



MAJOR EMERGENCY PLAN

Version 10.0

Part 8.1

Evacuation, Shelter and Immediate Care Plan

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SUPPORT CENTRES

1.1 - EVACUATION AND CARE OF THE HOMELESS (INCLUDING REST CENTRES (RC))

1.1.1 - GENERAL

Sevenoaks District Council has a responsibility for homeless persons in normal day-to-day operations. In an emergency, the officers of the Housing Team will arrange for any homeless persons to be accommodated.

If the number of persons is small the normal out of hours standby arrangement will operate. If a large number of people are affected then it will be necessary to open one or more rest centres. These will normally be established at the leisure centres owned by Sevenoaks District Council. These centres are operated by Sencio Community Leisure (SCL).

1.1.2 - REST CENTRES

1.1.2.1 - ACTIVATION

Rest Centres will be activated by the District Council in the event that people are:

- Unable to stay in their normal accommodation in the District,
- Stranded in the District, but resident outside the District,
- Are refugees from a crisis elsewhere either within or outside the UK.

Technically, the first category are the responsibility of the District Council whereas the others are the responsibility of the County Council. However, in an emergency the District Council will set up and run the rest centre and negotiate the County Council's contribution after the event.

Activation will normally be authorised by the Chief Executive or another Director.

1.1.2.2 - LOCATIONS

Sevenoaks District Council has designated its major leisure facilities to be rest centres. These are

- White Oak Leisure Centre, Hilda May Avenue
- Sevenoaks Leisure Centre, Buckhurst Lane, Sevenoaks
- Edenbridge Leisure Centre, Stangrove Park, Station Road, Edenbridge

All these centres are operated by Sencio Community Leisure.

These centres are well equipped with sufficient toilet facilities and a restaurant with the capability to provide hot drinks and meals. They also have separate rooms that can be used to accommodate any special needs e.g. nursing mothers or people with disabilities. Office space and telephones are also available.

For smaller and short-term use, local village halls can be used. Contact the Parish Clerk or Community Response Team as soon as possible to arrange this. These halls are generally well used for other activities that may need to be asked to leave the hall before use as a rest centre.

For incidents requiring larger rest centre capacity, other premises (mainly schools) are available via the Kent County Council Emergency Planning Group. These are detailed in the *Kent County Council Rest Centre Directory – West Kent*.

1.1.2.3 - RECORD KEEPING

Accurate records of the people in any rest centre are essential. This information will need to be passed to the Police Casualty Bureau and, if they are witnesses or survivors, the Police may need to take statements from them. For example, it is essential that when people leave the rest centre, there is a record of where they have gone.

The Rest Centre Box (see below) contains registration instructions and all the necessary forms and equipment to keep these records.

1.1.2.4 - EQUIPMENT

Each of the rest centres listed in 1.1.2.2 above have been supplied with a Rest Centre Box which contains supplies and stationery to set-up and run a rest centre operation. The contents of these boxes is listed in Table 1.

Another box containing additional equipment and supplies that may be needed for the longer-term running of a rest centre is stored at the Council Offices and will be sent to a running rest centre if required. The contents of this box is listed in Table 2.

A limited supply of camp beds and sleeping bags are available, solely for emergency use, on request from the District Emergency Centre. Additional supplies are available from Kent County Council Emergency Planning Group (and from Tonbridge & Malling Borough Council, Ashford Borough Council and Canterbury City Council).

Table 1

Rest Centre Box - Boxes at Leisure Centres - Contents List

Qty	Item
Documentation	
1	Pad Survivor-Evacuee Documentation
1	Green folder of administration documentation
PPE	
5	High-vis waistcoats – size M
1	Box surgical gloves
Equipment	
1	Tally counter
1	Lantern torch 6V
1	6V battery for lantern torch
20	Black refuse sacks
1	Roll red/white barrier tape
Stationery	
1	Flipchart pad
1	Message pad
1	Bound A4 book
4	Pad A4 ruled paper
4	Reporter's notebook
1	Post-It notes
1	Box pens
1	Marker pen
1	Packet pencils
1	Correction fluid
1	Lever-arch folder, empty, yellow
4	Clipboards
5	Foolsap document wallet folders – blue
5	A4 clear plastic document wallet folders (Polyfiles)
1	Box paper clips
1	Box rubber bands
1	2-hole punch
1	Stapler
1	Box staples
2	Pencil sharpeners
3	Rolls Sellotape
1	Pair scissors
1	Pack Blutak
1	Small ball string
1	Pack white chalk 5 sticks
1	Pack small luggage labels (Approx 30)
1	Box drawing pins

