

Rest Centre Plan

Civil Contingencies Unit

www.portsmouth.gov.uk

Foreword

The Rest Centre Plan describes the facilities and procedures used by Portsmouth City Council to provide emergency shelter to people during an emergency or major incident.

The Civil Contingencies Unit produces the plan on behalf of the council. An abbreviated version of the plan, minus operational and contact details, is available on the Portsmouth City Council website.

Amendments should be sent to:

Civil Contingencies Unit
Floor 3 Core 2
Civic Offices
Guildhall Square
PO1 2AL

Amendment record

Amendment number	Amendment location	Amendment	Effective date
Version 1.1	Page 2 Pages 58 & 76 Whole document	Update to how amendments are recorded (this page) Closure of Dame Judith Professional Centre Sections 6 & 7 (Internal and External Contacts) removed, and references to it amended, to reflect issue of separate Contacts Directory	June 2011
Version 1.2	Whole document	New processes for reception of evacuees and review of rest centre locations	October 2012
Version 1.3	Whole document Annexe F Annexe G	New maps adding Powerscourt Road Baptist Church and Portsmouth College and removing Southsea Community Centre Update of details of Rest Centres and equipment they have available Inclusion of Emergency Community Hubs	October 2016

Glossary

BRC	British Red Cross
CCO	City Contact Officer
CCU	Civil Contingencies Unit
NHS	National Health Service
PCC	Portsmouth City Council

Distribution

<u>Internal</u>	No of Copies
Chief Executive	2*
Deputy Chief Executive	2
Strategic Directors	14
International Port	1
Emergency Response Centre Managers	2
Emergency Response Centre cupboards	2
Civil Contingences Unit	2
City Contact Officers	14
City Contact Officer duty bag	2
Corporate Communications	2
Rest Centre team	25
Local Authority Liaison Officers	12
 <u>External</u>	
British Red Cross Society	1
Faith Leaders Co-ordinator Portsmouth	1
Rest Centres identified in the Plan (not Annex E and F)	47
Rest Centre emergency boxes	41
St John's Ambulance	1

Contents

	Title	Page Number
	<u>Foreword</u>	1
	<u>Amendments</u>	2
	<u>Glossary</u>	3
	<u>Distribution</u>	4
	Contents	5 – 6
1	Rest centre policy	
1.1	<u>Introduction</u>	8
1.2	<u>What is a Rest Centre?</u>	8
1.3	<u>Purpose of the Rest Centre Plan</u>	9
1.4	<u>Aim and objectives of the Rest Centre Plan</u>	9
1.5	<u>Ownership and scope of the plan</u>	9
1.6	<u>Requirement for rest centres</u>	10
1.7	<u>Responsibilities of the council</u>	11
1.8	<u>Planning assumptions</u>	11
1.9	<u>Rest Centre facilities</u>	12 – 14
1.10	<u>Voluntary sector support</u>	14 – 15
1.11	<u>Supporting plans</u>	15 – 16
1.12	<u>Training and Exercising</u>	16
1.13	<u>Plan Approval</u>	16
1.14	<u>Plan Review</u>	16 – 17
1.15	<u>Plan Distribution and Storage</u>	17
2	Call out and response	
2.1	<u>Alerting</u>	19
2.2	<u>Assessment and options</u>	20
2.3	<u>Rest Centre activation and call out</u>	20 – 21
2.4	<u>Stand down procedures</u>	21 – 23
3	Managing a rest centre	
3.1	<u>What needs to be done in a rest centre</u>	25
3.2	<u>Management team</u>	25 – 26
3.3	<u>Setting up a rest centre</u>	26 – 28

Portsmouth City Council		Contents
3.4	<u>Running the reception area</u>	28 – 32
3.5	<u>Handling referrals</u>	32 – 33
3.6	<u>Welfare support</u>	33 – 36
3.7	<u>Information and communication</u>	36 – 37
3.8	<u>Pets and animals</u>	37 – 41
3.9	<u>Media</u>	41
4	Initial actions	
4.1	<u>City Contact Officer/CCU</u>	42
4.2	<u>Rest centre manager</u>	43
4.3	<u>Reception team leader</u>	43
4.4	<u>Welfare team leader</u>	44
Annexes		
A	<u>Rest centre box contents</u>	45
B	<u>Meeting agenda: rest centre management team</u>	46
C	<u>Rest centre leaflet for evacuees</u>	47
D	<u>Pets information on PCC website</u>	48 – 52
E	<u>Guide to dealing with the media (OFFICIAL SENSITIVE)</u>	53 – 54
F	<u>Rest Centres (OFFICIAL SENSITIVE)</u>	55 - 227
G	<u>Emergency Community Hubs</u>	228 - 229

Part 1 Rest centre policy

	Title	Page
1.1	<u>Introduction</u>	8
1.2	<u>What is a Rest Centre?</u>	8
1.3	<u>Purpose of the Rest Centre Plan</u>	9
1.4	<u>Aim and objectives of the Rest Centre Plan</u>	9
1.5	<u>Ownership and scope of the plan</u>	9
1.6	<u>Requirement for rest centres</u>	10
1.7	<u>Responsibilities of the council</u>	11
1.8	<u>Planning assumptions</u>	11
1.9	<u>Rest Centre facilities</u>	12 – 14
1.10	<u>Voluntary sector support</u>	14 – 15
1.11	<u>Supporting plans</u>	15 – 16
1.12	<u>Training and Exercising</u>	16
1.13	<u>Plan Approval</u>	16
1.14	<u>Plan Review</u>	16 – 17
1.15	<u>Plan Distribution and Storage</u>	17

1.1 Introduction

The Rest Centre Plan describes the activation and management of emergency shelters (rest centres) for people temporarily displaced from their homes and work places as a result of an incident or emergency. It is divided into 5 sections:

- Part 1: outlines the rest centre policy for Portsmouth City Council and how we work with partner agencies.
- Part 2: describes how to activate the rest centre plan
- Part 3: describes how to run a rest centre
- Part 4: lists initial actions
- Annexes: contain supporting information and full list of rest centres and facilities (PROTECT Annexes E and F).

1.2 What is a Rest Centre?

During a major incident or emergency people may need to be evacuated from the affected area to ensure their safety. Facilities may also be needed to provide immediate support to survivors.

A rest centre is a location that can provide temporary shelter and welfare support. They include community centres, church halls and other premises across the city.

Rest centres provide temporary shelter for 24-48hrs.

1.3 Purpose of the plan

The purpose of the plan is to describe the activation, management and procedures used by the council to set up and operate rest centres.

1.4 Aim and objectives of the plan

The **aim** of the plan is to:

- Identify the facilities, procedures and organisations necessary to ensure the provision of emergency shelter to people during an emergency or major incident

The **objectives** of the plan are to:

- Describe the council's role and responsibilities in managing rest centres
- Identify facilities that can be used as rest centres
- Provide guidance in establishing a rest centre
- Describe call-out procedures
- Provide action cards and job descriptions for rest centre volunteers

1.5 Ownership and scope of the plan

The Civil Contingencies Unit is responsible for the production and publication of the plan on behalf of Portsmouth City Council.

The plan covers the responsibilities of the council to provide emergency temporary shelter in response to an incident. The plan does not cover other homelessness or the process for providing longer-term accommodation.

1.6 Requirement for rest centres

The need to open a rest centre is likely to happen as the result of a wider response to an incident, such as the impact of a fire, gas leak or severe weather. The decision to evacuate or not is based on a judgement of risk balanced against the benefits of shelter.

