



Humanitarian Assistance Centre Plan

VERSION 3 - JUNE 2007

VERSION CONTROL

VERSION	DATE CIRCULATED	AVAILABLE TO
Version 1 Initial Draft	January 2007	<ul style="list-style-type: none"> • Members of the HAC Steering Group
Version 2 First Draft	February 2007	<ul style="list-style-type: none"> • Members of the HAC Steering Group to share within their own organisations. • Emergency Planning Liaison Group. • Nottingham and Nottinghamshire Local Resilience Forum • Government Office East Midlands
Version 3 Final Plan sign off	June 2007	<ul style="list-style-type: none"> • Nottingham and Nottinghamshire Local Resilience Forum to sign off plan
Plan Distributed	July 2007	(See Distribution List)
Plan Launch	September 2007	24 th September 2007 City/ South County Event 5 th October 2007 North of the County Event
Plan Update	June 2008	

Foreword

*“The death of a relative or friend, or serious personal injury will in almost every case change lives forever. We know that the sensitivity and effectiveness of support people get in the first hours and days after such a trauma will have a profound effect on how and whether they eventually come to terms with what happened. **The work of a HAC is therefore absolutely fundamental to getting this right...**”*

Rt. Hon Tessa Jowell MP, Secretary of State (Oct 2006)

This plan is the agreed procedure for establishing and operating a Humanitarian Assistance Centre (HAC) in Nottingham or Nottinghamshire. It has been produced by the Humanitarian Assistance Centre Steering Group consisting of representatives from local authorities, emergency services, health and voluntary organisations. It forms part of the integrated emergency management process and supports the responsibilities of the Nottingham and Nottinghamshire Local Resilience Forum (LRF).

The plan provides a practical guide to establishing and managing Humanitarian Assistance Centres and clarifies roles and responsibilities of organisations which may be involved.

The purpose of a Humanitarian Assistance Centre is to act as a focal point (one stop shop) for information and assistance to families and friends of those missing, injured or killed and to survivors to all those directly affected by an emergency or major incident. Local authorities are required to take a lead in establishing Humanitarian Assistance Centres, which will provide access to guidance on a range of agencies and services to allow people to make informed choices according to their needs. The aim is to have a seamless multi-agency approach to a whole range of assistance. Such a centre is likely to be set up within two to three days of an emergency or major incident.

“Over the past fifteen years we have seen a significant shift in the approach to emergency management from one in which the bereaved and survivors had to accept what others expected us to want, to one more fundamentally grounded in understanding and meeting the actual needs of those directly affected”

Maurice de Rohan AO OBE, Disaster Action

The plan will be subject to revision in light of experience, training and lessons learnt from other incidents.

Linda Bayliss
Service Director (Strategic Services)
Adult Social Care & Health
Nottinghamshire County Council

CONTENTS & DISTRIBUTION

<u>SECTION</u>	<u>CONTENTS</u>
----------------	-----------------

SECTION 1:	Introduction
------------	--------------

SECTION 2:	Existing Emergency Procedures
------------	-------------------------------

SECTION 3:	Activation
------------	-------------------

SECTION 4:	Management Strategy
------------	---------------------

SECTION 5:	Operational Roles & Responsibilities
------------	--------------------------------------

SECTION 6:	Layout of a HAC
------------	-----------------

SECTION 7:	Media Strategy
------------	----------------

SECTION 8:	Resources and Supply Implications
------------	-----------------------------------

SECTION 9:	Exit Strategy
------------	---------------

Appendices

Appendix A	Identified HAC's
------------	------------------

Appendix B	Resource Suppliers
------------	--------------------

Appendix C	Sources of Information
------------	------------------------

Appendix D	Template Press Release
------------	------------------------

Appendix E	Template HAC Leaflet
------------	----------------------

Appendix F	Template Poster
------------	-----------------

Appendix G	Frequently Asked Questions
------------	----------------------------

DISTRIBUTION - Post-holders / Organisations

The following hold copies of this plan:

INTRODUCTION

CONTENTS:

- 1.1 Background
- 1.2 Aim and Objectives
- 1.3 Preservation of Documents
- 1.4 Equalities
- 1.5 Data Protection Act
- 1.6 Key Principles for Sharing Personal Data
- 1.7 Freedom of Information

1.1 Background

- 1.1.1 The purpose of this document is to provide a response plan which will act as the multi-agency template for the delivery of a Humanitarian Assistance Centre (HAC) within the City of Nottingham and across the seven District and Borough Council areas of Nottinghamshire. It has been produced on behalf of, and under the direction of, the Nottingham and Nottinghamshire Local Resilience Forum (LRF) by the HAC Steering Group. The membership of the HAC Steering Group consists of representatives from Local Authorities, Emergency Services, Health and Voluntary Organisations.
- 1.1.2 This document has been developed using existing national guidance, lessons learned from 7th July London Bombings Family Assistance Centre and the knowledge and expertise from members of the Steering Group and colleagues across the City and County.
- 1.1.3 The document identifies venues in the Nottingham and Nottinghamshire LRF areas, for setting up a Humanitarian Assistance Centre. The document also offers guidance on practical matters in setting up a facility that is designed to provide advice and a range of support functions to those who have been involved in an emergency.

1.2 Aim and Objectives

- 1.2.1 To have a process in place to allow the rapid and efficient response to establish a HAC within Nottingham and Nottinghamshire.

1.2.2 To achieve this aim, the plan will:

- Explain existing procedures already in place that may impact on the opening and operating of a HAC
- Define the management strategy of a HAC
- Outline operational roles and responsibilities
- Establish a clear structure for help and support available within the HAC
- Clarify methods of communication, both internally and externally
- Identify procedures for longer term and ongoing support

1.3 Preservation of Documents

1.3.1 In the event of an emergency, it is imperative that all documentation, both historic and current, is preserved by each individual agency, organisation or department. An official investigation into the cause and circumstances of an incident is inevitable.

1.3.2 Evidence may be required by, but is not limited to, any or all of the following.

- The appropriate enforcement authority, e.g. Health and Safety Executive, Environment Agency, Air Accident Investigation Bureau
- A judicial inquiry
- A coroner's inquest
- The police
- A civil court hearing compensation claims
- A Freedom of Information Act 2000 (FOIA) request

Agencies, organisations or departments may be required to give access to documents created or received, which do or may have a bearing on the emergency.

1.3.3 Under no circumstances must any document that relates or may in any way relate (however slightly) to the emergency be destroyed, amended, held back or mislaid. For these purposes, "documents" means not only pieces of paper but also photographs, audio video tapes, and information held on word processors or other computers, including internal electronic mail ("the documents"). It is especially important that no computer data that relates to or might relate to this incident be in any way amended or erased. All documents are to be preserved in the condition in which they were used.

1.3.4 Managers must identify and secure all documents and arrangements should be made for the documents to be inspected and collated.

1.4 Equalities

1.4.1 During the preparation of this plan and when considering the roles and responsibilities of all agencies, organisations, departments and staff involved, care has been taken to promote fairness, equality and diversity in the services delivered regardless of disability, ethnic origin, race, gender, age, religious belief or sexual orientation.

1.4.2 These issues have been addressed in the plan by the following measures:

- Facilities provided will be sensitive to the communities we serve
- Staff will be trained to have the ability to deal with issues that affect people who are under considerable stress
- Arrangements in place to address various faith issues
- Access to interpreters and other resources needed to address individuals needs

1.5 Data Protection Act 1998

1.5.1 The staff working under the guidance of this plan are subject to the Data Protection Act 1998 (DPA).

1.5.2 Collators of information should take care to comply with the DPA when processing personal data.

“Personal data” means information about a living individual that allows them to be identified. This can include name, address, telephone number or photographs.

“Processing” means, amongst other activities, recording, keeping, using, storing or deleting.

1.5.3 The main requirement of the DPA is that personal data is “fairly and lawfully” processed. This means that individuals should know when we are recording their personal information and for what purpose or purposes. Often the easiest means of complying with the need for “fair processing” is to have a “fair processing notice” which explains the above in clear language at the point that the information is first recorded.

1.6 Key Principles for Sharing Personal Data

1.6.1 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 that the individual’s privacy rights are respected.

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

1.6.3 Although emergency responders should be aware of the potential damage to the individual where appropriate, the response must always take priority against the interest of keeping the public information confidential.

1.6.4 In emergencies, the public interest consideration will generally be more significant than during day-to-day business.

1.6.5 Always check whether the objective can still be achieved by passing less personal data.

1.6.6 Category 1 and 2 responders should be robust in asserting their power to share personal data lawfully in emergency planning, response and recovery situations.

1.6.7 The consent of the data subject is not always necessarily a pre-condition to lawful data sharing.

1.6.8 You should always seek advice where you are in doubt – though prepare on the basis that you will need to make a decision without formal advice during an emergency.

1.6.9 The above information on sharing personal data is an extract from the HM Government's Guidance for Emergency Planners and responders on Data Protection Sharing.

1.7 Freedom of Information

1.7.1 The Freedom of information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIRs) provide legal rights to obtain publicly held information.

1.7.2 Information is a key element of emergency planning. Using and sharing information is an essential way of responding to a major emergency, promoting the return to normality.

EXISTING EMERGENCY PROCEDURES

CONTENTS:

2.1 Introduction

2.2 Immediate Sources of Information and Help

2.1 Introduction

2.1.1 The HAC should not be confused with other help or sources of information that exist as an important part of current emergency planning procedures (e.g. Casualty 'Bureau, Family and Friends Reception Centre, Rest Centre, etc). These centres are referenced in the existing Multi-Agency Rest Centre protocol and Chapter 5 of the Cabinet Office's 'Emergency Preparedness'. As it is not intended that the HAC should be set up to replace any of these facilities, it is essential to clarify where the HAC links into the incident management framework in relation to these services. The table below provides a brief overview of the role and function of each of the facilities.

