

# Lancashire Resilience Forum



## EMERGENCY CENTRES GUIDANCE

Survivor Reception Centre

Rest Centre

Family and Friends Reception Centre

Family Support Team (Hospitals)

**Version 1.0**  
**1<sup>st</sup> September 2011**

## Document Control

Version	Issue Date	Changes from Previous Version

## OWNERSHIP AND TITLE

### **TITLE: Emergency Centres Guidance**

This Guidance replaces Guidelines for Emergency Centres (Parts 1 and 2) (originally issued Dec 2005 and revised 2008).

Lists of Emergency Centres are contained in this Guidance at :

Appendix D1	List of Level 1 Rest Centres
Appendix D2	List of Level 2 Rest Centres March 2011 (V 4.5)
Appendix D3	List of Level 3 Rest Centres (March 2011)
Appendix F	Family & Friend Reception Centre List
Appendix G	Family Support Team Areas within Hospitals

Detailed maps and checklists for Level 2 Rest Centres are contained in the LCC document "Level 2 Rest Centres" which can be accessed through the LCC Emergency Planning Duty Officer. Details of Level 2 Rest Centres in Blackpool or Blackburn with Darwen are held by the relevant Unitary Authority.

To ensure that this Guidance is properly audited, regularly maintained and accurate the Chair of the LRF Humanitarian Assistance Sub-Group is responsible for authorising any alterations and is the 'Owner' of the Guidance.

In addition the 'Owner' will ensure that:

- The master document is retained together with relevant supporting documents
- The level of circulation of the Guidance is determined.
- It is updated and reviewed as agreed by the LRF Humanitarian Assistance Sub-Group
- Health and safety issues are regularly assessed
- Changes and amendments are incorporated into the document held on the LRF/NRE websites promptly

Further information and advice on any of the above elements can be obtained from the Chair of the LRF Humanitarian Assistance Sub-Group.

This Guidance has been prepared by the LRF Humanitarian Assistance Sub- Group on behalf of the Lancashire Resilience Forum.

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## Abbreviations and Acronyms

BRC	British Red Cross
CS	Crisis Support
CSTL	Crisis Support Team Leader
DO	Duty Officer
ERG	Emergency Response Group
ESU	Emergency Support Unit
FLO	Family Liaison Officer
FFRC	Family and Friends Reception Centre
FST	Family Support Team
LCC	Lancashire County Council
LCC ACS	Lancashire County Council Adult & Community Service
LCC EPS	Lancashire County Council Emergency Planning Service
LRF	Lancashire Resilience Forum
PCT	Primary Care Trust
PHDT	Police Hospital Documentation Team
PDT	Police Documentation Team
PTSD	Post Traumatic Stress Disorder
RAYNET	Radio Amateurs Network
RC	Rest Centre
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SIM	Senior Identification Manager
SIO	Senior Investigating Officer
SJA	St John Ambulance
SRC	Survivor Reception Centre
VS	Victim Support
WRVS	Women's Royal Voluntary Service

## Foreword

The definition of Humanitarian Assistance in Lancashire is:

***“Humanitarian Assistance refers to those activities aimed at meeting the emotional, spiritual and practical needs of all people affected by emergencies”***

The definition of an Emergency Centre in Lancashire is:

***“that area of any building which is designated for any of the purposes outlined in the Overview , and which becomes operational in the immediate aftermath of an incident”***

This guidance details the Humanitarian Assistance response in Emergency Centres, which are

- Survivor Reception Centres
- Rest Centres
- Family Support Team in hospital/Survivor Reception Centre
- Family & Friends Reception Centres

Separate guidance exists for a Humanitarian Assistance Centre, as this is part of the longer term response and part of the recovery process.

This document is intended to give guidance for the operation of Emergency Centres including the roles and responsibilities of the various agencies involved. It can never be totally prescriptive as it has to be recognised that dynamic decisions made for individual incidents may alter the detail.

Although roles and responsibilities for individual agencies are described it may be necessary for agencies to undertake a different role/assist each other should circumstances warrant it.

This Guidance describes in Section 2 (Generic Information) those areas which are relevant to all Emergency Centres. Details of specific centres are contained in Sections 3 to 7.

To understand the procedure for operating any Emergency Centre, agencies will need to be familiar with both the common and specific sections of this Guidance.



