be prolonged, arrangements should be made;

- a) for a representative from the DSS to visit and offer advice about possible entitlement to benefits.
  - b) for determining the local authority's policy on providing free facilities and services within the RC, and the possibility of charging for these.
- 2) Keeping a detailed record of all expenditure incurred by the Local Authority as this shall be required when the liability for the costs incurred is determined. See appendix 16 for **Expenditure Log**.

If the incident is clearly the responsibility of a third party, discussions should be entered into at an early stage between the local authority's Legal Section and the third party to ascertain the position regarding their liability for the costs incurred. There is also the possibility that the third party will offer to finance alternative emergency accommodation.

- 3) Insurance.

The Local Authority's Insurance service may be able to help with;

- a) the determination for the liability of costs incurred;
- b) the reimbursement of the costs of the alternative accommodation provided by the insurers of casualties/evacuees who have their own home insurance.

The Association of British Insurers operate a scheme to provide a mobile office to give advice to evacuees on insurance. Telephone 0207 600 3333.

### **Safety**

The Rest Centre Manager shall ensure that the RC is a safe environment for staff and evacuees. Before opening the centre, the RC manager should undertake a walk-through inspection of the building using the H&S Form Section Two appendix 8. All necessary fire and safety precautions are taken whilst the premises are occupied as a RC;

- fire doors must not be locked or obstructed,
- fire exit/emergency lighting systems should be active.

The position of Fire Extinguishers should be noted and a Fire Warden appointed.

Health and Safety legislation requirements must be fully complied with and safe working practices established. For additional advice contact the Local Authority's Health and Safety Officer.

### **Overnight Accommodation**

If it is likely that the RC will be needed to provide overnight accommodation for casualties/evacuees, early consideration should be given to whether additional premises may be required.

In a prolonged incident of more than a few hours, some casualties/evacuees may choose to leave the RC:

- to make their own arrangements,
- or to stay with relatives or friends
- or go to an hotel.

Lack of access to telephones at the RC may deter casualties/evacuees from making their own arrangements and every effort should be made to help them by making telephone calls on their behalf.

Avoid splitting up families - make full use of separate small room if possible, use screens to break up large halls into family areas, or provide dormitory arrangements for single males and single females. Ensure areas are clearly signed. The elderly should be provided for separately. Enquiries should be made whether alternative accommodation can be made available in nearby Sheltered Schemes or Residential Homes for Older People. Alternatively you could contact next of kin to suggest alternative arrangements be made for them.

Bedding supplies can be accessed as detailed in the resources list Section Two appendix 15. Where only small numbers of casualties/evacuees remain at the RC overnight, consideration should be given to making arrangements to book them in to local Bed & Breakfast establishments instead of setting up overnight accommodation at the RC.

### **Departure**

It is important to keep track of casualties/evacuees once they have registered at the RC so that people enquiring about them can be advised of their whereabouts. Evacuees wishing to permanently leave the RC should fill in the address they are going to on the Rest Centre form and hand it in to the Reception Desk as they leave. A simple booking in/out sheet can be used for those temporarily leaving the RC.

### **Debrief**

Following on from the closure of the RC, it is imperative that all agencies involved are debriefed on how the RC/incident was managed.

## **8. Survivor Reception Centre (SRC)**

The Survivor Reception Centre is a secure area in which survivors not requiring acute hospital treatment can be taken for short-term shelter and first aid. Information will usually be gathered by police documentation teams and interviews undertaken where necessary. It may

be established and run initially by the emergency services – which will be first on the scene – until the local authority becomes engaged in the response.

**Characteristics of the establishment of a SRC are:**

- It is likely to be activated for only a limited period of time, and then may cease operation or migrate into the rest centre facility;
- Longer-term welfare requirements of survivors will be met through a rest centre, Humanitarian Assistance Centres or by social services outreach teams.
- Venue will generally be selected by the emergency services in the period directly following an emergency;
- Venue may be temporary and not ideal but will be a safe place to gather and organise;
- Ability of the local authority or rest centre manager to influence the decision of where to site the centre may be removed;
- SRC staff will need to adapt their plans to the building and resources available to them.

**The main components of a SRC are:**

- A safe venue where survivors can be moved to in the short term
- Area for the police to gather information or undertake interviews
- Quick registration, primarily using registration cards
- Basic seating and if possible, an area for simple refreshments
- First aid or basic welfare area
- An information desk providing basic details of what is happening and what to expect
- Communication area for people to speak to family or friends and arrange onward travel/accommodation
- A gathering point for onward travel to rest centre / home / other destination.

**Issues for the LA lead officer (RC manager) to consider:**

- Location of SRC and who is responsible for undertaking risk assessments and the health and safety of staff and evacuees
- Method of registration - whether the Police or the local authority will take the lead in these circumstances
- The length of time the SRC will be required and whether to allocate resources to the set-up of a RC rather than investing too much in a SRC
- What basic facilities and services are required; what needs to be brought in
- Transportation to an onward destination

## **9. Family and Friends Reception Centres (FFRC)**

In the immediate aftermath of an incident many people will travel to the scene or to meeting points such as travel terminals if they believe their family or friends may have been involved in an emergency. If necessary, the police, in consultation with the local authority, will establish Family and Friends Reception Centres at suitable locations, to help reunite family and friends with survivors – it will provide the capacity to register, interview and provide shelter for family and friends. These may be near the scene, in the area of the community affected or at arrival and departure points.

### **Characteristics of the establishment of a FFRC are:**

- It is likely to be activated in the later stages of an incident when an assessment has been done on the number of casualties and friends and family have been done;
- The welfare requirements of friends and family will need to be considered at the FFRC
- Venue will generally be selected by the Police in consultation with the local authority;
- There may be a wider selection of venues available for an FFRC; in particular a conference centre or hotel may be more suitable than a community hall or sports centre
- FFRC staff will need to adapt their plans to the building and resources available to them and main duties will be around registration, information, advice and support to family and friends.

### **The main components of a FFRC are:**

- A safe gathering place where family and friends can access information and the agencies involved in the response.
- Area for the police to gather information or undertake interviews
- Adapted registration process guided by the requirements of the police casualty bureau;
- Seating and waiting areas with refreshments available
- Private rooms / areas for interviews and meetings
- An information desk providing details of what is happening and what to expect
- Communication area for people to speak to family or friends and arrange onward travel/accommodation

### **Issues for the LA lead officer (RC manager) to consider:**

- Location of SRC and providing a calm and safe environment where family and friends can gather.
- Method of registration - whether the Police or the local authority will take the lead in these circumstances and what information is required
- The role of local authority staff and emergency support organisations in the FFRC
- Transportation to and from the FFRC for those visiting; whether transport assistance is required.



## **Appendices**

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| Appendix 1: | Rest Centre evaluation survey                     |
| Appendix 2: | Advice to managers of buildings identified as RCs |
| Appendix 3: | Animal Evacuation plan                            |



**Appendix 1: Rest centre evaluation survey**

(See attached notes on completion)

|    |                               |  |
|----|-------------------------------|--|
| 1. | <b>Parish:</b>                |  |
| 2. | <b>Name of establishment:</b> |  |
| 3. | <b>Address:</b>               |  |
|    | <b>Post code:</b>             |  |
| 4. | <b>Tel No:</b>                |  |
|    | <b>Fax No:</b>                |  |
|    | <b>E-mail:</b>                |  |
| 5. | <b>Map Reference:</b>         |  |
| 6. | <b>Contacts:</b>              |  |
|    | Primary name:                 |  |
|    | Tel - Office hours            |  |
|    | Tel - Out of hours            |  |
|    | Secondary name:               |  |
|    | Tel - Office hours            |  |
|    | Tel - Out of hours            |  |
| 7. | <b>Authorising Official:</b>  |  |
|    | Tel - Office hours            |  |
|    | Tel - Out of hours            |  |
| 8. | <b>Key Holder(s):</b>         |  |
|    | 1. Name                       |  |
|    | Tel - Office hours            |  |
|    | Tel - Out of hours            |  |
|    | 2. Name                       |  |
|    | Tel - Office hours            |  |
|    | Tel - Out of hours            |  |
| 9. | <b>Licensed capacity:</b>     |  |