2.2 Immediate Sources of Information and Help

2.2.1 Casualty Bureau

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
Initial point of contact for the public via a telephone helpline for receiving / assessing information about victims, to: <ul style="list-style-type: none"> - inform the investigation - trace and identify people - reconcile missing persons - collate accurate information on those involved for dissemination to partners. This is the number seen in the media after incidents, "If you are concerned about relatives who may be involved please ring 0800"	Immediate	Police – the local police will lead but via mutual aid a number of Police forces will all be answering calls and logging information onto the same database. This happened on 7 July Bombings when Nottinghamshire Police helped with Casualty Bureau.

2.2.2 Survivor Reception Centre (SRC)

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
A secure area in which survivors, those directly involved but not seriously injured and not requiring acute hospital treatment, can be taken for short term care and if required, basic first aid. Police may interview survivors as part of gathering evidence and other information at this centre. The centre may be set up in a nearby hotel or other local building to be decided at the time.	Immediate	Initially Police and other emergency services that are first on the scene will set up. The ongoing management will probably be passed to the Local Authority with the support of the voluntary agencies.

2.2.3 Family and Friends Reception Centre (FFRC)

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
To help reunite family and friends with survivors or to provide information via Police Family Liaison Officers for those who may have lost family and friends. The centre may be set up in a hotel nearby	First 12 hours	Police will establish and look for support from the Local Authority. In addition, representatives of the voluntary agencies, faith communities and interpreters may be required.

2.2.4 Rest Centre

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
A designated leisure centre or school where people evacuated from their homes because of an emergency would be cared for until it is safe to return to their homes, or until longer term more suitable accommodation can be found	Immediately up to 24 hours	Local Authority following the Police or Fire Service making the decision to evacuate.

2.2.5 Place of Safety

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
A building local to the incident that provides immediate short-term shelter for a small number of evacuees and addresses initial welfare needs.	Immediate	Local Authorities will ensure that short term basic needs are met.

2.2.6 Humanitarian Assistance Centre (HAC)

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
Purpose of the HAC is to act as a focal point (one stop shop) for information and assistance to families and friends of those missing, injured or killed, to survivors and to all those directly affected by the emergency. In addition, anyone who has been affected by the emergency in any way can access the same services available. The HAC will provide access to guidance on a range of agencies' services to allow people to make informed choices according to their needs. The aim is to have a seamless multi-agency approach to a whole range of likely assistance that anyone affected might require, which should minimise duplication and avoid any gaps.	Normally within 2 / 3 days	Local Authority following the decision to open a HAC being made at Strategic Co-ordinating Group (Gold).

ACTIVATION

CONTENTS:

- 3.1 Activation of a Humanitarian Assistance Centre
- 3.2 HAC Management Group
- 3.3 HAC Activation Diagram

3.1 Activation of a Humanitarian Assistance Centre (HAC)

- 3.1.1 The decision to activate the HAC plan and establish a Humanitarian Assistance Centre will be made by the LRF (Gold) Strategic Co-ordinating Group (SCG). The Emergency Planning Teams of the County Council or the City Council (depending on the location of the incident) will initiate the cascade of telephone calls and set up the first meeting of the HAC Management Group (HACMG).
- 3.1.2 In the event that the Family and Friends Reception Centre (FFRC) or other facilities have already been established (to meet people's immediate needs after an emergency), SCG will consider whether these arrangements have sufficient capacity to cope with the present demands. If necessary, the FFRC should remain open until the HAC is operational. It is acceptable and appropriate that the two centres operate concurrently for a limited time.
- 3.1.3 Following SCG authorisation to open the HAC, a Humanitarian Assistance Centre Management Group (HACMG) should be established to undertake operational management of the facility. Membership of the HACMG should, as far as possible, be pre-determined during the local planning stage but this is subject to the need to be flexible to cater for specific requirements of any particular incident (see section 6 for further details).
- 3.1.4 The Local Authority will lead in the physical establishment of a HAC, selecting from the list of pre-identified sites. If a pre-identified site is not available, the Local Authority will be responsible for obtaining another site. Information about the pre-identified sites can be found in Appendix A.
- 3.1.5 In some cases such as a Flu Pandemic it may not be appropriate to set up a physical HAC in an identified building because of cross infection. If this is the case and the SCG have deemed it necessary to offer the services of a HAC, a virtual HAC will be set up offering help, advice and assistance using a Helpline number which will be issued at the time or via the Nottingham & Nottinghamshire Local Resilience Forum or other identified websites

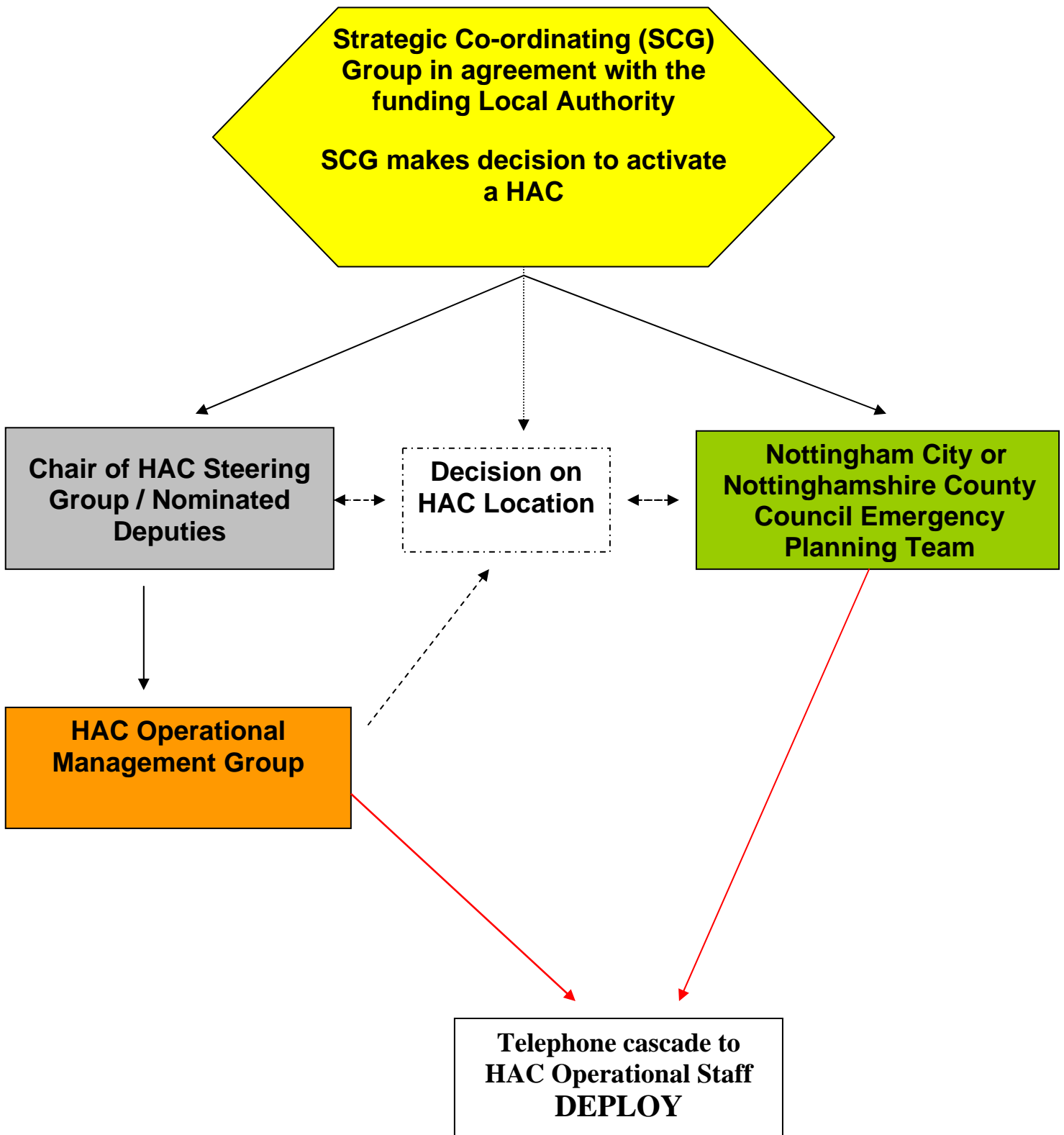
3.2 HAC Management Group (HACMG)

- 3.2.1 The HACMG will meet together as soon as possible after the request has been received from SCG / EPT to open a HAC, the meeting place will be decided upon at the time of the incident. HACMG in conjunction with Multi-Agency Silver will then make a decision concerning the most appropriate venue to use, and the type of resources needed to set up and manage the HAC. They will also

cascade down to other agencies that will be needed to attend the HAC and support the running of a HAC.

3.3 HAC Activation Diagram

The following demonstrates the activation in diagrammatic form of a HAC



MANAGEMENT STRATEGY

CONTENTS:

- 4.1 Establishing – Logistical Issues
- 4.2 Establishing – HAC Management Group
- 4.3 Operational – Management of the HAC
- 4.4 Operational - Staff Briefing
- 4.5 Operational – Staff Office Space
- 4.6 Operational - Staff Security
- 4.7 Operational – Opening Hours
- 4.8 Operational – Communications
- 4.9 Chart – HAC Relationship Model

4.1 Establishing – Logistical Issues

- 4.1.1 According to Government guidelines, the establishment of a Humanitarian Assistance Centre (HAC) is considered to be the responsibility of the relevant Local Authority.

