

WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

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ANNEX A ROLES OF EMERGENCY ASSISTANCE CENTRES

Version: 2.1.0

Date of Publication: 01 November 2016

WARNING! Please note this document may no longer be current and you should check the ResilienceDirect for the most up to date version

RECORD OF AMENDMENTS

Version	Date	Reason for review	Author
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan Removing specific information to Welfare Plan	Alison Love

1 EMERGENCY ASSISTANCE CENTRES

1.1 Aim

The aim of this document is to outline the broad arrangements for dealing with the operational delivery of Emergency Assistance Centres.

Further details on specifics of types of centres and their specific aims and objectives can be found in the relevant area of the Welfare Plan.

1.2 Objectives

The key objectives of the Emergency Assistance Centre plan:

- To act as a reference document for all statutory and voluntary agencies involved in the operation an Emergency Assistance Centre.
- To outline procedures for opening, resourcing, operating and closing an Emergency Assistance Centre.
- Provide guidance for relevant statutory and voluntary agencies involved in Emergency Assistance Centre.
- To define the key roles and responsibilities of statutory and voluntary agencies involved in Emergency Assistance Centre operation.
- Provide details of pre-determined primary and secondary Emergency Assistance Centres throughout Cumbria.
- Provide a useful tool for the staffing and operation of an Emergency Assistance Centre.
- To provide a public registration system; this captures members of the community coming into and departing an Emergency Assistance Centre.

1.3 Scope

Cumbria Resilience Forum (CRF) is made up from representatives of all the Category 1 and 2 responders within the County, including agencies from regional responders. This group decides what preparedness work needs to take place and communicates these decisions to the various groups that sit under the Cumbria Resilience Forum.

The Emergency Assistance Centre capability is based on bringing together a number of statutory and voluntary agencies to meet the needs of those involved in an incident. This approach needs to be flexible to enable additional services, functions and resources to be secured quickly to meet the emerging needs of the community.

1.4 Plan Activation

The request for a formal Emergency Assistance Centre will normally come from Cumbria Constabulary. If the situation allows, the selection of suitable premises

for use as a Centre will normally be made following discussions between Cumbria Constabulary, Cumbria County Council and the respective District Council.

1.5 Ownership and Authorisation

The plan has been produced by Cumbria County Council on behalf of the Cumbria Resilience Forum (CRF) who retain ownership of the plan.

The plan has been adopted following consultation with all responding agencies.

Reviews and substantive changes will be led by the Local Authorities Emergency Planning Coordinators Group (LAEPCG), a sub group of the Cumbria Resilience Forum, and other relevant agencies.

1.6 Audience

This document is intended for all agencies that are involved or associated to the response at an Emergency Assistance Centre. It will likely be useful at all levels when considering a wide spread geographical incident.

The Emergency Assistance Centres plan complements several single and multi-agency plans currently in place within Cumbria. Any operational plans drawn from this guidance should refer to this plan in order to ensure there is a joined-up approach to emergency response.

1.7 Validation

This plan will be validated through exercises developed as part of Cumbria Resilience Forum's annual training and exercising programme. The plan will be reviewed as necessary in light of learning from incidents and exercises.

1.8 Audit and Review

The plan will be subject to on-going review and revision as well as a formal review every three years.

1.9 Publication and Distribution

The plan will be made available in electronic format through Resilience Direct. Paper copies will be provided at the nominated Emergency Control Centres and District Councils, and within Emergency Assistance Centre Support Boxes.

- Cumbria Constabulary HQ Command Suite
- North Cumbria Emergency Control Centre (Civic Centre)
- West Cumbria Emergency Control Centre (Summergrove)
- South Cumbria Emergency Control Centre (Barrow Fire Station)

1.10 Freedom of Information and Data Protection

Release of information contained in this document should be considered with regard to the Freedom of Information and Data Protection legislation. If in doubt, local partners should approach the county council Resilience Unit for advice on the handling of information requests from third parties.

It is also noted that a separate Information Sharing Protocol forms part of Cumbria Resilience Forum's emergency procedures.

2 STATUTORY RESPONSIBILITIES

Planning for the provision of Emergency Assistance Centres is vital in order to respond effectively to the needs of people affected by emergencies and also to meet legislative requirements. The Civil Contingencies Act 2004 places a statutory duty on Category 1 responders to provide a humanitarian response following an incident.

Local Authorities also have a duty of care to the community under the following legislation:

- Under the Local Government Act 2000, Local Authorities have a responsibility to ensure the economic, social and environmental well-being of the community that they serve
- The 1989 Local Government Housing Act and the 1996 Housing Act place statutory duties on Local Authorities to provide temporary accommodation for residents rendered homeless as a result of an emergency
- Local Authorities have a duty of care in respect of survivors from a major emergency, while City, Borough and District Councils have a statutory duty under Part VII of the Housing Act 1996 to provide temporary accommodation for those made homeless
- The Local Authority has a duty under the Homelessness Act 2002 to provide a place of shelter and safety for the people within their authority in times of evacuation during an emergency

The direct victims of a major emergency can be broadly classified as either evacuees or survivors.

- Evacuees are those who have been made homeless as a result of an emergency, or who may have been evacuated for their own safety
- Survivors may include local residents and/or people visiting or travelling through the area, i.e. in a transport accident.

In an emergency, appropriate Emergency Assistance Centres will be provided by the Local Authority or Cumbria Constabulary with assistance from a range of partner agencies including those from the Voluntary Sector.

Central Government guidance is provided in the following documents:

- (a) 'Emergency Response and Recovery – Meeting the needs of those affected by an emergency'
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/253488/Emergency_Response_and_Recovery_5th_edition_October_2013.pdf
- (b) 'Evacuation and Shelter Guidance':
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/274615/Evacuation_and_Shelter_Guidance_2014.pdf
- (c) 'Humanitarian Assistance in Emergencies':
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/61221/hac_guidance.pdf

3 TYPES OF CENTRE

An Emergency Assistance Centre is any facility set up during the response to and recovery from an emergency to provide a range of assistance to people affected by the emergency. A variety of Emergency Assistance Centres can be established during an incident, however, by far the most frequently established Centre is the Evacuee Reception Centre. This type of Centre may be referred to as a Rest Centre.

- Annex A summaries, in table form, the six types of Emergency Assistance Centres and their roles.

3.1 Evacuee Reception Centre

To provide temporary accommodation, support and assistance to people displaced from their homes or businesses, or those unable to return to their home because of an incident. When necessary, overnight accommodation may be arranged through the respective local authority. It is not intended that Evacuee Reception Centres will be used for overnight accommodation unless there is no other feasible alternative.

Evacuee Reception Centres may follow on from a Survivor Reception Centre after the facility has been closed down, or it may take the form of a Community and drop in centre.

3.2 Survivor Reception Centre

To provide temporary accommodation, support and assistance to people who have been directly involved in an emergency but have not been physically injured. The Centre will also provide facilities for Cumbria Constabulary to carry out registration, and if necessary, gather evidence etc.

3.3 Responder Welfare Centre

To provide a venue for briefing, deployment and support for responders; for example members of the emergency services, armed forces and volunteers who are in attendance at the scene of an emergency. The Centre may also be used to provide refreshments and temporary accommodation.

3.4 Friends and Friends Centre

To provide a venue for briefing and support to victims' friends and relatives who have travelled to the scene of the emergency. Cumbria Constabulary lead on briefing and arrangements made for special welfare needs.

3.5 Community Reception Centre

To provide short term support and practical assistance to people affected by an emergency but who are able to remain in their own homes. Support may take the form of feeding facilities, resources, advice, information etc. These centres will normally be established at the local level by Community Emergency Plans.

3.6 Humanitarian Assistance Centre

To provide longer term support and assistance to anyone affected by an emergency. A Humanitarian Assistance Centre may take over some of the functions of the other Emergency Assistance Centres once established.

ANNEX A ROLES OF EMERGENCY ASSISTANCE CENTRES

Centre	Purpose	Timescale	Lead Agency
Survivor Reception Centre	Support for uninjured survivors. Temporary accommodation, registration and evidence gathering	Immediate	Cumbria Constabulary with support from District Council, Cumbria County Council & Voluntary Sector
Evacuee Reception Centre	Temporary accommodation, support and registration for evacuees, displaced persons and those unable to return home.	Immediate	District Council & Cumbria County Council with support from the Voluntary Sector
Responder Welfare Centre	Facilities for briefing, deployment, refreshments and, if necessary, temporary accommodation for responders.	Immediate	Cumbria Constabulary with support from District Council & Voluntary Sector
Family and Friends Centre	Support for family and friends of victims who have travelled to the scene of the emergency.	Immediate	Cumbria Constabulary with support from District Council, Cumbria County Council & Voluntary Sector
Community Reception Centre	Support and practical assistance to people affected by the emergency who are able to remain in their homes	Immediate	Various depending upon the nature of the emergency (likely to be local authority)
Humanitarian Assistance Centre	Support and assistance to anyone affected by the emergency	Longer Term	Cumbria County Council with support from Voluntary Sector

WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

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Version: 2.1.0

Date of Publication: 01 November 2016

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RECORD OF AMENDMENTS			
Version	Date	Reason for review	Author
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan Creating Generic Section	Alison Love

1 SELECTION - GENERAL

This section aims to provide a generic outline for the establishment, selection and operation of an Emergency Assistance Centre.

During an emergency, the selection of suitable premises for use as an Emergency Assistance Centre will normally be made following discussions between the Cumbria Constabulary, Resilience Unit and the District Council. Under most circumstances, the District Council or Cumbria Constabulary will be responsible for meeting the financial costs associated with opening and running an Emergency Assistance Centre of this type.

Due to operational necessity it may be necessary for the Cumbria Constabulary to select and open an Emergency Assistance Centre without notifying the Resilience Unit or District Council. If such circumstances arise, the Cumbria Constabulary should make every reasonable effort to advise Cumbria County Council or District Council of their decision.

<p>In the unlikely event that the Cumbria Constabulary do not advise the respective District Council that an Evacuee Reception Centre has been opened, the financial cost may fall to the Cumbria Constabulary.</p>

In urgent circumstances the Cumbria Constabulary may select and open an Emergency Assistance Centre and subsequently request Cumbria County Council to inform the District Council and arrange supporting staff.

Annex A to this section provides a checklist which should be considered when selecting suitable premises.

2 SELECTION - COSTS

Agencies that are responsible for opening Emergency Assistance Centres need to be aware that there will likely be a cost implication for the use of the facility. Equally, it is important that agencies who establish Emergency Assistance Centres understand what type of Emergency Assistance Centre is being set up.

Voluntary agencies supporting an Emergency Assistance Centre during a major incident are also likely to have associated costs commensurate with their response. Voluntary sector costs may extend from the acute phase in to the recovery phase of the incident.

Statutory agencies can expect to bear the costs of setting up and running an Emergency Assistance Centre, based on the type of Emergency Assistance Centre established:

Type of Emergency Assistance Centre:

- Evacuee Reception Centre
- Survivor Reception Centre
- Friends and Family Centre
- Responder Welfare Centre
- Humanitarian Assistance Centre
- Community Reception Centre

Statutory agencies should refer to the Cumbria Voluntary Agencies Capabilities and Funding Protocol guidance document to understand voluntary sector capabilities and charging arrangements.

3 SELECTION - LOCATIONS AND CATEGORIES

Experience has shown that when sections of a community are evacuated it is better to arrange for them to be transported to suitable premises that have already been identified than to attempt to adapt the nearest available building.

3.1 Nominated (Primary)

Cumbria Resilience Forum has identified a number of primary Nominated Emergency Assistance Centres throughout the county. These tend to be Secondary schools or large sports centres. These Emergency Assistance Centres have been selected because they offer the most flexible facilities and can accommodate large numbers of people. Full details of Nominated Emergency Assistance Centres can be found in Section 2.

The use of Nominated Emergency Assistance Centres may lead to the disruption of children's education and consequently, sections of the local community. Careful consideration must therefore be given before deciding to use a nominated school as a Nominated Emergency Assistance Centres.

3.2 Secondary

District Councils may have identified additional Emergency Reception Centres which are smaller than the Nominated Emergency Assistance Centres.

The proximity of Secondary Emergency Assistance Centres, to known flood areas, provides the local authority and emergency services with the option of opening a smaller facility such as community centres, village halls etc. For small numbers of evacuees these Emergency Assistance Centres may be the preferred option, being easier to manage and generally causing less disruption to local school children's education and the local community.

The use of Secondary Emergency Assistance Centres should always be considered and balanced against the severity and potential impact of the incident. These Emergency Assistance Centres are listed in Section 2 and must be fully resourced by the statutory and voluntary agencies listed.

3.3 Community

With the development of community resilience plans, many town and parish councils have identified their own Community based Reception Centres with the aim of supporting the immediate village or parish locality.

Whilst these locally based facilities may be known to the District Councils, they are not a Nominated or Secondary Emergency Assistance Centre. These are not activated in the same way as Nominated or Secondary Emergency Assistance Centres and are therefore not resourced initially by the statutory and voluntary agencies; they are also not listed in this plan. They should not be confused with the Nominated or Secondary Emergency Assistance Centres outlined in Section 2, but every effort should be made to support and resource them as resources allow.

3.4 Ad Hoc

Circumstances may dictate that a building other than a Nominated or Secondary Emergency Assistance Centre has to be utilised. The use of the Emergency Assistance Centre may well be a dynamic decision, made at the time of the incident by the Cumbria Constabulary, utilising any available local building. These buildings will likely be used when it is decided, by the emergency services, that the use of a small centre in the immediate vicinity of the emergency is more appropriate than transporting survivors/evacuees to Nominated or Secondary Emergency Assistance Centres.

Under such circumstances agreement should be reached with other organisations to enable the emergency services and local authority to requisition them for use as an Emergency Assistance Centre. In doing so, the Emergency Assistance Centre will be fully resourced and supported by this plan.

Annex B to this section gives details of various types of premises which may be available for use as small scale Emergency Assistance Centre.

4 LAYOUT OF CENTRE

Facilities, availability of rooms and floor space, in nominated Emergency Assistance Centres, will vary from venue to venue. Annex D provides a generic, block diagram of the key functional requirements in an Emergency Assistance Centre. Emergency Assistance Centre managers should be mindful that the functional requirements of the Emergency Assistance Centre may vary and will often depend on the severity and type of incident.

The generic layout can be adjusted to meet the requirements and demands placed on the Emergency Assistance Centre which may increase or decrease throughout the incident.

ANNEX A EMERGENCY ASSISTANCE CENTRE SELECTION CHECKLIST

EMERGENCY ASSISTANCE CENTRE SELECTION CHECKLIST

If an Emergency Assistance Centre is required, consider the following generic criteria when selecting suitable premises:

- Is it in a safe location? If the emergency worsens, could it be threatened?
- Is the size of the building appropriate for the estimated number of people expected?
- How easy will it be to activate the Emergency Assistance Centre? Is the keyholder available? Is the heating already on?
- Will its use as an Emergency Assistance Centre cause excessive or unreasonable disruption to the day to day operations of the premises?
- Are there any significant financial implications?
- Are there adequate parking facilities?
- Are power, water and telephone, IT communications available?
- If the emergency lasts longer than expected, will this cause problems?

ANNEX B EMERGENCY ASSISTANCE CENTRE LOCATIONS

EMERGENCY ASSISTANCE CENTRE LOCATIONS

If the time, scale and nature of the incident permits then a nominated Emergency Assistance Centre (listed in Section 2) should be activated.

It is possible that circumstances may dictate a building other than a nominated Emergency Assistance Centre has to be utilised. The location of the Emergency Assistance Centre may well be a dynamic decision, made at the time of the incident by the Cumbria Constabulary, utilising any available local premises. A degree of flexibility is therefore required however, the Cumbria Constabulary should ensure the building is fit for purpose and that basic facilities including toilets and telephone/fax are available.