|     |  | No.        | Observations/comments |
|-----|--|------------|-----------------------|
| 10. | <b>Total no. usable rooms/equipment:</b> |            |                       |
|     | Large hall(s)                            |            |                       |
|     | Medium room(s)                           |            |                       |
|     | Small room(s)                            |            |                       |
|     | Office                                   |            |                       |
|     | Kitchen                                  |            |                       |
|     | Tables                                   |            |                       |
|     | Chairs                                   |            |                       |
|     |  |            |                       |
| 11. | <b>Facilities/space for:</b>             | <b>Y/N</b> |                       |
|     | Separate reception                       |            |                       |
|     | Separate sleeping room                   |            |                       |
|     | <i>Sleeping capacity?</i>                |            |                       |
|     | First aid room                           |            |                       |
|     | <i>With running water?</i>               |            |                       |
|     | <i>With external access?</i>             |            |                       |
|     | Staff room                               |            |                       |
|     | RC Manager's office                      |            |                       |
|     | <i>Phone/pc/fax?</i>                     |            |                       |
|     | <i>Photocopier?</i>                      |            |                       |
|     | <i>Office furniture?</i>                 |            |                       |
|     | <i>Stationery?</i>                       |            |                       |
|     | Kitchen facilities:                      |            |                       |
|     | <i>Cooker (gas/electric)?</i>            |            |                       |
|     | <i>Fridge?</i>                           |            |                       |
|     | <i>Microwave?</i>                        |            |                       |
|     | <i>Cutlery/crockery?</i>                 |            |                       |
|     | <i>Water boiler/kettle?</i>              |            |                       |
|     | Entertainment/tv area                    |            |                       |

## PUBLIC - REDACTED

|     |   |  |  |
|-----|---|--|--|
|     | <i>TV/video/dvd on site?</i>                                    |  |  |
|     | Children's area   |  |  |
|     | <i>Safe play area/toys?</i>                                     |  |  |
|     | Communications room   |  |  |
|     | <i>Telephone line(s)?</i>                                       |  |  |
|     | <i>Internet access/PC(s)?</i>                                   |  |  |
| 12. | <b>Toilets/washing:</b>   |  |  |
|     | <i>Male toilets</i>   |  |  |
|     | <i>Female toilets</i>   |  |  |
|     | <i>Disabled toilets</i>   |  |  |
|     | <i>Showers</i>  |  |  |
|     | <i>Baby changing</i>  |  |  |
| 13. | <b>Outside building:</b>  |  |  |
|     | Disabled access?  |  |  |
|     | Lighting/signage?   |  |  |
|     | Parking bays?   |  |  |
| 14. | <b>Other Remarks</b> (Continue on separate sheet if necessary): |  |  |
|     | Assessor's Name   |  |  |
|     | Signed  |  |  |
|     | Date  |  |  |

**N.B. If building plan is available please supply, or draw plan of building on reverse.**

**BERKSHIRE EMERGENCY PLANNING POTENTIAL REST CENTRE SURVEY****GUIDANCE NOTES**

The following notes are intended for the guidance of personnel completing the survey form. The serial numbers and headings equate to those on the survey form. In some instances the form may be partially completed by the District Emergency Planning Officer - this information should be verified and amended as necessary.

1. **Parish** - Insert the Parish in which the establishment is located (if appropriate).
2. **Establishment** - Insert Official name of establishment, together with any other name by which the establishment may be more locally known.
3. **Address** - Full postal address including post code.
4. **Telephone Number & Fax Number** - These should be given with the agreement of the Head of Establishment. Include any unlisted numbers and identify them as (UL) so that information will not be compromised.
5. **Map Reference** - A 6 figure map reference from Ordnance survey 1:50000 map.
6. **Contacts** - Insert details of the Head of Establishment or other individual nominated as the primary point of contact for activation, together with the secondary or alternate nominee. Include name, office and out of hours numbers.
7. **Authorising Official** - At some establishments, activation for emergency use may require formal authorisation by someone other than the primary or secondary contact.
8. **Key Holder** - Identify one or more individuals authorised by the Head of Establishment as a key holder for out of hours access. Where the Police already hold details of the nominated key holder, the same individual should be identified on the survey sheet.
9. **Licensed capacity** - Where an establishment has been designed to take any particular maximum number and this is covered by a local authority or fire brigade licence, this number should be identified on the form.
10. **Total no. usable rooms/ equipment** - The information given in this section will inform a decision on whether the facility is of the right capacity for the purpose. It is important to note the equipment and rooms that would be available for use.
11. **Facilities** - The facilities identified on the form are the minimum necessary to make an estimate of the establishment potential. Any other features that may affect this should be included under 'Other Remarks' or on a separate sheet.
12. **Toilets/washing** - Identify the total number of toilets available on the premises, including breakdown of male, female and disabled, where appropriate. If the out fall is to other than main sewerage, e.g. Septic tanks, this should also be identified. Identify if the establishment has showering facilities, which may be important is the building is to be used for flooding incidents or overnight.
13. **Outside building** - consider the suitability of the outside of the building to accommodate cars, buses and other vehicles both visiting for drop-off and overnight.
14. **Other Remarks:-**
  - a. Special notice should be taken of any adaptations or modifications that exist for the disabled to enter and utilise the facilities.
  - b. Identify any significant features that may be relevant, e.g. bath or shower rooms, drying rooms, special facilities/equipment for children, trolleys suitable for baggage handling or the availability of mechanical handling equipment.
  - c. If it is possible to obtain a building/site plan, this should be attached to the completed survey form, or sketch a plan on the reverse of the sheet.

## **Appendix 2: Advice to managers of buildings identified as rest centres**

A rest centre is a building designated or taken over by the Police or local authority for the temporary accommodation of evacuees and homeless survivors, sometimes with overnight facilities. The responsibility for organising, staffing and providing logistical support for survivor reception centres and rest centres sits with the local authority.

Opening a rest centre does not happen often! By their nature, these centres are often set up at short notice and may contain people who have been unexpectedly removed from their homes or cannot return to their homes. In this case, the people will be poorly prepared for their stay and it is up to the local authority, working with the police and voluntary groups such as the Red Cross to provide a temporary home.

We need to allocate space for such facilities as (or provide):

- A reception area
- Registration area
- Catering / refreshments
- Communications - phones, PCs
- Information desk
- Welfare support
- First Aid
- Entertainment
- Sleeping space
- Quiet areas
- Child's play area
- Pet care
- Rest Centre Manager's office
- Security
- Parking

**What to expect:**

In advance:

- a pre-visit from the local authority to survey the facility, assess its suitability and discuss fees and charges and when/if the building would be used.

When activated:

- A rest-centre manager who will be in charge of all activity relating to the rest centre / a single point of contact
- Call-out at short notice and some disruption/changes to normal working arrangements
- The arrival of a team of staff and volunteers with some basic equipment
- Arrival of evacuees

**Basic requirements:**

- Tables, chairs, kitchen facilities, heating, lighting, car parking and access to halls/rooms by agreement with the management and depending on size and duration of incident.
- Equipment or facilities such as room dividers, leisure mats, play equipment, televisions, café/restaurants etc are also useful because it minimises the amount of equipment that needs to be brought in by the volunteers.

**Building managers may want to consider:**

- Out-of-hours call-out arrangements
- Minimum staffing levels whilst the building is occupied
- Whether access can be given to telephones/office equipment
- What facilities and resources could be made available
- Public liability insurance and Health & Safety



## **Appendix 3: ANIMAL EVACUATION PLAN**

To be read in conjunction with the Rest Centre Plan

### **Objectives of the Animal Evacuation plan**

Should an evacuation of residents be necessary it is likely that residents will be concerned about their pets and companion animals. Previous experience has shown that it is easier to evacuate people if they know their animals are going to be safe and catered for. Public order issues may arise if people are requested to leave their pets behind in an unsafe environment. This plan will outline how BFC will help with evacuation and ensure that pets and owners are subjected to the least possible stress and separation.

### **How will we deal with evacuated animals**

In the first instance residents will be encouraged to find suitable boarding for the pets in advance of an evacuation with either family/ friends or with boarding kennels, see section Two Appendix 9. Rest centres are generally not suitable to house pets for more than a few hours, therefore it is important to ensure that residents are able to leave their pets in safe hands until the incident is over.