4.2 Establishing – HAC Management Group

- 4.2.1 The Humanitarian Assistance Centre Management Group (HACMG) should convene when Strategic Co-ordinating Group (Gold) have decided to open a HAC.
- 4.2.2 The HACMG will have 3 overall distinct roles
 - Establishment and setting up of the HAC
 - Ongoing day to day management of the HAC
 - Exit strategy and close down of the HAC
- 4.2.3 The Group will be chaired by the Local Authority. The Local Authority will be determined by the geographical site of the incident and not by where the HAC is established. The HACMG would act as a sub-group to SCG, with chair reporting directly into SCG.

- 4.2.4 The following checklist should be used by the HACMG when assessing the suitability of the HAC to ensure all aspects have been addressed. These tasks will be undertaken by members of the HACMG:
- The rapid and appropriate identification of a Facilities Manager
 - Identification of building, flooring and electrical contractors for the provision of essential services to the facility
 - Provision of access to computers (internet access), televisions and telephone lines
 - Provision of office equipment (including photocopiers and fax machines)
 - Provision of radios for use within the centre
 - Provision of furnishings including pictures, bins, notice boards, etc.
 - Provision and management of Fire Safety equipment
 - Provision of appropriate and lawful signage
 - Arrangements for the cleaning of the facility
 - Provision and management of robust security arrangements
 - Provision of car parking and accessibility to public transport
 - Creation or awareness of existing evacuation plans
 - Accessibility of the venue to the disabled and sensory impaired and parents with children (including a nappy changing area and a play area)
- 4.2.5 The Chair of the HACMG will nominate various members of the HACMG for specific roles and responsibilities within the HAC as appropriate.

4.3 Operational - Management of the HAC

- 4.3.1 The operating procedures for the day-to-day management of the HAC will have been confirmed before opening the HAC and will include protocols on smoking etc.
- 4.3.2 A Chair of the HACMG will be appointed, (the most senior person from the host Local Authority), and membership of the group will reflect the organisations represented at the Centre. Each organisation will have responsibility for managing, resourcing and providing administrative, operational and emotional support for their own teams. It is important, (certainly in the early days of the HAC) that the team meets every day and to this end the HACMG will require appropriate administrative support to ensure that all actions and decisions are recorded.
- 4.3.3 The following checklist of issues for consideration by the HACMG are likely to include:
- Re-stating the aims and objectives for the HAC
 - Opening hours of the HAC
 - Drafting daily bulletins with up-to-date information for the benefit of the agencies working within the centre and other interested parties
 - Arranging regular updates to SCG
 - Re-assessing the scale of HAC operation and timing for possible streamlining
 - Use of LRF website as a method of providing public information
 - Creating and maintaining links with the Casualty Bureau, which will be set up by the Police
 - Implementing the communications strategy and management of media coverage

- Managing and organising site visits by VIPs
- Arranging regular briefing for all staff members
- Ensuring refreshment facilities are in place for staff members
- Ensuring that all staff have adequate breaks
- Planning an exit strategy, including need for down-scaling
- Planning for the decommissioning of the HAC

4.3.4 Due to the fluid response required from a HAC it is not practical to lay down a definitive list of the agencies that may provide support within it. The agencies that are most likely to be involved, along with other agencies that may be called upon for help and guidance but are not necessarily present at the HAC, are summarised in Section 7 “Roles and Responsibilities”.

4.4 Operational - Staff Briefing

4.4.1 All staff need to be briefed in terms of their specific role, the wider role of the HAC and the roles of the represented organisations. Personnel should also be briefed when commencing their duty with the latest situation report and any other relevant matter.

4.4.2 The calibre, training and support requirements for staff or volunteers providing support at the HAC are the responsibility of the individual organisations. It is essential, however, to have the right people, doing the right thing, at the right time within the centre at all times.

4.5 Operational - Staff Office Space

4.5.1 As a minimum requirement staff should be provided with the following facilities:

- management and administration offices
- briefing/debriefing rooms
- a private area with telephones
- adequate rest room provision
- access to refreshment facilities
- access to toilet and washing facilities

4.6 Operational - Staff Security

4.6.1 All staff working at the HAC will be required to show a valid photo ID card to the Police at the door before entering the HAC.

4.6.2 All staff may be subject to an airport type security check of themselves and their belongings.

4.6.3 All staff will be required to display their photo ID visibly while at the HAC.

4.6.4 All staff will be required to sign in and out of the premises. It is essential that all agencies providing staff or volunteers supply the HACMG / Security staff with a list of their personnel attending the HAC. Each relevant agency must review and update this list regularly, and make sure the names of any new staff are given to HACMG / Security staff, prior to them arriving to start their shift. This will help to ensure staff are not refused admission to the HAC.

4.7 Operational - Opening Hours

- 4.7.1 The opening hours of the HAC will be driven by demand. In the initial stage it may be appropriate to open 24 hours a day but, with time, it may become sensible to scale down operations to day-time hours ie. 0800 – 2200 x 7 days.
- 4.7.2 The important factor is to ensure that the correct opening times are clearly communicated and widely distributed, (including any answer phones giving information).
- 4.7.3 The needs of different communities and their calendars, particularly with regard to fasting periods and holy days should be taken into consideration at all times.

4.8 Operational Communications

- 4.8.1 Communication is one of the key elements to the successful operation of a HAC. There are many issues that need to be considered to ensure that all communications requirements are met. The media strategy (Section 8) is just one part of the communication system. Other elements to consider involve the passage of information internally within the HAC and any external contact made with other people outside the HAC.
- 4.8.2 Listed below are some important processes that need to be addressed, both prior to and during the operation of the HAC:

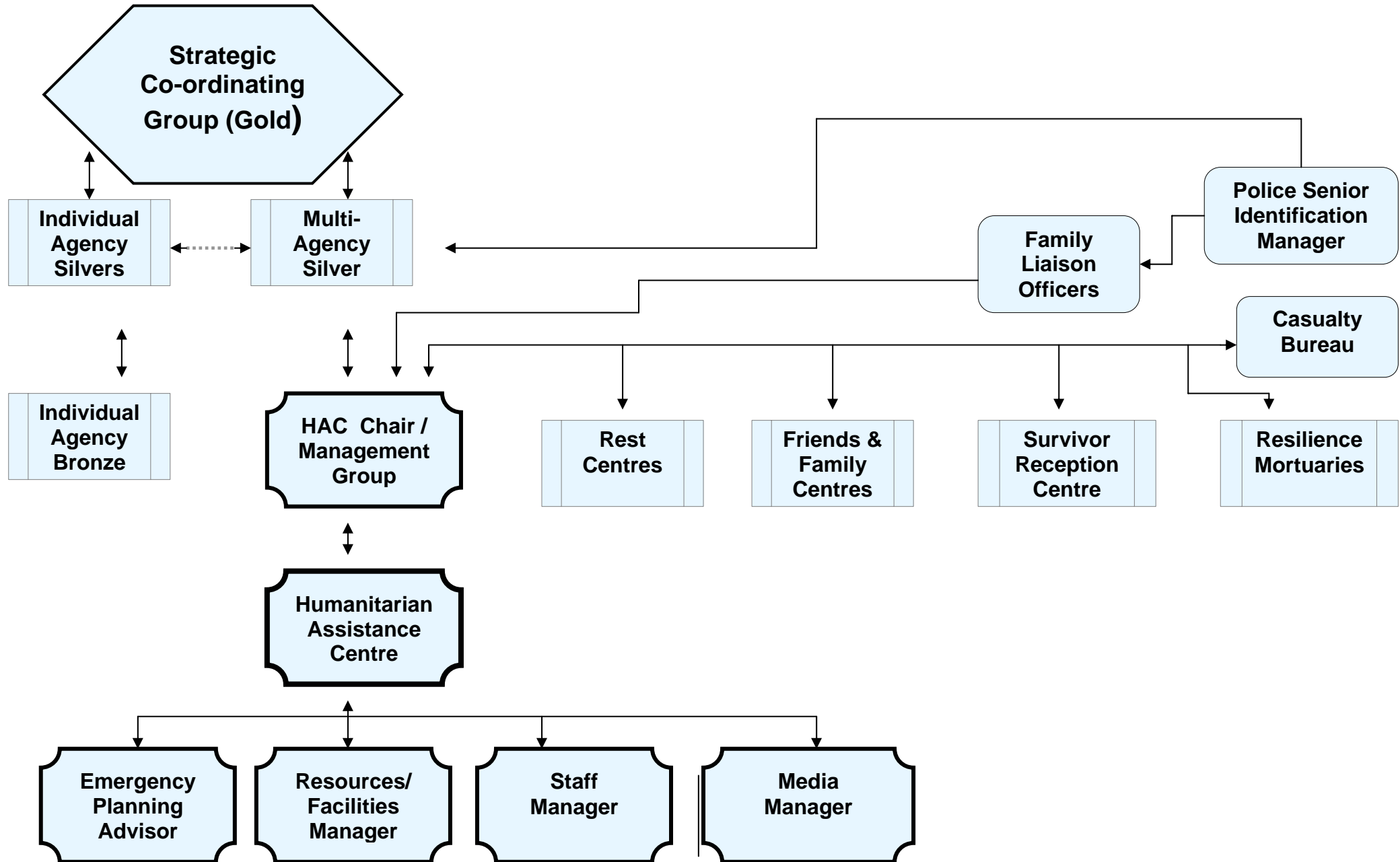
Internal Communications – Staff & Visitors to the HAC:

- Regular meetings and briefing for all staff
- Robust management structure and information flow process in place
- Establishment of an information point
- Access to Interpreters / literature in different languages
- Knowledge of the building layout and sitemaps for information
- Key personnel in place to advise and guide visitors

External Communications:

- Access to phones, computers and other equipment as necessary
- Contact details of all relevant agencies
- Liaison with Strategic Co-ordinating Group (if established) or other co-ordinating groups to keep up to date with the ongoing situation
- Access and contact details to outside companies or other agencies to help with the provision of resources as needed

4.9 Chart: HAC Relationship Model



Section 5

OPERATIONAL ROLES and RESPONSIBILITIES

CONTENTS:

- 5.1 Overview**
- 5.2 HAC Management Group (HACMG)**
 - **Chair of HACMG**
 - **Emergency Planning Advisor**
 - **Media**
 - **Resources / Facilities**
 - **Staff Management**

- 5.3 Agencies working within a HAC or Providing Support and Guidance**
- 5.4 Benefits Agency**
- 5.5 Criminal Injuries Compensation Authority**
- 5.6 Coroners Office**
- 5.7 Department for Work and Pensions**
- 5.8 Disaster Action**
- 5.9 Health Services**
- 5.10 Local Authority General**
- 5.11 Local Authority – Social Care Services**
- 5.12 Nottingham and Nottinghamshire Crisis Support Team**
- 5.13 Nottinghamshire Police**
- 5.14 Transport Companies**
- 5.15 Voluntary Sector**
 - **British Red Cross**
 - **CRUSE Bereavement Services**
 - **Religious Denominations**
 - **Salvation Army**
 - **St. John Ambulance**
 - **Victim Support**
 - **WRVS**

5.1 Overview

- 5.1.1 A Humanitarian Assistance Centre (HAC) provides a facility via which bereaved families, survivors and anyone else affected by an incident, can access information and appropriate support in a timely and co-ordinated manner, from multiple/relevant agencies, without the need for immediate referral elsewhere.

The centre should provide a seamless multi agency response, which allows those affected to make informed choices according to their needs.

5.2 HAC Management Group

- 5.2.1 The HAC Management Group (HACMG) will be made up of staff from various organisations, to be decided upon at the time, depending on the circumstances of the emergency and the availability of key staff. These staff will be allocated the following roles at the initial HACMG meeting prior to the HAC being opened.

5.2.2 Chair of the HACMG –

(Appropriate person/role – Service Director or Deputy, Social Care Services)

Role

Facilitate operational management of the HAC

Responsibilities

- Chair HACMG meetings
- Co-ordinate roles and activities within HAC
- Liaise with Strategic Co-ordinating Group (Gold)
- Liaison with Team Leaders from other organisations

5.2.3 Emergency Planning Advisor –

(Appropriate person/role – Emergency Planning Team City/County)

Role

Support of Operational HAC

Responsibilities

- Identification of most appropriate HAC site
- Work to Chair of HACMG
- Provide support and advice as needed
- Call out organisations/agencies as required
- Liaison with Team Leaders from other organisations

5.2.4 Media Manager –

(Appropriate person/role – PR Officer City/County)

Role

Co-ordination of media response

Responsibilities

- Publicising HAC
- Press Conferences
- Distribution of Information

- Public relations generally
- Direction and building signs
- Liaison with all Media
- Media monitoring
- Exit strategy – Communications
- Liaison with Team Leaders from other organisations

5.2.5 **Resources / Facilities Manager –**
(Appropriate person/role - Service Head Business Administration City/County)

Role

Co-ordinate facility arrangements and provision of appropriate resources within a HAC (eg furniture)

Responsibilities

- Co-ordinate arrangements for security of the building liaising with the Police
- Process for identifying visitors and staff within building for evacuation purposes
- Refreshment requirements
- Layout
- Responsibilities for protocols (e.g. non smoking and pets etc)
- Health and Safety and Risk Assessments
- Liaison with owners of the building
- Establishing a Petty Cash float
- Liaison with internal and external suppliers
- Process for recording financial expenditure
- Co-ordination of donations in liaison with British Red Cross
- Liaison with Team Leaders from other organisations

5.2.6 **Staff Manager –**
(Appropriate person/role - Senior Manager, Social Care Services, City/County)

Role

Co-ordinate staffing arrangements within a HAC

Responsibilities

- Staff rotas
- ID's
- Admin staffing resources
- Registration
- Liaison with Team Leaders from other organisations
- Liaison with Team Leaders from other organisations

5.3 **Agencies working within a HAC or Providing Support and Guidance**

5.3.1 Listed below in alphabetical order are the main agencies or services which may be called upon to respond in the event of a HAC being established.

Not all of these agencies / services will be required all of the time.

There may be times when other agencies or services not listed below are required. If this is the case these services will be outsourced at the time of the incident.

5.4 Benefits Agency

5.4.1 Role

The Benefits Agency will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with the appropriate HAC co-ordinator
- Record the loss and replacement of benefit books.
- Resume regular payments at the earliest possible date to those in need
- Advise those in need of the facilities of crisis loans including the qualification for the payment

5.5 Criminal Injuries Compensation Authority

5.5.1 Role

Co-ordinate the facilitation of any claims

Responsibilities

- Provide advice and information with regard to claims

5.6 Coroners Office

5.6.1 Role

Investigation of any sudden or unexplained death

Responsibilities

- Provide advice and information to bereaved
- Liaise with FLO's
- Liaise with other organisations

5.7 Department for Work & Pensions

5.7.1 Role

Facilitation and provision of the benefit system

Responsibilities

- Provide guidance on benefit entitlements
- Provide disability/injury services

5.8 Disaster Action

5.8.1 **Role**

Represent the interests of survivors and the bereaved.

Responsibilities

- Offer support to those directly affected by major trauma.
Raise awareness of the needs of survivors and the bereaved in the short-term and longer-term aftermath.

5.9 Health Services

5.9.1 **Role**

Provision of health services across the complete spectrum of needs

Responsibilities

- Provide general emotional support
- Provide psychotherapeutic interaction
- Provide general clinical support
- Provide GP assessment and possible replacement of lost prescription medication
- Arrangement of pharmaceutical provision
- Liaise with local GP and hospital services across UK
- Provide other practical help or advice as appropriate

5.10 Local Authority General

5.10.1 **Role**

Generally, Local Authorities take the lead role in the recovery phase of emergencies (para. 3.28 of 'Emergency Response and Recovery')

Responsibilities

- Establish and meet the costs of establishing, implementing and running a Humanitarian Assistance Centre
- Identify suitable and fit-for-purpose venues for the HAC
- Ensure that venues comply with all Health and Safety legislation
- Manage the day-to-day running of the HAC
- Work closely with health care agencies and other relevant organisations in all aspects of emergency planning and response
- Co-ordinate the provision of social care and welfare support to the community, including the establishment of key humanitarian assistance facilities
- Prepare communications strategy to publicise venue including street signage
- Write, test and exercise premises – specifically the setting up and equipping of designated venues making sure there are staff only areas (including separate refreshments areas)
- Administration office
- Management office

5.11 Local Authority – Social Care Services

5.11.1 **Role**

Nottingham City Adult Services Housing and Health and Nottinghamshire County Council Adult Social Care and Health, along with the Children's Services from both authorities will co-ordinate the provision of social care and welfare support to the community

Responsibilities

- Take a leading role in establishing and managing key humanitarian assistance
- Work closely with health agencies and other relevant organisations in planning the response
- Assess the medium and longer term social and emotional impact on the community affected and consider what longer term response is required
- Ensure that services meet emotional needs, including those of children
- Provide appropriately trained and vetted staff to assist with child care and play facilitators
- Provide practical advice and guidance, e.g. accommodation and financial issues
- Refer on to appropriate social care, health, housing and other services
- Provide specialist transport as requested
- Help with the provision of specific accommodation if required

5.12 **Nottingham and Nottinghamshire Crisis Support Teams**

5.12.1 **Role**

To provide timely, evidence-based and phase-appropriate mental health services to major emergency survivors, families, other affected responders and organisations

Responsibilities

- Help to promote and restore the psychological and social functioning of individuals and communities
- Help to limit the occurrence and severity of the adverse impact of major emergency-related mental health problems, including post-traumatic stress disorder
- Provide practical, social support and guidance to anyone post-emergency
- Signpost to longer term care which includes psychological support services by suitably trained, qualified and experienced staff

5.13 **Nottinghamshire Police**

5.13.1 **Role**

Work in partnership with other agencies to facilitate the setting up and running of the HAC

Responsibilities (General)

- Security within the Humanitarian Assistance Centre
- Provide liaison with Police Casualty Bureau
- Interviews as required for evidence gathering purposes

- Provide a common telephone number (Helpline) for use by members of the public

Responsibilities (Family Liaison Officers)

- The Police Family Liaison Officer (FLO) will work to the strategy set by the Police Senior Identification Manager (SIM). Through the Family Liaison Co-ordinator (FLC), the SIM will appoint FLO's to the appropriately identified family. The FLO will remain the Single Point of Contact (SPOC) between the SIM, the family and Specialist Support Services

The FLO's responsibilities include:

- Gathering information and evidence in a compassionate manner from family members and friends regarding the details of potential victims or missing persons (to contribute to the earliest possible identification and repatriation)
- Providing help and advice regarding the investigation and criminal justice system
- Providing communications to and from the investigation team, the family and other support services
- Keeping the family fully informed of any developments in the investigation and recovery operation
- Keeping a record of all contacts with the family, the reasons for the contacts and the outcomes in the FLO log
- Establishing close liaison with other relevant agencies and partners within the HAC

5.14 Transport Companies

5.14.1 National Rail (Care Teams) – (Where incident involves rail travel)

Role

Co-ordination and facilitation of rail services required

Responsibilities

- Provide information and practical assistance to those involved and those affected by the incident
- Establish and maintain close contact with police FLO's
- Work alongside, and seek to complement the efforts of other responding agencies. Primary among these will be police FLO's, with whom early and close contact will be established, along with hospital staff, local authorities and voluntary sector and faith communities
- Support communication infrastructure with family and friends of those involved in the incident (by the provision of telephones generally providing communication support, internet access, phone calls etc.)
- Make arrangements, where appropriate, to pay for travel for family and friends, including taxi fares, overseas flights etc.
- Arrange, where appropriate, to pay for accommodation for family and friends
- May provide financial assistance for food, clothing, toiletries etc.
- Arrange to meet family and friends from locations within the transport infrastructure
- May arrange and, where appropriate, to pay for child or elder care
- Will assist in the tracing of luggage and other items of property lost as a result of incidents
- Respond to any other needs or concerns which become apparent and

- generally attempt to help out wherever possible
- Transport company staff will not provide any form of counselling services but will help to put individuals in contact with the appropriate specialists' agency where appropriate.