If time permits, early liaison with the Resilience Unit Duty Officer may allow identification of pre-nominated buildings but this should not delay using any appropriate building.

If an ad-hoc Emergency Assistance Centre has been established a decision should be made, usually by Cumbria County Council or Welfare Coordination Group, whether to continue using that building as an ad-hoc Emergency Assistance Centre or transfer evacuees to a nominated Emergency Assistance Centre.

Large Scale

Nominated Emergency Assistance Centres (listed in Section 2 to this plan)	Mainly Secondary schools and some sports centres that have been surveyed and nominated for use as an Emergency Assistance Centre. Excellent facilities although activation outside school hours may be a problem. Disruption to pupils' education may be caused. Can cause considerable financial implications for the District Council. Further details at Section 2.1 of this plan and in the Emergency Communications Directory under 'Reception Centres'.
Other Schools and sports	In most cases facilities are not as good as those nominated as Emergency Assistance Centres.

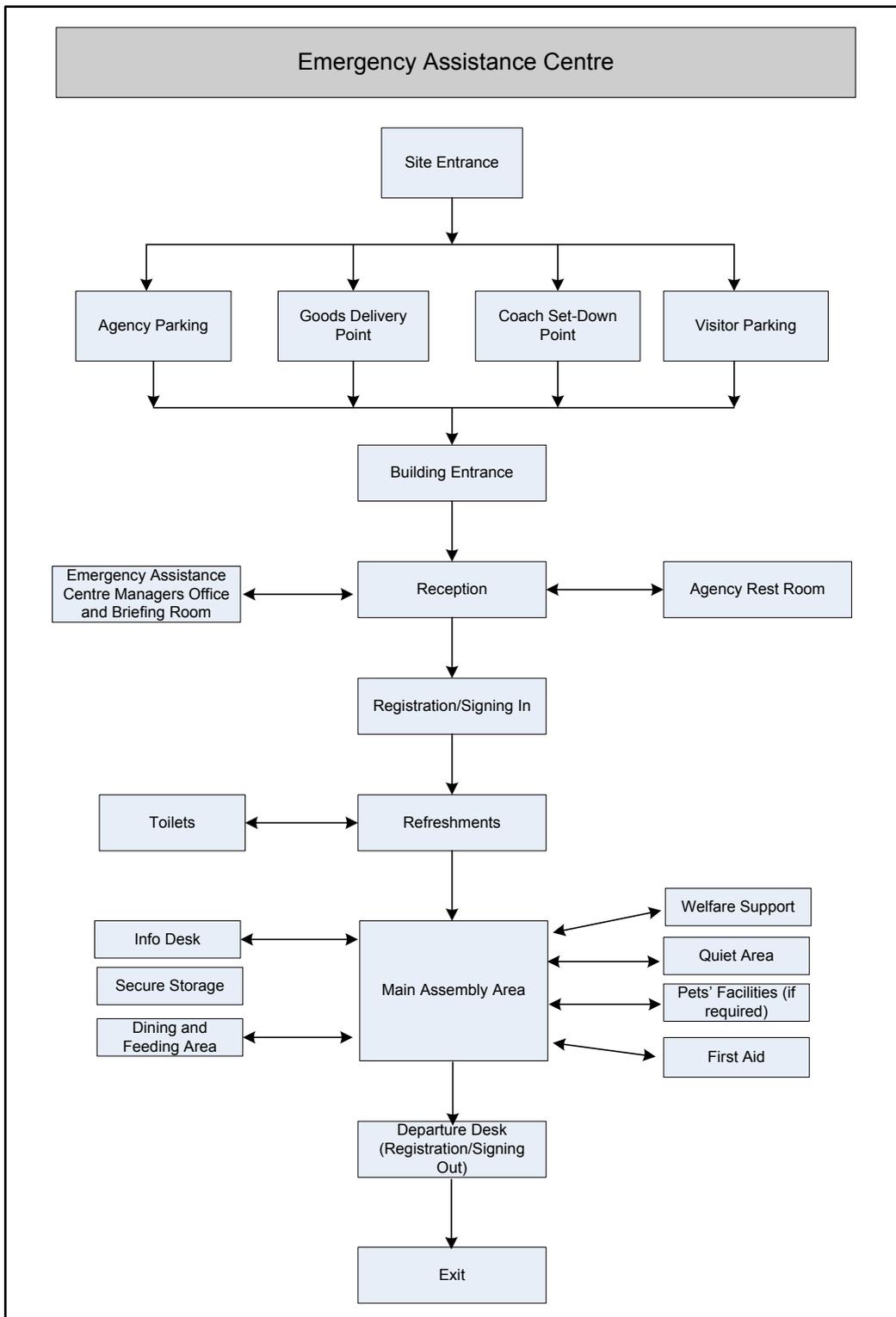
Small Scale

Church / Village Halls, Community Centres/ Small Schools (some listed in Section 2 to this plan)	<p>Can range from parish halls to community centres. These should have been surveyed but may contain limited facilities. May be suitable for smaller numbers of evacuees or survivors.</p> <p>These buildings can be very useful to accommodate small numbers of people especially in rural areas. Facilities may be limited.</p>
Supermarket Cafés, Motorway Service Areas, Truckstops (not listed in this plan)	<p>Many are available 24/7. Often are provided free of charge but financial arrangements must be agreed before use. Ideal for severe weather and transport disruptions.</p>
Hotels, Restaurants, Cafés (not listed in this plan)	<p>Can be useful for small numbers of people but financial implications need to be checked first.</p>

Community Based – Small Scale

Church Hall, Village Halls, Parish Hall, Community Centres, Small (village) Schools (not listed in this plan)	<p>Pre-identified by some parish and town councils as part of their own community emergency plan. Can be very useful to accommodate small numbers of people especially in rural areas. Facilities may be limited.</p>
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ANNEX C GENERIC LAYOUT FOR EVACUEE RECEPTION CENTRE GENERIC LAYOUT FOR EMERGENCY ASSISTANCE CENTRE



WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

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ANNEX A EMERGENCY ASSISTANCE CENTRE – SUMMARY

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ANNEX C EVACUEE RECEPTION CENTRE – SUMMARY OF STAFFING - **REMOVED**

ANNEX D SURVIVOR RECEPTION CENTRE – SUMMARY OF STAFFING - **REMOVED**

ANNEX E FAMILY AND FRIENDS CENTRE – SUMMARY OF STAFFING - **REMOVED**

ANNEX F RESPONDER WELFARE CENTRE – SUMMARY OF STAFFING - **REMOVED**

ANNEX G DUTY ROSTER TEMPLATE

Version: 2.1.0

Date of Publication: 01 November 2016

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Version	Date	Reason for review	Author
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan Removing of specific information to Welfare Planning	Alison Love

1 EMERGENCY ASSISTANCE CENTRES – AGENCY SUPPORT

Subject to the nature and requirements of the incident, the Emergency Assistance Centre will be managed by the Cumbria Constabulary, district or county council.

Responsibility for managing the different types of Emergency Assistance Centres is shown below:

Type of Emergency Assistance Centre	Lead Agency	Primary Support Agencies	Voluntary Sector Support
Survivor Reception Centre	Cumbria Constabulary	District and Cumbria County Councils	Yes
Evacuee Reception Centre	District and Cumbria County Councils	Cumbria Constabulary	Yes
Responder Welfare Emergency Assistance Centre	Cumbria Constabulary	District and Cumbria County Council	Yes
Family and Friends Emergency Assistance Centre	Cumbria Constabulary	District and Cumbria County Council	Yes
Community Reception Centre	Varies – subject to the emergency		Yes
Humanitarian Assistance Emergency Assistance Centre	Cumbria County Council	Cumbria Constabulary and District Council	Yes

The following pages are aimed as a reference guide applicable to all Emergency Assistance Centres.

For specific staffing arrangements please see the relevant section of the Welfare Plan.

2 STAFFING

A variety of statutory and voluntary agencies will provide support to the Emergency Assistance Centre Manager, irrespective of the type of Emergency Assistance Centre established. Annexes B-E to this section provide a general summary of support provided by a variety of agencies at each of the key types of Emergency Assistance Centre.

Every effort must be made to record the attendance of statutory and voluntary agencies at the Emergency Assistance Centre. Responding agencies will likely rotate their staff at periodic intervals. However, the Emergency Assistance Centre Managers should be aware of both current and future staffing arrangements. Annex G provides a basic template for recording duty rotas within the Emergency Assistance Centre.

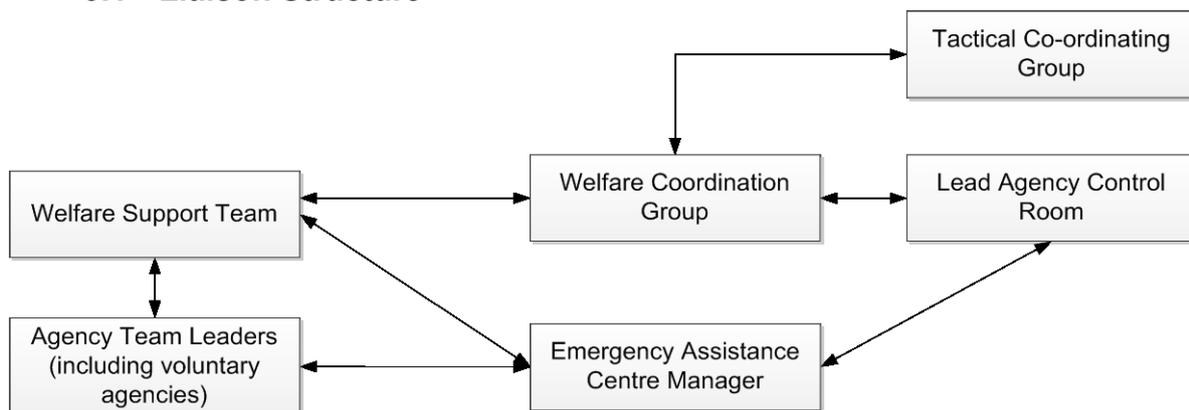
3 EMERGENCY ASSISTANCE CENTRE MANAGEMENT – SINGLE EMERGENCY ASSISTANCE CENTRE

In the event of a single Emergency Assistance Centre being established this will be co-ordinated through the Welfare Coordination Group, with the decision usually made at the Tactical level in consultation with the Strategic Co-ordination Group (SCG) and Welfare Coordination Group.

Section 1.6 to this plan provides a check list to help determine additional needs/resources at each Emergency Assistance Centre.

Regular assessments of voluntary sector resources will be required to manage an Emergency Assistance Centre. During an escalating incident, and in to the Recovery phase, the voluntary sector welfare response will need to be maintained and therefore early consultation will be required by the Welfare Coordination Group, to all appropriate voluntary sector organisations.

3.1 Liaison Structure



OFFICIAL

The Emergency Assistance Centre management team will therefore consist of:

- Emergency Assistance Centre Manager
- Welfare Support Team Leader (Subject to identified need)
- Team Leaders from all statutory and voluntary agencies involved

The Emergency Assistance Centre will operate under the direction of the Managers who will hold management meetings, in the Emergency Assistance Centre, at regular intervals throughout its operation. Team leaders from each agency, represented in the Emergency Assistance Centre, will attend in order to ensure that a co-ordinated response can be provided.

3.1.1 Emergency Assistance Centre Manager

The Emergency Assistance Centre Manager at an Emergency Assistance Centre has primary responsibility for the overall management of the Emergency Assistance Centre, including the building, facilities, resources, health and safety, lighting, heating, cleaning and sanitation.

3.1.2 Welfare Support Team

The Welfare Support Team will act at short notice in the early aftermath of an incident to co-ordinate and direct the necessary welfare response in the Emergency Assistance Centre.

3.1.3 Management Meetings

The Emergency Assistance Centre will operate under the direction of the Managers who will hold management meetings, in the Emergency Assistance Centre, at regular intervals throughout its operation. Team leaders from each agency, represented in the Emergency Assistance Centre, will attend in order to ensure that a co-ordinated response can be provided.

4 EMERGENCY ASSISTANCE CENTRE MANAGEMENT – SINGLE SPONTANEOUS EMERGENCY ASSISTANCE CENTRE (SUCH AS COMMUNITY RECEPTION CENTRE)

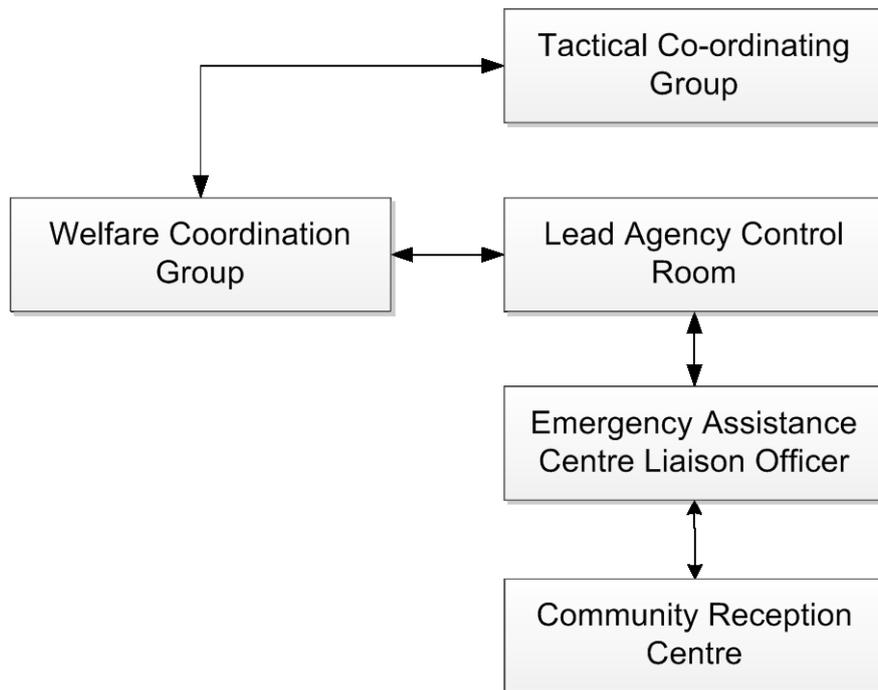
In the event of a spontaneous Emergency Assistance Centre (such as Community Reception Centre) being established these will be liaised with through the Welfare Coordination Group.

Once identified a spontaneous Emergency Assistance Centre should be assessed, by an Emergency Assistance Centre Liaison Officer on behalf of the Welfare Coordination Group, to decide if the centre is to formally become an agency led Emergency Assistance Centre or identified as a Community Reception Centre. This should be done in conjunction with the group, agency or community who have opened the centre.

If the centre is formally adopted into an agency Emergency Assistance Centre please see the management structure in section 3 of this document.

Community Reception Centres established outside the boundaries of tactical and strategic decision making should be supported, where possible, on a need basis by the Welfare Coordination Group. This identification of need should be carried out through the Emergency Assistance Centre Liaison Officer allocated to the site.

4.1 Liaison Structure



4.1.1 Emergency Assistance Centre Liaison Officer

The Emergency Assistance Centre Liaison Officer is placed at Community Reception Centres. The officer has primary responsibility for the overall liaison with the Emergency Assistance Centre management/co-ordination and identifies any additional support required for resources, health and safety, welfare and sanitation

5 EMERGENCY ASSISTANCE CENTRE MANAGEMENT – MULTIPLE EMERGENCY ASSISTANCE CENTRES

In the event of a number of Emergency Assistance Centres being established these will be co-ordinated through the Welfare Coordination Group. In large scale incidents a trained Emergency Assistance Centre Manager may be asked to act as an Emergency Assistance Centre Co-ordinator ensuring that a group of centres has a point of contact and is obtaining the support required. It is noted that with limited resources the co-ordinator may need to delegate tasks and management elements to partners and colleagues.