Evacuations tend to be either spontaneous or controlled:

- **Spontaneous evacuations** may be in response to a sudden overwhelming threat or a growing movement of the public as their perception of risk increases. Responding agencies will need to co-ordinate a movement that is already taking place.
- **Controlled evacuation** occurs when the authorities have assessed a hazard and taken the decision to remove people from an area, as a precaution or because the risk is judged to be increasing.

Minor incidents or those of a limited geographical area may only involve the displacement of a small number of people from an area. Larger incidents may involve the setting up of a co-ordinated response in conjunction with the emergency services.

The request to open a rest centre will usually come from the police or fire service to the council's City Contact Officer. If the scale and impact of the incident requires the mobilisation of many council services, or the emergency services declare a major incident, the council will open an Emergency Response Centre. The Emergency Response Centre is the focal point for the co-ordination of the council's response activities and liaison with external agencies.

In addition to rest centres there may be a need to open Survivor Reception Centres and Family & Friends Reception Centres. Rest centre facilities in this plan can be used for these centres.

1.7 Responsibilities of the council

- Provide temporary shelter and welfare support for displaced people
- Provide information to displaced people about the incident
- Provide assistance to the emergency services where Survivor Reception Centres and Family & Friends Reception Centres are established
- Provide information to the police Casualty Bureau (if established) on who has been provided shelter
- Arrange medical care through the voluntary sector, ambulance service and local health services as required
- Identify and refer further welfare needs

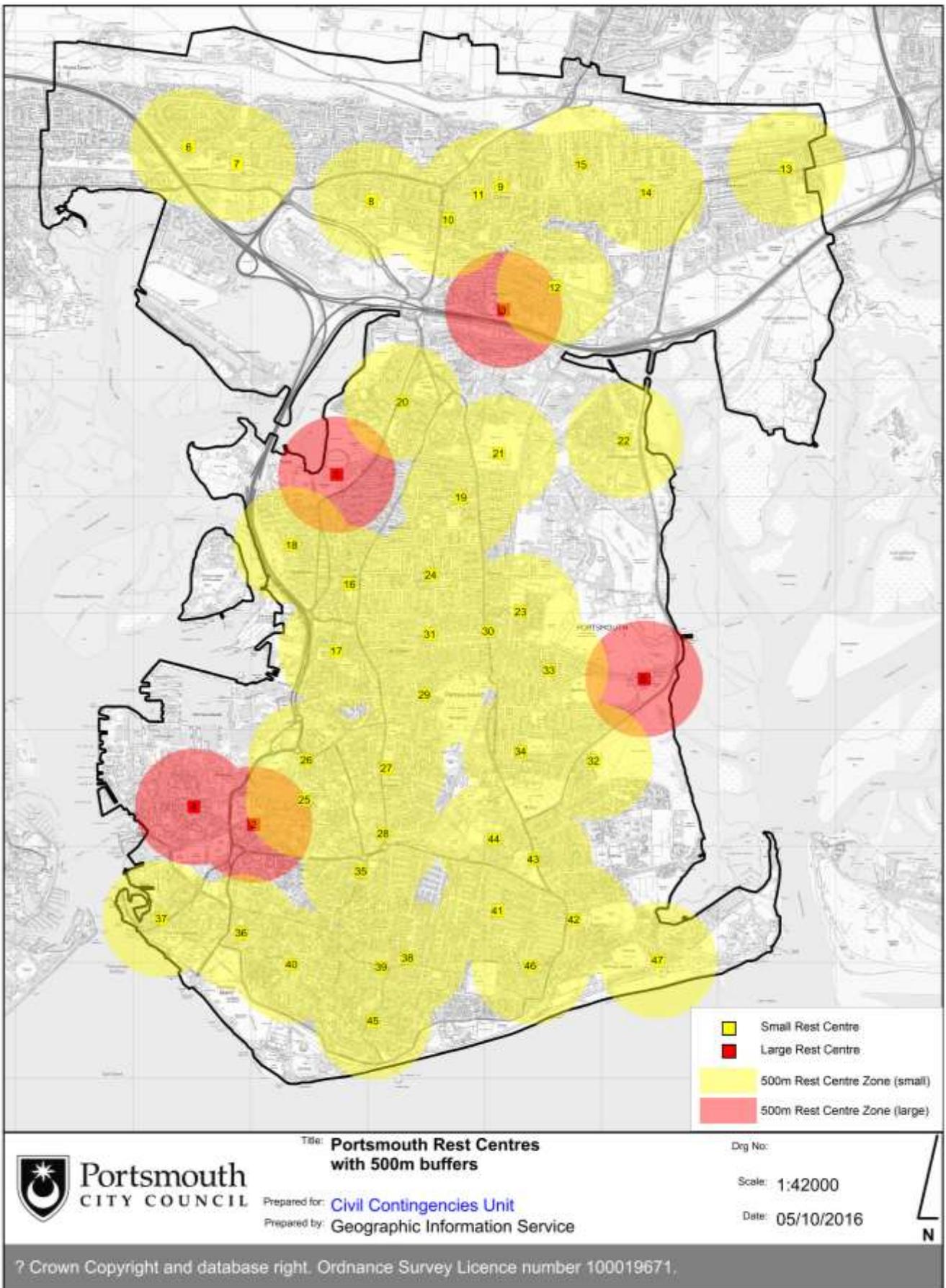
1.8 Planning assumptions

- The target time to have a rest centre open with an initial presence of staff is 2 hours.
- Council staff on the rest centre team are volunteers.
- Rest centres are temporary places of shelter, ideally for 24-48 hours maximum
- The Rest Centre plan has been devised to mitigate the following local risks:
 - Traffic congestion and gridlock, reducing the ability to move evacuees by road around the city
 - The cost of opening larger rest centres for limited evacuations where people return to their homes relatively quickly. A common reason for this type of evacuation is the discovery of unexploded Second World War ordnance.

1.9 Rest centre facilities

There are 2 types of rest centre in the plan:

- **Large capacity rest centres.** There are 5 main locations that can hold between 500 – 2500 people each. These locations have a good range of facilities, their own centre management staff and on-site catering.
- **Smaller capacity rest centres.** There are 42 smaller pre-identified rest centres across the city. They have been chosen to provide a geographical spread across the city and facilities in all wards, with the aim that most people are within 500m walking distance of a centre. These locations are typically small with basic facilities. They can be used for localised incidents, incidents where the likely timescale of the evacuation is unknown or where immediate shelter is required while longer-term arrangements are made.



All centres are inspected and assessed for suitability at least once in a 3 year period. Details of the rest centres are in **Annex F**. Information includes available facilities, maps and suggested room use and layout for a rest centre. The centres have been assessed against availability of facilities:

- Car parking
- Accessibility by large passenger carrying vehicles
- A large room or hall
- Level access or entrance for disabled people
- A reception area or room to complete registration
- At least 4 further rooms
- Basic kitchen facilities
- Washing / toilet facilities (including disabled)
- Shower facilities
- An area to hold pets
- Administration area / office with telephone lines

Most rest centre locations have a box of signs, registration forms and stationary provided by the CCU and held permanently on site. Some centres cannot accommodate a box so spares are held in the Incident Room, floor 2 conference room corridor in the Civic Offices. A list of contents for the box is at **Annex A**.

1.10 Voluntary sector support

Voluntary sector partners work with the council to provide a range of support and services. They should be called out to all rest centres to augment council staff.

Organisation	Services available
Salvation Army	<ul style="list-style-type: none"> • 2 rest centre locations • Team of volunteers to help in the rest centre, including registration • Bedding • Toy store • Clothing • Access to the Albert Road café • Generator at Citadel • Sleeping bag store at Citadel
British Red Cross	<ul style="list-style-type: none"> • Team of volunteers to help in the rest centre • Bedding • Clothing • First aid post
St John Ambulance	<ul style="list-style-type: none"> • Team of volunteers to help in the rest centre • First aid post • Access to ambulance transport and vehicles
Church rest centres	Many churches will have volunteers from their congregations who are happy to help out. Ask on arrival to assess what is available.