5.15 Voluntary Sector

5.15.1 British Red Cross

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with appropriate HAC Management
- Provide emotional and practical support
- Provide access to a range of practical support services and resources
- May provide first aid for both clients and staff
- May provide transport for clients.
- May provide tracing of relatives and a messaging service through Red Cross International
- May provide establishment and operation of disaster appeal as required

5.15.2 Cruse Bereavement Care

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with appropriate HAC Management
- Listen and provide ongoing emotional support
- Provide bereavement contact information
- Provide access to UK local branches for ongoing support

5.15.3 Religious Denominations - Southwell Diocese

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise HAC Management
- Spiritual guidance and welfare support
- Access point to other faith denominations as required

5.15.4 **Salvation Army**

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with HAC Management
- Spiritual and welfare guidance as required
- Listener service/emotional support
- Provision of a range of practical support services i.e. accommodation, blankets, clothing and other personal items if possible

5.15.5 **St. John Ambulance**

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with appropriate HAC Management
- Emotional and practical support
- Access to a range of practical support services and resources
- May provide first aid for both clients and staff
- May provide transport for clients.

5.15.6 **Victim Support**

Role

Will assist by providing the following:

Responsibilities

- Emotional and practical support to those affected by crime
- Offer advocacy and help with navigating the criminal justice system
- Information on the services provided by other agencies and referrals, where appropriate

5.15.7 **WRVS**

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with appropriate HAC Management
- Refreshment and food services for both clients and staff at the HAC
- Experienced and trained staff to greet and signpost attendees at the HAC
- Practical support

LAYOUT OF THE HAC

CONTENTS:

- 6.1 **Establishing - Layout of the HAC**
- 6.2 **Additional Practical Considerations**
- 6.3 **Family Assistance Centre – Royal Horticultural Halls, July 2005 (Floorplan)**

6.1 Establishing – Layout of the HAC

6.1.1 A floorplan of the layout of the Family Assistance Centre set up at the Royal Horticultural Halls (RHH) in July 2005 is attached (6.3) for information by way of example. This floorplan identifies the various areas which were set aside for specific purposes and it may be used as a generic template for similar structures in the future. The floor space of this particular venue incorporated:

- Registration area (where the police are able to validate and record details of attendees), reception and resources area which provide practical physical resources such as maps of the centre, maps of local amenities (banks, places of worship, transport routes, etc.), phone cards, pens, paper and other ancillary support items as deemed necessary
- Waiting area
- Areas where individuals are taken for confidential interviews
- Quiet area where non-staff are able to go for private time
- Adequate restroom facilities, catering for staff and families (separate areas)
- Refreshment areas, catering for a variety of dietary requirements
- Childcare facilities
- First Aid point
- Telephone and internet access points, chargers for mobile phones and mini-com access
- Staff only areas (including separate refreshments areas)
- Administration office
- Management office

The HACMG should use the above as a checklist to ensure the appropriate areas are incorporated in the HAC.

6.1.2 In addition, workstations for each of the organisations involved in the humanitarian response to the incident will need to be incorporated into the facility.

6.1.3 The following should be used as a checklist of what workstations may include:

- Provision of a link to Casualty Bureau
- Police Family Liaison Officers
- HM Coroner's Service
- Local Authorities (Social Care Services)
- Victim Support Services (where appropriate)

- Voluntary Services
- Officials from overseas governments (where appropriate)
- Interpreters and other staff qualified in areas of specialist communication
- Faith Communities
- Benefits Agency
- National Health Service (NHS) (Crisis Support Team)
- Legal advisors and insurance company representatives (where appropriate)
- Private and public transport representatives (where appropriate)
- Citizen's Advice Bureau
- Private sector (where appropriate)

6.1.4 While some organisations will not necessarily need to have a permanent presence at the centre, careful consideration should be given to consulting with organisations such as Disaster Action from the outset

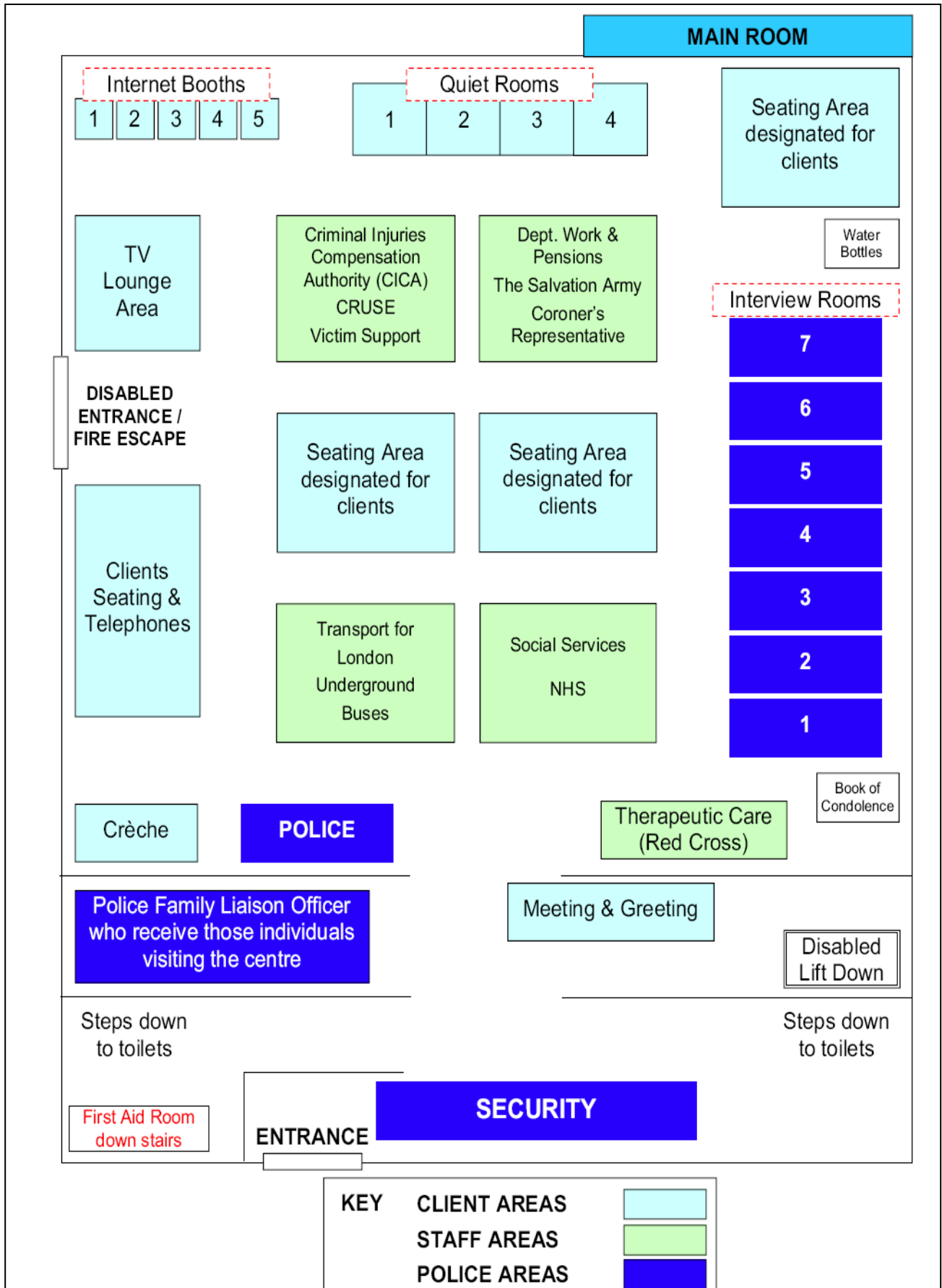
6.1.5 **Note:** This list is not exhaustive; the nature and circumstances of any future incident will determine which agencies will be required within the HAC. The decision rests with the HAC Management Group. A full list of identified HAC's in Nottingham and Nottinghamshire can be found in Appendix A

6.2 Additional Practical Considerations

6.2.1 Additional practical points for consideration are as follows:

- Car parking
- Disabled access
- Diverse catering services
- Minicom facilities and other equipment/materials to meet the needs of those with disabilities
- Contact details of key organisations (support services)
- Computers with secure communications for all relevant agencies
- Fax machines, paper and toner
- Printers, paper and toner
- Power extensions where required
- Weather-proof flooring
- Good quality flooring throughout the facility
- Sound-proofing private areas
- The need for high-quality furniture throughout the facility
- Notice boards and rubbish bins
- Storage of materials
- Up-lighters
- Fans, air conditioning and heaters
- Confidential waste collection
- Personal waste collection
- Rubbish collection
- Secure storage of data and documentation
- Adequate toilet facilities (including disabled toilets)
- Crèche facilities
- Emergency access
- Fire safety equipment, fire alarms and signage
- Risk register
- Accident report book
- Occurrence book

6.3 Floorplan Family Assistance Centre – Royal Horticultural Halls, July 2005 - (for reference only)



MEDIA STRATEGY

CONTENTS:

- 7.1 Purpose**
- 7.2 Staffing**
- 7.3 Staff rotas**
- 7.4 Press Officer protocol**
- 7.5 Press conference/briefings**
- 7.6 Publicising the HAC**
- 7.7 Posters / Leaflets**
- 7.9 Direction / Building signs**
- 7.10 Dealing with the media**
- 7.11 Broadcast media**
- 7.12 Internet**
- 7.13 Access to people affected**
- 7.14 VIP visits**
- 7.15 Media monitoring**
- 7.16 Closing down the HAC**

7.1 Purpose

7.1.1 The purpose of the media contact point within a HAC is to:-

- Provide facilities for Press Officers and spokespeople, to co-ordinate responses to the media (but not within the HAC)
- Centralise the issuing of information to all parties through news conferences / news releases
- Provide a central contact point for the media.
- Monitor media activity

For wider reference to other Press Officers, please refer to the Nottingham and Nottinghamshire Emergency Media Plan (Section 2).