If the pet cannot be placed elsewhere before evacuation, and the evacuation is likely to be protracted, then we will aim to help residents place pets safely with local vets and boarding kennels. If the evacuation is for not more than a few hours then we will endeavour to allow pets to remain with their owners in a designated area of the rest centre, however, this is a decision which will be made by the Rest Centre Manager and will be dependant upon the type and number of pets. Owners must ensure that their pets are properly supervised at all times.

### **Animal Resources**

You need to locate where your animal resources packs are stored and how you would transport them. These packs should include animal foods, litter/ trays cages etc.

Liaise with local vets, boarding kennels and transport companies ask for out of hour's contacts and type of animal there can help with.

### **Considerations in the Rest Centre**

If a number of pets are brought to the rest centre consideration must be given to how best to shelter them. Advice can be sought from the RSPCA.

- Depending on space it is preferable to keep cats, dogs and other pets in separate rooms to minimise stress on the animals and owners.
- If owners have more than one type of pet with them a 'guardian' must be appointed to ensure safety of pets in separate rooms
- Pets must not be left without an owner present
- Safety is paramount. If pets are showing signs of aggression towards people or other pets they must be removed from the centre

### **Assistance / guide dogs**

Assistance dogs will be allowed to remain with their owners at all times and provision made to accommodate them.

### **Farm animals and Livestock Evacuation**

*Evacuation tips for farms and stables:*

- Check that owners have made arrangements for another farm/stable outside the incident area to accommodate their stock.
- Evacuate animals as soon as possible.
- Where it is extremely difficult or impossible to remove animals, liaise with the owner to ensure that suitable food and water can be made available on site.
- At the evacuation site there should be the ability to readily obtain food, water, veterinary care, handling equipment and generators if necessary.
- Liaise with the RSPCA if necessary.

### **Costs**

Animal owners are responsible for all fees incurred for boarding their pet.

### **RSPCA Assistance**

The RSPCA is available for advice and assistance concerning animals. They are able to provide physical items for animal welfare such as food, cages etc. The RSPCA may also be able to help evacuate animals.

|       |                            |
|-------|----------------------------|
| RSPCA | 24 hour call centre number |
|-------|----------------------------|



# Section Two

## Operational Rest Centre plan

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# 1. Introduction

Section two of Berkshire Rest Centre plan is the operation part of the plan it is a document which details how to open a centre to support members of the community who are made temporarily homeless by an incident or evacuated due to imminent danger.

## **Objectives of a rest centre**

### **Shelter**

To provide immediate shelter for people who have been evacuated from their homes or are in need of emergency accommodation following an incident.

### **Registration**

To identify who is in the Rest Centre and to enable details of evacuees to be passed to the police casualty bureau if required.

### **Refreshments**

To provide refreshments for evacuees.

### **Welfare**

To provide for the well being of evacuees and to offer support services. To provide information on a wide range of welfare related subjects.

### **Information**

To keep evacuees, statutory agencies and relatives/friends informed of situation.

## **How to use this manual**

The Rest Centre plan can be scaled up or down depending on the circumstances of an evacuation. For example if the evacuation is prolonged then sleeping accommodation may need to be set up, for those incidents of a shorter timescale a seating area and refreshments may be all that is needed.

All local information is included in appendices attached.

All evacuees in a rest centre should be registered no matter the length of the evacuation.

# 2. Decision to Open a Rest Centre

The decision to evacuate an area and open a Rest Centre shall be made by the police either independently, or in consultation with the local authority. These facilities may be required at any time of the day or night. The effectiveness of the local authority's response will largely be dependent on prompt notification, and the Police are aware that they need to inform the local authority at an early stage if there is likely to be a need to open an Emergency Rest Centre.

**The notification of the need to open a Rest Centre shall be given directly from the Police to the Local Authority who will contact the emergency planning function**

The emergency planning function shall decide, in consultation with the police, the type of facility to be opened. This will be dictated by the prevailing circumstances, such as the:

- extent and nature of the emergency;
- size of the area to be evacuated;
- composition of the area, i.e. residential, rural, commercial;
- likely numbers involved;
- time of day and time of year.

A list of potential centres is included in the **appendix**, along with information on access and suitability.

The police will manage the evacuation of people; however the local authority may be called upon to assist.

### 3. Setting up a Rest Centre

#### 3.1 Management Responsibilities

Depending on the incident type, it may be necessary for the Police / emergency services to immediately open a local evacuation centre for evacuees to shelter in. In this instance an official handover must take place upon the arrival of a representative from the local authority.

The responsibility for the efficient management of a rest centre lies with the rest centre manager, in conjunction with the emergency planning function. A rest centre manager action card is in the **appendix**.

The rest centre manager will have the responsibility for;

- determining the extent of the services to be provided;
- ensuring communication with the council's emergency management team is maintained (if activated)
- setting up the facility
- staffing the facility,
- managing the facility.

A staff register, see the **appendix**, must be kept showing the time at which each member of the team started and finished duty at the rest centre. It is essential to arrange a duty rota if the emergency is likely to be prolonged.

#### 3.2 Initial Action

Following notification of the need to open a rest centre – the Rest Centre Manager; in liaison with the Emergency Planning function; shall:

- Start a log of actions
- Use the rest centre manager action card for prompts (appendix)
- Identify the premises to be used in consultation with the emergency services/emergency planning function having regard to:
  - distance from the danger area
  - likely availability of the premises
  - likely duration of its use
  - general suitability of premises, vehicular access etc.
  - expected number of evacuees to be accommodated
  - expected time of arrival of first evacuees
  - whether transport will be required
- Contact the keyholder of chosen rest centre and request access.
- Arrange collection of the rest centre bag from the Emergency Planning Office, the Depot
- Contact local bus companies or taxi services as identified in the emergency plan - see the **appendix** and arrange transport for evacuees if necessary.
- Contact voluntary agencies listed in the **appendix** to provide welfare and health support to evacuees; or if rest centre volunteer numbers are low

- The local Berkshire NHS on call rota to provide medical care / medicine assessment. Details via the emergency planning function
- Arrange for the delivery of additional rest centre equipment if necessary
- Inform interested parties of action being taken, these could include
  - Director of Adult Social Care
  - Emergency Planning function
  - Duty Senior Officer
  - Forestcare/customer service centre
  - Social Services Emergency Duty Team
  - Education Officer (if appropriate)
  - Communications teams / media
  - Undertake a risk assessment of the building with the key holder for risk assessment form (**appendix**)

### 3.3 Practical management of the Rest Centre

**All staff must wear a tabard and their Council ID badge. Voluntary Organisations must wear their own tabards/uniform and ID at all times.**

Areas to be set up first.

- Set up a Reception or greeting area - this is the first point of contact for the evacuees and must be big enough, with some seating, for the evacuees to enter the building and not have to queue outside. leaflets should be distributed at this point
- Set up a Registration desk to facilitate registration of all evacuees and if required the distribution of wristbands to evacuees admitted to the rest centre via the reception area. Wristbands are an option and can be worn by evacuees to prove that they are registered and allowed to use the facilities of the rest centre.
- Provide refreshments at an early stage
- Establish a welfare support and a first aid post within the rest centre.
- Ensure that toilet and other facilities are well signposted
- Give consideration to pets. See **appendix** animal evacuation plan
- Be guided by what the evacuees need
- Ensure any accidents are recorded using **appendix**
- Ensure a replacement and cleaning inventory is kept using **appendix**

### 3.4 The Registration Process of Evacuees

On arrival all evacuees should be greeted at the door / reception area and given a leaflet (if available) explaining the rest centre and facilities

They should then move to a registration desk and have details taken on the Thames Valley Emergency Centre form. A sample registration form and a guide on completion is included in the **appendix**. Registration forms are located in the rest centre grab bags and more are available via the Emergency Planning function. The Data Protection Statement must be signed by the evacuee and stapled to the registration form (**appendix**)

The rest centre registration form is in quadruplicate and a copy will be filled for, or given to, an attending police officer or by fax or by courier to the Police Casualty Bureau.