Table 2
Rest Centre Additional Equipment Box - Contents List

Qty	Item
Documentation	
1	Pad Survivor-Evacuee Documentation
1	Pack Information sheet for evacuees (approx 50)
1	Pad accident report forms
2	KCC Rest Centre Guidelines
2	HSE Five Steps to Risk Assessment
Equipment	
1	Head-light with batteries
Stationery	
3	Spare empty ring binder (red, orange, blue)
8	Pad A4 plain paper
1	Box pens (approx 50, blue)
1	Hole punch
1	Correction fluid
1	Pad flipchart paper
1	Pack flipchart pens
2	Permanent marker pens, blue
1	Pack luggage labels (approx 100)
1	Pack Blutak
1	Roll Sellotape
2	Box drawing pins (approx 50)
1	Box paper clips (approx 100)
5	Small ball string
1	Pack white chalk 20 sticks
ID Badges	
1	Box wrist bands
1	Bag containing manager's badges and staff badges
1	Bag containing visitors badges
Waste	
1	Roll black sacks
1	Roll recyclable waste sacks
1	Small roll clinical waste sacks (5 sacks)

Continues

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Table 2 - Continued
Rest Centre Additional Equipment Box - Contents List

Qty	Item
Signs – Pack 1	
	Pets Area – Cats
	Pets Area – Dogs
	Pets Area – Others
	Desk sign – Environmental Health Information
	Desk sign – Housing Information
	Desk sign – Social Services Information
	Desk sign – Reception
	Desk sign – Information
	Desk sign – Police Information
	Desk sign – Insurance (ABI) Information
Signs – Pack 2	
	Direction sign – Gents Toilets
	Direction sign – Ladies Toilets
	Direction sign – Disabled Persons Toilets
	Direction sign – First Aid
	Direction sign – Smoking Area
	Direction sign – Quiet Area (No Children)
	Direction sign – Refreshments
	Direction sign – Exit
	Please sign out before leaving
	Have you signed out?
Signs – Pack 3	
	Direction sign – Arrows (Left/Right/Up/Down)
	Direction signs – Way In/Way Out

1.1.2.5 - INFORMATION

Clearly, displaced persons will be eager for news and it is essential that there is a regular information exchange between the District Emergency Centre and any rest centre. Contact should be made about every half an hour for an update. The District Emergency Centre should call the rest centre if there is any significant news.

Flipchart paper and pens are supplied so that rest centre staff can keep evacuees informed. Extra care should be taken to give information to people who do not have English as their first language.

1.1.2.6 - STAFFING

The Leisure Centre Manager will manage the rest centre and the normal leisure centre staff will run them.

People in rest centres are, by definition, temporarily homeless. Therefore, the District Council lead team for the management of the welfare of evacuees will be the Housing Team.

Staff from the Housing Team will support them initially, because Kent County Council Social Care has a lead-in time of a few hours to activate and deploy their Rest Centre Support Team. On their arrival, Housing Staff will hand over to them and continue to support them, if required. The Housing Officers (through the District Emergency Centre) and Social Care can also obtain assistance from the WRVS and/or other voluntary organisations.