1.11 Supporting plans

Name of plan	Owned by
Internal	
Urgent Support Plan	Civil Contingencies Unit
Emergency Response Plan	Civil Contingencies Unit
Evacuation Guidance	Civil Contingencies Unit
Flood Response Plan Multi-agency Flood Response Plan	Civil Contingencies Unit

REP (Reactor Emergency Plan)	Civil Contingencies Unit
Portsmouth Oil and Chemical Pollution Plan	Civil Contingencies Unit
Response to Emergencies – Off Site Activities	Education
External	
SOLFIRE Plan	Harbour Master Southampton
Hampshire and Isle of Wight Local Resilience Forum Humanitarian Assistance Guidance	HCC

1.12 Training and Exercising

The Civil Contingencies Unit is responsible for the delivery of an annual programme of training and exercising. The programme is based on the need to practice generic capabilities and to train against specific hazards identified in the Community Risk Register and statutory requirements.

Portsmouth City Council will also take part in the Local Resilience Forum training and exercising programme.

1.13 Plan approval

Authority to issue the plan has been delegated by the Chief Executive to the Civil Contingencies Manager.

1.14 Plan review

The Civil Contingencies Unit is responsible for revising the plan when:

- A new risk assessment indicates the plan is out of date or a new risk is identified

- Lessons learnt from experience, best practice or exercise indicates the plan is out of date
- A restructure (organisational or changes to other responders) or other changes to the organisation indicates the plan is out of date
- Changes in legislation occur
- Changes in key personnel occur
- Every 3 years from initial publication.

1.15 Plan distribution and storage

A copy of the full plan is held by:

- The Chief Executive and Senior Directors
- Directorate Heads
- Officers and organisations with a role in the plan
- The Emergency Response Centre
- The Civil Contingencies Unit
- Rest centre team
- Partner agencies

The plan (minus PROTECT sections) is published on the Portsmouth City Council website.

Part 2
Call out and response

	Title	Page
2.1	<u>Alerting</u>	19
2.2	<u>Assessment and options</u>	20
2.3	<u>Rest Centre activation</u>	20 – 21
2.4	<u>Stand down procedures</u>	21 – 23

2.1 Alerting

The request for the council to open a rest centre is likely to come from the emergency services through:

- CCTV 24 hour control room
- City Help Desk
- Switchboard
- Security
- Housing Management
- Community Wardens
- Civil Contingencies Unit
- City Contact Officer

In all cases notifications should be passed to the Civil Contingencies Unit during office hours or the City Contact Officer out of hours. If possible the person receiving the call should obtain the following information from the emergency services:

- Location of the evacuation
- Nature of the hazard
- Extent of any cordons in place
- If known, the number of evacuees or people likely to be affected and any vulnerable people
- If known, likely duration people will be evacuated
- Is there an assembly point where evacuees have been sent/can be collected?

2.2 Assessment and options

The City Contact Officer or CCU will make an assessment of the options for emergency shelter in accordance with Action Card 7.24 in the Emergency Response Plan:

- If there are limited numbers of evacuees and the evacuation is for a short time, one of the small capacity rest centres in the local area may be suitable.
- If there are limited numbers of evacuees and the evacuation is likely to continue overnight, it might be more appropriate for evacuees to stay in B&B or hotel accommodation. Housing Options (office hours) and Out of Hours Housing can assist.
- If the evacuation is extensive or the duration is uncertain then a rest centre with more facilities will be the best option.
- The rest centre is to be outside any safety cordons/hazard area (i.e. contaminated plume). Check with the emergency services.

2.3 Rest Centre activation and callout

When the **City Contact Officer/CCU** has chosen a suitable rest centre they will:

- Contact the centre and ask if they can open and establish what time the centre will be open. If no answer received or the location cannot open, then the City Contact Officer/CCU will chose another location.
- Call out a rest centre manager and inform them of the situation and location of the rest centre
- Advise the emergency services where the rest centre is and what time it will be available.

- Call out the Major Incident Support Team if required
- Arrange transport for evacuees to the rest centre if required.
- Call out voluntary sector support

The **Rest Centre Manager** will:

- Contact one person from the rest centre team and ask them to cascade the callout to the rest of the team.
- Deploy to the rest centre, via the Civic Offices if necessary to collect a rest centre box.
- Confirm arrival at the centre with the City Contact officer/CCU.
- Set up and open the centre

2.4 Stand down procedures

At some point it will be safe for people to return to the affected area or longer-term accommodation is required. The City Contact Officer/CCU will advise the rest centre manager when this occurs. There are 5 stages in closing a rest centre:



Dispersal of evacuees

If evacuees can return home:

- Advise the CCU or City Contact officer if transport is required
- Ask the CCU or City Contact Officer if there are any special instructions or safety advice returning residents need to follow. For example, if the cause of the evacuation was a gas leak then the utility provider may wish to enter the property first to check for gas levels, or if power was

cut to homes the utility provider may need to enter homes to reconnect the supply. Make sure these instructions are given to evacuees

- The rest centre closes to the public when the last evacuee has left the building

If evacuees are moving to temporary accommodation:

- Advise the CCU or City Contact Officer to call out members of the housing options/out of hours housing to conduct individual welfare and needs assessment.
- Clear the reception area so it can be used for this purpose
- Explain to the evacuees what will happen to them
- If numbers for temporary accommodation are small, the needs assessment process with housing may be done by phone. Housing will ask you for the following information:
 - Name and age
 - Type of person (single, couple, family, any other relationships which affect the housing need)
 - Known vulnerabilities
- Record where the evacuee is going on the white copy of the registration form
- Liaise with the CCU or City Contact Officer if transport is required

Debrief staff

- The rest centre manager is to hold a quick debrief with staff who are present where they can:
 - Discuss any aspect of their time in the rest centre that concerns them
 - Identify 3 points for improvement
 - Identify 3 things that went well
- The rest centre manager is to send debrief notes and names of participants to the CCU. The CCU will contact members of the team on earlier shifts and provide the same debriefing opportunity.

Clear up centre

- Return all council equipment to the rest centre box. If anything has been bought for the centre (books, toys, games, pet food, nappies etc) advise or return them to the CCU.
- Replace all centre furniture and equipment to its original location
- Make a list of any damage in the centre and if possible take photos. Portsmouth City Council is responsible for making good accidental damage caused whilst the rest centre is open.
- Close the Rest Centre log. Return the log and all other paperwork (completed registration forms, invoices etc) to the CCU.

Hand back building

- The rest centre manager is to show the building owner/manager any damage and leave a signed copy of the list with them.
- The rest centre manager should thank the building owner/manager and obtain the names of any of the building staff/volunteers who helped
- The last member of PCC to leave the centre is to hand back any keys to the building owner

Documentation

- The rest centre manager is to close off the rest centre log
- Return all paperwork to the CCU:
 - Logs
 - List of building damage
 - Completed registration forms
 - Records of expenditure, invoices, receipts.

Part 3

Managing a rest centre

	Title	Page
3.1	<u>What needs to be done in a rest centre</u>	25
3.2	<u>Management team</u>	25 – 26
3.3	<u>Setting up a rest centre</u>	26 – 28
3.4	<u>Running the reception area</u>	28 – 32
3.5	<u>Handling referrals</u>	32 – 33
3.6	<u>Welfare support</u>	33 – 36
3.7	<u>Information and communication</u>	36 – 37
3.8	<u>Pets and animals</u>	37 – 41
3.9	<u>Media</u>	41

3.1 What needs to be done in a rest centre

The task of setting up and running a rest centre breaks down into 5 key areas. Each process needs to be managed and supervised to ensure that evacuees are cared for appropriately, and that members of the rest centre team can carry out the tasks effectively and confidently.