Members of the public arriving at the Rest Centre will be met by the reception team and taken through the registration procedure. Each person should be issued with a registration form. They should be asked to retain that number for reference purposes until they leave the Rest Centre. The details of each person, together with a note of their number, should be recorded on a registration form. A copy of these forms is within the Appendix. Once registered they should move to the Rest Area or Welfare Team.

Wristbands should be considered to assist in the identification of registered/unregistered evacuees. Wristbands would also aid in the reunification of lost/found children as the parents contact details can be written on the wristband.

Anyone with a particular problem or who requires medical attention should be directed to the Welfare Team.

The **BLUE** copy of the registration form is passed to, and retained, by the Information Desk; if no information desk is required these forms will be retained in a separate folder as one may be required as the incident progresses. The Information Desk or Police Liaison Officer will contact the Casualty Bureau and pass the information they require to them. The **WHITE** copy is retained at the Registration area. The **GREEN** copy of the form is retained by the evacuee/survivor, this copy of the form has additional evacuee information on the reverse side. The **YELLOW** copy goes to the Welfare Team. If the person has First Aid it goes with them to the First Aid Post. Once the assistance required is provided and the person goes to the Rest Area the **YELLOW** form goes to the Information Desk or relevant folder. See the Diagram in the appendix

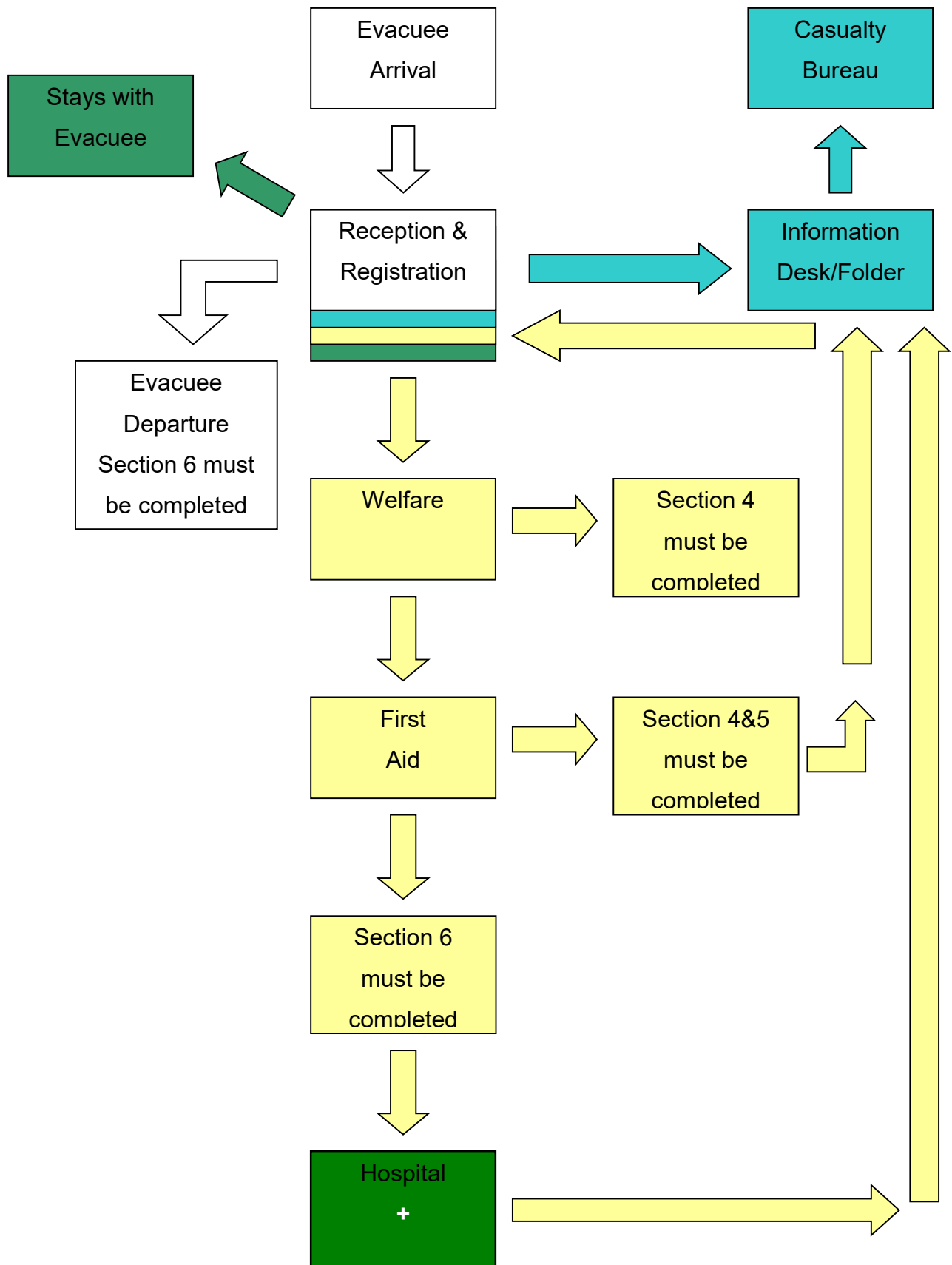
The Registration & Reception Team and Welfare Team must ensure that details of people leaving the Rest Centre are entered in Section 7 of the registration form on which they were booked in, and that this information is passed to the Information Desk. Person leaving will be advised that they will have to re-register if they return.

Rest Centre registration forms are stored in the Emergency Rest Centre bags/boxes; spare forms are available from Shute End. Rest Centre boxes are in each centre and in the EOC.

A back office admin officer should be allocated to collate all details on one sheet for ease of use (this can wait if staff numbers are short) see **appendix**

*NB: The registration of all evacuees is of particular importance for police purposes if the incident has involved casualties. This enables the identification of people who are unaccounted for. If the Police open a Casualty Bureau, a list detailing the name, home address, date of birth and sex of each evacuee will be required urgently.*





**WHITE FORM**  
(Original Copy).

Original stays at Registration/Reception.

**BLUE FORM**

Goes in a separate file or to Information Desk when opened.

**YELLOW FORM**  
(Working Copy)

Form goes from Registration to Welfare  
Welfare issues resolved - Form goes to Information Desk with relevant section completed.  
First Aid required- the Form, with person, goes to First Aid Post.  
First Aid given- Form goes to Information Desk with Section 4 completed.  
Person to Hospital- Form goes to Information Desk with Section 5 completed

**GREEN FORM**

Retained by Evacuee

**If person returns from Hospital they are booked in again.**

Persons leaving the Centre will be advised that if they return they will have to book in again, section 6 must be completed.

### **3.5 Evacuees with special needs**

Evacuees with special needs should be helped at all times, and the rest centre manager made aware of their requirement.

Any action taken is noted on the registration form alert box for attention of the rest centre manager

Care should be taken to ensure that any evacuees with reported special needs of a medical nature receive early attention.

### **3.6 Precautionary Monitoring & Decontamination**

If the emergency involves the release of Chemical, Biological, Radiological or Nuclear (CBRN) material – Royal Berkshire Fire and Rescue Service will lead on the decontamination of the evacuees.

Consideration should be given to the opening of a separate Centre to keep contaminated and 'clean' individual separate.

Space and resource will be additionally required to support in setting up and running of a Radiation Monitoring Unit – led by the United Kingdom Health Security Agency.

**Decontamination and radiation monitoring are covered within other emergency plans.**

If the nature of an incident indicates that decontamination is required – multi-agency structures will be stood up to advise and coordinate the response. For example - evacuees will have had their clothing removed and replaced with an all in one overall. It will be necessary to provide spare clothing if possible under these circumstances.

It may be possible for contaminated people to have left the scene of the incident, make their own way to the Rest Centre. Under these circumstances, the Rest Centre should be notified that the incident involved CBRN and it may be practical for the Rest Centre manager to lock down the facility to prevent contaminated people entering the Centre.

It must be noted that council staff have no powers to contain people (i.e. prevent them leaving the Rest Centre), but they may prevent them from entering (i.e. lock the doors) if they believe that their presence will endanger themselves, other staff members or members of the

public within. This power exists under the health and safety at work act, as employees have a duty to protect themselves and others from potential harm. Alternatively, if resources are available from the emergency services, decontamination facilities may be possible outside the Rest Centre.