Table 3

ROLE	No	STAFFED BY
MANAGEMENT AND ADMINISTRATION		
Rest Centre Manager	1	SCL Centre Manager or Deputy
Assistant Rest Centre Manager	1	SCL Duty Manager or District Council Housing Officer
Administration Officer	1	SCL Centre Staff
Reception/Registration/Departure Area Supervisor	1	SCL Centre Staff or Social Care
Reception/Registration/Departure Clerks	Min 4	SCL Centre Staff/Community Volunteers
Information/Communications Supervisor	1	SCL Centre Staff
Information/Communications Staff	As reqd Min 1	SCL Centre Staff assisted by RAYNET if required
LIAISON		
Housing Liaison	As reqd Min 1	District Council Housing Officers
Environmental Health Liaison	Min 1	District Council Environmental Health Officer
Police and Voluntary Sector Liaison	1	District Council Community Development Staff
WELFARE		
Welfare Supervisor	1	District Council Housing Officer until hand over to Social Care
Welfare Staff	As reqd	Social Care/Voluntary Sector
First Aid Supervisor	1	SCL Centre Staff until hand over to Red Cross or St John Ambulance
First Aid Staff	As reqd Min 1	SCL Centre Staff with First Aid Certification until hand over to Red Cross or St John Ambulance
Nursery Supervisor	1	SCL Centre Staff with appropriate Police Check
Nursery Staff	As reqd Min 1	SCL Centre Staff with appropriate Police Check
Feeding Supervisor	1	SCL Centre Catering Supervisor
Feeding Staff	As reqd Min 1	SCL Centre Catering Staff/WRVS/other Volunteers all with current food handling certificates
SECURITY ETC.		
Security Supervisor	1	SCL Centre Staff
Pets Supervisor	1	District Council Dog Warden/RSPCA
Store Room Supervisor	1	SCL Leisure Centre Staff
Traffic Supervisor	1	SCL Leisure Centre Staff
Traffic Control Staff	As reqd	SCL Leisure Centre Staff/Community Volunteers

SCL – Sencio Community Leisure

SCL staff commitment – Minimum 18 plus Manager and Duty Manager per shift

1.1.2.7 - CLOSEDOWN

Evacuee return issues

Consider the timing and method of returning people to their homes

- When it has been declared safe for them to return by the relevant agency
- Daylight is probably safer than hours of darkness
- Consider staging the return to avoid the 'rush' and to control level of traffic movements
- Consider the availability, timing and capacity of transportation, if required
- Consider how evacuees are to be told that it is safe for them to leave (individually or by general announcements)
- Contact those that have moved on to alternative accommodation, say with friends and relatives, and inform them that it is safe for them to return home
- Provide information and guidance to returning evacuees on, for example, utilities, clean-up and further sources of help and advice
- Consider handover process to Social Care services, Housing Team, 'caring' organisations etc.
- Initiate process for handing over to other centres (e.g. survivor reception to rest centre, rest centre to humanitarian assistance centre, centre to help lines etc.)

Decision-making, Notification, etc.

- When centre appears to be approaching the condition where it is no longer required, instigate pre-planned decision making process to start closure
- Notify District Emergency Centre and other interested parties (e.g. Police) that the centre will be closing-down with approximate time for closure and confirm when actually complete

Evacuee Check

When closed:

- Check through the registration process that all the evacuees have left
- Instigate process to find those that were registered 'in' but not checked 'out' to check their status
- Secure entrances and check premises that all the evacuees have left
- Gather, package, label and secure all lost property

Premises

- Remove waste
- Remove temporary signage etc. and return to resources box
- Thoroughly clean the areas of the premises that have been used for the centre activity and arrange for cleaning materials to be replenished, if required (include costs in 'consumables' below)
- Return furniture and equipment to original locations
- Compile schedule of equipment that requires repair or replacement (eventually including costs)
- Compile schedule of building faults caused by the centre use that need rectification (eventually including costs)
- Compile list of consumable materials that need replenishing (eventually including costs)
- Check contents of resource box and replenish as required
- Arrange for the return, in appropriate condition, of equipment borrowed from elsewhere
- Read gas, electricity and water meters (if required) and calculate additional costs. Re-program plant or turn off as required
- Conduct a walk-around inspection of premises with owner's representative (preferably also with representative of the Council's Property team) and agree schedules above
- Record date and time that premises are handed back to operator
- Consider maintaining a small scale presence at the same premises in the short/medium term for ongoing queries from evacuees until longer term support in place

Staffing etc.