The decision to open additional Emergency Assistance Centres will usually be made at the Tactical level in consultation with the Strategic Co-ordination Group (SCG) and Welfare Coordination Group. Agencies must be aware and look out for Community Reception Centres being established outside the boundaries of tactical and strategic decision making. Community Reception Centres support will be assessed on a need basis by the Welfare Coordination Group, through the Emergency Assistance Centre Liaison.

Multiple Emergency Assistance Centres require a co-ordinated approach by Tactical Co-ordination Groups. At any given time both the Welfare Coordination Group and the Tactical Co-ordination Group must know which nominated Emergency Assistance Centres are active in their area/district.

If such circumstances arise, the Tactical Co-ordination Group, Welfare Coordination Group and the Emergency Assistance Centre Co-ordinators will need to liaise closely to ensure that sufficient resources are available at each newly designated Emergency Assistance Centre.

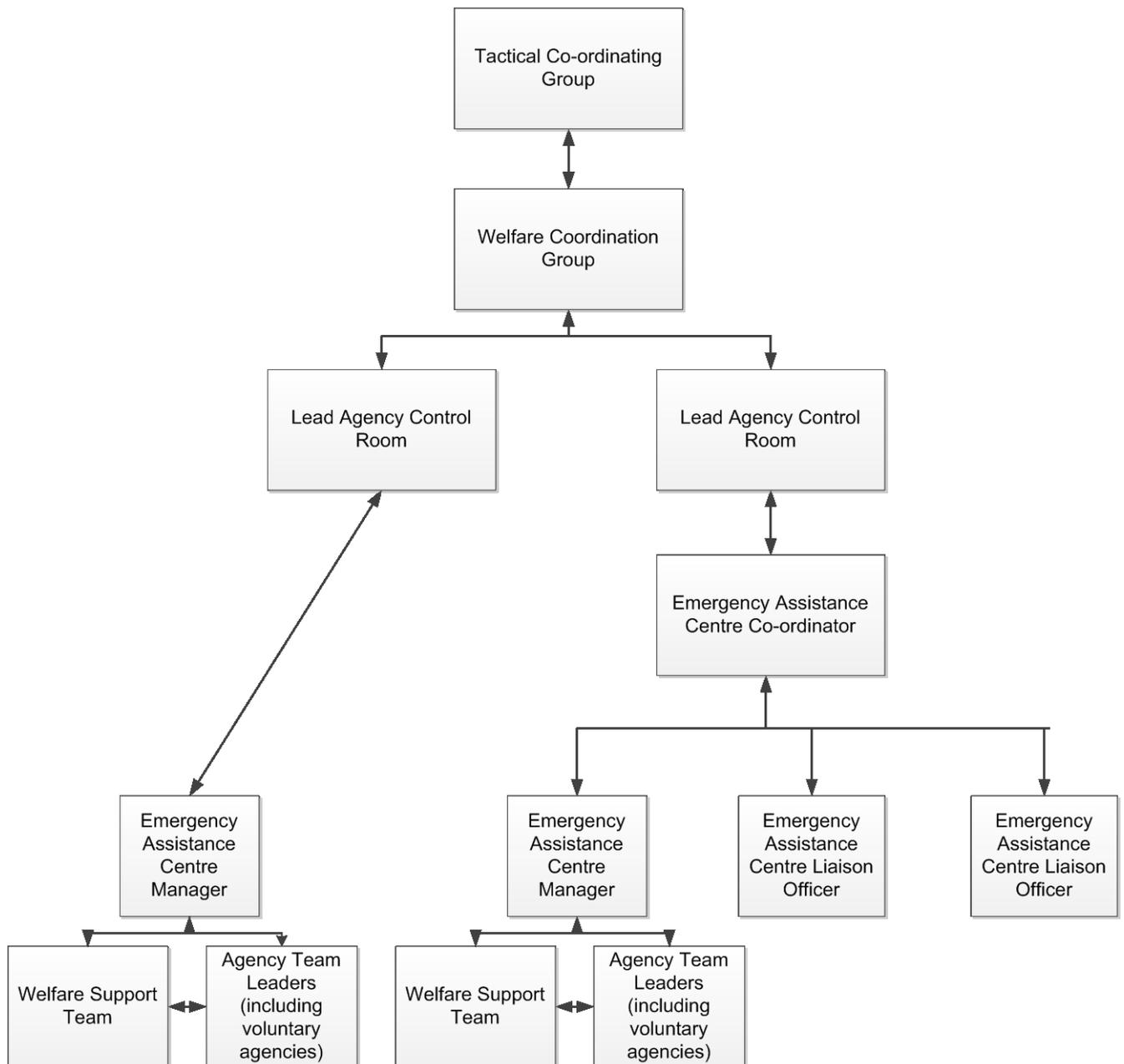
Additional voluntary sector welfare resources required to support multiple Emergency Assistance Centres should be requested by the Welfare Coordination Group.

Section 1.6 to this plan provides a check list to help determine additional needs/resources at each Emergency Assistance Centre.

Regular assessments of voluntary sector resources will be required to manage multiple Emergency Assistance Centres. During an escalating incident, and in to the Recovery phase, the voluntary sector welfare response will need to be maintained and therefore early consultation will be required by the Welfare Coordination Group, to all appropriate voluntary sector organisations.

The Emergency Assistance Centre will operate under the direction of the Managers who will hold management meetings, in the Emergency Assistance Centre, at regular intervals throughout its operation. Team leaders, from each agency, represented in the Emergency Assistance Centre, will attend in order to ensure that a co-ordinated response can be provided.

5.1 Liaison Structure



The Emergency Assistance Centre management team will therefore consist of:

- Emergency Assistance Centre Co-ordinator
- Emergency Assistance Centre Managers
- Emergency Assistance Centre Liaison Officer
- Welfare Support Team Leader (Subject to identified need)
- Team Leaders from all statutory and voluntary agencies involved

5.1.1 Emergency Assistance Centre Co-ordinator

The Emergency Assistance Centre Co-ordinator for Emergency Assistance Centres has primary responsibility for the overall management of Emergency Assistance Centres open, including the staffing, resources, and communication with lead agency control centre.

5.1.2 Emergency Assistance Centre Manager

The Emergency Assistance Centre Manager at an Emergency Assistance Centre has primary responsibility for the overall management of their individual Emergency Assistance Centre, including the building, facilities, resources, health and safety, lighting, heating, cleaning and sanitation.

5.1.3 Emergency Assistance Centre Liaison Officer

The Emergency Assistance Centre Liaison Officer is placed at Community Reception Centres. The officer has primary responsibility for the overall liaison with the existing Emergency Assistance Centre management/co-ordination and identifies any additional support required for resources, health and safety, welfare and sanitation

5.1.4 Welfare Support Team

The Welfare Support Team will act at short notice in the early aftermath of an incident to co-ordinate and direct the necessary welfare response in the Emergency Assistance Centre.

5.1.5 Management Meetings

The Emergency Assistance Centre will operate under the direction of the Managers who will hold management meetings, in the Emergency Assistance Centre, at regular intervals throughout its operation. Team leaders from each agency, represented in the Emergency Assistance Centre, will attend in order to ensure that a co-ordinated response can be provided.

6 VOLUNTARY SECTOR ACTIVATION

The initial activation of the voluntary sector to assist, at the Emergency Assistance Centre, will be conducted by Cumbria County Council on behalf of the District Council or the Cumbria Constabulary. Subsequent resources, for the Emergency Assistance Centre, need to be addressed in a co-ordinated manner by those statutory organisations managing the Emergency Assistance Centre.

If further voluntary agency support is required the Emergency Assistance Centre managers must request support through the Welfare Coordination Group.

Once a single Emergency Assistance Centre is established the management and co-ordination of that Emergency Assistance Centre is the responsibility of the respective statutory organisation running the Emergency Assistance Centre.

Subject to the type of Emergency Assistance Centre established, the management of the Emergency Assistance Centre may be provided by the Cumbria Constabulary, Cumbria County Council or District Council.

It is imperative that the statutory organisation managing the Emergency Assistance Centre link to their respective control centres for additional resources and support.

At the outset, the statutory organisation managing the Emergency Assistance Centre must consider the need to rotate officers supporting the Emergency Assistance Centre. For District Councils this may require the activation of mutual aid with neighbouring authorities. Excessive or long hours should be avoided by any individuals responding to Emergency Assistance Centres.

7 MUTUAL AID AND INTER AGENCY SUPPORT

7.1 Mutual Aid – District Council

In the event of multiple Evacuee Reception Centres being established, the District Council(s) will ensure support and assistance to newly established Emergency Assistance Centres is achieved and maintained through mutual aid arrangements with neighbouring District Councils. This is particularly relevant to key functional and managerial tasks performed by the District Council in each Emergency Assistance Centre. The staffing of additional Emergency Assistance Centres should be co-ordinated from the District Council control centre, as the incident escalates, and should continue to be assessed on an ongoing basis.

7.2 Inter-Agency Support

In extreme circumstances, and if the District Council or Cumbria Constabulary are overwhelmed by multiple Emergency Assistance Centres, the Welfare

Coordination Group can ask Cumbria County Council to help co-ordinate support and assistance to the Emergency Assistance Centres, principally through the Local Authority Emergency Planning Partnership Agreement.

When co-ordinated support is requested from the District Council or Cumbria Constabulary to the Cumbria County Council Control Emergency Assistance Centre, the respective Tactical Co-ordination Group should be advised.

The Cumbria Constabulary and District Council Control Emergency Assistance Centre must initiate a request for assistance and thereafter establish and maintain contact with Cumbria County Council Control Emergency Assistance Centre to ensure that each nominated Emergency Assistance Centre, in its area, is supported and staffed with the appropriate statutory and voluntary sector staff.

The District Council representative at the Welfare Coordination Group will be pivotal in making sure the above process is managed to ensure successful outcomes.

ANNEX A EMERGENCY ASSISTANCE CENTRE STAFFING SUMMARY

Task	Humanitarian Assistance Emergency Assistance Centre	Evacuee Reception Centre	Survivor Reception Centre	Friends and Family Emergency Assistance Centre	Responder Welfare Emergency Assistance Centre
Opening Emergency Assistance Centre	Local Responders/Cumbria County Council	Cumbria Constabulary in consultation with District Council and Cumbria County Council			
Management of Emergency Assistance Centre	Cumbria County Council	District Council	Cumbria Constabulary	Cumbria Constabulary	Cumbria Constabulary
Registration Lead	N/A	District Council	Cumbria Constabulary	Cumbria Constabulary	Cumbria Constabulary
Refreshments and General Support	Salvation Army / British Red Cross / RVS / Churches Together/ RAYNET/ CFRS Community Volunteers / Rotary International / Samaritans Purse/Islamic Relief				
Provision of Meals	N/A	Cumbria County Council or Site			
Welfare	Cumbria County Council / Voluntary Agencies / Cumbria Constabulary Family Liaison Officers				
First Aid / Health Support	N/A	Primary Care Trust / British Red Cross / St John Ambulance			
Provision of Information -Lead	Cumbria County Council	District Council	Cumbria Constabulary	Cumbria Constabulary Family Liaison Officers	Cumbria Constabulary
Care of Pets	N/A	District Council (Dog Warden, Community Warden or Contractor) / RSPCA		N/A	
Security	Cumbria Constabulary				
Transport	N/A	Cumbria County Council			
Media Liaison	Cumbria County Council	Cumbria Constabulary / District Council			

ANNEX G DUTY ROSTER TEMPLATE

Post or Function	Shift Team 1. Time (from – to)	Shift Team 2. Time (from – to)	Shift Team 3. Time (from – to)
	Name	Name	Name
Manager			
Registration Team			
Welfare Support Team			
Cumbria Constabulary Team			
Housing Team			
Media Officer			
Partnership Trust			
Reception, Registration and Information Team			

Post or Function	Shift Team 1. Time (from – to)	Shift Team 2. Time (from – to)	Shift Team 3. Time (from – to)
	Name	Name	Name

Refreshments Team			
First Aid (Team)			
Faith Responders and Pastoral Guidance Team			
Radio Communications Team			
Pet Welfare Team			

WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

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 ANNEX C ACCESSING A TELEPHONE INTERPRETER
 ANNEX D LANGUAGE IDENTIFICATION

Version: 2.1.0

Date of Publication: 01 November 2016

WARNING! Please note this document may no longer be current and you should check the ResilienceDirect for the most up to date version

RECORD OF AMENDMENTS			
Version	Date	Reason for review	Author
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan Addition of camp beds	Alison Love

1 EMERGENCY ASSISTANCE CENTRE BOXES

1.1 Introduction

The Resilience Unit maintains Emergency Assistance Centre Boxes which are located at strategic centres throughout Cumbria. They comprise sets of five boxes which contain essential equipment that can be used to establish an Emergency Assistance Centre. A full list of the contents is at Annex A to this section.

1.2 Locations

Boxes are stored at the following locations:

Further details including telephone contact numbers are contained in the Emergency Communications Directory [REDACTED] s'.

1.3 Deployment

Boxes will normally be taken to an Emergency Assistance Centre by the Police following a request by the Resilience Unit Duty Officer. The boxes will be taken from the nearest location to the Emergency Assistance Centre but in the case of multiple centres being established, it may be necessary for boxes to be transported considerable distances by the Police.

2 EMERGENCY ASSISTANCE CENTRE BOX LITE

2.1 Introduction

The Resilience Unit funded and distributed 100 Emergency Assistance Centre Box Lite which are located at a variety of centres and locations throughout Cumbria. They comprise sets of a single bag which contain essential equipment that can be used to establish a small Emergency Assistance Centre for a limited or initial period of time. They were introduced to bridge the gap between activation of the Emergency Assistance Centre and the delivery of the Emergency Assistance Centre Boxes or when multiple centres are activated. A full list of the contents is at Annex B to this section.

2.2 Locations

Boxes are stored at various locations, including those listed below, and a full list can be found on Resilience Direct accompanying this plan (link on the front page):

- a) Resilience Unit, Cumbria Fire & Rescue HQ, Penrith CA10 2FA
- b) To be confirmed.

Further details including telephone contact numbers are contained in the Emergency Communications Directory under the relevant agency section.

2.3 Deployment

Box Lite are stored to allow them to be collected by an Emergency Assistance Centre Manager or be stored at the Nominated Site. Additional bags can be obtained from Cumbria Fire and Rescue HQ, Penrith.

3 EMERGENCY BEDDING SUPPLIES

3.1 Camp Beds, Duvet and Blankets

The Resilience Unit maintains a stock of 200 camp beds.

There are also a selection of packed duvets .

Packed wool blankets are stored.

In addition each set of Emergency Assistance Centre Boxes contains 500 metallic 'space' blankets.

Deployment of the camp beds and blankets is at the discretion of the Emergency Assistance Centre Managers in consultation with the Resilience Unit. A decision to deploy the camp beds must be taken a considerable time before they are expected to be required for use.

It is therefore recommended that camp beds are not used on the first night of operation of an Emergency Assistance Centre.

3.2 Gym Mats

Most school gymnasiums have stacks of gym mats which can readily be used to provide temporary bedding in conjunction with the 'space' blankets contained in the Emergency Assistance Centre Boxes. If necessary, consideration should be given to supplementing existing mats with supplies from neighbouring schools.

4 OTHER EQUIPMENT

The Resilience Unit maintains stocks of various sorts of equipment which may be of use in an Emergency Assistance Centre. The equipment includes:

- a) Satellite telephones
- b) PMR radios
- c) Calor Gas cookers and heaters (gas would need to be sourced locally)

Requests for deployment of this equipment should be made to the Resilience Unit.

5 TRANSLATION FACILITIES

Telephone translation facilities are available through Language Line Services Ltd. Further details are at Annex B (ID code can be obtained from the Emergency Communications Directory – 'Interpretation Services). A chart to assist language identification is at Annex C.