Set up: preparations for opening the centre

Reception: welcoming evacuees and completing the registration process

Referrals: assisting people with problems and welfare needs

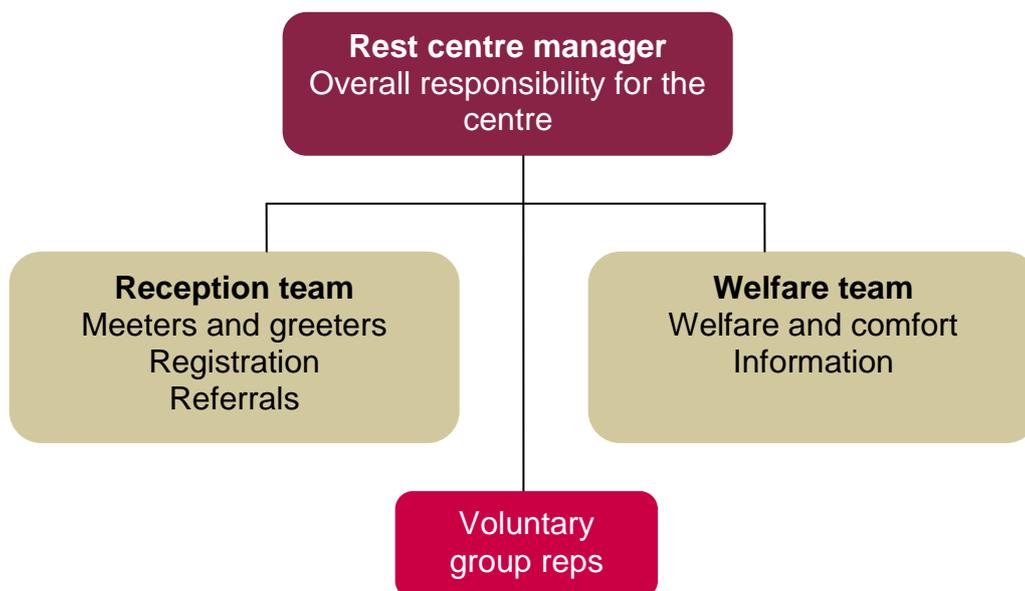
Welfare: the ongoing support and comfort of evacuees

Information: Providing regular information for evacuees, staff and CCU or City Contact Officer

3.2 Management team

The rest centre manager will need support to run the centre effectively. Other members of the team should be given specific responsibilities to manage parts of the process, especially for large rest centres with significant numbers of evacuees.

The tasks in a rest centre divide into 2 broad categories based on the physical divide formed by the reception area, and follow the route an arriving evacuee would take - getting into the centre (**reception**) and then living in it (**welfare**). The rest centre manager should ask a team member to be in charge of each area (reception team leader, welfare team leader) and allocate other staff to those teams. When evacuees first arrive it might be necessary to have more people in the reception team and move them into the welfare team as the registration process completes.



The management team should also include a representative from each of the voluntary sector groups supporting the council in the centre. In some cases you may also wish to include a manager from the building, especially if you are operating in one of the 4 large rest centres. The rest centre manager is to hold regular management team meetings to ensure that all tasks and issues are identified and resolved. A suggested agenda is at **Annex B**.

All members of the team help with the set up and close down of the centre.

3.3 Setting up the rest centre

The building needs to be opened and areas allocated for different use in the rest centre. A suggested plan for the use of space and rooms in each centre is at **Annex F**. The suggested layout is flexible and should be adapted to fit the needs of the evacuees – if there are no children then you don't need a play area!

In general the principle of use is one large room or hall where most people can be accommodated, with other rooms used for specific purposes as

required. The use of the rooms available will be dependent upon the numbers and identified needs of displaced people at the time of any incident.

Identifying vulnerable groups such as the elderly, infirm, disabled, young etc will help in determining what specific space is required.

You may also need to accommodate police documentation officers who could deploy to the centre as part of their casualty bureau or witness processes.

Floor plans of each centre are provided in **Annex F** to assist the Rest Centre Management Team in deciding how best to use the rooms in conjunction with the Building Manager or other representative of the building being used.

Basic areas include:

- **Large hall area.** The use of a large open space to accommodate most displaced people with support being provided by further rooms for specific purposes.
- **Reception area,** either within the main hall or an entrance area. See diagram in **paragraph 3.4.**
- **Information desk.**
- **First aid post.** Ideally a separate room.
- **Family room.** A room set aside for families with children to play and run around can minimise the disruption to more elderly people or those that want a more settled environment. It should be emphasized that it is not a childcare facility and that parents or guardians must supervise and be responsible for their children at all times.
- **Play room.** For younger children an area set aside for them to play in, perhaps with toys and colouring facilities. Many churches and

community centres have some items available. The Salvation Army has access to toy banks that could assist in this area if required.

- **Quiet room.** A room set aside for quiet activities or for people who feel the need to spend a little quiet time.
- **Faith room.** A room provided for the purposes of prayer and religious observance.
- **Staff room.** A room where the rest centre team and voluntary sector partners can take a break or have a briefing.

3.4 Running the reception area

The purpose of reception is to:

- Receive evacuees into the centre
- Identify displaced people and record their contact details
- Assess initial welfare and support needs
- Record when people leave the centre

Reception has 5 elements. The reception team leader should allocate staff to the 3 main roles: meeters and greeters, registration and referrals. Salvation Army and British Red Cross volunteers have been trained on completing registration forms so can be allocated to this role. A member of the council rest centre team should look after referrals.