- Conduct 'hot' de-brief of centre staff and volunteer responders
- Thank (profusely) staff and volunteer responders
- Arrange for 'cold' de-brief at a later date
- Collate centre log and other documentation and return to District Emergency Centre
- Arrange for centre operators to be appropriately thanked

Post-event Reporting etc.

- Start process of compiling post-event report, including lessons learned, and anticipate amending plans to suit
- Start process to determine actual costs and compare with original planning cost estimates, record and amend plan for future use
- Identify 'Bellwin' eligible expenditure and compile claim if appropriate
- Consider making a suitable donation to those voluntary organisations that assisted
- Monitor staff post-event to ensure their wellbeing

Close-down and Exit Strategy Checklist

See guidance above for more detail on each item

Strategy

- Check exit strategy guidance
- Have close-down conditions been met?
- Has initiation of close-down been agreed with District Emergency Centre?

Closure

- Initiate handover process to Social Care services, Housing Team etc.
- Initiate process for handing over to other centres
- Notify District Emergency Centre and other interested parties that the centre is closed

CLOSE CENTRE

- Stand-down transportation and other services

Evacuees

- Check through the registration process that all the evacuees have left
- Instigate process to find those that were registered 'in' but not checked 'out'
- Secure entrances and check premises that all the evacuees have left
- Gather, package, label and secure all lost property

Premises

- Remove waste
- Remove temporary signage etc. and return to resources box
- Thoroughly clean premises
- Return furniture and equipment to original locations
- Compile schedule of equipment that requires repair or replacement
- Compile schedule of building faults
- Compile list of consumable materials that need replenishing
- Check contents of resource box and arrange to be replenished
- Return resource box to normal storage location
- Arrange for the return of equipment borrowed from elsewhere
- Read gas, electricity and water meters
- Re-program plant or turn off as required
- Conduct walk-around inspection of premises
- Agree schedules above
- Record date and time that premises are handed back in log and here:

Date			Time	
dd	mm	yyyy	hh	mm

Staffing etc.

- Conduct 'hot' de-brief
- Thank staff and volunteer responders
- Arrange for 'cold' de-brief
- Collate centre log and other documentation and return to District Emergency Centre
- Thank centre operators

Post-event Reporting etc.

- Start process of compiling post-event report
- Start process to determine costs
- Initiate the monitoring staff, post-event
- Close and sign-off logbooks
- Return this form to District Emergency Centre along with other documentation

2.0 – OTHER SUPPORT CENTRES

The text boxes in this section are taken from *Emergency Response and Recovery (Third Edition) - Non Statutory Guidance Accompanying The Civil Contingencies Act 2004* - HM Government - April 2010

Survivor Reception Centre (SuRC)

From *Emergency Response and Recovery*, section 7.3.7 et seq

A Survivor Reception Centre can be used to provide a secure area for survivors not requiring acute hospital treatment. This centre can be used to provide short-term shelter and first aid, if required. Information on who might require this support will need to be gathered; police documentation teams will usually fulfil this role. Survivor Reception Centres are often established and initially run by the emergency services, who are usually the first on the scene. They will maintain this facility until the local authority becomes engaged in the response and takes the lead in the provision of this facility.

Survivor Reception Centres are likely to be activated for only a limited period of time. When they cease operation survivors may need to be moved into rest centre facilities or other accommodation (e.g. bed and breakfasts or local hotels) as determined by local planning arrangements. The longer-term welfare requirements of survivors may be met through Humanitarian Assistance Centres or via other mechanisms such as local authority social care outreach teams.

Friends and Family Reception Centres (FFRC)

From *Emergency Response and Recovery*, section 7.4.1 et seq.

Experience has shown that in the immediate aftermath of an incident many people will travel to the scene, or to meeting points, such as travel terminals, if they believe their family or friends may have been involved in an emergency.