A multilingual (British Red Cross) phrasebook for major incident response is also contained in the boxes.

ANNEX A EMERGENCY ASSISTANCE CENTRE BOX CONTENTS

EMERGENCY ASSISTANCE CENTRE BOX CONTENTS Box Number 1

- | | | |
|----|---|---|
| 1 | 1x Emergency Assistance Centre Plan | |
| 2 | 1x Emergency Communications Directory | |
| 3 | 1x Agency Task Checklists | |
| 4 | 1x Pocket Comms & 1 x BRC Major Incident Response Multilingual Phrasebook | |
| 5 | 1x Foreign Language Leaflets | |
| 6 | 1x Roll of Florescent Signs | <i>containing</i>
1x "Register Here"
2x "Evacuees"
1x "Information" |
| 7 | 16x Register Here Signs | |
| 8 | 15x In This Centre Signs | |
| 9 | 1x Tally Counter | |
| 10 | 1x Whistle | |
| 11 | 1x Pack Cable Ties | |
| 12 | 1x Laptop Computer in case | |
| 13 | 1xKeyboard | |
| 14 | 1x 3m - 4 gang anti surge extension lead | |
| 15 | 1x Computer Peripherals Pack | <i>containing</i>
1x Mains Lead
1x Mouse
1x Mouse Mat
1x Registration Software CD |
| 16 | 1x Registrations Forms Pack | <i>containing</i>
1x Registration Instructions Card
1x Entry/Exit Control Instructions card
300 x Sequentially Numbered Registration Forms
1000x Paper Wrist Bands
500 x "Information to Evacuees"
1x Box of 10 Waterproof Pens
30 x Fabric Name Badges for Volunteers
30 x Animal Registration Forms |
| 17 | 1x Health and Safety Pack | <i>containing</i>
40 x Accident Forms
5x Health and Safety Poster
1x Risk Assessment Pad
2x Risk Assessment Guides
1x Attendance Register |
| 18 | 1x Ordnance Survey Maps Pack | |
| 19 | 1x Cumbria Street Atlas | |

EMERGENCY ASSISTANCE CENTRE BOX CONTENTS
Box Number 2

- 20 1x Extension Cable
- 21 1x Blank Cards Pack
- 22 1x Pack Assorted Batteries
- 23 1x Gaffer Tape White
- 24 1x Gaffer Tape Black
- 25 1x Electrical Tape
- 26 6x Clip Boards
- 27 1x Stationery Box and Blank Paper
- 28 6x Freeway Radios
- 29 1x First Aid Kit
- 30 3x Telephone Extension Cables
- 31 1x Telephone Splitter
- 32 4x Torches
- 33 1x USB Hub and 4 x Cables

EMERGENCY ASSISTANCE CENTRE BOX CONTENTS
Box Number 3

- 34 350 x Blue Dot Thermal Emergency Blankets

EMERGENCY ASSISTANCE CENTRE BOX CONTENTS
Box Number 4

- 35 200 Polystyrene Cups
- 36 100x Plastic Spoons
- 37 1x500g Instant Coffee
- 38 1x240 Tea Bags
- 39 2x450g Powdered Milk
- 40 1x750g Granulated Sugar
- 41 2x Electric Kettles

EMERGENCY ASSISTANCE CENTRE BOX CONTENTS
Box Number 5

- 42 1x Megaphone
- 43 1x Megaphone Charger
- 44 1x Manager Tabard
- 45 20x Staff Tabards
- 46 1x Signs Pack
- 47 1x Barrier Tape Red/White
- 48 1x Barrier Tape Black/Yellow
- 49 1x Megaphone and charger
- 50 1x Printer Pack

Consisting of
1x Multi-Function Printer
1x Power Lead
1x Set of Ink Cartridges
1x Set of Software and Connection Cable.

- 51 4x Reception Centre Signs

Consisting of
4xMetal Stands
4xReflective Blue/White Plastic Signs
4xReflective Blue/White Plastic Arrows

- 52 Roll of Black Bin Bags

ANNEX B EMERGENCY ASSISTANCE CENTRE BOX LITE CONTENTS

1. 30 x Emergency foil blanket
2. 6 x Waterproof and tearproof notebook with pencil in nylon wallet
3. 1 x Hazard barrier tape - non-adhesive warning tape 7.5cm x 100m
4. 6 x High visibility yellow vest - safety vest
5. 1 x Reflective armband 'Manager' photoluminescent
6. 1 x Wind-up torch 3 Led.
7. 1 x Advanced hand rub 350ml pump bottle
8. Hand and surface sanitising wipes - NHS approved
9. 1 x Wind up am/fm radio
10. 0 x Emergency glow stick
11. 2 x Clipboard c/w waterproof labels
12. 2 x Permanent markers
13. 1x Safety whistle
14. 100 x Water purification tablets
15. Megaphone –with batteries.
16. Health and safety, registration and stationery pack (accident forms, health and safety posters, volunteer and evacuees registers).
17. Waterproof dry duffle bag

ANNEX C ACCESSING A TELEPHONE INTERPRETER



Accessing a Telephone Interpreter

When your client is with you

If you have a LanguageLine Dual Handset Phone please skip step 1.

1. Phone **0845 310 9900**
2. The operator will ask you for:
 - Your ID Code (L_____)
(Please note: this code is **confidential** to your organisation or dept.)
 - Your organisation name (and department where appropriate)
 - Your initial and surname
 - The language you require (say if you need a specific interpreter*)
 - Your client's location, i.e. **with you**
3. Stay on line while the operator connects you to a trained interpreter (about 30 seconds).
4. Note the interpreter's ID code, introduce yourself and brief the interpreter saying what phone you are using, e.g. single/ dual handset, speaker phone or mobile.
5. Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement. Give the interpreter time to interpret between you and your client. Continue the conversation.
6. Let your client and the interpreter know when you have finished.

*whenever possible we meet specific requests, e.g. for a female interpreter
© LLS/ LL Ltd 2011

Making outgoing client calls

The operator will connect you to an interpreter, then conference your client into the call.

1. Have your client's name and telephone number ready.
2. Follow steps 1 and 2 for '**When your client is with you**', but advise the operator your client is **NOT with you**.
3. Give the operator your client's name and telephone number.
4. Stay on line while the operator connects you to a trained interpreter (about 30 seconds).
5. Note the interpreter's ID code. Introduce yourself and brief the interpreter: explain the operator is phoning your client. Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement.
6. The operator introduces your client into the call. The interpreter proceeds as you directed above.
7. Give the interpreter time to interpret between you and your client.

Continue the conversation.
8. Let your client and the interpreter know when you have finished.

Handling incoming client calls

If you have conferencing facilities

1. Put your client on hold using your organisation's conference call facilities (try to obtain your client's telephone number in case they hang up while on hold).
2. Follow steps 1 and 2 for '**When your client is with you**', but advise the operator your client is **ON HOLD**.
3. Brief the interpreter, then conference your client into the call.

If you do not have conferencing facilities

1. Note your client's telephone number, language and, ideally, name.
2. Assure your client that you will call back shortly with an interpreter.
3. Follow the procedures for '**making outgoing client calls**'.

Useful Numbers

1. **General enquiries, feedback and materials**
Tel: 0800 169 2879
Fax: 0800 783 2443
Email: enquiries@languageline.co.uk
Website: www.languageline.co.uk
Post: 25th Floor
40 Bank Street, Canary Wharf,
London, E14 5NR
2. **Document Translations**
Tel: 0800 917 6564
Fax: 0800 783 2443
Email: translations@languageline.co.uk

ANNEX D LANGUAGE IDENTIFICATION

Telephone Interpreting Service Language Identification Card

EUROPE	
Albanian Tregoni me gjuhë tjetër që flisni. Do të gjejmë një përkthyes për ju.	Shqip
Armenian Ձեզ ասե՛ք ո՞ր լեզու ևր խոսե՛ք՝ հայերեն, քարթվեանի կիլիկացի ասուր.	Հայերեն
Basque Zeure izkuntza atzamarrazag erakotzi. Fuzkeratzaiz baten deituko deutzagu.	Euzkera
Bulgarian Поздравте! Вашият език. Ние ще ви помогнем преводач за Вас.	Български език
Catalan Assenyali amb el dia de seu idioma. Es trocarà a un intèrpret.	Català
Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski
Czech Ukažte, který je váš jazyk. Zavoláme tlumočnicka.	Česky
Danish Føj på dit sprog. En tolk vil blive tilkaldt.	Dansk
Dutch Wij uw taal aan. Wij zullen u een tolk geven.	Nederlands
Estonian Näidake oma emakeelele. Me suureseme teile tõlgi.	Eesti Keel
Finnish Osoittakaa teidän kielenne. Talkki kutsutaan auttamaan teitä.	Suomi
French Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français
German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch
Greek Αδείξτε ποιά γλώσσα μιλάτε και θα κάλεσει ένας διαγλωττιστής.	Ελληνικά
Hungarian Válassza ki az Ön által beszélt nyelvet. Kapcsoljuk a tolmácsot.	Magyar

EUROPE	
Icelandic Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska
Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano
Lithuanian Pasakyk savo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba
Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski
Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk
Polish Pokaż wskazując na swój język odczyty. Tłumacz zostanie poproszony do telefonu.	Polski
Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português
Romanian Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește
Russian Укажите на каком языке Вы говорите. Сейчас Вам вызовет переводчица.	Русский Язык
Serbian Molimo Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Српска
Slovak Ukážite na vašu reč. Zavoláme tlmočníka.	Slovenský
Spanish Señale su idioma. Se llamará a un intérprete.	Español
Swedish Peka ut Ett språk. En tolk kommer att tillkallas.	Svenska
Ukrainian Показати, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова
Yiddish צײַגן אָן וואָס שפּראַך איר קען שפּרען. אַ טױלדער וועט אױסגעריפּען אַ פּאַרלירער פּאַר איר.	ייִדיש

Show the person the languages listed. The message underneath each language says:

PACIFIC ISLANDS	
Aklanon Iburo mo ro atang hambae. Magtawag kami et mag-interpretre.	Aklanon
Fijian Dusia na nomu vosa. Ena qai kacivi edua mi vakavaka dewa.	Kaiviti
Ilocano Iadom iti saom. Umayab kami iti interpretre.	Ilokano
Indonesian Tunjukkan bahasamu. Jurubahasa akan disedikan.	Bahasa Indonesia
Malay Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	Bahasa Malaysia
Samoaan Tusi lou 'a'ao i lau gagana. O le a vala'uina se tasi e fa'amatala 'upu mo 'oe.	Gagana Samoa
Tagalog Pakiluro mo nga ang iyong wika. Magpapatawag ako ng interpretre.	Tagalog
Tongan Tuhu kilie lea 'oku ke lea 'aki. 'E fetu'utaki kilie fakamoulea.	Tonga

For more information contact:
LanguageLine Solutions
25TH FLOOR, 40 BANK STREET
CANARY WHARF + LONDON E14 5NR
Telephone: 0800 169 2879
Fax: 0800 783 2443
Email: enquiries@languageline.co.uk
Web: www.languageline.co.uk

PLEASE NOTE: We can not guarantee the availability of interpreters in all the languages listed on this card. LanguageLine Solutions interprets from English into more than 200 languages. We monitor our language requests continuously, adding or deleting languages based on customer needs.

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English Point to your language.
An interpreter will be called.

INDIA, PAKISTAN AND SOUTHWEST ASIA	
Bengali/Sylheti কোন ভাষা বলতে চান - জানুন। আপনার মেসেজ হবে একজন অনুবাদক আহ্বান।	বাংলা
Bhojpuri किसी भाषा का नाम बताएं ? वहाँ से एक अनुवादक भेजा जाएगा।	भोजपुरी
Gujarati વપાત્રી ભાષા ઇંગ્લેશથી બતાવો. વપાત્ર ભાઈ અભિનિત કરવાને નોંધાવી અપાશે.	ગુજરાતી
Hindi अपनी भाषा बताएं कि किस भाषा है। अपने लिए अनुवादक बुलाया जाएगा।	हिन्दी
Malayalam നിങ്ങളുടെ മലയാളം ഭാഷയെന്തെന്ന് സൂചിപ്പിക്കുക. അവിടെ നിന്ന് ഒരു തർജ്ജമക്കാരനെ വിളിക്കും.	മലയാളം
Nepali आपको भाषा विनाइत कसै ? अहाँको भाषा बोल्ने व्यक्ति भेजाउने छ।	नेपाली
Punjabi ਸਵੈਂ ਵੱਲੋਂ ਕਿਹੜੀ ਭਾਸ਼ਾ ਦੱਸੋ ? ਉਥੋਂ ਭਾਸ਼ੀ ਇੱਕ ਸ਼ਖ਼ਸ ਭੇਜ ਦਿੱਤਾ ਜਾਵੇਗਾ।	ਪੰਜਾਬੀ
Sinhalese ඔබේ භාෂාව පෙන්වන්න. එහි සඳහා අනුරෝධයක් සිදුකරමුණු වේ.	සිංහල
Tamil உங்கள் தமிழ் பேசும் மொழியை குறிப்பிட்டுக் கொடுக்கவும். அங்கு இருந்து ஒரு மொழிபெயர்ப்பாளரை அனுப்புவோம்.	தமிழ்
Urdu آپ کون سی زبان بول رہے ہیں بتائیے۔ آپ کی مدد کے لیے وہاں سے ایک مترجم کو بلا دیا جائے گا۔	اُردو



WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

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ANNEX A ENTRY/EXIT CONTROL INSTRUCTIONS
ANNEX B REGISTRATION DESK INSTRUCTIONS
ANNEX C DATA INPUT INSTRUCTIONS - **REMOVED**
ANNEX D REGISTRATION FORM
ANNEX E CLEVERDATA USAGE POLICY

Version: 2.1.0

Date of Publication: 01 November 2016

WARNING! Please note this document may no longer be current and you should check the ResilienceDirect for the most up to date version

RECORD OF AMENDMENTS			
Version	Date	Reason for review	Author
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan	Alison Love

1 INTRODUCTION

Registration will normally be carried out in **Evacuee Reception Centre, Survivor Reception Centre and Friends and Family Centres** by the District Council or Cumbria Constabulary. They will be assisted in the reception, registration and information function by the British Red Cross, Cumbria Fire & Rescue Service Community Volunteers, Rotary International and Salvation Army.

The District Council will undertake data entry using the **Cumbria Reception Centre Registration system**. However, events at a Survivor Reception Centre may still require the Cumbria Reception Centre (Evacuee) Registration system to be used in parallel with Cumbria Constabulary Casualty Enquiry Bureau registration process.

The rest of this section deals entirely with the data registration procedures commonly used at an Evacuee Reception Centre, but not exclusively.

The registration data collected in the Centre will be used primarily to maintain a record of those present in the Centre and to assist with its management. However, if required, the data will also be transmitted to Cumbria Constabulary Casualty Enquiry Bureau to help deal with enquiries relating to the whereabouts of people involved in the emergency. The data may also be used by Cumbria County Council as the emergency enters the recovery phase.

A software package has been developed to assist with the registration process entitled '**Cumbria Reception Centre Registration System**'.

2 OPERATION

2.1 Staffing

Three teams are required to operate the system:

- **Entry/exit control.**
- **Registration desk.**
- **Data input.**

2.2 Entry/exit control

The role of this team is to:

- Ensure new arrivals are welcomed, given an information leaflet (as applicable depending on the type of centre) and when appropriate directed to the registration area/desk
- Check that anyone leaving the Centre has already registered (i.e. is wearing a wristband)
- Record details of anyone leaving permanently by removing their wristband and recording their destination on the wristband

Further details are contained within Annex A to this Section.

2.3 Registration Desk

The role of this team is to:

- Hand out registration forms and receive completed ones
- Where appropriate, support members of the public with the completion of the Reception Centre Registration Form
- Issue wristbands to evacuees who have completed a registration form

Further details are at Annex B to this Section.