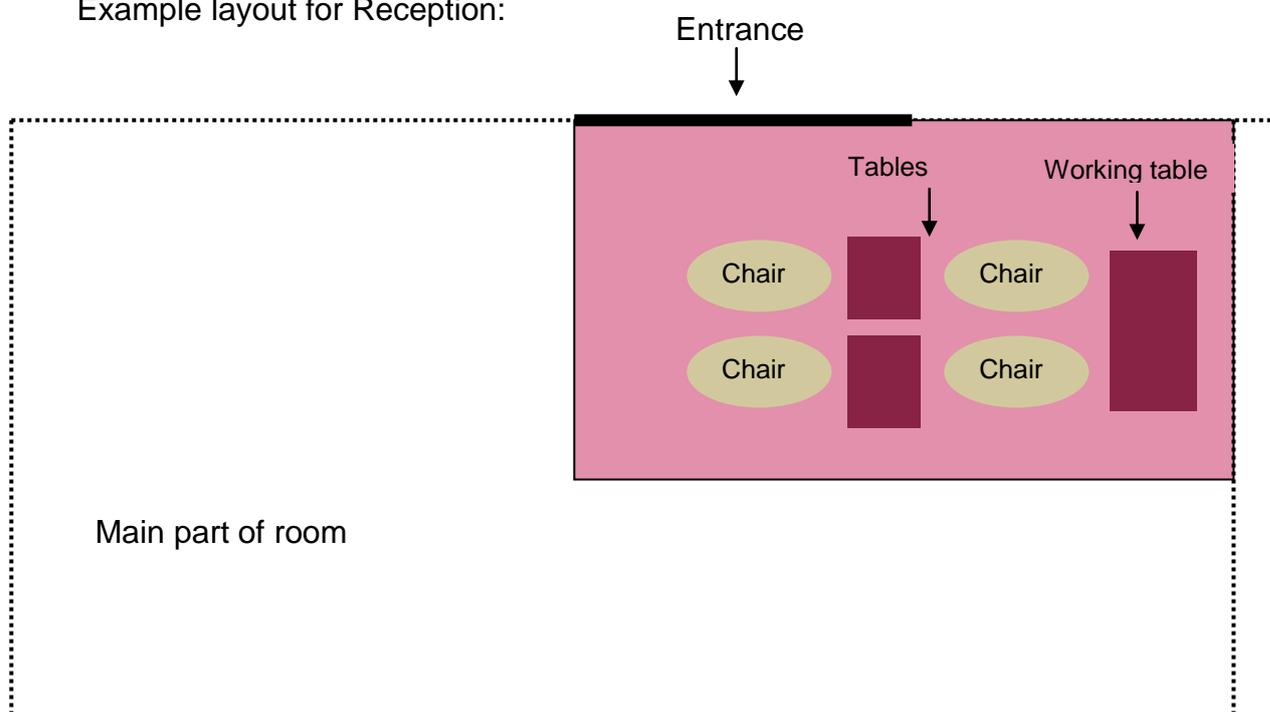


Set up

To be effective registration should take place as soon as someone arrives at the centre. In reality evacuees often arrive together (from a coach bringing them from an incident site, for example) creating long queues of people waiting to register, leading to frustration and discomfort. **It is better to welcome and settle evacuees into the centre and then register them in a manageable flow.**

- Find tables and chairs to use in the reception area, minimum of 3 tables and 4 chairs.
- Place the tables and chairs near (but not crowding) the main entrance into room, and at 90° to the door. Arrange so that 2 tables face outwards into the room, with a chair for evacuees in front of each table. Place 3rd table behind the registration team to use as a working table.
- Fix Reception sign from rest centre box to the outward facing tables
- Put the registration form pads on the 2 front tables. Put the registration folders and Red Cross Multi-Lingual Phrase Book on the working table. You will find these in the Rest Centre box.

Example layout for Reception:



Meet and greet

Meeters and greeters are a form of early intervention and have a crucial part to play in reassuring evacuees and spotting where people may need more immediate support.

They manage the arrivals process by filtering evacuees as they arrive, providing information on what happens in the centre, and identifying and intervening when people need urgent welfare support. This may be obvious and visible, for example, someone with mobility issues, or in distress, or a young person on their own. It might be something you can't see, for example someone with an underlying medical condition. Meeting and greeting is about using your eyes and ears and asking questions so we can assist people in an effective and timely way.

It is important that meeting and greeting takes place quickly if it is to be effective. The task will need more staff at the beginning of the rest centre operation or if large numbers of people arrive together.

The meeter and greeter will:

- Welcome people to the centre
- Show them to a seat
- Explain a little about the rest centre, give out a raffle ticket for registration and the centre leaflet (in rest centre box, copy at **Annex C**)
- Explain about registration. If you think the evacuee can cope, give them a registration form to complete while they are waiting to register at reception.
- Manage the flow of evacuees to the Reception desks, giving priority to the most vulnerable
- Refer urgent issues to the Reception team leader.

Registration

The purpose of registration is to record the contact details of evacuees and identify any support they require. Confidentiality is important so make sure there is a private area available if needed.

At the heart of registration is a simple method of keeping track of who is in the centre, who has left and who has a welfare need to resolve. There are 3 cardboard wallets in each Rest Centre box: **People in the Centre**, **People who have left the Centre** and **Referrals**. The white copy of the registration form represents the status of the evacuee and moves between the wallets according to where they are and if they have a welfare need.

The process:

- Complete the form in 2 copies.
- Every individual requires their own form no matter how old they are. Children's forms can be filed together with their parents; however, it is important that they have their own form.
- If there are any welfare needs or queries that need resolving, record it on the form and put the white copy in the **Referrals** wallet on the working table. If it is urgent, tell the Reception team leader.
- If there are no welfare needs, put the white copy in the **People in the Centre** wallet on the working table.
- Remember to take details of any pets the evacuee has brought with them or left at home.
- Ask the evacuee for their GP details in case anything happens whilst they are in the rest centre.
- Fold the pink copy in half (so that the written information cannot be seen from the outside) and place in a plastic document wallet
- Give the pink copy, wallet and lanyard to the evacuee. Explain that the evacuee needs to keep this with them when they are in the centre.
- When registration is complete consolidate the details of pets into one list.

The council's registration forms comply with the requirements of the 1998 Data Protection Act as set out in "Data Protection and Sharing – Guidance for Emergency Planners and Responders 2007."

Leaving the Centre

The reception desk nearest the door is responsible for recording details of people leaving the centre. This includes those who are leaving permanently, completing an errand or taking a smoking break. When someone wishes to leave the centre:

- Retrieve the white copy of their registration form from the appropriate wallet.
- Record the time and reason for leaving on the back, including any new contact details.
- Put the white copy of the form in the **People who have left the Centre** wallet.
- Take the plastic wallet, pink form and lanyard from the person leaving

If the exit is temporary and the person returns:

- Retrieve the white copy of the registration form from the **People who have left the Centre** wallet.
- Record the time of return on the form
- Give the person their plastic wallet, pink form and lanyard back
- Put the white copy of the form in the **People in the Centre** wallet.

3.5 Handling referrals

The Reception team leader should check the **Referrals** wallet at regular intervals. If there are large numbers of referrals consider allocating a team member to a particular issue, for example, someone to collate medication needs or details of missing people.

Where further assistance with special needs is not readily obtainable the Reception team should inform the rest centre manager who will seek further care and welfare support through the use of voluntary agencies and Council services.

Once the issue is resolved

- Record details on the white copy of the form and put in the **People in the Centre** wallet.
- Inform the evacuee and record details on their pink copy of the form
- Record brief details on the Referrals Master Sheet

3.6 Welfare support

The following list of welfare support is not exhaustive and solutions to individual issues may need imagination!

The welfare team leader should ensure that staff are visible and available without being intrusive.

Medical

Displaced people may arrive at the rest centre:

- With minor injuries from the incident or evacuation
- With pre-existing medical conditions
- Suffering shock or panic

The British Red Cross/St John Ambulance can treat **minor injuries**. They can also advise if more urgent treatment is required. If hospital treatment is needed the welfare team leader or other member of staff should call 999 and request an ambulance.

In the haste of an evacuation residents may find themselves without **essential medication**. The On call Director (NHS) (see contacts directory) can arrange for a prescription.

If an evacuee suspects they have an **infectious disease**, or develops symptoms whilst in the centre, separate them immediately from other people and if possible keep them isolated in a room. Find out if they arrived with anyone else and who they have had contact with, and advise these other people that they may have been infected. If possible keep all potential contacts with the infectious person separate from the other evacuees and staff. Ring Solent NHS Trust and request an urgent consultation. If the patient is in distress or the symptoms worsen significantly, call 999 and ask for an ambulance.

In the unlikely event that people arrive at the centre **contaminated with chemicals** or other substances isolate them immediately and ring 999 for the ambulance service.

Refreshments

If the centre has canteen or café facilities, ask the building owner or representative if they can be opened. The council will cover all costs.

The CCU will arrange for other food provision.

Bedding

The Salvation Army has a supply of clean used bedding at the Haven, and 45 sleeping bags. You should contact the Salvation Army first before considering using the council emergency overnight kits as the Salvation Army items are a more homely alternative. Not dissimilar to items at home.

The council has a stock of 100 emergency overnight kits containing:

- Easy inflate small mattress
- Pillow
- Bedding sheet
- Thermal blanket
- Toiletry pack

They are stored in the Amey stationery store in the Civic Offices. Access is through Civic Offices Security desk. Ask the CCO/CCU to arrange transport to the rest centre through the call-off transport contract. 2 x taxis or a mini bus will be required to move them.