## 4. Allocation of Responsibilities within the Rest Centre

The key tasks have been identified as below, however in the early stages one person may need to undertake more than one role. The allocation of staff to the various tasks will need to be revised as time progresses.

Voluntary agencies may be used to support if LA staff numbers are low. For example WRVS or Red Cross could help with the registration forms.

A brief outline of potential allocations are listed below

|                            |  |
|----------------------------|--|
| <b>Catering</b>            | LA staff, in-house catering where available, WRVS, Heathlands  |
| <b>Communications</b>      | Local Authority comms officer (24 hour)  |
| <b>Information</b>         | Local Authority staff, WRVS, British Red Cross   |
| <b>Parking</b>             | Local Authority staff, SEBEV SAR   |
| <b>Pets</b>                | Pet owner RSPCA  |
| <b>Rest Centre Manager</b> | Appropriate manager from call-out list   |
| <b>Reception</b>           | Local Authority staff, WRVS  |
| <b>Security</b>            | SEBEV  |
| <b>Welfare</b>             | Local Authority staff – ideally Housing or Community Care, British Red Cross, St John Ambulance, Local Berkshire Primary Care Trust<br>Thames Valley Police Chaplaincy Service |
| <b>Medical</b>             | British Red Cross, St John Ambulance, East Berkshire Primary Care Trust  |

## 5. Rest Centre Policies

The following outlines the general guidance and policies on running a rest centre. These are dealt with in more detail further in the document but this may be used as a quick-guide when setting up.

| Issue                                 | Guidance   |
|---------------------------------------|--|
| <b>Management of rest centre</b>      | Responsibility of the Rest Centre manager or nominated deputy.   |
| <b>Rest Centre staff / volunteers</b> | All staff and volunteers will be identified by tabards and organisation name badges which must be worn when in the centre.   |
| <b>Registration</b>                   | All evacuees will be required to register individually   |
| <b>Badging and I.D.</b>               | Wristbands can be provided to all users at the time of registration. Staff may ask to see this I.D. as proof of entitlement to access services. Wristbands are available in the rest centre bags/boxes and via the Emergency Planning function.  |
| <b>Personal possessions</b>           | Users will be asked to keep personal possessions with them at all times. Responsibility for the security of personal items will remain with the user.  |
| <b>Accompanying pets</b>              | Staff will request the assistance of the RSPCA to feed and accommodate pets. If possible, a separate room will be allocated to pets, which will remain the responsibility of the owner. Owners of noisy or aggressive animals will be asked to make alternative arrangements.                    |
| <b>Communications</b>                 | Telephones and e-mail will be made available to users to enable them to contact family and friends.  |
| <b>Refreshments</b>                   | Will be made available to users free of charge. Every effort will be made to take account of dietary/cultural/religious needs.   |
| <b>Sleeping accommodation</b>         | Will be provided in separate rooms if possible. If space is limited, we will try to locate families and single women in one area and single men in another. If evacuee numbers are low consideration should be given to sourcing hotels or B&B's – guidance can be found in the Rest Centre Plan |
| <b>Family accommodation</b>           | Where possible, families with children will be accommodated in a separate room. Consideration should be given to child safety; parents should supervise; and be responsible for; their children at all times.  |

|                       |   |
|-----------------------|---|
| <b>Quiet hours</b>    | Sleeping quarters should be kept as peaceful as possible but during the hours of 11pm and 7am, every effort should be made to keep noise in these areas to a minimum to assist sleep. Special arrangements/a quiet area may be required outside these times for shift workers.  |
| <b>Signing in/out</b> | Users of the rest centre are free to come and go as required but will be asked to sign in and out at the reception desk to ensure a head count is kept.   |
| <b>Entertainment</b>  | <p>Arrangements should be made to provide some form of entertainment for evacuees. Experience has indicated that, if entertainment can be provided for children, in particular, it will prove worth while. TV / DVDs should be used if available. TV is often useful for updating evacuees of the situation including visual aid of the site. It may be advisable to have newspapers and books available.</p> <p>In the event of the prolonged use of a rest centre, staff involved in organising activities for children should be brought in.</p> |
| <b>Behaviour</b>      | All users and staff of the rest centre will be expected to behave in an appropriate and tolerant manner. Those displaying abusive or offensive behaviour, swearing or not respecting people or property will be asked to leave the centre.  |
| <b>Alcohol/drugs</b>  | Alcohol and non-prescription drugs will not be permitted in the centre. Those appearing to be under the effect of these may be asked to leave the building.   |
| <b>Smoking</b>        | The whole rest centre will be a non-smoking area. A designated smoking area will be identified outside and sign-posted.   |
| <b>Cars/parking</b>   | Cars will be parked at the owners risk and loss or damage will not be the responsibility of the landlord or local authority.  |
| <b>Security</b>       | <p>Consideration must be given to introducing appropriate security measures. Consider using SEBEV SAR.</p> <p>The use of the Rest Centre wrist band given to evacuees as part of the initial registration process will assist in controlling subsequent access</p>  |
| <b>Media access</b>   | All media/press enquiries must be referred to the lead comms officer. Although it may be reasonable to agree to escort a small party of the press, radio or TV news team, they should not be given open access to the building, as this may result in unnecessary disturbance to the evacuees.  |

|   |  |
|---|--|
| <b>Visitors</b>                           | <p>Relatives and friends of the evacuees will make enquiries about their safety, probably by telephone or personal visit. Personal visits shall be discouraged unless the reason is to provide alternative accommodation for the evacuee.</p> <p>To manage the rest centre efficiently, relatives and friends should not be encouraged into the premises. A large influx of additional people may be disruptive and also cause overcrowding. If possible, relatives and friends should be directed to separate accommodation made available nearby to enquire. If this is not possible, enquirers should be restricted to the Reception Area</p>   |
| <b>Medical</b>                            | <p>A first aid post will be established by requesting support from the voluntary agencies as outlined above. However, medical (GP) support and emergency pharmacy arrangements for prescriptions for people who do not have their medicines with them, can be supported by calling the local Primary Care Trust via the emergency planning function</p>  |
| <b>Environmental Health &amp; Hygiene</b> | <p>High standards of hygiene need to be maintained as large numbers of people, in close proximity, can lead to the spread of infection and disease. Kitchen and toilet facilities will need to be inspected and cleaned on a regular basis. The normal Centre staff will need to be aware that they will be required to clean these facilities regularly.</p>  |
| <b>Finance</b>                            | <p>Rest Centre Managers shall be responsible for keeping a detailed record of all expenditure incurred by the Local Authority as this shall be required when the liability for the costs incurred is determined.</p>   |
| <b>Health and Safety</b>                  | <p>The Rest Centre Manager shall ensure that the rest centre is a safe environment for staff and evacuees. Before opening the centre, the rest centre manager should undertake a walk-through inspection of the building with the building keyholder. All necessary fire and safety precautions are taken whilst the premises are occupied as a rest centre;</p> <ul style="list-style-type: none"> <li>• fire doors must not be locked or obstructed,</li> <li>• fire exit/emergency lighting systems should be active.</li> </ul> <p>Health and Safety legislation requirements must be fully complied with and safe working practices established. For additional advice contact a Health and Safety Officer.</p> |

## 6 Support Area information

### First Aid Post

At the request of the Rest Centre Manager, the British Red Cross or St John Ambulance shall provide a First Aid Liaison Officer and shall set up a First Aid Post within the rest centre. When designating the area within the rest centre it must provide privacy and relative quiet, preferably in a separate room or an area screened off at the edge or corner of a larger room and with running water if available. If possible an additional area for quiet observation should be made available, adjacent to the First Aid Post.

Members of the British Red Cross and St John Ambulance shall staff the First Aid Post.

The rest centre teams should be briefed on the need to be aware of the possibility of delayed shock or of unreported injuries or medical needs amongst the evacuees, and to respond to these.

If anyone requires hospital treatment, the First Aid Liaison Officer would be responsible for making the necessary arrangements.