7.2 Staffing

- 7.2.1 The Lead Press Officer at any HAC that is established will come from the relevant lead Local Authority where the HAC is sited. Press Officers from other emergency services, key agencies and Government News Network will staff the media centre, the venue for which will be decided upon at the time of the incident.
- 7.2.2 A Local Authority Press Officer will be present at the HAC. It is also important that a bank of Press Officers are available to be present at the Emergency Control Centre, at any rest centres / possibly at the scene.
- 7.2.3 Each Press Officer will need to supply their own administrative support.
- 7.2.4 Press Officers will have limited access to the central control to ensure there is no confusion of messages released to the media. This will also ensure that consistent clear messages are conveyed at all times.

7.3 Staff Rotas for Communication Staff

- 7.3.1 There may be a necessity to ensure that the HAC is staffed 24 hours a day, depending on the scale of the incident. Any shifts should allow sufficient overlap for adequate briefings to take place. If the incident is a major one there may be extensive media interest including an international presence. This places extra pressure on the media centre staff so it is important that a rota system is introduced as quickly as possible.
- 7.3.2 It is important that resources are pooled to ensure that the workload is spread evenly. Key experienced staff need to be available at all times to support less experienced staff.

7.4 Press Officer Protocol

- 7.4.1 The Police Press Officer will initially take the lead at any HAC that is set up, to facilitate a clear link between Strategic Co-ordinating Group (Gold), the HAC Management Group and all of the Press Officers, wherever they are located
- 7.4.2 There should be daily meetings of all Press Officers involved in the HAC.
- 7.4.3 All questions, answers and decisions relating to all communications for the HAC should be regularly logged as a back-up in case of any legal challenges.
- 7.4.4 A Press Officer presence on the Senior Management Team would be advisable.
- 7.4.5 To avoid any delay with releasing information, the following procedure should be adopted:
- The Lead Press Officer will email the draft release to all partner organisations giving a time limit for responses. If no responses are received, then the information will be released.
- 7.4.6 For further information please refer to the Nottingham and Nottinghamshire Emergency Media Plan (Section 4).

7.5 Press Conferences / Briefings

- 7.5.1 In the case of a HAC being set up, it will be necessary to specify particular briefing times to ensure that the media know exactly when they can get information and not to request it at other times. Suggested timings are 10am, 1pm and 4pm. Any Senior Management Team meetings/briefings should fit around these media briefings, ideally being held in the hour prior to these.
- 7.5.2 For further information please refer to the Nottingham and Nottinghamshire Emergency Media Plan (Section 7).

7.6 Publicising the HAC

- 7.6.1 When the decision is taken to create a HAC, it is vital that plans are already in place for how this can be publicised as quickly and effectively as possible. Members of the public, the media and staff dealing with the incident will need to know:
- That the HAC has been set up
 - What the HAC is for
 - What support it can provide
 - Where it is and how to get to it
 - When it will be open
 - Contact information – telephone and website

7.7 Posters/Leaflets

- 7.7.1 A leaflet and poster template about HAC's, and the support they can provide have been prepared prior to a centre being set up (Appendix D). These are ready to send out when they are needed, once the relevant information has been added relating to that particular centre incident.
- 7.7.2 Leaflets, posters or other literature would also need to be available in different languages at short notice. This should be made clear on the publication.
- 7.7.3 Distribution
- Posters/leaflets could be sent to:
- Libraries
 - County contact points
 - Parish Councils
 - Partners' buildings e.g. police stations, district council buildings, etc.
 - Hospitals
 - Leisure centres, shops, doctors' surgeries, etc. around the scene of the incident
 - Leisure centres, shops, doctors' surgeries, etc. around the location of the HAC
 - People at the incident
 - Households in the surrounding area of the incident
 - Households in the surrounding area of the HAC

7.7.4 Possibilities for distribution

PDC (company which distributes County Council newspaper – County News)

- Electoral canvassers
- Refuse collectors
- Local authority staff
- Nottinghamshire County Council data collection staff
- Voluntary groups e.g. scouts, etc.

7.8 Direction/building signs

7.8.1 The building where the HAC will be based will need to be well signposted from the road. Internal signs will also be needed to direct people around the centre.

7.8.2 The signs will be made, stored and erected by Nottingham City and Nottinghamshire County Councils prior to a HAC being opened.

7.9 Working with the Media

7.9.1 A joint press release which has been pre-prepared and agreed should be sent out on behalf of all the agencies involved. It should be agreed which agency will send this out prior to an incident. The press release should inform the public all about the HAC when it is set up.

7.9.2 There should also be agreed spokespeople from the HACMG identified for any media interviews, which will depend on which area the incident is in. To ensure that consistent messages are given, other staff should not give interviews to the media without these being agreed by the Lead Press Officer, who will consult with Strategic Co-ordinating Group (Gold).

7.9.3 While organisations can clearly comment on their own work, they should avoid commenting on the work of partners and on the wider emergency.

7.9.4 Case studies of different roles/jobs within the HAC should be prepared prior to its opening, to highlight the many varied agencies and services offered, e.g. ‘a day in the life of a family liaison officer’.

7.9.5 A tour of the HAC should be offered to the media prior to it opening to the public. This will allow the media to see the kind of services on offer and the environment of the HAC. Ideally, this would be done using a pool arrangement, with one representative from each of the various media: TV, radio and print. If the incident attracts foreign interest, then extra arrangements will need to be made.

7.9.6 Depending on the size of the incident, it may be necessary to provide other accommodation for the media in an area outside the HAC. It will need to be close enough to the HAC for the media to want to use it, but far enough away for the media not to intrude on people visiting – preferably at an exit point. Consideration should be given to provision of refreshments, toilet facilities, etc.

7.9.7 For a smaller incident, it may be possible to house the media within the centre, away from the public.

7.10 Broadcast media

- 7.10.1 The BBC has a responsibility to warn and inform the public about a major incident, therefore it is intended to use both Radio Nottingham and other relevant BBC radio stations and TV to heavily publicise key messages about the HAC.
- 7.10.2 Commercial radio stations are likely to include information about the HAC in their news bulletins, but this cannot be guaranteed. Neither can the HAC guarantee the amount of information provided. It may therefore be worth considering paying for radio advertising to publicise the centre further.
- 7.10.3 **An agreed form of wording (similar to the press release/leaflet/posters) should be used for any announcement for the opening of a HAC.**

7.11 The internet

- 7.11.1 Information about the HAC should be available on the following websites:
- Local Authorities in the surrounding area
 - Police
 - Health
 - Fire and Rescue Service
 - Local Resilience Forum
 - BBC Nottingham
 - Other media
 - Experience Nottinghamshire
 - Voluntary organisations
 - Other partner organisations
- 7.11.2 An agreed form of words (similar to the press release/leaflet/posters) should appear on each website – preferably on the home page – which then links to one single page about the HAC which should be hosted on the LRF site which is at www.nottsprepared.gov.uk.

7.12 Access to people affected

- 7.12.1 The media will undoubtedly want to interview/photograph the families and friends of those affected by a major incident. However, it is important that they don't have general access to people as this may be very intrusive during this difficult time.
- 7.12.2 A designated Press Officer should identify which, if any, members of the public are happy to be interviewed by the media. A less intrusive way of achieving this would be by placing notices around the HAC asking if anyone wishes to talk to the media.
- 7.12.3 The Press Officer should fully brief interviewees on the questions they are likely to be asked and the possible impact of the interview. They should also be present while the interview is being carried out.

7.13 VIP Visits

- 7.13.1 Consideration should be given to identifying possible local celebrities/politicians who may wish to visit/support the HAC to help boost morale and increase publicity. There may also be visits by senior members of the royal family, senior politicians, etc. Such visits need to be co-ordinated by the HACMG.

- 7.13.2 Prior to any visit, consideration should be given to who the VIP should be introduced/talk to – workers and victims/families. Obviously, any visit will attract media interest, which will be offered on a pooled media basis.
- 7.13.3 Any visit by a senior politician is likely to be co-ordinated by the Government News Network. Royal visits are likely to be co-ordinated by the relevant Government Offices.

7.14 Media monitoring

- 7.14.1 All agencies are advised to identify someone who will keep a record of new releases, key questions and answers and any subsequent media coverage to allow any misinformation to be corrected quickly.
- 7.14.2 In practice, however, this may prove difficult. Government News Network and the Government Media Monitoring Unit could support this requirement in the short term.