Clothing, toiletries and sanitary supplies

The Salvation Army may be able to provide used clothing from their shops. CCU officers can also buy clothing through the corporate credit card.

If people require personal supplies (nappies, sanitary products):

- Let them leave the centre to purchase if shops are nearby/open
- Send a member of the welfare team to purchase (reimbursed by CCU)
- Request assistance from CCU

Activities

If possible the welfare team should consider activities to keep people occupied. If the building has a library or access to TV/computers, ask if these can be used.

Each rest centre box has 2 packs of playing cards and a set of dominoes. If possible the welfare team leader should buy a number of newspapers and magazines (reimbursed by CCU).

The Salvation Army has a toy bank and can provide toys.

3.7 Information and communication

Information for evacuees

It is essential to keep people informed about what is going on during their stay at a rest centre. They may want to know about progress of the incident, when they can return, their stay at the centre or other personal needs. The lack of relevant and accurate information can be an added stress factor for many displaced people.

The information point should be a signed desk in the main room or entrance hall. The welfare team leader should allocate one or 2 people to the information task.

The first task is to create a notice board of some description where information can be posted, such as times of meals, updates, map of the building etc. You may need to use your imagination – think walls and doors if a notice board is not available!

The main focus of the information point is to provide regular:

- Information on the facilities of the centre
- News of progress of the incident
- Details of what other services are being sought or provided to them in relation to housing, care or other special needs identified
- Feedback to the welfare team leader or referrals if an evacuee has an issue

Regular information is the key, even if the situation hasn't changed. Consider setting up a routine briefing schedule.

Where English is not the first language there are 2 possible routes for communication:

- Through the British Red Cross Major Incident Response Multilingual Phrasebook (copy in all rest centre boxes)
- Language Line, an external telephone system where you can be connected to an interpreter (telephone number and access code in Contacts Directory).

Information for staff

The rest centre manager should have regular management team meetings to pass on information, resolve issues and plan for the next major activity at the centre (a mealtime, bedding down for the night, dispersal of evacuees for example). Every member of staff joining at a shift change should also receive a brief on the incident and how the centre is set up.

Communicating with other parts of the council

The rest centre manager should provide regular updates to the City Contact Officer, CCU or Emergency Response Centre on the situation in the rest centre or any issues that you need assistance to resolve.

3.8 Pets and animals

Preparation

Many people displaced from their premises will be reluctant to leave without acceptable arrangements for their pets and animals, and it is likely that people

will arrive at rest centres with their pets and animals. The key issues for pets in an emergency are rescue, shelter and treatment.

Pets are considered to be:

- Domestic dogs and cats
- Small 'pet' mammals, such as mice, rats, hamsters, guinea pigs, gerbils, ferrets
- Reptiles and insects

We do not accept cattle, sheep, pigs, goats, horses or poultry into rest centres.

Advice for the public on emergency plans for their pets and evacuation advice is on our public website (Living/Emergency Planning pages). A copy is at **Annex D**.

It is essential that the arrangements for pets and animals are clearly agreed with the building owner. Most rest centres have indicated they are happy for pets to be kept with their owners (see **Annex F**). Some have secure areas outside that can be used for pets. **Check with the building's management or representative on arrival.**

Be prepared that some pets will arrive in non-standard containers – snakes for example may be brought to the centre in pillowcases or sacks. If you need assistance with containers:

- Contact the Dog Warden Service who may be able to help
- A member of the CCU who can purchase in shopping hours
- In an emergency, the RSPCA.

Registration

During the registration process record the details of any pets in the centre. If possible obtain the following information:

- Name of pet
- Type of pet
- Age
- Microchip number
- Name, address and telephone number of owner
- Any medical or behavioural problems

If an evacuee has left a pet behind and is concerned about its safety:

- Tell the CCO or member of the CCU and ask them to speak to the emergency services and RSPCA.
- If possible and safe to do so the pet will be collected. The council's Dog Warden Service has an appropriate van for collection.

Management of pets in the centre

Make one member of staff in each shift the focal point for pet management and queries

The **supervision of pets** is the responsibility of the pet owner. Whilst any pet that is house trained should be suitable for taking into a rest centre it must be remembered that in an emergency the animal itself will be in an unfamiliar environment and is likely to be stressed in much the same way as the owner may be. In such circumstances unpredictable behaviour may be expected.

If you require **pet food** at the centre contact the CCU team and they will purchase supplies. In an emergency contact the Dog Warden's service who may be able to assist.

If an animal is **injured or becomes ill** while at the Rest Centre;

- Ask the owner to contact their vet and ask advice. Owners can leave the rest centre to take their animal to the vet.
- Ring one of the 24 hour animal hospitals listed in the Contacts Directory. If necessary arrange a taxi to take the owner and pet to the hospital. The owner is responsible for the costs of transport and treatment.
- If the pet is not registered to a vet, contact the council's Dog Warden Service who may be able to assist with their emergency vet cover. The owner will be responsible for the costs.
- In an emergency contact the RSPCA (Contacts Directory)

Contact Hampshire County Council's Animal Health Inspector or the RSPCA if it is an emergency, if you need advice about **animal welfare** in the centre.

Remember that reptiles will need a warm area or access to a power source for a heat pad.

In extreme circumstances, and if places are available, a dog may be accommodated at the council's kennels while the owners are in the rest centre.

- This may be an effective solution for animals with disruptive behaviour
- The owner will need to sign the dog over to the council while it is in our care, and boarding fees will apply
- You should advise owners that the main job of the kennels is to look after strays whose medical history and vaccination status are unknown. We cannot guarantee that their dog will be 100% safe from a disease brought in by an unknown animal.
- The owner will need to retrieve the dog when it leaves the rest centre to return home or move to temporary accommodation.

Moving from the rest centre to temporary accommodation

It may not be possible to take animals to temporary accommodation if the evacuation becomes long term. You should ensure the Housing Options/out of hours team are aware of people who have pets. Owners should be encouraged to contact boarding kennels as an alternative.

3.9 Media

Incidents involving evacuations have a very high 'human interest' factor for the media and they may well come to the rest centre to obtain information and interviews with evacuees and staff.

A guide to dealing with the media at the rest centre is at **Annex E**. The main points are:

- Don't allow them in the centre
- Find out if any of the evacuees are happy to be interviewed and let that happen outside the centre
- You can give an interview about the rest centre; just remember to only talk about what the council is doing. Always mention any support you have from the centre itself and the voluntary sector. For example, *'The centre opened at 6.30pm and we're here to provide residents with somewhere safe to stay until they can go home. The Salvation Army are supporting us and so far we've helped a number of residents with concerns and cups of tea. We'll stay open as long as we're needed'*.

Part 4 Initial actions

4.1 City Contact Officer/CCU

	Actions
1	On notification of an incident, provide an initial assessment of the level of response and resources required
2	Start a log and record details of the incident, your actions and requests for support
3	Assess which rest centre is most appropriate for the incident
4	Contact the rest centre and ask if they can open. If original rest centre cannot be contacted/cannot open, select another.
5	Agree an opening time with the centre and pass details to the police officer at the scene.
6	Contact a Rest Centre Manager and ask them to attend the rest centre. Tell them: <ul style="list-style-type: none"> • Details of the incident • Location of the rest centre • What time it will be open • Number of evacuees/properties if known
7	Ring down the rest centre volunteers list until you have a minimum of 2 who can respond
8	Ring Salvation Army and request assistance at the Rest Centre
9	Arrange any transport required from the scene to the rest centre using the transport call-off contract details in the CCO bag.