2.4 Data Input

The role of this team is to:

- Input information from completed registration forms into the Cumbria Reception Centre Registration system.
- Provide printouts of evacuee details for use within the Centre.
- If necessary, provide evacuee data to Cumbria Constabulary Casualty Enquiry Bureau.

Further details are at Annex C to this Section.

3 DATA SECURITY

The yellow Reception Centre Registration forms must be held securely during the registration processes. Access should be limited to the data input area and to those members of staff who require oversight of the registration process.

Registration forms must be collated and packaged securely before returning to the Cumbria County Council, by the Emergency Assistance Centre managers. Cumbria County Council will hold all completed registration forms securely for 90 days after the emergency unless instructed otherwise by Cumbria Constabulary.

Data collected on more than one computer must be collated and stored on the laptop provided in the Red Emergency Assistance Centre Box 1. Data files (MS Access or Excel) created by the Cleverdata software must be deleted from all other laptops when the Emergency Assistance Centre closes. No personal data from the registration process must be left on agency laptops.

The Emergency Assistance Centre manager and team leaders should oversee any data removal before the laptops leave the Emergency Assistance Centre.

The Red Emergency Assistance Centre Box laptop will be returned to Cumbria County Council where the data will be removed and stored securely for 90 days.

Data held in the Cleverdata programme will be deleted and exported automatically once it is over 30 days old.

All users of the Reception Centre Registration System must read the Cleverdata Usage Policy at Annex E to this Section.

4 INFORMATION SHARING

4.1 Introduction

Information sharing is a crucial element of civil protection. Category 1 and 2 responders should share information formally as part of a culture of cooperation.

Under the Civil Contingencies Act 2004 and the Contingency Planning Regulations 2005, Category 1 and 2 responders have a duty to share information with other Category 1 and 2 responders. The initial presumption is that all information should be shared but the release of some information to some audiences may need to be controlled.

4.2 Personal Data

Not all information can be shared. Data collected via the Cumbria Reception Centre Registration system can be considered to be sensitive information (personal data) and the Centre managers can therefore refuse to comply with an information request if they believe that complying with the request would compromise that information.

4.3 Collection of Personal Data

The collection of personal data through the Cumbria Reception Centre Registration system during an emergency is a key part of emergency planning and response. It is important that the purposes for the collection of this personal data are in the interests of the data subject and more generally the public at large. The District Council collecting the data would become the data controller with attendant responsibilities, including the provision of subject access rights.

Information sharing, from the Cumbria Reception Centre Registration system may be necessary so that Category 1 and 2 responders are able to make the right judgements. If Category 1 and 2 responders have access to all the information they need, they can make the right decisions about how to plan and support the response or recovery phase of an emergency.

Information sharing and the legal power to share data is found in the secondary legislation made under the Civil Contingencies Act 2004. The information sharing duty is not a statutory obligation to breach the common law duty of confidentiality. Where information is confidential the organisation considering making the disclosure must consider whether the interests of the individual or individuals will be better served by making the disclosure – is it in the public interest?

4.4 Data Sharing Considerations

Under the Civil Contingencies Act 2004, in accordance with the data sharing requirements of the Contingency Planning Regulations, (regulations 45 – 54) data can be shared provided:

- A legitimising condition is met
- Information is shared for a specific purpose
- Information is being shared for a limited time
- Information is being shared between named Category 1 and 2 responders that have a defined (as assessed by the requesting organisation or individual) need to see it
- The data subjects are informed that their data may be shared within government for emergency response or recovery purposes unless to do so involves disproportionate effort

Data collected via the Cumbria Reception Centre Registration system may be shared with Cumbria Constabulary (Casualty Enquiry Bureau) and Cumbria County Council, for example.

Statutory responders should be aware that the consent of the data subject is not always a necessary pre-condition to lawful data sharing and in emergencies; the public interest consideration will generally be more significant than during day-to-day business.

Data protection legislation does not prohibit the collection and sharing of personal data. It provides a framework where personal data can be used with confidence and that individuals privacy rights are respected.

Emergency responders starting point should be to consider the risks and the potential harm that may arise if they do not share information.

For further details of Information Sharing with Cumbria Resilience Forum please see the Cumbria Resilience Forum Information Sharing Protocol.

ANNEX A ENTRY/EXIT CONTROL INSTRUCTIONS

Cumbria Reception Centre Registration System

ENTRY/EXIT CONTROL

ENTRY

- People not wearing wristbands should be given an information leaflet and then directed to the Registration Desk unless the Desk is very busy or unmanned.
- People entering the Centre already wearing wristbands are free to do so.

PEOPLE TEMPORARILY LEAVING THE CENTRE

- People temporarily leaving the Centre should not remove their wristbands
- Anyone trying to leave the Centre not wearing a wristband should be asked to register before they leave.

PEOPLE LEAVING PERMANENTLY

- Remove the person's wristband carefully using scissors. Write clearly on the wristband where they are going (brief details only eg 'home' 'mothers' etc) and the time of leaving. Pass removed wristbands to the registration data inputter.

ANNEX B REGISTRATION DESK INSTRUCTIONS

Cumbria Reception Centre Registration System

REGISTRATION DESK INSTRUCTIONS

- Hand out Registration Forms and ask people in the Centre to complete the form:

EMERGENCY (EVACUEE) RECEPTION CENTRE REGISTRATION FORM	
Title (Mr/Mrs/Miss/Ms/etc)	Registration Number 1.
First Name	
Family Name	Male <input type="checkbox"/> Female <input type="checkbox"/>
Date of Birth	
Postcode	
Address	
Town	
County	
Country (Leave blank if UK)	
Location at time of incident	
Other relevant information (including accompanying pets)	
Mobile Number	

Information provided on this form will be used by the Police and Reception Centre Staff to answer queries about your safety and whereabouts during the emergency and to compile a permanent record of those who were present in the Centre. The information may be shared with other agencies involved in the response to the emergency but will not be passed to other third parties.

Please turn over to provide additional information regarding Next of Kin and Care Information if required:

EMERGENCY (EVACUEE) RECEPTION CENTRE REGISTRATION FORM	
Next of Kin or Person to be contacted in an emergency	
Title (Mr/Mrs/Miss/Ms/etc)	
First Name	
Family Name	
Relationship	
Postcode	
Address	
Town	
County	
Country (Leave blank if UK)	
Care Details (if required)	
Medical Details	
Disability Details	
Dietary Needs	
GP	
Personal Needs - Are you receiving any care or support?	

Information provided on this form will be used by the Police and Reception Centre Staff to answer queries about your safety and whereabouts during the emergency and to compile a permanent record of those who were present in the Centre. The information may be shared with other agencies involved in the response to the emergency but will not be passed to other third parties.

- When the forms are returned, give each person a wrist band which has been marked clearly with the registration number which can be found in the top right hand corner of the registration form. Then pass the completed form to the registration data inputter.
- If any one does not know their date of birth, put their age (or apparent age) in the 'other information' box.
- Mobile number can be used to query any details.
- Special arrangements will need to be made to assist anyone who has difficulty filling out the form. If an interpreter is required, contact Language Line on 0845 3109900. Account details available from Resilience Unit.

ANNEX D REGISTRATION FORM

EMERGENCY RECEPTION CENTRE REGISTRATION FORM			
Title (Mr/Mrs/Miss/Ms/etc)		Registration Number	1.
First Name			
Family Name		Male	<input type="checkbox"/>
		Female	<input type="checkbox"/>
Date of Birth			
Postcode			
Address			
Town			
County			
Country (Leave blank if UK)			
Location at time of incident			
Other relevant information (including accompanying pets)			
Mobile Number			

Information provided on this form will be used by Cumbria Constabulary and Reception Centre Staff to answer queries about your safety and whereabouts during the emergency and to compile a permanent record of those who were present in the Centre. The information may be shared with other agencies involved in the response to the emergency but will not be passed to other third parties.

Please turn over to provide additional information regarding Next of Kin and Care Information if required:

EMERGENCY RECEPTION CENTRE REGISTRATION FORM	
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Dietary Needs	
GP	
Personal Needs - Are you receiving any care or support?	

Information provided on this form will be used by Cumbria Constabulary and Reception Centre Staff to answer queries about your safety and whereabouts during the emergency and to compile a permanent record of those who were present in the Centre. The information may be shared with other agencies involved in the response to the emergency but will not be passed to other third parties.

ANNEX E CLEVERDATA USAGE POLICY

Cumbria Reception Centre Registration System

CLEVERDATA USAGE POLICY

1. INTRODUCTION

For the purpose of this policy, the Cleverdata Registration software will be known as the Cumbria Reception Centre Registration System.

- 1.1 This policy applies wherever access to the Cumbria Reception Centre Registration System (Cleverdata Registration) interface is provided and whenever information is accessed through the Cleverdata software, whether or not the computer equipment used is owned by Cumbria County Council. The policy applies to all those who make use or have access to the Cleverdata Registration application software.
- 1.2 Ownership and Administration of this Policy. Cumbria County Council own and administers the policy.
- 1.3 **Security.** This policy is intended to minimise security risks. These risks might affect the integrity of the data at an Emergency Assistance Centre, the authorised user and the individuals to which the data pertains. In particular, the risks arise from:
 - The intentional or unintentional disclosure of data
 - The wrongful disclosure of private, sensitive and confidential information
 - Exposure of the Cumbria County Council to vicarious liability for information wrongfully disclosed by authorised users
- 1.4 **Cleverdata Usage Policy Rules.**

Authorised Users: The Cumbria Reception Centre Registration System is provided for use only by persons who are responsible for collating data through the Emergency Assistance Centre Registration process. Collating the data of evacuees is performed by trained officers from the district councils. Subject to the demands of the Centre, the district councils may be assisted by members of accredited voluntary agencies such as The British Red Cross.

Access: Access to the Cumbria Reception Centre Registration System software is granted to those officers whose role it is to collate and insert data at a nominated Emergency Assistance Centre. The Emergency Assistance Centre manager will confirm that authorised officers from the district councils or the voluntary sector have a legitimate entitlement to both input and access information for evacuees, the initials of which will be entered on the system at the time of use.

1.5 **Data Access.** This policy aims to ensure all relevant aspects of the Data Protection Act (1998) are adhered to.

This policy further aims to promote the best use of Cumbria Reception Centre Registration System to further the communication and freedom of information between the Emergency Assistance Centre. Information collected on the yellow Registration forms and the data entered into the Registration System is confidential.

- Users must not distribute or disclose any information obtained from the Cumbria Reception Centre Registration System to any person(s) with the exception of:
 - Cumbria Constabulary
 - Cumbria Constabulary Casualty Bureaux
 - Emergency Assistance Centre Manager
 - Welfare Support Team Leader
 - Other agencies involved in the response provided they have a legitimate requirement for the information in accordance with the Cumbria Resilience Forum Data Sharing Protocol.
 - The person to whom the data applies
- Users should not attempt to access the Registration System in any environment where the security of the information contained in the system may be placed at risk

Given that personal data is being collected in an emergency situation the Emergency Assistance Centre Managers should be mindful of the data sharing considerations listed in the Cumbria Resilience Forum Data Sharing Protocol.

2 REGISTRATION PROGRAMME

- 2.1 All operators logging on to the Cumbria Reception Centre Registration System must enter their initials into the operator's initials box on the home page of the software.

3 RETAINING DATA

- 3.1 The Centre manager must ensure that all Yellow Registration Forms (or other forms of attendance lists/signing in sheets) are accounted for and placed in sealed envelopes at regular intervals. When the Emergency Assistance Centre closes the sealed envelopes must be returned to Cumbria County Council where they will be stored in a secure safe for 90 days. Thereafter, the Registration forms will be destroyed by shredding.

3.2 Emergency Assistance Centre laptops used for entering data must be returned to Cumbria County Council where the data will be removed prior to redeployment. Electronic data will be stored securely for a period of 90 days. Any other computers used, in the Emergency Assistance Centre, for the purpose of registering must have the data removed before the Centre closes. This is the responsibility of the Emergency Assistance Centre Managers.

4 QUESTIONS OR COMPLAINTS

4.1 Cumbria Reception Centre Registration System users should address any complaints or enquiries, about the Cleverdata system, to Cumbria County Council at the earliest opportunity.

4.2 Cumbria County Council reserves the right to revoke or deny access to the Cumbria Reception Centre Registration System under the following circumstances:

- Users found to be in breach of the Cleverdata usage policy
- Users who are not trained in the use of the system

Users are liable for any potential misuse of the system and/or breach of the data protection act that may occur as a result of failing to adhere to any of the rules/guidelines listed in this document.

WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

SECTION 1.6: ACTIVATION AND ROLE CHECKLISTS

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ANNEX A EMERGENCY ASSISTANCE CENTRE MANAGER
ANNEX B HOUSING OFFICER
ANNEX C MEDIA LIAISON
ANNEX D PET SUPERVISOR
ANNEX E WELFARE SUPPORT TEAM
ANNEX F RESOURCES FACILITIES MANAGEMENT (REMOTE ROLE)
ANNEX G CUMBRIA POLICE LIAISON OFFICER
ANNEX H SUPPORT ROLES
ANNEX I EMERGENCY ASSISTANCE CENTRE ASSESSMENT FORM

Version: 2.1.0

Date of Publication: 01 November 2016

WARNING! Please note this document may no longer be current and you should check the ResilienceDirect for the most up to date version

RECORD OF AMENDMENTS			
Version	Date	Reason for review	Author
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan Removing of information to Welfare Planning	Alison Love

1 INTRODUCTION

This Section summarises the responsibilities of key roles for agencies involved in the establishment and operation of an **Emergency Assistance Centre**.

The information contained in this Section is supplementary and complementary to each contributing agency's own emergency plans.

For specific centre responsibilities please see the relevant area within the Welfare Plan and the lead agency for these roles can be found in Section 1.3 of this plan.

2 CHECKLISTS

The actions summarised in this Section are presented in the form of checklists for the possible convenience of users however it is the responsibility of each agency to decide whether and how to use the checklist; and identify areas beyond this summarised list.