Should casualties need a clinical diagnosis or medicines prescribed; the Local Primary Care Trust can be called upon to assist.

### Information Desk

An Information Desk shall be set up in a central location that can be accessed by evacuees. The Information Desk shall have access to a telephone or radio and be manned at all times.

The Information Team shall;

- be the point of contact for evacuees queries and be responsible for providing information to the Police Casualty Bureau;
- work closely with the Police and the Emergency Operations Centre at Time Square;
- be responsible for notice boards showing general information which can be placed in key locations.
- be responsible for enquiries about evacuees from friends and relatives.

The Information Team shall not be responsible for or involved in answering questions from the media or general public about the state of the emergency. These enquiries should be handled by the communications officer, as appropriate.

### Catering

If the rest centre does not have a separate kitchen or serving hatch, areas for the preparation and serving of light refreshments (and meals if required) shall be identified. Particular attention shall be paid to safety, hygiene and access routes.

The WRVS will have refreshments available. It may be easier and quicker to purchase fast food from any of the local takeaways or supermarkets.

### Equipment & Resources

The Emergency Planning Officer or deputy should nominate a Resources Officer, who will assess the need for supplies and equipment to enable the Rest Centre functions to be carried out (Often this role will be carried out by one of the other Rest Centre staff or EOC staff if overall staff numbers are low). The Resources officer should be in close contact with the Rest Centre Manager to ensure that resources adequate to the incident are ordered.



Additional items may be available from other local authorities or from a list of useful equipment. Both of these are held in a resources database, which is updated regularly by the Emergency Planning team.

If extra resources are required these may have to be obtained through the Emergency Planning team.

In the event of an incident that overwhelms the authority, request mutual aid from the other Berkshire Authorities in the first instance.

Mutual Aid from Berkshire Local authorities can be requested by calling the following numbers.

|                      |   |
|----------------------|---|
| Reading Borough      | = |
| West Berkshire       | = |
| Bracknell Forrest    | = |
| Wokingham            | = |
| Slough               | = |
| Windsor & Maidenhead | = |

Mutual aid can be requested from areas outside of Berkshire.

Mutual aid from surrounding counties can be requested via the numbers below

Oxfordshire =

Buckinghamshire =

Should transport be required to move people from the Rest Centre to other temporary accommodation, this would be arranged via one of the contacts in the transport section below.

Emergency evacuation supplies can be obtained from \*\*\*\*\*. Across Berkshire the 6 Unitary Authorities Emergency Planning Memorandum of Understanding to support each other with equipment. These stores are detailed in a database and can be activated via the relevant emergency planning teams.

### **Communication**

Good communications are a necessity and it is possible that existing telephone facilities will be inadequate to meet requirements. Additional means of communication in the form of mobile phones or 2 way radios may be available as soon as the Rest Centre is set up. The Manager can request the Emergency Planning function to arrange for emergency telephones to be installed by BT. Assistance from 'RAYNET' (Radio Amateurs Network) can also be requested if this is considered to be advantageous.

Where possible, boards should be provided for displaying notices and other forms of information to the evacuees.

In a larger Rest Centre it may be useful to utilise, or install, a paging system for making announcements.

**Transportation**

Transport for evacuees can be arranged by contacting any of the companies detailed in the appendix.

A Parking attendant may need to be appointed, to ensure that vehicles arriving at the Rest Centre are properly parked and that there is free access for emergency vehicles. They will also be responsible for marshalling of vehicles at the Rest Centre.

**Pet Area**

Evacuees tend not leave their pets behind and may not have thought to bring cages for small animals (such as cats) or food. Pets should not be allowed into the main rest centre as they can create enormous problems if they are allowed to 'run wild'.

Arrangements should be made to provide a separate area dedicated to pets and their owners. Owners should be made aware that they remain responsible for looking after their pets and that dogs should be kept on a lead at all times.

If an incident is likely to continue for more than one day, arrangements should be made with local boarding kennels and catteries to make accommodation available for pets.

**Property Store**

A secure room in the Rest Centre should be set aside for safeguarding luggage or personal belongings of the occupants. Raffle Tickets can be supplied as a receipt system.

**Security**

Security of access points should be considered and additional security staff may be requested from the building owner, or the police for immediate support required.

**Children's Play Area**

Young children can easily become bored in the rest centre and it is advisable to set up a play area. This can be unsupervised provided that the sign designating the area as a Children's Play Area state that it is unsupervised.

**Quiet Area**

If possible a 'quiet area' should be set aside where evacuees can escape from the general noise. Such an area could also be used (for short periods) for prayer by religious groups.

**Staff Rest Room**

Staff and volunteers need to be allocated an area apart from the evacuees where they can spend their off-duty time, and have a separate table at mealtimes. Consideration for safe storage of staff personal effects may be required.

## 7. Overnight Accommodation

If it is likely that the rest centre will be needed to provide overnight accommodation for evacuees, early consideration should be given to whether additional premises may be required.

In a prolonged incident of more than a few hours, evacuees may choose to leave. If the number of evacuees remaining in the rest centre is relatively small the rest centre manager in conjunction with the emergency planning function should consider using hotels or B&B's overnight see **appendix**.

Lack of access to telephones may deter evacuees from making their own arrangements and every effort should be made to help them by making telephone calls on their behalf.

Avoid splitting up families - make full use of separate small room if possible,

Enquiries should be made via social services as to whether alternative accommodation can be made available in nearby sheltered schemes or residential homes for older people.

Bedding supplies can be accessed as detailed in the resources list. If more are required they can be requested through mutual aid arrangements with neighbouring authorities. The emergency planning function will co-ordinate this.

## 8. Departure

It is important to keep track of evacuees once they have registered, so that people enquiring about them can be advised of their whereabouts. Those permanently leaving should notify the reception desk as they leave and have their registration forms updated and wristbands removed. A simple booking in/out sheet can be used for those temporarily leaving the rest centre - see **appendix**

## 9. Debrief

Following on from the closure of the rest centre, it is imperative that all agencies involved are debriefed on how the rest centre was managed. The Emergency Planning function will lead the de-brief.

# **Appendices**

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## **Appendix 1: Rest Centre Locations**

### **Appendix 3: ACTION CARDS**

#### **ACTION CHECKLIST FOR EMERGENCY PLANNING DUTY OFFICER**

- 1) Attend the scene of the incident
- 2) Activate the callout cascade as appropriate (Incident controller, EPO etc)
- 3) Forward requests for assistance from the emergency services to the EOC
- 4) Assign a survivor reception Centre to temporarily house the evacuees until the Rest Centre is open (a pub, or church hall would be appropriate)
- 5) Liaise with the evacuees to determine rough numbers that require transport to the Rest Centre.
- 6) Inform the EOC of the number of evacuees.
- 7) Determine roughly if any evacuees have special needs (i.e. religious requirements, disabled facilities, pets, dietary requirements, and medicinal requirements) and pass this information to the EOC.
- 8) Advise the emergency services at the scene how long the local authority response is likely to take.

## **ACTION CHECKLIST FOR EMERGENCY PLANNING OFFICER**

- 1) Ensure the smooth running of the evacuation on behalf of WBC
- 2) Decide the location of the Rest Centre or action hotel accommodation as appropriate
- 3) Inform directorate chief officers of the incident and any likely disruption to normal service delivery.
- 4) Brief the Chief Executive
- 5) Inform the WBC duty media officer and brief the WBC media team.
- 6) Attend Police Silver if required.
- 7) Authorise expenditure relating to the incident
- 8) Request mutual aid from other Berkshire unitary authorities if required.
- 9) Place a request to Community Care and Housing for a senior officer as Welfare Manager

## **ACTION CHECKLIST FOR INCIDENT CONTROLLER**

- 1) Open the EOC and manage the facility
- 2) Organise loggists, communications officers and resource officers as appropriate to staff the EOC.
- 3) Ensure that all messages pertaining to the incident are recorded.
- 4) Action the requests for assistance from the Duty Officer at the scene (Bronze) and Police silver (This could include but is not limited to, road blocks, transport for the evacuated etc).
- 5) In the absence of the EPO, carry out those duties also or delegate as appropriate.
- 6) Activate the voluntary organisations/put them on standby at an early stage