4.2 Rest centre manager

	Actions
1	Deploy to selected rest centre. If required go via Civic Offices to collect rest centre box
2	Liaise with the building representative on arrival
3	Locate rest centre box
4	Start rest centre log
5	Allocate space and set up centre. Sort out the reception area first (see paragraph 3.4)
6	As rest centre staff arrive, allocate people to following roles and tasks: <ul style="list-style-type: none"> • Reception team leader plus staff • Welfare team leader plus staff • First aid post with BRC/St John Ambulance
7	Brief staff and voluntary sector partners on arrival on the incident, their roles and the building
8	Identify options for refreshments
9	Confirm when the rest centre is open with the City Contact officer/CCU
10	Advise City Contact Officer/CCU if you require more resources

4.3 Reception team leader

	Actions
1	Set up a reception area in accordance with paragraph 3.4
2	Allocate people to the following tasks: <ul style="list-style-type: none"> • Meeters and greeters • Registration (including Salvation Army volunteers) • Referrals
3	Check that everyone understands their role and how to do it. Refer to Part 3 of the plan in the rest centre box if anyone is unsure
4	Tell the rest centre manager when you are ready to start receiving or registering evacuees
5	Supervise the reception and referrals process. Check for bottlenecks.
6	Work with the welfare team leader to resolve referrals

4.4 Welfare team leader

	Actions
1	With the rest centre manager identify, allocate and set up areas of the building for: <ul style="list-style-type: none"> • Main seating area • Family room/play room/quiet room/faith room as needed • Information point
2	Allocate people to the following tasks: <ul style="list-style-type: none"> • Information point • Pets management • Room staff
3	Check that everyone understands what they are doing. Refer to the plan in the rest centre box if they are unsure.
4	Organise the provision of refreshments as a priority tasks
5	Work with the reception team leader to resolve referrals

Annex A Rest centre box contents

Note: The quantity of rest centre box contents varies at each location due to variations in capacity.

Stationery & Equipment
A4 Rest centre plan
Black plastic bin liners x 10
Foil Blankets
Blue-tac
Clipboard
Cloakroom tickets (Book of 500)
Document wallets
Employee assistance programme leaflets
Sheet of labels
Language Line:
Accessing a telephone interpreter
Identification Card
Poster
Log books
Manila tags x 100
A4 Lined paper
Pencils HB Rexel (Pack)
Black ball point pens (Box)
Reflective tabards
Ruler 30cm
Scissors
Sellotape
Stapler
Staples no. 26/6 (Box)
Registration forms (Pad of 25)
Torches
Whiteboard markers (assorted colours - pack of 4)
Lanyards and plastic document holders
Rest centre leaflets

Signage
Desk Signs
Rest centre information
Rest centre manager
Reception
Wall Signs
Arrows
Rest centre information
Pet area
Refreshments
Rest centre (A3)
Other items
Registration folders x 3
Playing cards
Dominoes
British Red Cross language book

Annex B
Meeting agenda: rest centre management team

1	For first meeting, confirm each person's role	Rest centre manager
2	Urgent items for attention	Rest centre manager
3	Actions from previous meeting	Rest centre manager
4	Update from incident	Rest centre manager
5	Update from reception team	Reception team leader
6	Update from welfare team	Welfare team leader
7	Update from voluntary sector partners	Voluntary sector partners
8	Actions required/planning for next 4 hours	All
9	Staff resilience	All

Annex C
Rest centre leaflet for evacuees

<p style="text-align: center;">Information and updates</p> <p>Up to date information will be provided at display points in the Centre. We cannot say when information will be available but we will give updates as soon as we can.</p>	<p style="text-align: center;">Languages</p> <p>Staff have a multi-lingual reference book which will help identify a preferred language and can arrange for appropriate interpretation services.</p>	 <p style="text-align: center;">REST CENTRE INFORMATION LEAFLET</p> 
<p style="text-align: center;">First aid or medical assistance</p> <p>If you or anyone you are with feels unwell or needs first aid please speak to a member of staff.</p> <p>If you have a Doctor or hospital appointment or take a programme of medication please advise a member of staff. If you take regular medication, or are an expectant or new mother please ensure you tell a member of staff when registering.</p>	<p style="text-align: center;">In case of an emergency in the Centre</p> <p>Please familiarise yourself with the Centre's exits, assembly points and emergency procedures. If there is a need to evacuate you should leave in an orderly fashion, and follow any directions given by staff from the Centre or Emergency Services.</p>	
<p style="text-align: center;">Leaving the Centre</p> <p>You are free to leave the Centre at any time. If you have arranged to stay with relatives or friends or wish to leave either temporarily or permanently, please book out at the Reception Desk. You will be asked to leave contact details and indicate where you will be going in case you need to be contacted. You should not attempt to return to your home until you have been officially told that it is safe to do so.</p>	<p style="text-align: center;">Disclaimer</p> <p>Portsmouth City Council has made every effort to ensure the information contained in this leaflet is accurate. However, there may be occasions when due to the emergency situation or circumstances beyond our control Rest Centre arrangements need to be altered.</p> <p>Portsmouth City Council reserves the right to make any changes necessary without prior notification. We apologise for any inconvenience this may cause.</p>	 <p style="text-align: center;">PREPARING FOR EMERGENCIES</p>
<p style="text-align: center;">If you need further help or assistance</p> <p>The Rest Centre Manager and the team aim to make your stay here as comfortable as possible. If you have any questions or need any further assistance please ask a member of staff or go to the Centre's information Desk.</p>	<p>Civil Contingencies Unit</p>  023 9284 1498 Emergency.planning@portsmouthcc.gov.uk	

<p style="text-align: center;">Why are you here?</p> <p>You have been sent to this Rest Centre to ensure your safety during the current emergency situation. We cannot say how long you will be here as the circumstances around each incident are different. Please read this leaflet to familiarise yourself with the Centre and how it operates.</p>	<p style="text-align: center;">If you have children at school</p> <p>Any children at school will be safely taken care of. The school and Local Education Authority will implement their emergency procedures and take children to a place of safety. The Police will ensure children are reunited with their parents at the earliest opportunity.</p>	<p style="text-align: center;">Centre facilities</p> <p>A number of facilities will be provided for the duration of your time here. These will depend on the amenities and size of the Centre and the emergency situation.</p>
<p style="text-align: center;">What will happen now?</p> <p>We need you to register your details with us at the Reception Desk. A member of staff will let you know when it is your turn. When you have completed the registration process you will be given a lanyard and document holder. You should keep this with you at all times when you are in the Centre.</p>	<p style="text-align: center;">Missing people</p> <p>Please report to a member of staff if you have a child who is at school or if someone you know is unaccounted for.</p>	<p style="text-align: center;">Food and drink</p> <p>We will provide food and drinks at regular intervals. These are provided free of charge. If you have special dietary needs; please tell a member of staff.</p>
<p style="text-align: center;">Why you need to register</p> <p>The information you provide will enable us to ensure that everyone is accounted for and that we can support you with any welfare needs.</p> <p>Your information will be securely stored for the duration of your time in the Rest Centre according to the Data Protection Act 1998. Information may also be passed on to other agencies involved in supporting the emergency.</p>	<p style="text-align: center;">Your conduct and behaviour</p> <p>We understand that the reason you are here may be very stressful. We ask that you are courteous and considerate to all the staff and other users of the Centre.</p>	<p style="text-align: center;">Sleeping arrangements</p> <p>If the emergency situation is ongoing and you cannot return to your home, arrangements will be made for you to stay overnight here or in other temporary accommodation. In this situation please let Centre staff know if you have any specific requirements.</p>
	<p style="text-align: center;">Drugs & alcohol</p> <p>Drugs and alcohol are not permitted within the Centre. Any person found to be in possession of or under the influence of drugs or alcohol will be asked to leave.</p>	<p style="text-align: center;">Telephones</p> <p>Telephone facilities may be available so you can contact your family and friends. You are asked to limit the number and duration of calls you make to ensure everyone in the Centre can access these facilities.</p>
	<p style="text-align: center;">Smoking</p> <p>Smoking is not permitted anywhere in the Rest Centre. There is a designated area outside where you are allowed to smoke. Please ask a member of staff to direct you to the smoking area.</p>	<p style="text-align: center;">Pets</p> <p>If you have left a pet(s) in your home please advise a member of staff when registering. If you have a pet with you, you are responsible for it.</p>

Annex D

Pets' information: PCC website

Be prepared - pets emergency plan

Be prepared – your pets

Our pets are very important to us. They depend on us for shelter, food and treatment when they are ill or injured. As owners we need to think about how we would look after our pets during an emergency. You might need to leave home quickly, or you might not be able to get home to collect your pets. Here's how you can help your pets with a few simple actions.