## Overview

<b>Survivor Reception Centre</b>	A place where those who have been involved in an incident and are either uninjured or have minor injuries can be taken to be made safe, documented by the police and then enabled to return home.
<b>Rest Centre</b>	A safe place for those who have had to be evacuated from their homes or who cannot return home because of a cordon.
<b>Family and Friends Reception Centre</b>	<p>In an incident where there has been fatalities a place where family and friends who think their loved one may have been involved can be supported until the outcome is confirmed.</p> <p>A base from which the joint Police Family Liaison officer/Crisis Support team can work.</p>
<b>Family Support Team</b>	<p>Where casualties have been brought to hospital, this team can be set up in a designated area of the hospital to support family and friends who arrive there until the whereabouts of their loved ones is established.</p> <p>Such a team can also be established in a designated area of a Survivor Reception Centre if necessary.</p>

## **Aim of Emergency Centres Guidance**

The aim of the Guidance, in detailing the function and administration of all centres, is to:-

- support the multi-agency objectives that people feel safe and can get help when in need
- minimise upset and distress
- promote self-help
- attempt to meet the needs of those people who are affected by the incident and utilise any of the centres
- support and prepare competent staff in delivering their role within the centres
- enable recovery/return to normality as soon as possible

## **Section 1 Activation of Emergency Centres**

The notification of the requirement for an emergency centre would normally come from the Force Incident Manager (FIM), Lancashire Constabulary to the Lancashire County Council Emergency Planning Duty Officer (LCC EPS DO). If notification is received from another source it is essential that the LCC EPS DO liaises with the FIM to validate the information.

The EPS DO also acts as the initial point of contact for the unitary authorities of Blackburn with Darwen and Blackpool.

Once it has been established that an emergency centre is required the LCC/Unitary Duty Officer will make arrangements to:

- activate the premises (if appropriate),
- notify and activate the relevant agencies and
- arrange for the Emergency Support Unit to be sent to the centre. See para 2.4. for details of the unit.

Detailed activation procedures for each Emergency Centre are described in the relevant section:

Section 4.3 : Survivor Reception Centre

Section 5.3 : Rest Centre

Section 6.3 : Family & Friends Reception Centre

Section 7.3 : Family Support Team (Hospitals)

## Section 2 Generic Information

### 2.1. Overall Co-ordination

Whilst any centre is open the County/Unitary EPS DO will be available to advise the Centre Manager on arrangements in place for managing the incident (eg advising on the establishment of an SCG).

The County/Unitary EPS DO will also act as a conduit for information relating to the incident by communicating with the Centre Manager as required.

### 2.2. Staffing

(a) Emergency Response Group (ERG)

The ERG of the County/Unitary Council is a group of Council staff, mostly from Social Care backgrounds, who volunteer to be trained to respond to emergencies in addition to their substantive post.

ERG will lead the humanitarian response in all Emergency Centres.

(b) Centre Manager

The ERG will provide a Centre Manager who will have overall responsibility for the welfare of individuals within the centre.

It is essential that the Centre Manager and the Facilities Manager (see 2.2 (f)) work together to provide overall management of the centre.

(c) Crisis Support

The ERG will also provide Crisis Support Leaders and staff who will provide practical and emotional support to those within the centre.

(d) Administration

The ERG will provide Administrative Team Leaders and staff, who will collate records of individuals in the centre, maintain relevant logs and provide admin support throughout the centre.

(e) Resources Manager

The Resources Manager ([see 2.4](#)) is also a member of ERG.

(f) Facilities Manager

It will be necessary to appoint a Facilities Manager who has responsibility for the premises and all facilities therein.

It is essential that the Centre Manager (see 2.2(a)) and Facilities Manager work together to provide overall management of the centre.

(g) Additional / Voluntary Agencies

Different agencies, particularly the Voluntary Agencies will fulfil different roles within the centres. These roles are pre designated but it is expected that all

agencies will work together under the direction of the Centre/Facilities Managers to meet the needs of people within the centre.

- (h) Team Leader system  
Crisis Support, Administration and all voluntary agencies work under a team leader system whereby staff report to their team leader who in turn reports to the Centre/Facilities Managers.
- (i) Management Team  
The Centre/Facilities Managers together with the team leaders form the management team of any centre.
- (i) Identifying staff  
In all centres all staff will wear jackets to identify their role in the centre (See [Appendix C](#)).
- (j) Number of staff required  
The number of staff required from each agency and the roles they are to fulfil will be determined incident by incident. All agencies should ensure adequate staffing levels are maintained at all times.

### **2.3. Privacy/Security**

All centres will endeavour to protect the privacy of people within them, The Centre Manager and Facilities Manager should liaise with the police officer present to ensure that the premises are as secure as possible. Staff entering the centre should show formal, preferably photographic, identification which has been endorsed by their organisation.