## **ACTION CHECKLIST FOR REST CENTRE MANAGER**

- 1) Assign areas of the Rest Centre for sleeping, praying, children's play area, first aid etc.
- 2) Assign an information manager to set up the information desk
- 3) Organise the reception and registration team to book people in using the equipment in the Rest Centre boxes.
- 4) Ensure the Health and Safety of all staff and evacuees in the Rest Centre
  - a. Brief all staff and evacuees on the fire exits (staff on extinguishers)
  - b. Arrange/liaise with EPO for monitoring if decontamination has occurred.
- 5) Organise for a security presence at the Rest Centre (Police or street wardens)
- 6) Ensure that parking at the Rest Centre is adequate and that space is available for the emergency services/local authority parking (this could be via a parking attendant)
- 7) Organise for a property store to be set up
- 8) Organise appropriate signage to highlight the various areas of the Rest Centre
- 9) Organise a shift rota for staff, to cover the operation of the Rest Centre.
- 10) Liaise with the Police and action any requests for assistance as they arrive (inform the incident controller at the WBC EOC, of any actions, to avoid duplication of effort)
- 11) Organise for translations to be carried out as appropriate via WBC translation or language line.
- 12) Ensure that the ACTION CHECKLISTS for all Rest Centre staff are passed out and all staff are aware of their duties.
- 13) Compile statistics and information from the various managers in the Rest Centre and report back to the Incident Controller at the WBC emergency Operations Centre with regular update reports.

## **ACTION CHECKLIST FOR WELFARE MANAGER**

- 1) Liaise with the incident controller to ensure that the First aid has been organised via British Red Cross or St Johns Ambulance.
- 2) Organise catering for the evacuated (via WRVS, Onsite facilities or other as appropriate)
- 3) Organise for the RSPCA to attend if pets have been brought to the Rest Centre.
- 4) Organise for a children's play area supervisor to supervise the play area.
- 5) Activate additional Community Care and Housing Directorate support if required.
- 6) Pass the yellow form to the First aid staff/reception desk
- 7) Advise the catering manager of any special dietary requirements arising from the yellow forms
- 8) Ensure that the pet bin has arrived from the WBC Rest Centre store and that equipment is distributed appropriately

### **ACTION CHECKLIST FOR INFORMATION MANAGER**

- 1) Organise set up of the information desk
- 2) Liaise with the WBC press officer

## **ACTION CHECKLIST FOR THE INFORMATION DESK**

- 1) Locate the information box
- 2) Ensure adequate signage
- 3) Don the tabard
- 4) Pass information to the casualty bureau as required

## **ACTION CHECKLIST FOR RECEPTION AND REGISTRATION TEAM**

- 1) Locate the Reception and registration box
- 2) Ensure adequate signage
- 3) Don the tabard
- 4) Register the evacuated
- 5) Ensure that all of the evacuated are aware that they need to book out of the Rest Centre when they leave and record the details on section 7 of the form.
- 6) Pass the Blue form to the information desk (ONLY IF THE POLICE HAVE SET UP THE CASUALTY BUREAU)
- 7) Pass the yellow form to the welfare manager
- 8) Keep the white form
- 9) Set up the property store
- 10) Complete section 7 of the registration form if evacuees leave the Rest Centre

### **ACTION CHECKLIST FOR THE SECURITY TEAM**

- 1) Liaise with the Rest Centre manager
- 2) Request police assistance for all incidents
- 3) Ensure security of the property store
- 4) Provide a visible security presence

### **ACTION CHECKLIST FOR CATERING MANAGER**

- 1) Ensure that all dietary requirements are catered for via reference to the yellow forms supplied by the welfare manager
- 2) Arrange for purchase of food stuffs if required via WRVS or Emergency Planning Officer or incident Controller.
- 3) Ensure that short term requirements are catered for via WRVS
- 4) Ensure that longer term meals are catered for.

### **ACTION CHECKLIST FOR FIRST AID TEAM**

- 1) Collect yellow forms from the Welfare manager (note section 5 medical requirements)
- 2) Facilitate first aid
- 3) Organise transport to hospital if treatment is required
- 4) Complete section 7 of the form if the evacuee is passed to hospital



### **ACTION CHECKLIST FOR PARKING ATTENDANT**

- 1) Cordon off a parking area for the emergency services/local authority staff.
- 2) Marshall vehicles on the site to ensure proper parking and flows of vehicles on the site

### **ACTION CHECKLIST FOR HEALTH & SAFETY MANAGER**

- 1) Advise all staff and evacuees of the emergency exits and procedures.
- 2) Ensure that the Rest Centre is not overcrowded
- 3) Organise for appropriate monitoring if decontamination has occurred in conjunction with the Rest Centre Manager.
- 4) Organise an area for monitoring to occur
- 5) Liaise with the monitoring agency and pass back regular updates to the Incident controller.
- 6) Organise PPE if required
- 7) Organise washing of contaminated vehicles if required

### Appendix 4: Staff Register Form- Sign In/Out

**Date of Incident** \_\_\_\_\_

**Location of Rest Centre** \_\_\_\_\_

[illegible]

## **Appendix 5: Emergency Contact List / Rest Centre Managers**

[illegible]



## **Appendix 6: Approved Transport Contract Details**

### **BUSES and TAXIS**

Work with the Community Transport Unit team and/or CMAC

## **Appendix 7: Voluntary Group Details**

| <b>Organisation</b> | <b>Contact<br/>In Hours</b> | <b>Contact<br/>Out of Hours</b> |
|---------------------|-----------------------------|---------------------------------|
|                     |                             |                                 |
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|                     |                             |                                 |

## Appendix 8

| REST CENTRE RISK ASSESSMENT FORM  |             |
|---|-------------|
| To be used by the RC Manager before opening of the RC to staff and public |             |
| Date :  | Location :  |
| Manager :   | Signature : |

| ITEM   | ✓/X<br>N/A | COMMENTS / ACTIONS /<br>REMEDIES / MITIGATIONS |
|--|------------|--|
| <b>HOUSEKEEPING</b>  |            |  |
| All work/amenity areas cleaned and tidy to an acceptable standard?                                     |            |  |
| No oil/solvent/refuse allowed to collect?  |            |  |
| Area for refuse collection provided?   |            |  |
| <b>TEMPERATURE</b>   |            |  |
| All areas have a suitable minimum temperature?   |            |  |
| Where extremes of temperature occur means exist to control the effects?                                |            |  |
| <b>LIGHTING</b>  |            |  |
| Lighting is sufficient and suitable in all areas?  |            |  |
| The extent of the artificial light is such that it does not cause glare or eye strain?                 |            |  |
| <b>SANITARY ACCOMODATION</b>   |            |  |
| Is the sanitary accommodation suitable and sufficient?   |            |  |
| Are the men's/ladies facilities separate?  |            |  |
| Are the facilities clean?  |            |  |
| Are sufficient and suitable washing facilities provided in or near the centre?                         |            |  |
| Are suitable and effective means for disposal of sanitary dressings provided in ladies facilities?     |            |  |
| <b>STRUCTURE OF BUILDING</b>   |            |  |
| Is it sound and maintained in a good state of repair?  |            |  |
| Is it safe for its intended purpose?   |            |  |
| <b>NOISE</b>   |            |  |
| Is the noise level acceptable?   |            |  |
| <b>FLOORS/STAIRS/PASSAGEWAYS</b>   |            |  |
| Are passageways free from obstruction?   |            |  |
| Are all floor surfaces in the centre treated with appropriate materials that ensure non-slip surfaces? |            |  |
| Is there evidence that stairs are regularly maintained?  |            |  |

|  |  |  |
|--|--|--|
| <b>FIRE</b>  |  |  |
| Is there evidence that the fire alarm is regularly tested and functioning correctly? |  |  |
| Are all fire exits clearly marked?   |  |  |
| Are there sufficient and suitable (for the type of work carried out) fire            |  |  |