Make a Pets Emergency Plan

The best way to protect your pet is to think ahead and keep some useful information and supplies together, just in case you need it in a hurry. Think about what your pet will need if you had to leave home.

We've included a Pets Checklist and Pet Information Cards you can print and complete.

Have a safe place to take your pet. Don't wait until there is an emergency to try and find somewhere to take them. Do your research in advance.

- Contact hotels and guest houses to check their policies on accepting pets and any restrictions. Ask if 'no pet' policies can be waived in an emergency. Keep a list of pet-friendly places.
- Ask friends and relatives if they could look after your pets.
- Keep a list of boarding kennels and vets who could shelter animals in an emergency
- As a last resort, ask local animal shelters if they could provide emergency shelter for pets in an emergency.
- You might be out when your road is evacuated. Ask a trusted neighbour in advance if they would be willing to take your pets and meet you at a pre-arranged place, or organise in advance with a pet sitting service.

Make a Pet Supplies Kit. Keep essential items in containers and bags you can carry. Put important documents in plastic bags to protect them from water. Include:

- Medication, medical and vaccination records.
- Leads and harnesses
- Pet carriers
- Food, bowls, litter tray and litter, manual tin opener
- Information on your pet, such as photo, your address, medical conditions, behaviour problems, name and contact details of your vet.
- Small toys and pet bed/blanket.

Know what to do. As soon as you know you need to leave

- Call ahead to your preferred safe place to check they can take your pet
- Check your Pet Supplies Kit is complete and ready to go
- Bring your pets into the house so you won't have to search for them if you have to leave in a hurry
- Make sure your cats and dogs are wearing collars and id discs. Attach the phone number and address of your temporary shelter, if you know it, to the collar, cage or pet carrier.
- Transport small pets in cages and carriers and keep dogs on leads.
- Don't leave your pets unattended.

Caring for birds in an emergency

- Birds should be transported in a secure box with a perch and towel on the base. In an emergency if you have to use a cage then make sure it is covered with a blanket or towel.
- In cold weather, wrap a blanket or towel over the carrier
- During warm weather, carry a plant mister to mist the bird's feathers every so often
- Do not put water inside the carrier. Take bottled water with you
- Put a few slices of fresh fruit and vegetables with high water content in the cage

- If the carrier does not have a perch, line it with paper towels and change them frequently
- Have a photo for identification
- Attach your contact details to the cage or carrier
- Do not let the birds out of the cage or carrier

Caring for reptiles in an emergency

- Always transport snakes in a secure container. As a last resort use a pillowcase securely tied at the top. Attach your contact details to the cage or carrier
- Advise the emergency services and staff at the shelter that you have a snake with you
- Take any food the snake requires with you
- Take a water bowl large enough for soaking
- Take a heat pad
- House lizards – follow the instructions for birds
- Do not take your animal out of the container

Caring for small mammals in an emergency

- Small mammals should be transported in a secure container. Attach your contact details to the cage or carrier
- Take bedding, food and water bottles with you.
- Do not take your animal out of the container

What you can expect at a Rest Centre

A Rest Centre is a place of emergency shelter, usually a church hall or community centre. There are limited private facilities and most people will be staying together in the hall or gym.

It can be difficult for pets to be accommodated in a Rest Centre, and it might be very stressful for your pet with lots of people and noise in a strange place.

It is far better for you and your pet if you follow the advice here and make arrangements in advance for your pets to stay somewhere else.

If your animal is injured or becomes ill while at the Rest Centre, the council will organise treatment with your own vet if possible, or through the council's Dog Kennels service. You will be responsible for the costs.

In extreme circumstances, and if places are available, dogs may be accommodated at the council's kennels while you are in the Rest Centre. You will need to sign the dog over to the council while it is in our care, and you will be charged boarding costs. You should also remember that the main job of the kennels is to look after strays whose medical history and vaccination status are unknown. We can't guarantee that your dog will be 100% safe from a disease brought in by an unknown dog.

If you are in danger and have to evacuate and leave your pets behind

- Leave food and water out for them
- Leave unopened food where someone can easily find it (kitchen worktop)
- Take your pet's documents with you
- Tell a member of the emergency services and staff at the Rest Centre about your pet

The emergency services, council and animal welfare services will do their best to rescue your pet or check up on it. We cannot guarantee their safety. **It is far better for you and your pet if you follow the advice here and make arrangements in advance for your pets to stay somewhere else.**

Pets Checklist

Action	Tick when done
Pet information cards	
Water	
Food	
Bowls	
Leash/muzzle/harness/collar	
Medication	
Health records	
Insurance details	
Micro chip numbers	
Blanket	
Animal bed	
Carrier/cage	
Toys	
Plastic bags for waste/litter	
Heat pads for reptiles	
Other items:	

Pet Information Cards

Complete 2 cards for each pet:

- Keep one card with your essential documents ready to go in case you are evacuated from your home.
- Attach the other card to the pet carrier or collar

<p>Name of pet</p> <p>Type of pet</p> <p>Age</p> <p>Microchip number.....</p> <p>Address</p> <p>.....</p> <p>.....</p>	<p>Insert photo here</p>
---	---------------------------------

Annex G

Emergency Community Hubs

Concept

To expand the role of the rest centre from a place for people to shelter during an emergency to a hub for information, volunteers and representatives from different organisations in order to best serve the community. This will include having volunteers go out into the community to support vulnerable members.

Possible scenarios for use could range from a fire, to a flood, to a severe power outage, to a vaccination hub in an epidemic. By establishing networks and expanding pre-existing frameworks, the community hubs have the potential to become the heart of the community in times of emergency.

Objectives

In an emergency, the community hubs will:

1. Provide a meeting point for representatives of responding authorities and volunteers, as well as members of the community
2. Assist in the support of community members
3. Expand the role of a rest centre
4. Pass on information to other community hubs and the relevant authorities

The community emergency hubs are an entirely voluntary program.

Framework

In the event of an emergency those rest centres that are community emergency hubs will be called upon to set up.

The set up will be based on a pre agreed framework that will be tailored to each location.

Depending on the type of emergency representatives from the different partner agencies can be called upon to assist the hub e.g. Housing officers or a Police officer.

The centre will be able to call upon its network of volunteers to provide assistance, from supporting members of the community, to food preparation, to information collection/delivery.

Volunteers

Either volunteers that are part of a pre-existing network (such as a charity), part of the rest centres community network (such as church groups) or spontaneous volunteers (members of the public).

Support

The Portsmouth Civil Contingencies will provide support during the set up and in case of an emergency; however, the community hubs will be self-sustaining through volunteers.

The CCU can provide support in terms of connecting people from different organisations, look into providing support towards grants for equipment, and provide support for training.