7.15 Closing down the centre

- 7.15.1 When the decision is taken to close the centre, this needs to be communicated to the public. This can be done using methods detailed in the 'publicising the centre' section.
- 7.15.2 Signs should also be placed at the centre informing the public that it has closed that they can contact _____ if they need any more information.
- 7.15.3 A message will also be left on any answer phone which will be connected to any help lines used.
- 7.15.4 A press release should be sent to the media detailing the support provided at the centre by the different organisations involved. This should be practical and interesting information e.g. twelve people had information translated in five different languages, fifteen people received bereavement counselling. It would also be a good idea to include case study information to help gain media interest e.g. Mrs xxx found the centre helpful when she needed to find out information about how she could get help and support. The owner of the venue also needs to be recognised.
- 7.15.5 This must be done as soon as the centre closes so that it doesn't become old news. This will help ensure that the public and media know what the centre was for and how the different organisations worked together to help provide vital support during a traumatic incident.
- 7.15.6 It is also likely that the cost for the setting up running of the centre will be questioned.

RESOURCE and SUPPLY IMPLICATIONS

CONTENTS:

8.1 Responsibility

8.2 Payment of Costs

8.3 Issues for Consideration

8.1 Responsibility

8.1.1 The National Humanitarian Assistance Guidance document states 'The responsibility for identifying and securing the use of suitable premises rests with Local Authorities; they will co-ordinate welfare support to the community in the event of an emergency. Local Authorities will also be responsible for meeting the costs of securing the use of premises in the planning phase, for providing the centre itself in the event of an emergency. A Financial Protocol has been established in the City and County to ensure a method of authorisation of payments is in place prior to a HAC being set up.

8.2 Payment of Costs

8.2.1 Although Local Authorities are responsible for meeting the costs, it is important to adopt a multi-agency approach to this task. During the planning phase, Local Authorities may enter into agreements with voluntary agencies, establishing clear expectations in relation to the responsibility for the payment of costs. It must be borne in mind that the HAC is not the immediate Reception or Rest Centre - its role will be considerably more comprehensive long term.

8.2.2 In the event of an emergency, the Strategic Co-ordinating Group (SCG - Gold) will be convened at the earliest opportunity in order to establish the strategic policy framework for the response and recovery effort.

8.2.3 Having considered the potential scale of the emergency, the SCG will make a decision on opening a HAC. This decision will draw heavily on the views of the Local Authority as to where the HAC would be sited.

8.2.4 The decision by the SCG to open a HAC should always be taken in agreement with the funding local authority, representatives at LRF, SCG or similar appropriate level.

8.2.5 Where a Regional Civil Contingencies Committee (RCCC) has been established, the decision will generally be taken in consultation with it. In emergencies without an identifiable scene, or where an emergency has occurred but has significant domestic implications, local responders should draw selectively and pragmatically on this guidance. Once a decision has been made

to open a HAC this must be kept under regular review.

- 8.2.6 Any organisations involved in the response to opening a HAC or involved in another capacity must keep careful records of any expenditure incurred.
- 8.2.7 To facilitate recording expenditure, a specific cost code should be pre-allocated, immediately at the time of the incident, by all agencies involved. This will ensure that all costs incurred are given the same cost code, to help facilitate the recovery of costs in the longer term.
- 8.2.8 A successful claim will require comprehensive records of any expenditure incurred. This is even more important if a claim is made to recover costs through the Government Bellwin Scheme or from another source (e.g. transportation company) that is found to be at fault at a later stage.

8.3 Issues for Consideration

8.3.1 In determining the costs of implementing and managing the operation of the HAC, the Local Authority may consider all issues pertaining to:

- Building costs (if any)
- Setting up the premises
- Insurance
- Staffing
- Food and drink
- Resources
- Furniture
- Décor
- Plants
- Cleaning
- Maintenance
- IT Communications
- Advertising and Public Information
- Transport
- Voluntary Sector

EXIT STRATEGY

CONTENTS:

9.1 Points for Consideration

9.1 Points for Consideration

- 9.1.1 The decision to open and keep open any HAC must be subject to regular review. SCG will take the decision on closure based upon the advice of the HACMG Chair. The decision to close should be based upon whether or not the HAC has achieved the objective purpose agreed at the outset. The possibility of a phased closure or eventually moving the location to smaller premises should be decided after considering the nature and circumstances of the emergency.

Points for consideration in the development of an Exit Strategy include:

- Is there a need for the centre to continue - have the objectives been reached?
- What is the media and public information strategy for closure
- What date will the centre close?
- What will be in its place?
- What level of staffing is required?
- What resources will be required?
- Cost implications
- The need to agree an exit strategy with owners and users
- Ensure a media and public information strategy is in place
- What needs to be done to return premises to owner?
- The need to arrange for premises to be cleaned
- Where will documents be stored?
- How will statistics etc. be accessed after closure?
- Ensure payment issues are being processed
- Final debriefs – lessons learned
- Who will say thank you to participating agencies and individuals?

APPENDICES

APPENDIX A Suggestions for **IDENTIFIED HACs**

City Potential Sites	County Potential Sites
<p><u>Conference Centres</u></p> <p>East Midlands Conference Centre - TBC</p>	<p><u>Conference Centres</u></p>
<p><u>Venues</u></p> <p>Albert Hall - TBC Nottingham Ice Arena - TBC</p>	<p><u>Venues</u></p> <p>Retford Town Hall – Already Surveyed</p>
<p><u>Other</u></p> <p>University Buildings - TBC</p>	<p><u>Other</u></p> <p>Kelham Hall – Already Surveyed</p> <p>Millennium Suite, Richard Herrod Leisure Centre – TBC</p> <p>Rushcliffe Arena Leisure Centre –TBC</p>

**Nottingham & Nottinghamshire Assistance Centre –
Nottinghamshire County**

Kelham Hall – Newark & Sherwood District Council

Address:	Kelham, Newark, NG23 5QX
Tel:	01636 655588
Owner:	Newark & Sherwood District Council
Normal use or activity:	Functions & Large Events
Specifications hall(s):	Dome Carriage Court
Relevant activity licensing agreements:	Through Newark & Sherwood District Council.
Contracts/clauses affecting the use of this building:	None. (Listed Building)
Significant risks in the locality that may affect the use of this building:	Small chance of Flooding.
Proximity to prime sites that may disrupt activity within the venue:	Close to Council Offices, although venue has separate entrance.
Impact of cancellation of normal activity in the short term:	Minimal. Depending on the time of year venue used for Weddings etc. Small loss of revenue is possible.
Impact of disruption to normal business in the long term:	Minimal. Used for Council Meetings.
Telephone and internet:	Sufficient access points. Upgrades possible if required.
Additional office space:	Access to other areas within Kelham Hall if needed.
Toilets:	Yes.
Wheelchair access building:	Yes both halls and surrounding area
Wheelchair access toilets:	Yes – Disabled Toilet
Utilities backup arrangements:	Have own Generator
Security:	Yes on site.

Community Impact:	Surrounded by residential accommodation. The local community would not be unduly affected by the use of this building as an LAC.
Traffic impact:	Manageable.
Parking:	Yes
Bus route(s):	Yes (to be specified).
Mainline Railway:	Newark Castle Station approx 3 miles Newark Northgate Station approx 5 miles
Additional considerations:	Nil.
Nearest Resilience Mortuary site(s):	Newark Showground approx 5 miles
Maps:	To be included.
Photos:	To be included.

**Nottingham & Nottinghamshire Assistance Centre –
Nottinghamshire County**

**Millennium Suite, Richard Herrod Leisure Centre – Gedling Borough
Council**

To be completed

Address:

Tel:

Owner:

Normal use or activity:

Specifications hall(s)

Relevant activity
licensing agreements:

Contracts/clauses affecting
the use of this building:

Significant risks in the
locality that may affect
the use of this building:

Proximity to prime sites
that may disrupt activity
within the venue:

Impact of cancellation
of normal activity in the
short term:

Impact of disruption to
normal business in the
long term:

Telephone and internet:

Additional office space:

Toilets:

Wheelchair access
building:

Wheelchair access
toilets:

Utilities backup
arrangements:

Security:

Community Impact:

Traffic impact:

Parking:

Bus route(s):

Mainline Railway:

Additional considerations:

Nearest Resilience
Mortuary site(s):

Maps: To be included.

Photos: To be included.

Nottingham & Nottinghamshire Assistance Centre –
Nottinghamshire County

Rushcliffe Arena Leisure Centre – Rushcliffe Borough Council

To be completed

Address:

Tel:

Owner:

Normal use or activity:

Specifications hall(s)

Relevant activity
licensing agreements:

Contracts/clauses affecting
the use of this building:

Significant risks in the
locality that may affect
the use of this building:

Proximity to prime sites
that may disrupt activity
within the venue:

Impact of cancellation
of normal activity in the
short term:

Impact of disruption to
normal business in the
long term:

Telephone and internet:

Additional office space:

Toilets:

Wheelchair access
building:

Wheelchair access
toilets:

Utilities backup
arrangements:

Security:

Community Impact:

Traffic impact:

Parking:

Bus route(s):

Mainline Railway:

Additional considerations:

Nearest Resilience
Mortuary site(s):

Maps: To be included.

Photos: To be included.

**Nottingham & Nottinghamshire Assistance Centre –
Nottinghamshire County**

Retford Town Hall – Bassetlaw District Council

To be completed

Address:

Tel:

Owner:

Normal use or activity:

Specifications hall(s)

Relevant activity
licensing agreements:

Contracts/clauses affecting
the use of this building:

Significant risks in the
locality that may affect
the use of this building:

Proximity to prime sites
that may disrupt activity
within the venue:

Impact of cancellation
of normal activity in the
short term:

Impact of disruption to
normal business in the
long term:

Telephone and internet:

Additional office space:

Toilets:

Wheelchair access
building:

Wheelchair access
toilets:

Utilities backup
arrangements:

Security:

Community Impact:

Traffic impact:

Parking:

Bus route(s):

Mainline Railway:

Additional considerations:

Nearest Resilience
Mortuary site(s):

Maps: To be included.