3 RESPONDERS

Responders should be aware they should bring their own copies (checklists) or appropriate emergency plans to the Emergency Assistance Centre

If you are requested to attend an Emergency Assistance Centre the following points should be considered:

3.1 Immediate Actions:

Do not travel to the Centre unless it is safe to do so

- Start and maintain a log of your actions and instructions
- Ensure you have emergency plans, contact lists etc
- Pack a mobile telephone with charger
- Take an agency identification card
- Ensure you have appropriate clothing relevant to the weather conditions
- Use an A-Z street atlas or functioning satellite navigation aid
- Plan your route to the Centre and use the safest route

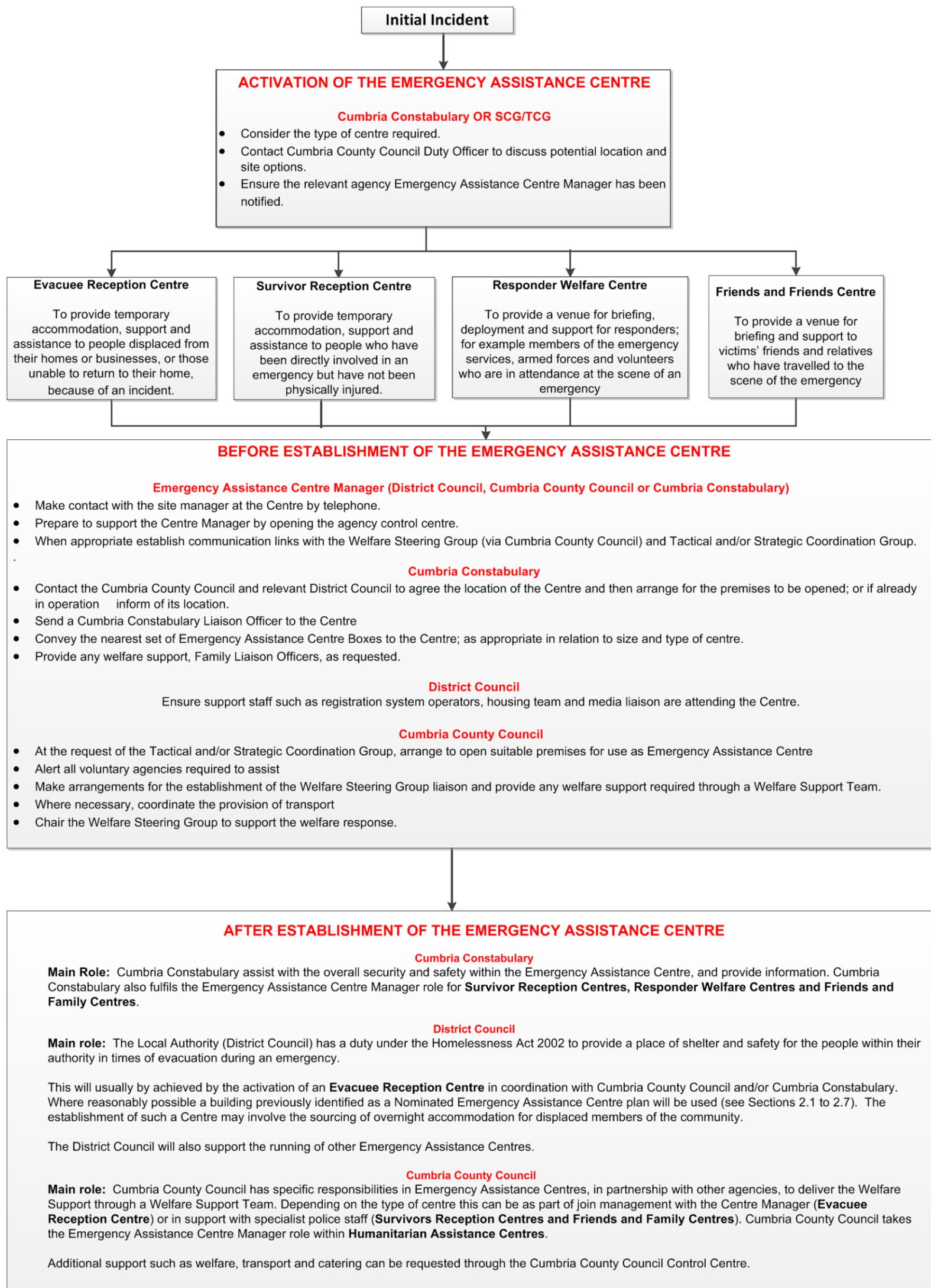
3.2 Arriving at the Emergency Assistance Centre Actions:

- Be aware of your own safety at all times
- Sign in on arrival at the Emergency Assistance Centre
- Report to the Emergency Assistance Centre Manager or Agency Team Leader
- Do not give any media or press statements

3.3 After the Emergency Actions:

- When you are asked to stand down, note the time you finished
- Complete any emergency logs and return to your agency control room, with dates, venue(s), times etc. Retain a copy for personal records
- Be aware of prevailing weather conditions and do not drive unless it is safe to do so
- Note any learning points which can be used in the subsequent debriefs

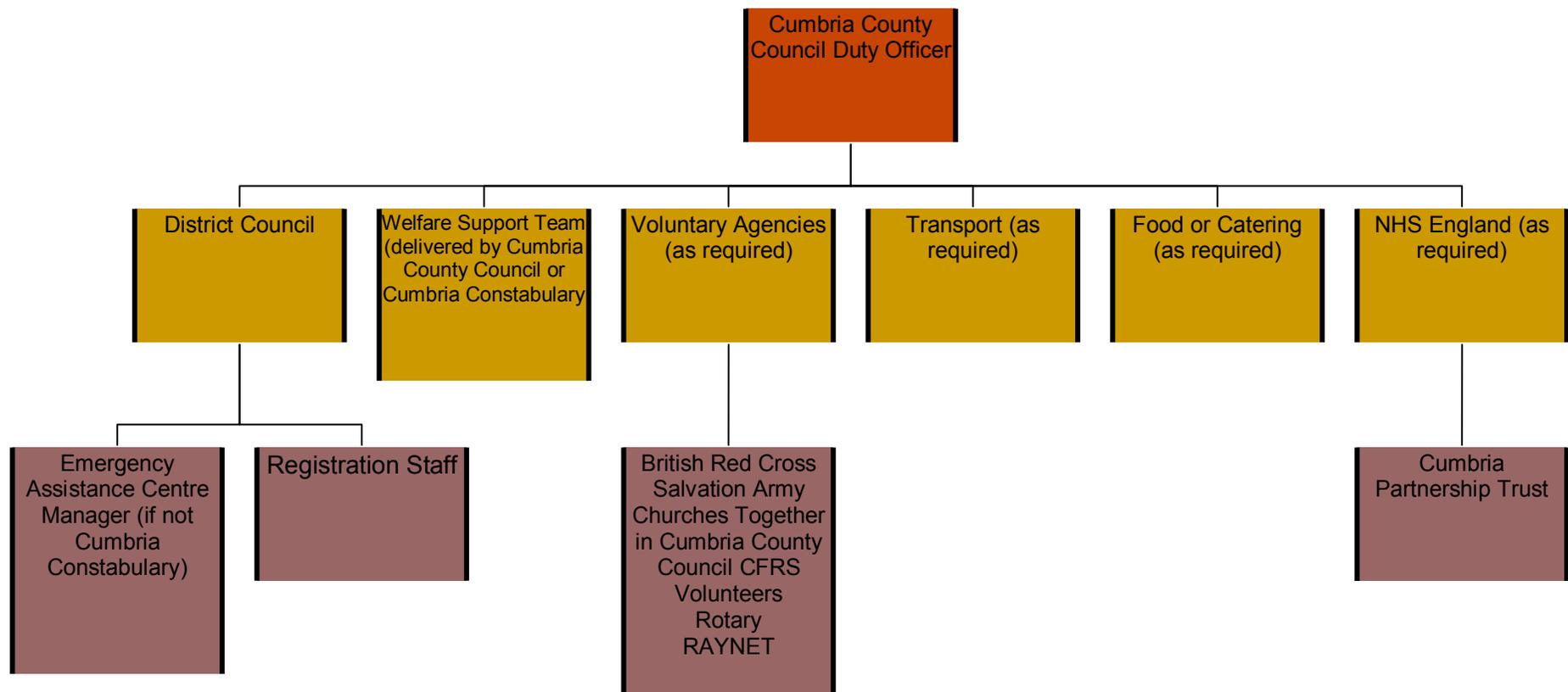
4 **ACTIVATION AND ESTABLISHMENT OF THE EMERGENCY ASSISTANCE CENTRE**



5 ACTIVATION AND ALERTING CASCADE

The alerting cascade used to request partner agencies to provide support at an Emergency Assistance Centre. Cumbria County Council Duty Officer will ensure that the initial callout of supporting agencies is undertaken in a manner that is commensurate to the size and nature of the incident.

Subsequent requests for welfare support, by the voluntary sector, will be initiated by the Welfare Coordination Group.



ANNEX A EMERGENCY ASSISTANCE CENTRE MANAGER

Key Function: Has operational responsibility for the Emergency Assistance Centre. Emergency Assistance Centre Manager has responsibility for the building, health and safety, and facilities management. This will include access to relevant parts of the building, the operation of lighting and heating, catering and the safety of people in the premises.

Responsible to Agency Control Centre (Welfare Coordination Group (Tactical and Strategic Coordinating Groups))

Action checklist:

- Maintain a log of key events and financial expenditure at all times. Establish the most effective and efficient layout of the Centre, having due regard to the needs of the incident.
- Ensure that communication links are established to the Welfare Coordination Group and agency control centre. If possible utilise Resilience Direct updates and messages
- Ensure the Emergency Assistance Centre boxes have been delivered and assess any additional resource needs.
- Check that entry/exit control to the Emergency Assistance Centre has been established and that welcoming/ directing arrangements are in place
- Designate an Emergency Assistance Centre Manager's office and organise meetings and briefings with agency team leaders; establishing a management team. Identify any additional skills or agencies required and liaise with the Welfare Coordination Group.
- Ensure registration facilities are in place if required (such as the provision of Registration System Operator(s) from the District Council).
- Address Health and Safety issues - see Section 1.7 (Health & Safety) of this plan; such as signage, cleanliness, pets and heating.
- Ensure that those attending the Centre are kept regularly updated concerning the current state of the emergency
- In consultation with the other agencies, agree a policy for media access to the Centre and ensure all media statements/interviews are confined to matters relating to the operation of the Centre.
- Contact Cumbria County Council Control Centre, via the Welfare Coordination Group, to discuss the possible need for longer term refreshments.
- Ensure the Welfare Coordination Group is kept updated concerning the operation of the Centre, including any requirements for extra staff, resources etc. Liaise with all agencies within the Centre concerning staff rotation and rest periods.
- Maintain and establish working relations with the site/facilities managers as a matter of priority

ANNEX B HOUSING OFFICER

Key function: Works with the Emergency Assistance Centre Manager to represent the local authority on all housing related issues.

Responsible to: District Council Control Centre

Action Checklist:

- When people are unable to return to their homes overnight the Housing Officer will work with the Welfare Support Team to assess any overnight sleeping accommodation arrangements/ requirements (this may include the use of hotels, bed & breakfast etc.)
- Access the council's housing services to provide short/medium term accommodation for displaced person who are unable to return to their home for an extended period
- Check whether people have relatives or friends with whom they can stay and/or insurance provision for temporary accommodation
- Maintain a log of key events and financial expenditure relevant to the District Council
- Consider any special accommodation needs (eg. wheelchair users, mobility problems, long-term medical supervision, proximity to schools and place of work, access to private transport) and allocate accommodation accordingly

ANNEX C MEDIA LIASION

Key function: Works to the Emergency Assistance Centre Manager to deal with all media related issues at the Centre.

Responsible to: Emergency Assistance Centre Manager in liaison with the Strategic Media Advice Cell

Action Checklist:

- Acts as the Press Liaison Officer to deal with the media
- Establish and maintain contact with relevant agency control centre
- Ensure press releases are displayed in the Centre
- In consultation with the Emergency Assistance Centre management team, agree a policy for media access to the Centre consistent with the need to ensure privacy. This may require appointment of a **Media Spokesperson** (normally the Emergency Assistance Centre Manager or a Cumbria Constabulary Officer).

An Emergency Assistance Centre which has public attendance is likely to attract high media interest. Media Liaison Staff should make every effort to attend the Emergency Assistance Centre at the earliest opportunity.

ANNEX D PET SUPERVISOR

Key function: The RSPCA and/or District Council dog wardens will maintain liaison with the Emergency Assistance Centre Manager and if necessary appoint a team leader to oversee the work of the RSPCA/Dog Warden staff

Responsible to: Emergency Assistance Centre Manager

Action Checklist:

- Provide appropriate facilities for the care and welfare of pets within the Centre
- Use the Pet and Animal registration log within the Animal Welfare Plan (Part C of the Welfare Plan)
- Introduce and oversee measures for the welfare and control of pets within the Centre
- Assist with the overnight accommodation of pets, if appropriate
- Only if it is safe to do so, request owners to leave pets in their vehicles

ANNEX E WELFARE SUPPORT TEAM

Key function: The Welfare Support Team will lead the provision of welfare support within Emergency Assistance Centres.

Responsible to: Welfare Coordination Group

Note: The Salvation Army and British Red Cross have trained Crisis Support Teams to support Cumbria Constabulary Officers, hospitals and airport staff at Emergency Assistance Centres by working with Local Authority Welfare Support Teams to give emotional and practical support to families of those killed or injured in an accident.

Action checklist:

- Lead on and coordinate the welfare response in the Centre including the management and briefing of all welfare voluntary agency staff
- Maintain close liaison with the Emergency Assistance Centre Manager to ensure the Centre is managed in an effective and efficient manner
- Set up and staff welfare desk to assist those in the Centre with any apparent physical, emotional or special needs.
- Provide particular assistance to those with special requirements (frail elderly, vulnerable groups or individuals) in making contact with their families or assisting in the arranging of transport to residential care homes
- If necessary, request additional welfare support (statutory or voluntary) through the Welfare Coordination Group
- Check whether those present are taking medication, and if so what, and its availability
- Liaise with the Housing Officer to supply information on care services for those with special needs.
- Assess and meet the welfare needs through periodic tours of the Centre
- Provide support for children
- Ensure child safeguarding procedures are established and observed
- Maintain a log of key events and relevant financial expenditure

ANNEX F RESOURCES FACILITIES MANAGEMENT (REMOTE ROLE)

Key function: To support the Emergency Assistance Centre with foodservice when requested by the Emergency Assistance Centre Manager.

Responsible to: Emergency Assistance Centre Manager

Action checklist:

- Establish contact with the Emergency Assistance Centre for enquiries relating to foodservice and hygiene
- Assess, and where possible meet, the foodservice and hygiene needs of those people in the Centre
- If required, liaise with Emergency Assistance Centre Manager to arrange facilities to support people from ethnic minority groups or with special dietary needs.
- If requested calculate catering requirements, taking into account any specific dietary requirements (maintain financial records)
- Organise catering staff and maintain a duty roster, using volunteers from the evacuees if necessary

ANNEX G CUMBRIA POLICE LIAISON OFFICER

Key Function: To assist with the overall security and safety within the Emergency Assistance Centre.

Responsible to: Emergency Assistance Centre Manager

Action checklist:

- Liaise with the Emergency Assistance Centre Manager and oversee traffic management and security within the vicinity of the Centre
- Ensure a record is kept of all Cumbria Constabulary personnel present
- Facilitate a communications link with the Strategic or Tactical Coordination Group
- Liaise with the Emergency Assistance Centre Manager to formulate a policy for dealing with the Media.
- Liaise with Cumbria Constabulary HQ concerning establishment of a Casualty Enquiry Bureau and if established, arrange with the Centre Manager for registration data to be transmitted

ANNEX H SUPPORT ROLES

Medical Care (including prescriptions and first aid)

Lead Providers: Cumbria Partnership Trust, St John Ambulance and British Red Cross)

Key Function: Provide a doctor or prescribing nurse to attend the Centre for the provision of medical care and assistance. To provide first aid cover for those within the Emergency Assistance Centre.

Medical Care Checklist:

- Report to the Emergency Assistance Centre Manager on arrival
- Provide medical support to evacuees and access to pharmacy services
- Arrange regular visits by a GP
- Establish a first aid post/room within the Centre with support from St John Ambulance and British Red Cross
- Facilitate/prescribe prescription drugs, if required

Reception, Registration and Information

Function: Provision of Reception, Departure, Registration and Information facilities.

Providers: District Council and British Red Cross. **Supported by:** Cumbria Fire & Rescue Service Community Volunteers, Rotary International & Salvation Army

Reception

- Provide space and welcome for all those entering the Emergency Assistance Centre.
- Manage the entry and exit control from the Emergency Assistance Centre.
- Staff registration desks and ensure attendance registers are completed.

Registration

- Data input (as required)
- Information desk(s)
- Provide information, both visual and written, for everyone within the Emergency Assistance Centres.

Reception, Registration and Information Checklist:

- Nominate a Team Leader to liaise with Emergency Assistance Centre Manager and attend briefings.
- Nominate coordinators to oversee the reception, registration, and information
- Ensure a record is kept of all personnel and handed to the Emergency Assistance Centre Manager

- Ensure all voluntary and statutory agencies wear ID/name badge and tabard appropriate to their role/agency
- Keep appropriate records of expenditure and liaise with Emergency Assistance Centre Manager regarding any payments

If there are insufficient staff/volunteers to fulfil the Reception, Registration and Information function, the team leader should discuss the situation with the Emergency Assistance Centre Manager.