Wherever possible if separate private areas are required, these will be provided.

In general, it is expected that people will take responsibility for the security of personal possessions/valuables. If necessary, centre management may need to make arrangements for the safe storage of such items.

There are no powers to detain people in any emergency centre and they are therefore free to leave at any time. It is desirable to obtain, before people leave, information from them, if they are willing to give it, as to their onward destination. This is helpful in case of any enquiries regarding an individual from relatives, police, etc.

### **2.4. Equipment**

The Emergency Support Unit vehicle (ESU) - is maintained by LCC Emergency Planning Service and managed by the ERG Resources Manager when activated. This vehicle contains a variety of items (including Survivor Centre and Family and Friends documentation) which may be required in any centre. If any agency needs any resource, they should check with the Resources Manager before making any attempt to source items. Items on the ESU will be provided on request by the Resources Manager.

Any agency which requires specialist equipment e.g. first aid, should ensure that they bring this with them.

## **2.5. Briefings**

In all centres, the Centre/Facilities Managers will hold regular briefings with the team leaders of all agencies. The purpose of this is to facilitate the exchange of information about the incident and the running of the centre. All agencies must ensure that they are represented at these briefings, and cascade relevant information to their staff.

Admin staff will document all briefings.

## **2.6. Information updates from centre staff**

Following every briefing, the Centre/Facilities Managers will decide, in conjunction with the agencies present, what information is to be given to people within the centre, and how this is to be actioned.

## **2.7. Media**

In all centres arrangements must be made to deal with enquiries from the media. A Press Officer must be appointed to take this responsibility.

The agency which leads on media enquiries will be determined incident by incident. The Centre Manager must take the lead until a Press Officer arrives.

## **2.8. Health and Safety**

At all locations, statutory and voluntary agencies should comply with relevant Health and Safety requirements. It should be noted that current Health & Safety legislation still applies throughout the duration of the incident and should be applied to all activities undertaken.

When a Centre is being established the Facilities Manager must carry out appropriate Risk Assessments and brief the staff at the Centre on the issues.

The Health & Safety at Work Act requires all employers to follow safe working practices as far as reasonably practicable. There must be assessments of working conditions, requirements for suitable equipment and personal protective clothing, etc. The Centre Manager in liaison with the Facilities Manager should ensure that all staff are informed about health and safety issues.

Agencies should ensure that their staff's physical and psychological needs are met, that excessive shifts are not worked and responders get sufficient rest between duties in accordance with other legislation such as the Working Time Regulations.

### **2.8.1. Unacceptable Behaviour**

No one is expected to tolerate abusive/violent/threatening behaviour.

Should anyone find a person's behaviour unacceptable, for whatever reason, this should be brought to the attention of the Centre Manager who has the

right to arrange for the persons removal from the centre, in liaison with the police and the owner of the building, if the behaviour cannot be managed.

If it is necessary to remove a person from the centre, the following must be recorded:

1. The name of the person being removed (if available)
2. The nature of the unacceptable behaviour
3. Measures taken to manage the behaviour
4. Reasons for the removal
5. How the removal was achieved
6. Any other relevant information
7. Details of person making the record

## **2.9. Staff Welfare**

All Agencies are responsible for ensuring that appropriate welfare arrangements are in place to support their staff engaged on emergency duties. These arrangements should include arranging relief and transport needs.

A record must be kept of all staff involved and details of any expenditure incurred. Particular attention should be given to ensuring that excessive shifts are not worked.

Major emergencies place enormous demands on all involved in the response. There is a need to look after the physical and psychological welfare of staff involved in response operations. It must be recognised that staff responding to a major emergency may encounter post-traumatic stress disorder (PTSD) as a consequence. It will be enough for many to talk through issues with their colleagues, perhaps guided by a suitably trained or experienced professional. Others, however, may require skilled, structured and professional support. It is the responsibility of all agencies in the Centre to ensure their staff are appropriately supported before, during and after the incident.

## **2.10. Private Companies**

Site specific plans for dealing with survivors and family and friends are under development for BAE Systems, Warton and Blackpool International Airport. Details can be obtained from LCC Emergency Planning.

In other incidents involving a private company it is to be expected that representatives from that company will wish to be present at the centre in order to fulfil their moral and legal responsibility towards those involved.

The Centre Manager will be responsible for liaising with the company representative(s) to ensure that they are integrated into the running of the centre.

Company representatives may wish to speak to survivors and/or family and friends at an appropriate time.