Friends and relatives who may be feeling intense anxiety, shock or grief, need a sympathetic and understanding approach. Proper liaison and control must be in place to ensure that information is accurate, consistent and non-contradictory. The information provided to those seeking information about individuals that might be affected should also be as full as possible without compromising the privacy of the individual. Given feelings of intense anxiety, shock or grief, arrangements should be in place to ensure uninvited media attention is prevented.

Friends and Family Reception Centres (FFRCs) can be used to help reunite family and friends with survivors. Such centres need to provide the capacity to register, interview and provide shelter for family and friends. These centres may be near the scene, in the area of the community affected or at arrival and departure points. Family and Friends Reception Centres will usually be staffed by police, local authority staff and staff from suitably trained voluntary organisations. In setting up such facilities, representatives of faith communities should be consulted whenever appropriate. Interpreters may also be required.

Humanitarian Assistance Centres (HAC)

See also Part 10. The provision of Humanitarian Assistance Centres (HAC) is the responsibility of Kent County Council, but there may be a requirement for support and attendance from the District Council.

The Kent arrangements are detailed in the *Kent Resilience Forum - Humanitarian Assistance Centre Plan*

Guidance from *Emergency Response and Recovery*, section 7.6.1 et seq.

Emergencies can have a significant and long-lasting physical, emotional and psychological impact on the welfare of individuals, families and friends and wider communities affected by emergencies.

Humanitarian Assistance Centres (HACs) may be established to provide comprehensive longer-term humanitarian assistance, in particular during the remainder of the response and any subsequent investigations. The scale and nature of the emergency will influence the longer-term requirement for a Humanitarian Assistance Centre and the organisations required to be present. Having considered the potential scale of an incident, the Strategic Co-ordinating Group will make a decision on the opening and location of a HAC, in consultation with local authorities. The HAC may take over the site of the initial rest and reception centre, adding new services to these centres. In some circumstances a virtual rather than physical HAC would be more appropriate. This might include a dedicated website or helpline.

Humanitarian Assistance Centres

A Humanitarian Assistance Centre's fundamental purpose is to act as a one-stop-shop for survivors, families and all those impacted by the disaster, through which they can access support, care and advice. Humanitarian Assistance Centres will:

- act as a focal point for information and assistance to bereaved individuals and families or friends of those missing or killed; survivors; and all those directly affected by and involved in the emergency;
- enable individuals, friends and families to benefit from coordinated and appropriate information and assistance;
- enable the gathering of mass forensic samples in a timely manner, which enhances the ability to identify loved ones quickly;
- offer access to a range of facilities that will allow individuals, families and survivors to make informed choices according to their needs; and
- provide a coherent multi-agency approach to humanitarian assistance in emergencies that will minimise duplication.

In some areas and in some emergencies not all of the above will be provided via the HAC and may instead be provided via other means. In addition it is not necessary for all of these services to be delivered via a physical centre; in some cases delivery by virtual means will be more appropriate.

Continues

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If it is decided that a physical Humanitarian Assistance Centre is needed, local authorities will lead in identifying and establishing these centres, in consultation with police colleagues and the voluntary sector. The responsibility for identifying and securing the use of suitable premises rests with the local authority. The local authority will co-ordinate the provision of welfare support to the community in the event of an emergency. It will also be responsible for meeting the costs of securing the use of premises in the planning phase, and for providing the centre itself in the event of an emergency.

It is important to adopt a multi-agency approach to the provision of Humanitarian Assistance Centres. 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. The Department for Culture, Media and Sport (DCMS) and the Association of Chief Police Officers (ACPO) have produced [Humanitarian Assistance in Emergencies: non statutory guidance on establishing Humanitarian Assistance Centres](#) which gives more detailed guidance on planning for and operating a HAC.

The HAC will exist for a limited period only. To ensure longer term needs are met, individuals requiring further assistance will need to be identified and signposted to appropriate services. Useful information on sources of assistance can be found on www.direct.gov.uk/helpafterincident.

3.0 – NEXT STEPS

Rest Centres and other support centres are only intended to be short-term places of safety and shelter. If people are unable to return to their homes in the medium to long term, alternative accommodation will need to be provided.

See Part 6.2 - *Housing and Homelessness Plan*

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