|   |  |  |
|---|--|--|
| extinguishers in or near the centre?  |  |  |
| Are fire procedures available and displayed?  |  |  |
| Are all staff informed of the location of the fire fighting equipment and alarm bells?  |  |  |
| <b>ELECTRICAL EQUIPMENT</b>   |  |  |
| Is there evidence that electrical equipment is regularly serviced?  |  |  |
| Are operating instructions available and displayed (when necessary) and do they incorporate safe codes of conduct? (when necessary) |  |  |
| Is the equipment/apparatus suitable for the nature of the work carried out?   |  |  |
| <b>OFFICE HAZARDS</b>   |  |  |
| Do filing cabinets carry appropriate safety notices?  |  |  |
| Are there any trailing telephone/ VDU leads?  |  |  |
| Are all chairs used appropriate and safe for the purpose?   |  |  |
| Is there sufficient/suitable furniture for the use of staff / residents?  |  |  |
| <b>FURNITURE</b>  |  |  |
| Is the furniture in a good state of repair?   |  |  |
| <b>CLEANING /BIOHAZARDS</b>   |  |  |
| Are all staff dealing with cleaning tasks provided with adequate protective clothing?   |  |  |
| <b>EQUIPMENT</b>  |  |  |
| Is all equipment provided regularly checked and repaired?   |  |  |
| Is all equipment provided suitable for the nature of the work?  |  |  |
| <b>MATERIALS</b>  |  |  |
| Are the storage facilities for materials suitable?  |  |  |
| Are all hazardous materials clearly marked?   |  |  |
| <b>WELFARE</b>  |  |  |
| Are kitchen/dining facilities adequate?   |  |  |
| Is there a place for drying clothes?  |  |  |
| Are there adequate First Aid facilities?  |  |  |
| <b>ACCIDENTS/NEAR MISSES</b>  |  |  |
| Is there a process established for reporting and investigating accidents and near misses and are all staff aware of the procedures? |  |  |



## Appendix 9: ANIMAL EVACUATION

### Considerations in the Rest Centre

If a number of pets are brought to the rest centre consideration must be given to how best to shelter them. Advice can be sought from the RSPCA.

- Depending on space it is preferable to keep cats, dogs and other pets in separate rooms to minimise stress on the animals and owners.
- If owners have more than one type of pet with them a 'guardian' must be appointed to ensure safety of pets in separate rooms
- Pets must not be left without an owner present
- Safety is paramount. If pets are showing signs of aggression towards people or other pets they must be removed from the centre

### Assistance / guide dogs

Assistance dogs will be allowed to remain with their owners at all times and provision made to accommodate them.

### Costs

Pet owners are responsible for all fees incurred for boarding their pet.

### RSPCA Assistance

The RSPCA is available for advice and assistance concerning animals. They are able to provide physical items for animal welfare such as food, cages etc. The RSPCA may also be able to help evacuate animals.

RSPCA

24 hour call centre number

## **Pet Evacuation**

Before evacuating ensure that residents:

- Plan their evacuation and leave in plenty of time. Do not wait until the last minute to evacuate.
- Foster their pet if possible. They should call friends, family members, vets, or boarding kennels in a safer area to arrange safe foster care. If this is not possible or time is short the following guide should be used.
- Transport their pet safely by using secure pet carriers or keep their pet on a lead or in a harness.
- Identify their pet by securely fastening a current identification tag to their pet's collar.
- Bring a photograph of their pet for identification purposes in case of any dispute between owners at the rest centre.
- Have a kit for their animals - food, water, medication, litter, or any other supplies their pet needs on a regular basis.
- Carry a list of emergency telephone numbers. This should include vet and any other individuals or groups they might need to contact during the incident.
- Remember pets in cages outside.

## **Farm animals and Livestock Evacuation**

*Evacuation tips for farms and stables:*

- Check that owners have made arrangements for another farm/stable outside the incident area to accommodate their stock.
- Evacuate animals as soon as possible.
- Where it is extremely difficult or impossible to remove animals, liaise with the owner to ensure that suitable food and water can be made available on site.
- At the evacuation site there should be the ability to readily obtain food, water, veterinary care, handling equipment and generators if necessary.
- Liaise with the RSPCA if necessary.

## **Appendix 10: Accident / Incident report form**

Rest centre name and address:

Incident date:

This form is only to be completed by the RC manager or their representative and could be required by your Public Liability Insurance Company if a claim is made.

### **Injured person (if any)**

Surname:

Forename:

Address:

Postcode:

Home phone no:

Date of birth:

|          |  |           |  |         |  |            |  |
|----------|--|-----------|--|---------|--|------------|--|
| Employee |  | Volunteer |  | Evacuee |  | Contractor |  |
|          |  |           |  |         |  |            |  |
| Visitor  |  | Other     |  |         |  |            |  |

### **Date and time of accident / incident (delete as applicable)**

Date and time reported:

Person reported to:

Details in building's accident book? Tick box

Yes

No

### **Details of injury/loss (specify left or right side and/or loss or damage)**

Details of action taken:

Assisted by RC representative (please give name):

First aid administered (please give name):

|  |     |  |    |  |                   |     |  |    |
|--|-----|--|----|--|-------------------|-----|--|----|
| <b>Please tick relevant boxes</b>      |     |  |    |  |                   |     |  |    |
| Ambulance called                       | Yes |  | No |  | Taken to hospital | Yes |  | No |
| Name and address of hospital attended: |     |  |    |  |                   |     |  |    |
| Taken home:                            | Yes |  | No |  |                   |     |  |    |

### Circumstances of accident / incident and location

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### Name and address of witnesses

| Witness 1 |                  | Witness 2 |  |
|-----------|------------------|-----------|--|
|           | <b>Name</b>      |           |  |
|           | <b>Address 1</b> |           |  |
|           | <b>Address 2</b> |           |  |
|           | <b>Tel. no.</b>  |           |  |
|           | <b>Mob. No.</b>  |           |  |

### Person completing this form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Signature: \_\_\_\_\_

## **Appendix 11: Replacement and cleaning inventory**

Rest centre name and address:

Manager's name:

Contact number:

RC duration from/to:

Number of evacuees:

This sheet should be used to record details of equipment used, requiring cleaning or disposal. Please keep these items separate from unused items when re-packing kits and mark them for appropriate action.

### **Disposable equipment used requiring replacement:**

|                       | <b>No.</b> | <b>Comments / recommendations</b> |
|-----------------------|------------|-----------------------------------|
| RC toiletry kits      |            |                                   |
| Evacuation leaflets   |            |                                   |
| Registration leaflets |            |                                   |
| Registration cards    |            |                                   |
| Registration forms    |            |                                   |
| Badges / bands        |            |                                   |
| Baby equipment        |            |                                   |

Other:

### **Equipment used requiring cleaning:**

|          |  |  |
|----------|--|--|
| Beds     |  |  |
| Blankets |  |  |
| Toys     |  |  |

Other:

### **Equipment used requiring disposal:**

|  |  |  |
|--|--|--|
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Use the space below to record any other issues (continue overleaf if required):



## Thames Valley Reception Centre Registration Form

### **Appendix 13**

### **Data Protection**

### **Appendix 14: Registration Log**

This log can be maintained on an excel spreadsheet if a PC is available, or on paper. Completed registration forms should be given to an admin officer for transfer to the registration log, which is a comprehensive list of everyone registered in the rest centre.

| <b>Name</b> | <b>Address</b> | <b>D.O.B.</b> | <b>Contact number</b> | <b>Left RC (date &amp; time)</b> |
|-------------|----------------|---------------|-----------------------|----------------------------------|
|             |                |               |                       |                                  |
|             |                |               |                       |                                  |
|             |                |               |                       |                                  |
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**Appendix 15: Resources list**

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| Resource | No.<br>available | Supplier/storage location | Contact no. | Comments |
|----------|------------------|---------------------------|-------------|----------|
|          |                  |                           |             |          |
|          |                  |                           |             |          |
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### Appendix 16: Rest Centre Expenditure Log

[illegible]

**Appendix 17: B&B's & Hotels**

Wokingham Borough Council's Emergency Planning Unit does not have any contracts in place with any hotels or B&Bs in the local area.

Emergency Response Team members can book overnight accommodation by using their corporate purchasing cards.

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## APPENDIX 18: EVACUEE SIGN OUT SHEET

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## **Appendix 19: Emergency Evacuation Supplies**

## **Appendix 20: Links to Other Plans**