Photos: To be included.

**Nottingham & Nottinghamshire Assistance Centre –
Nottingham City**

To be completed

Address:

Tel:

Owner:

Normal use or activity:

Specifications hall(s)

Relevant activity
licensing agreements:

Contracts/clauses affecting
the use of this building:

Significant risks in the
locality that may affect
the use of this building:

Proximity to prime sites
that may disrupt activity
within the venue:

Impact of cancellation
of normal activity in the
short term:

Impact of disruption to
normal business in the
long term:

Telephone and internet:

Additional office space:

Toilets:

Wheelchair access
building:

Wheelchair access
toilets:

Utilities backup
arrangements:

Security:

Community Impact:

Traffic impact:

Parking:

Bus route(s):

Mainline Railway:

Additional considerations:

Nearest Resilience

Mortuary site(s):

Maps: To be included.

Photos: To be included.

**Nottingham & Nottinghamshire Assistance Centre –
Nottingham City**

To be completed

Address:

Tel:

Owner:

Normal use or activity:

Specifications hall(s)

Relevant activity
licensing agreements:

Contracts/clauses affecting
the use of this building:

Significant risks in the
locality that may affect
the use of this building:

Proximity to prime sites
that may disrupt activity
within the venue:

Impact of cancellation
of normal activity in the
short term:

Impact of disruption to
normal business in the
long term:

Telephone and internet:

Additional office space:

Toilets:

Wheelchair access
building:

Wheelchair access
toilets:

Utilities backup
arrangements:

Security:

Community Impact:

Traffic impact:

Parking:

Bus route(s):

Mainline Railway:

Additional considerations:

Nearest Resilience

Mortuary site(s):

Maps: To be included.

Photos: To be included.

**Nottingham & Nottinghamshire Assistance Centre –
Nottingham City**

To be completed

Address:

Tel:

Owner:

Normal use or activity:

Specifications hall(s)

Relevant activity
licensing agreements:

Contracts/clauses affecting
the use of this building:

Significant risks in the
locality that may affect
the use of this building:

Proximity to prime sites
that may disrupt activity
within the venue:

Impact of cancellation
of normal activity in the
short term:

Impact of disruption to
normal business in the
long term:

Telephone and internet:

Additional office space:

Toilets:

Wheelchair access
building:

Wheelchair access
toilets:

Utilities backup
arrangements:

Security:

Community Impact:

Traffic impact:

Parking:

Bus route(s):

Mainline Railway:

Additional considerations:

Nearest Resilience

Mortuary site(s):

Maps: To be included.

Photos: To be included.

APPENDIX B RESOURCE SUPPLIERS

- Details of Resource Suppliers is held as a separate confidential document which can be accessed via the Emergency Planning Teams of Nottingham City and Nottinghamshire County Councils

APPENDIX C INFORMATION SOURCES

- Nottinghamshire Police Service Family Liaison Officers
- Coroner's Officers relative to the incident and Coroner
- British Red Cross www.redcross.org.uk
- The Salvation Army www.salvationarmy.org.uk
- Nottinghamshire County Council Social Care Services
- NHS Mental Health Services www.nhsdirect.nhs.uk
- Nottinghamshire NHS Trust
- Victim Support www.victimsupport.org
- CRUSE Bereavement Care www.cruse.org.uk
- WRVS www.wrvs.org.uk
- Department for Work and Pensions
- Criminal Injuries Compensation Authority www.cica.gov.uk
- Disaster Action www.disasteraction.org.uk 01483-799066

Date

TITLE

Following the incident at a Centre has been set up to provide information to anyone who has been affected by the disaster.

The Humanitarian Assistance Centre (HAC) will be based at and will be open between each day.

The HAC will provide:

- Information about what has happened
- Financial and legal support
- Emotional support
- Advice on how to get further help and assistance

In addition there will be the chance to meet other people who have been affected by the incident as well as being able to access the latest information about what has happened. There will also be the chance to identify any longer term needs for support.

For more information about the incident please contact Nottinghamshire Police on XXX XXX XXXX. More information about the Centre can be obtained by calling XXXX XXXXXX or visit www.XXXXXXXXXXXXX

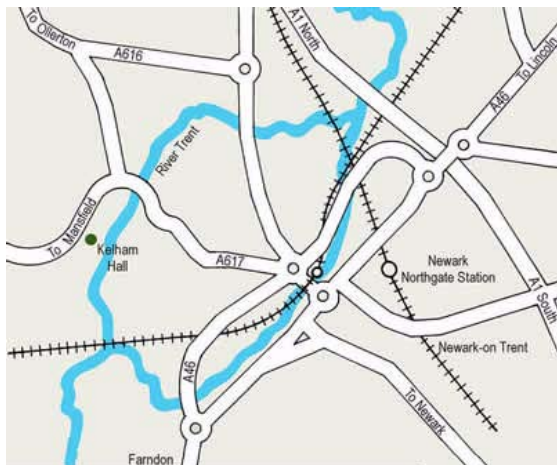
_____ from _____ said: "Our deepest sympathies go out to all those affected by _____".

"We have set up a humanitarian assistance centre to provide valuable support, care advice to the survivors, families and friends of those who were involved. People can go there to find out information about their loved ones, to get translation services or to receive counselling.

"We hope that the centre will provide a vital link for people to get the services information they need during this difficult time."

TITLE

Location Map



The Assistance Centre has been opened at will be open between the hours of

Telephone: XXXX XXX XXXX (Notts Connect number)

WWW.....

The Centre will provide:

- Information about what has happened
- Financial legal support
- Emotional support
- Advice on how to get further help and assistance

If you are worried about a loved one:

Casualty Bureau: Please call the bureau on [XXXX] to report someone missing. Upon calling, you will be given a unique reference number, which you should quote each time you call. The number is available 24 hours a day.

Please note, the Casualty Bureau only records information. It is not able to give information out about specific cases.

For more help or information:

NHS Direct: Health advice is available through the 24 hour helpline on **0845 4647**.


Other sources of advice:

British Red Cross - www.redcross.org.uk – has trained volunteers on standby to offer practical support and comfort to people affected by tragedies. Its UK switchboard is **0870 170 7000**.

Disaster Action - www.disasteraction.org.uk - All members of Disaster Action have themselves been affected by major disasters. The website provides advice, information contact details for further help – Disaster Action does not run a 24 hour phone line, but there is always an answering service.

**If you require a large print copy or an
alternative version please contact
_____ (number TBC)**

TITLE

<h2>Location Map</h2>	<p>The Assistance Centre has been opened at will be open between the hours of</p>
	

Telephone: XXXX XXX XXXX (Notts Connect number)

WWW.....

- The Centre will provide:
- Information about what has happened
 - Financial legal support
 - Emotional support
 - Advice on how to get further help and assistance

AVAILABLE IN OTHER LANGUAGES/FORMATS

Questions and answers about humanitarian assistance centres (HAC's)

Question 1	What is a HAC?
	A one stop shop where people who have been affected by an emergency incident can go to get information, advice and help.
Question 2	Who decided to open it?
	The Strategic Co-ordination Group (Gold) in consultation with the responsible Local Authority.
Question 3	What time will it be open?
	10am until 7pm every day.
Question 4	Why has this location been chosen?
	It is accessible by road and public transport and has facilities suitable to provide a range of services for people.
Question 5	How much is it costing?
	<p>Services at the HAC are free for members of the public.</p> <p>Any cost of setting up the HAC will be met by the local authority in the area where the emergency incident took place – either Nottinghamshire County Council or Nottingham City Council. We will not know the cost of providing the HAC until the centre has fulfilled its purpose and can be closed. However, the most important issue at this stage is to provide vital support for those people who need it.</p>
Question 6	What will the HAC provide?
	<p>A one stop shop where people can go to get information, advice and help. Staff at the HAC will signpost people to other services depending on their needs.</p> <p>For example, someone going to the centre could find out:</p> <ul style="list-style-type: none"> ➤ how to get counselling ➤ where they could stay temporarily if they could not use their home ➤ who to contact to learn more about casualties.

Question 7	What will it not provide?
	It will not be a rest centre or place of shelter.
Question 8	Who can use it?
	Anyone who has been affected by an emergency incident can use the centre. Even if your home, family or friends have not been directly affected, you may still need support and are entitled to use the centre.
Question 9	How do I get there?
	Information will be provided about its location, access to transport systems and other relevant information at the time of opening the HAC Traveline: 0870 608 2 608.
Question 10	What if I can't get to the HAC?
	You can also find out about support available to you by contacting _____ or visiting www._____
Question 11	What other help is available?
	TBC – depending on the incident
Question 12	How long will the HAC be open for?
	It will be open as long as help is required. The centre may be scaled down after the initial wave of support, but help will still be available.
Question 13	What will happen when the HAC closes? Where will I go for Support?
	When the decision is made to close the HAC, alternative provision will be made for anyone who needs further assistance. This may involve opening a smaller centre, for longer term care and assistance, referral to other appropriate professionals or the continuation of a helpline number for people to contact for further information, advice and help.
Question 14	Where will those affected by an incident stay?
	The local authority will help to arrange accommodation for families and friends who come into the area and are unable to sort out their own accommodation. They will also meet any other needs such as transport to the HAC or site of the incident.
Question 15	When can we visit the site of the incident?
	It is likely that people will be taken to the site of the incident in small groups by police family liaison officers.

Question 16	How do I get information about casualties?
	A helpline number will be provided at the time of the incident.
For more information about HAC's, phone _____ or visit www._____	

Comm/Cabinet/CAB269 – app1