Reception

- Identify an area for the reception of evacuees and manage entry and exit to the Centre
- If registration is required and not yet in place, establish an initial waiting area.
- Direct media etc to the Media Liaison/Cumbria Constabulary Liaison Officer
- Greet, welcome and direct those attending the centre.
- If required ensure that those attending the centre are given relevant information leaflet on arrival and are directed to the Registration area/desk
- Ensure that areas are equipped with tables, chairs, signage, notice boards etc
- If applicable ensure that anyone trying to leave the Centre has already registered, has their details recorded, wrist band is removed and onward destination recorded on their wrist band
- Prepare the registration area
- Ensure that everyone is welcomed to the registration area
- If applicable, hand out registration forms and receive completed ones, and issue wristbands to evacuees who have completed a registration form. Also assist anyone who has difficulty filling out the form
- Update the Emergency Assistance Centre Manager on numbers of arrivals/departures

Registration (Data Input)

- Input information from completed registration forms into the Cumbria Emergency Reception Centre Registration System
- Provide printouts for use within the Centre
- If necessary, provide evacuee data to the Cumbria Constabulary Casualty Enquiry Bureau

Information

- Liaise with the Emergency Assistance Centre Manager to ensure that Press Statements, Public Warning Messages and Situation Reports are made available to the information team
- Prepare public information for display on communal notice boards
- Respond and document any requests for information
- Give out information as requested by the Emergency Assistance Centre Manager
- Keep the Emergency Assistance Centre Manager informed of any significant or frequently expressed concerns

Refreshment Provision

Function: To provide refreshments to all those within the Emergency Assistance Centre.

Co-ordinated by Cumbria County Council

Lead Provider: Variable

Refreshment Provision Checklist:

- Nominate a Team Leader to liaise with Emergency Assistance Centre Manager and attend briefings.
- Keep appropriate records of expenditure and liaise with the local District Council regarding any payments
- Establish and set up a refreshment area making use of facilities and resources as available
- Provide refreshments to all those within the Centre, taking refreshments to anyone unable to access the refreshment areas
- Liaise with the Emergency Assistance Centre Manager regarding ongoing refreshment needs.
- Liaise with the Emergency Assistance Centre Manager to monitor hygiene arrangements for provision of food and drink

Note: Salvation Army have an emergency support vehicle which contains a large kitchen area equipped with a griddle, heating cabinet/oven, large refrigerator, wash basin, gas water heaters, microwave, toaster etc.

Faith Responders, Befrienders and Pastoral Guidance

Key Function: Provision of spiritual support, identify particular faith needs and coordinate an appropriate response.

Lead Provider: Churches Together in Cumbria and Salvation Army

Churches Together in Cumbria or Salvation Army will nominate a team leader to oversee the work of their staff in and around the Centre.

- Nominate a Team Leader to liaise with Emergency Assistance Centre Manager and attend briefings.
- Keep appropriate records of expenditure and liaise with the local District Council regarding any payments
- Liaise with the Centre Manager to identify an area/room suitable to be used as quiet area/room
- Set up a quiet area/room appropriately to cater for people of all faiths or no faith
- Liaise with the Welfare Support Team and Salvation Army to help identify and provide comfort and support to evacuees
- Be aware of and able to access responders of other faiths, if necessary

Radio Communication

Key function: To provide additional communications facilities as required.

Lead Provider: RAYNET Cumbria

- Nominate a Team Leader to liaise with Emergency Assistance Centre Manager and attend briefings.
- Keep appropriate records of expenditure and liaise with the Emergency Assistance Centre Manager regarding any payments
- Liaise with the Emergency Assistance Centre Manager to identify and ensure that communications needs meet the requirements of the agencies working in the Centre
- Establish whether any additional communications equipment is required for the efficient running of the Centre
- Establish communication links between the agencies working in the Centre
- If required co-locate a volunteer with landline phone to enhance communications between external agencies and the Emergency Assistance Centre Manager

Pet Welfare

Key function: Provision of facilities for the care and welfare of pets.

Lead Provider: RSPCA

- Nominate a Team Leader to liaise with Emergency Assistance Centre Manager and attend briefings.
- Keep appropriate records of expenditure and liaise with the Emergency Assistance Centre Manager regarding any payments
- Provide appropriate facilities for the care and welfare of pets within the Centre
- Consider the need additional resources:

Spontaneous Volunteers

Key function: To manage spontaneous volunteers who self present and/or those who are requested to attend at the Centre

Lead Provider: Nominated by the Welfare Coordination Group (likely to be led by British Red Cross)

Supporting Agencies: British Red Cross, Salvation Army, Churches Together

- Nominate a Team Leader to liaise with Emergency Assistance Centre Manager and attend briefings.
- Keep appropriate records of expenditure and liaise with the Emergency Assistance Centre Manager regarding any payments
- With the Welfare Support Team whether assistance is or could be required from spontaneous volunteers – feed this back to the Welfare Coordination Group.
- Consider roles and tasks that could be undertaken by spontaneous volunteers
- Register and screen any potential spontaneous volunteers (see Offers of Support under the Welfare Plan)
- Acknowledge and thank all spontaneous volunteers

Emergency Assistance Centre Liaison Officer

Key function: To periodically review the general running of a Community Reception Centre assess whether additional resources or Centres may be required.

Lead Provider: Local District Council

Supported by: Any voluntary or agency staff trained in Emergency Assistance Centre Management.

- Report to the Centre Manager/co-ordinator or leader on arrival to the Centre.
- Use the Emergency Assistance Centre checklist (ANNEX I) as a general guide to the efficiency and effectiveness of the Centre.
- Seek support and additional resources through the Welfare Coordination Group.

Emergency Assistance Centre Co-ordinator

Key function: To periodically review the general running of a number of Emergency Assistance Centres (including Community Reception Centres) and assess whether additional resources or Centres may be required.

Lead Provider: District Council (normally by Mutual Aid)

Supported by: Any voluntary or agency staff trained in Emergency Assistance Centre Management.

- Make contact with all the Emergency Assistance Centre Managers and Liaison Officers for each of the Centres.
- Use the Emergency Assistance Centre checklist (ANNEX I) as a general guide to the efficiency and effectiveness of the Centre.
- Seek support and additional resources through the Welfare Coordination Group.
- Feedback to the Welfare Coordination Group and Lead Agency Control Centres the current situation and identify any issues either imminent or developing.

ANNEX I EMERGENCY ASSISTANCE CENTRE ASSESSMENT FORM

Liaise with Team Leaders to gain an accurate assessment of each category.

1. People at the Centre

1	How many people are in the centre?	
2	What is the age makeup of those people?	
2a	How many children are present?	
2b	How many elderly people are present?	
2c	Is the Centre coping with the overall number of evacuees	
3	Assistance with languages spoken?	

2. Immediate Needs

4	What refreshments are required?	
5	Is clothing required? (If yes, include rough sizes)	
6	Is there a need for First Aid or replacement medications?	

3. Special Needs

7	Are there any persons present who have specific religious or cultural needs? (e.g. is a religious leader required? Are certain types of food required?)	
8	Is there anyone present with learning difficulties?	
9	Is there anyone present who doesn't understand English?	
10	Is there anyone present with physical or mental disabilities?	
11	Are there any vulnerable individuals or groups present	

4. Resource Needs

12	What staffing needs are there and is Mutual Aid a consideration?	
13	Are more specialist staff required, e.g. health workers, adult/children services, faith groups, catering etc?	
14	What furniture and equipment is required?	
15	What communication facilities are required?	

5. Longer Term Needs

16	Does the centre need to be moved to an alternative location?	
17	How long will the Centre be open for?	
18	Will a longer term solution be required (bed & breakfast, hotels etc)?	
19	Do any persons in the centre require overnight facilities?	
20	Is the Centre providing sufficient information about the emergency	
21	Are specialist agencies required e.g. insurance companies, counselling etc?	

WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

SECTION 1.7: HEALTH AND SAFETY

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3	LIAISON WITH THE PREMISES CUSTODIAN	3
4	THE PROVISION OF INFORMATION.....	3
5	COMPETENCY OF THOSE WORKING IN THE CENTRE	4
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ANNEX A HEALTH AND SAFETY INFORMATION POSTER

ANNEX B ACCIDENT REPORT FORM

ANNEX C RIDDOR REPORTING

ANNEX D RISK ASSESSMENT

ANNEX E EMERGENCY ASSISTANCE CENTRE ATTENDANCE REGISTER

Version: 2.1.0

Date of Publication: 01 November 2016

WARNING! Please note this document may no longer be current and you should check the ResilienceDirect for the most up to date version

RECORD OF AMENDMENTS			
Version	Date	Reason for review	Author
1.0.0	June 2015	Updating of Health and Safety information in line with the revised 2013 legislation	Alison Love
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan	Alison Love

1 INTRODUCTION

The Local Authority and/or Cumbria Constabulary owe a duty of care towards all persons who may enter an Emergency Assistance Centre that provides shelter, food and respite, irrespective of whether they are evacuees, responders or visitors.

This section of the plan is therefore concerned with defining the health and safety arrangements that need to be put in place in order to adequately manage health and safety in those particular Emergency Assistance Centres.

2 STATEMENT OF POLICY

The person that has been appointed to manage the Emergency Assistance Centre (known as the Emergency Assistance Centre Manager) on behalf of the Local Authority or Cumbria Constabulary shall be responsible for the health and safety arrangements for the premises under their control and shall both oversee their implementation and maintain them.

The appointee cannot delegate their responsibility but may seek the aid of other recognised Emergency Assistance Centre staff to assist them with their responsibility.

The following sections define the appropriate health and safety arrangements needed whilst the Centre is in use.

3 LIAISON WITH THE PREMISES CUSTODIAN

The nominated Emergency Assistance Centre Manager should at the earliest opportunity establish contact with the premises custodian with a view to gaining an appreciation of the health and safety hazards on the premises.

This will identify those areas of the building considered to be out of bounds and should therefore be kept locked.

It must be noted however that the locking of doors which form part of a fire escape route shall not be permitted.

4 THE PROVISION OF INFORMATION

At the earliest opportunity the Emergency Assistance Centre Manager should arrange for a number of Health and Safety Information posters to be completed and erected for the benefit of the Emergency Assistance Centre users.

The poster can be found in Annex A.

5 COMPETENCY OF THOSE WORKING IN THE CENTRE

It is expected that those working (staff, volunteers or contractors) in the Emergency Assistance Centre as staff, or perhaps providing a service to it, will be competent to do so by way of training and/or experience e.g. those providing food may be qualified to a CIEH Award in Food Safety.

6 CLEANING

The use of the Emergency Assistance Centre where potentially large numbers of people are brought together for an uncertain duration implies a risk of the spread of infection, disease or even perhaps contamination. It is vital that a robust cleaning regime of all washing and toiletry facilities is put into place that is both regular and reactive.

7 FIRE

Whenever large numbers of people gather in premises the risk of fire is always present and perhaps even more so during unusual and stressful occasions.

The Emergency Assistance Centre Manager must therefore ensure that:

- All those working or supporting in the Emergency Assistance Centre have been advised of their specific duties within the fire arrangements for the building.

The duties that need to be allocated are:

- A member of staff or volunteer remains on watch during the night should sleeping accommodation be provided.
- Ensuring that where no emergency lighting exists a supply of torches or other alternative lighting is easily located should the need arise.
- Regular patrols take place to check that all emergency escape routes remain free of obstacles, that fire doors remain shut, that final exits remain unlocked and that sources of ignition are separated from sources of fuel at all times.
- To ensure that the fire alarms, where provided are in working order.
- A fire notice, directional signs and assembly point signs are in place.
- A person has been nominated to liaise with the fire and rescue service and perform a roll call if needed.
- The strict enforcement of the no smoking policy for the building.

8 PERSONS ON SITE

It is important for reasons of security and the fire arrangements that a record is maintained of **all persons on site at all times.**

Emergency Assistance Centre Manager must ensure that the Attendance Register (Annex E) template is used to record all in/out movement of persons other than any persons registered on the Registration System. These will include staff, volunteers, contractors and visitors.

If Emergency Assistance Centres are located within school premises then it is expected that the site custodians will have procedures to cater for their own personnel but not for those attending the Emergency Assistance Centres.

Evacuees, survivors or friends and family should be identified by means of the registration procedure carried out by the Local Authority or the Cumbria Constabulary, with support from voluntary agencies, however it will be necessary to have a record of all people on the premises at all times.

9 ACCIDENTS

Accident - where an injury or harm has been caused to a person.

Accidents at the Centre need to be reported such that steps can be taken to prevent a re-occurrence.

Accidents should be reported to the Emergency Assistance Centre Manager who should then jointly complete an Accident Report Form with the person that had the accident and retain the form in a secure place.

The Accident Report Form can be found at Annex B.

Certain types of accidents must also be reported by the Emergency Assistance Centre Manager to the Health and Safety Executive (HSE) as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

The requirements of these Regulations have been reproduced in Annex C.

Once the Report Form has been completed the Emergency Assistance Centre Manager should next consider whether to initiate an investigation. If the accident is serious in terms of personal injuries, damage to property or there was the potential for such harm and only good luck prevented a more serious outcome, then it should be investigated. The Emergency Assistance Centre Manager should discuss the scope of the investigation with the Welfare Support Team Leader. If the injured person is an employee, volunteer or contractor of a responding organisation, then they should be advised also to report the accident to their own organisation.

Any investigation, to obtain the most accurate evidence possible, should be undertaken immediately after the accident. It should be concerned with obtaining facts to establish the cause and not with finding out who was to blame.

Key points to note about investigations are:

- Events and issues under examination should not be prejudged by the investigator.
- Total reliance should not be placed on any one sole source of evidence.
- Never dismiss an item as having no bearing on events; its significance may become apparent later.

- Avoid closed and leading questions.

The facts are then analysed in three ways:

- Who or what was involved.
- What hazards were present.
- What controls failed.

10 SMOKING

All smoking is forbidden within the Emergency Assistance Centre and NO SMOKING signs should therefore be erected in the Emergency Assistance Centre; as applicable.

A dedicated smoking area will need to be established outside the building, in accordance with the site policies (this may have to be off site), and its location publicised as an entry on the Health and Safety Information Poster.

11 FIRST AID

Part 2 Area & Site Specific Information of this Plan includes floor plans for every Nominated Emergency Assistance Centre and identifies a room that has been set aside for First Aid treatment. The room will be staffed by members of the St John Ambulance and/or Cumbria Partnership NHS Foundation Trust. Secondary Emergency Assistance Centres may not have adequate floor space to allow for a dedicated First Aid room.

12 HAZARD SPOTTING AND RISK ASSESSMENT

The aim of this section is to provide a simple explanation to hazard identification and risk assessment, which is at the core of good health and safety management.

Hazard Spotting

- **What is a hazard?**

A **Hazard** - is something with the potential to cause harm and they come in all shapes and sizes.

- **How should hazards be identified?**

By listing and considering the tasks carried out by the Emergency Assistance Centre staff, volunteers or contactors.

By regular inspections for them in the Emergency Assistance Centre for example:- tripping hazards, cleaning chemicals not locked away etc.

By any member of the public, a volunteer, a contractor or staff member who should report the hazard or any other H&S concern to the Emergency Assistance Centre Manager.

Risk Assessment

A template Risk Assessment can be found in Annex D

What are Risk Assessments for?

- They allow the Emergency Assistance Centre Manager to demonstrate a proactive and methodical approach to health and safety management.
- The Emergency Assistance Centre Manager should use the risk assessments to brief the staff and volunteers in the centre to ensure they are made aware of the Emergency Assistance Centre risks and the controls in place for their health and safety and others. They should also inform staff and volunteers about any new risk assessments or changes to existing ones as they arise.

A risk assessment is simply:

- Recognising the existence of a hazard.
- Understanding who is exposed to the hazard.
- An assessment of the risk presented by the hazard.
- The identification of the controls needed to bring the risk down to acceptable levels and what needs to be done to achieve them, taking into account the controls that are already in place.
- Recognising when the risk assessment will be revisited.

13 SOURCES OF HEALTH AND SAFETY ADVICE

Should further Health and Safety advice be needed, this in the first instance will be available from the Health and Safety Advisor employed by the District Council.

HEALTH AND SAFETY INFORMATION

EMERGENCY ASSISTANCE CENTRE MANAGER

.....

APPOINTED PERSON FOR FIRST AID

.....

LOCATION DETAILS

FIRST AID ROOM

DEDICATED SMOKING AREA

FIRE ASSEMBLY POINT

TO ENSURE YOUR HEALTH AND SAFETY WHILST IN THE CENTRE PLEASE:-

- REGISTER YOUR PRESENCE IN THE CENTRE.
- FOLLOW THE INSTRUCTIONS AND ADVICE OF THE EMERGENCY ASSISTANCE CENTRE TEAM.
- DO NOT ENTER ROOMS OR PARTS OF THE BUILDING NOT ALLOCATED TO THE EMERGENCY ASSISTANCE CENTRE.
- UNDERSTAND THE FIRE EMERGENCY INSTRUCTIONS AND WHAT TO DO IF THE FIRE ALARM ACTIVATES.
- REPORT ANY ACCIDENTS TO THE EMERGENCY ASSISTANCE CENTRE MANAGER.
- NOTE THAT THIS SITE IS NO SMOKING WITH THE EXCEPTION OF THE AGREED DEDICATED SMOKING AREA ABOVE (THIS MAY BE OFF SITE).

ANNEX B ACCIDENT REPORT FORM

Accident report form

1. About the person who had the accident/injury

2. About you, the person filling in this book

Reference No:
Reference No:

FULL NAME
ADDRESS

Employee/Self-Employed/Public (please select)

FULL NAME
ADDRESS

Employee/Self-Employed/Public (please select)

3. Please sign and date (Emergency Assistance Centre Manager or Nominated First Aider)

SIGNATURE DATE / /

The person who has had the accident/injury should sign and date as confirmation that they agree the accident recorded is a true and accurate record.

SIGNATURE DATE / /

4. About the accident/injury when and where it happened.

DATE / / TIME

IN WHAT ROOM OR PLACE DID THE ACCIDENT/INJURY HAPPEN?

5. About the accident/injury – what happened?

Say how the accident happened. Give the cause if you can. In the event of any personal injury, say what it is

HOW DID THE ACCIDENT/INJURY HAPPEN?

MATERIALS USED IN TREATMENT

6. Reporting of Injuries, Diseases and Dangerous Occurrences 2013

To be reported: <http://www.hse.gov.uk/riddor/report.htm>

HOW REPORTED

DATE REPORTED / / REPORTERS NAME AND INITIALS

ANNEX C RIDDOR REPORTING

RIDDOR which puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).

When do the RIDDOR Regulations apply and what must be done?

If there is an accident at the Emergency Assistance Centre in which:

1. An employee, volunteers or a self employed contractor working on the Emergency Assistance Centre is killed or suffers a **specified injury** (including as a result of physical violence)
2. A member of the public is killed or taken to hospital (other than for precautionary measures with no obvious injury)

The Emergency Assistance Centre Manager must notify HSE of a reportable incident by the quickest practicable means without delay; and a report of that incident sent within 10 days of the incident.

Access the online report form at: <http://www.hse.gov.uk/riddor/report.htm>

A summary of the reportable **incidents** is as given below.

Please note: Worker includes Volunteers, directly employed staff and staff working in the centre for any responding organisation.

The death of any person

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified injuries to workers

The list of 'specified injuries' in RIDDOR 2013 replaces the previous list of 'major injuries' in RIDDOR 1995. Specified injuries are:

- fractures, other than to fingers, thumbs and toes amputations
- any injury likely to lead to permanent loss of sight or reduction in sight
- any crush injury to the head or torso causing damage to the brain or internal organs
- serious burns (including scalding) which:
 - covers more than 10% of the body causes significant damage to the eyes, respiratory system or other vital organs
 - any scalping requiring hospital treatment

- any loss of consciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space which: leads to hypothermia or heat-induced illness requires resuscitation or admittance to hospital for more than 24 hours

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.

Over-three-day incapacitation

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

Non fatal accidents to non-workers (eg members of the public)

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

Occupational diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include (regulations 8 and 9):

- carpal tunnel syndrome;
- severe cramp of the hand or forearm;
- occupational dermatitis;
- hand-arm vibration syndrome;
- occupational asthma;
- tendonitis or tenosynovitis of the hand or forearm;
- any occupational cancer;
- any disease attributed to an occupational exposure to a biological agent..

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting.

Gas incidents

- an accidental leakage of gas;
- incomplete combustion of gas or;
- inadequate removal of products of the combustion of gas.

Reportable biological agents

All diseases and any acute illness needing medical treatment must be reported when it is attributable to a work-related exposure to a biological agent. Work-related exposures to biological agents may take place as a result of:

- An identifiable event, such as the accidental breakage of a laboratory flask, accidental injury with a contaminated syringe needle or an animal bite
- Unidentified events, where workers are exposed to the agent without their knowledge (e.g. where a worker is exposed to legionella bacteria while conducting routine maintenance on a hot water service system)

The enforcing authority contact details are:

Health and Safety Executive

The forms have to be completed on-line at the report and incident section of the HSE website to be found at <http://www.hse.gov.uk/riddor/report.htm>

All incidents can be reported online but a telephone service is also provided for reporting fatal and specified injuries only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Risk assessment

ANNEX D RISK ASSESSMENT

Venue name:

Date of risk assessment:

Name of Person Undertaking Risk Assessment:

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Knowing who is in the Centre at any time.	Persons using the site who are not involved in the incident. Evacuees. Staff, volunteers and contractors. Visitors	Registration and registers in place.	Correct signage displayed.			
Slips and trips	Staff, volunteers and visitors may be injured if they trip over objects or slip on spillages.	General good housekeeping is carried out. All areas well lit, including stairs. No trailing leads or cables. Work areas kept clear, eg no boxes left in walkways.				
Lifting and carrying during set up, operations and take down	Staff or volunteers may be injured during manual handling of equipment.	Emergency boxes - two person lift.				

Hot drinks	Staff, volunteers and visitors may be injured through contact with hot drinks served within the centre.	Manager will ensure that surface/table is secure and urn/kettle is out of reach of accidental Disturbance. Refreshments will be served by voluntary agencies to avoid a 'free for all' situation. Manager to ensure that any dogs/other pets are kept away from the refreshment area.				
Welfare facilities	Staff, volunteers and visitors may be at risk through inadequate first aid, sanitary or other welfare provision	Male/female/disabled sanitary facilities. Cold drinking water will be freely available. Hot drinks/biscuits will be freely available. Seating will be freely available.				
Contact with a vehicle	Staff, volunteers and visitors may be injured through contact with moving vehicle.	Clear signage for Car Parking. RC Manager will ask for vigilance in case of unexpected deliveries.				
Fire Hazards	Persons using the site who are not involved in the incident. Evacuees. Staff, volunteers and contractors. Visitors	Clear signage and planned escape routes.	Consider verbal briefings as well as signage.			
Unacceptable conditions due to loss of power or adverse weather.	Evacuees. Staff, volunteers and contractors. Visitors	Arrangements made for hire equipment, liaise with site on arrangements.				

ANNEX E EMERGENCY ASSISTANCE CENTRE ATTENDANCE REGISTER

EMERGENCY ASSISTANCE CENTRE:

DATE:

EMERGENCY ASSISTANCE CENTRE ATTENDANCE REGISTER

FOR ALL PERSONNEL - Staff, volunteers and contractors.

- Those captured on the Registration System must not be registered in this document. A separate process is conducted by Registration Section.
- ALL persons other than evacuees are required to enter their details in this register together with their arrival/departure times.

Departure time should NOT be recorded if the person leaves the building but not the grounds of the Emergency Assistance Centre.

Example

<u>NAME & COMPANY</u>	<u>CAR REG NO</u>	<u>REASON FOR ATTENDANCE</u>	<u>ATTENDANCE TIMES</u>							
			1		2		3		4	
<i>A.N. Other</i>	<i>A123AB C</i>	<i>District Council Dog Warden</i>	IN	0730	IN	1000	IN	1400	IN	1700
			OUT	0830	OUT	1030	OUT	1530	OUT	1745

ATTENDANCE REGISTER FOR ALL PERSONNEL OTHER THAN EVACUEES

<u>NAME & COMPANY</u>	<u>CAR REG NO</u>	<u>REASON FOR ATTENDANCE</u>	<u>ATTENDANCE TIMES</u>							
			1		2		3		4	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	
			IN		IN		IN		IN	
			OUT		OUT		OUT		OUT	

OFFICIAL

WELFARE

PART A: EMERGENCY ASSISTANCE CENTRES

SECTION 1.8: EXIT AND CLOSURE

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2	CLOSING DOWN PROCEDURES.....	3
3	EMERGENCY ASSISTANCE CENTRE MANAGER FUNCTIONS.....	4
4	CLOSURE OF THE EMERGENCY ASSISTANCE CENTRE.....	4
5	EXIT STRATEGY CONSIDERATIONS	4
ANNEX A	CLOSING AN EMERGENCY ASSISTANCE CENTRE - STRATEGIC/TACTICAL CONSIDERATIONS & CHECKLIST	
ANNEX B	CLOSING AN EMERGENCY ASSISTANCE CENTRE - OPERATIONAL TEAM CONSIDERATIONS & CHECKLIST	

Version: 2.1.0

Date of Publication: 01 November 2016

WARNING! Please note this document may no longer be current and you should check the ResilienceDirect for the most up to date version

RECORD OF AMENDMENTS

Version	Date	Reason for review	Author
2.0.0	September 2015	Reformatting of Plan	Alison Love
2.1.0	November 2016	Reformatting of Plan	Alison Love

1 INTRODUCTION

Overall, there is a requirement for a clear and effective strategy for identifying and meeting the welfare needs of those affected by emergencies in both the short and long-term.

The Strategic Coordination Group, when determining its strategy during the acute phase for the wider welfare response should consider and if necessary establish clear aims and objectives that are complemented with an exit strategy. This should be communicated to responding agencies through the Welfare Coordination Group who, in turn, will determine their own exit plans from Centres set up during the emergency. Such a strategy may also lie with the Recovery Coordination Group, should Centres remain open into the Recovery phase.

Exit strategies should be set as early as possible following an emergency in order to map progress through to the recovery phase. They will need to be reviewed regularly in light of new developments with the emergency response, people's needs, the ongoing and wider welfare strategy and each agency's own resources and capabilities over time.

Consultation and clear communication with those affected is a key element of an exit strategy.

2 CLOSING DOWN PROCEDURES

The decision to close an Emergency Assistance Centre will be a strategic decision and part of the wider welfare strategy to the overall response. The Strategic Coordinating Group will need to be periodically advised as to the situation at open Centre(s). This should be undertaken by the Welfare Coordination Group based on detailed assessments provided by the lead agencies (District Council or Cumbria Constabulary), and will aid decision making.

Emergency Assistance Centre Managers need to keep the relevant agency Control Centre/Room advised of the overall situation at the Emergency Assistance Centre. Relevant information from the Managers will need to be used to assess the future short or medium term needs of Emergency Assistance Centre.

The decision to close an Emergency Assistance Centre, or to re-title an Emergency Assistance Centre, needs clear consultation with a number of agencies including:

- District Council
- Cumbria County Council
- Cumbria Constabulary
- Voluntary Sector
- Any other strategy agency in attendance at the centre
- Welfare Coordination Group

The Welfare Coordination Group will be a key in any decision to extend the life, close or change its functional role of an Emergency Assistance Centre.

3 EMERGENCY ASSISTANCE CENTRE MANAGER FUNCTIONS

The Emergency Assistance Centre Manager is responsible for ensuring that all documents, messages and log forms are collected and retained in a secure place. If possible, images displayed on white boards, notice boards etc should be collected on a digital camera and stored electronically.

The Emergency Assistance Centre Manager will also ensure that the Centre, as far as possible, is returned to normal daily use as soon as practicable and an email must be sent to the district and county council control centres, confirming that the Centre is closed.

4 CLOSURE OF THE EMERGENCY ASSISTANCE CENTRE

An Emergency Assistance Centre will continue to operate whilst a clear welfare need is identified. For example if anyone remains displaced from their home as a result of an emergency or until alternative accommodation is made available to them.

If members of the community have been evacuated from their home, once the affected area has been declared safe, they will be free to leave the Emergency Assistance Centre (some may require transport back to their property).

Anyone leaving the Emergency Assistance Centre should go through the Registration process or sign out as appropriate.

Once the last person has left the Emergency Assistance Centre, the Emergency Assistance Centre Manager must ensure that the building is made ready for its return to normal use. This may involve negotiations with the site custodian or Cumbria County Council.

Arrangements should be made with the Cumbria County Council for the removal of any specialist equipment, including Emergency Assistance Centre boxes.

5 EXIT STRATEGY CONSIDERATIONS

Example exit strategy (local and strategic) considerations are listed at Annexes A & B.

ANNEX A - CLOSING AN EMERGENCY ASSISTANCE CENTRE - STRATEGIC/TACTICAL CONSIDERATIONS & CHECKLIST

CLOSING AN EMERGENCY ASSISTANCE CENTRE STRATEGIC/TACTICAL CONSIDERATIONS & CHECKLIST

When an Emergency Assistance Centre is considered for closure, some or all of the following criteria may apply to the agency managing the Centre:

Exit Strategy

- Is there still a need for the Centre?
- What should be the exit strategy for this Emergency Assistance Centre?
 - What needs to be done to return the premises to the custodian?
 - What is our media and public information strategy?
 - How are the affected community being informed about the closure of this Centre?
 - Have welfare needs been met, i.e. nobody is left homeless
 - Storage of information gathered
 - Consider bringing all the information together to form a report.
- Is there a need for something to still be in place?
 - What might that be?
 - What staffing might this require?
 - Are there any cost implications?
- What memorials need to be planned?
- Is the closure of the Emergency Assistance Centre linked with the strategic recovery plan?
- Ensure payment issues are followed through
- During the recovery phase, maintain communication links with the Voluntary Sector, especially those relating to issues of cost.

ANNEX B - CLOSING AN EMERGENCY ASSISTANCE CENTRE - OPERATIONAL TEAM CONSIDERATIONS & CHECKLIST

CLOSING AN EMERGENCY ASSISTANCE CENTRE OPERATIONAL TEAM CONSIDERATIONS & CHECKLIST

When an Emergency Assistance Centre is considered for closure, some or all of the following criteria may apply to the agency managing the Centre:

Exit Strategy

- Is there still a need for the Centre?
- Have the objectives been achieved?
- When will the Centre close?
- How will staff integrate back into their normal work place?
- How will staff be thanked?
- Who/what will still be needed once the Centre has closed?
- Agree exit strategy with the custodian of the premises (inform the Welfare Coordination Group)
- What needs to be done to return the premises to the custodian?
- Dismantle the Centre (tables, chairs, signs etc)
- Clean premises or arrange for cleaning
- Put right any damage or make a written record and agree with the custodian
- Store all related documents used in the Centre (refer to Section 1.5)
- Agree with the Welfare Coordination Group a system to report lessons learned
- How and when will you and your team(s) integrate back to the work place?
- How will staff back at work manage the integration of others who have been involved in the response?
- Agree a 'return to normal' standard and time with the custodian
- Final debriefs – ensure any immediate lessons are gathered
- Conduct final briefing
- Are managers aware of signs of stress to look out for and how to obtain support for staff after a traumatic event?