### **2.11. VIP Visits**

It is to be expected that local Councillors/MPs/other dignitaries may visit the Centre at some point, and it may be helpful to set up an area where the VIP can talk to attendees in private if wished.

Arrangements would be made to escort the VIP round the Centre, in conjunction with the Centre Manager and Facilities Manager.

### **2.12. Casualty Bureau**

The Casualty Bureau is a single point of contact for receiving and assessing information about people believed to be involved in an incident. It is the focal point for receiving and processing information that will help with the identification of casualties.

If the Casualty Bureau has been activated for the incident, the Senior Identification Manager (SIM) or Senior Investigating Officer (SIO) from Lancashire Constabulary should ensure the Bureau is aware of the opening of any emergency centre and two-way contact is established as quickly as possible.

The SIM/SIO should agree under what circumstances people phoning into the Casualty Bureau will be told of the existence/whereabouts of any Centre.

On activation of the Casualty Bureau Police Documentation Teams may be deployed to Centres. Their role will be to identify survivors, evacuees and casualties and obtain details in relation to missing people. Information from these Centres should be transmitted to the Casualty Bureau as effectively and efficiently as possible.

### **2.13. Record Keeping**

All records of agencies in any centre may constitute disclosable evidence.

It is essential, therefore, to keep records, in order to facilitate operational debriefing and to provide evidence for inquiries (whether judicial, public, technical, inquest or some other form).

The Centre Manager must keep a comprehensive record of all events, decisions, reasoning behind key decisions and actions taken. This information becomes the Policy Log.

Agencies involved in responding at the centre should record all requests, information, actions/decisions taken by them together with their justifications in their own Operations Log.

It is of paramount importance that all information is recorded meticulously and accurately.

Agencies should retain records/documents in accordance with their own agency's Retention/Destruction Policy.



#### **2.14. Financial and Accounting Process**

The general rule that costs will be met where they fall will apply to statutory agencies working in the Centre.

Voluntary Agencies should monitor any expenditure incurred and liaise with the LCC Emergency Planning Service (LCC EPS) regarding reimbursement.

#### **2.15. The Operational Debriefing Process**

Debriefing is a critical part of dealing with emergencies. It is not an optional extra and all staff involved in the incident will be expected to attend the debrief or be adequately represented.

Debriefs should be conducted as soon as practicable after the response phase has been completed to ensure information is captured whilst still fresh in people's minds. This will ensure that all lessons learnt during the response are captured and that any necessary amendments can be made to improve future responses. Internal debriefs should be completed as soon as possible after the incident and a report circulated to the appropriate people.

A multi-agency debrief may also be necessary to ensure that lessons learnt are captured by all agencies involved. This allows all agencies to consider ways in which their response can be improved, investigate ways of resolving issues and, if appropriate, formulate guidance on best practice. The multi-agency debrief should be completed within 6 weeks of the incident. Lancashire Resilience Forum has issued further guidance on the debriefing process.

## Section 3 Closure of Emergency Centres

No emergency centre will be closed until the needs relating to the emergency have been met for all its occupants, or can be delivered without the need for a centre.

The decision to close a centre will be communicated via County/Unitary EPS DO to the Centre Manager who will inform all staff. If the Centre Manager is informed of closure by any other route\*, they will check with County Unitary EPS DO before taking any action.

The centre should then be returned to its normal function as soon as possible. All agencies will assist with this task.

*\*It must be remembered that 'stand down' of an incident for one agency is not necessarily relevant to all agencies.*

## Section 4 Survivor Reception Centres

### 4.1. Overview

A Survivor Reception Centre (SRC) is a place where those who have been involved in an incident and are either uninjured or have minor injuries can be taken to be made safe, documented by the police and then enabled to return home.

### 4.2. Introduction

In the initial response to an emergency the focus of the emergency services will be on saving life. However, the needs of survivors should be considered a priority at an early stage and will be an important part of identifying casualties and witnesses.

The decision to open a SRC will normally be made during or soon after the initial response to an incident by the Police.

The safety and needs of the survivors are paramount and the decision to open and the location of, the SRC, are likely to be dictated by the type, scale and location of the incident together with other considerations relevant at that time.

There is likely to be an element of improvisation and a 'natural' SRC may be established by survivors themselves at a location near the event, eg café, public house, church hall.

It should also be borne in mind that survivors may disperse of their own accord (self evacuate) away from the area in order to return home, attend work, or some other place of safety.

A Survivor Reception Centre should be a secure area\* in which survivors not requiring acute hospital treatment can be taken for short-term shelter and first aid.

The usual purpose of the centre will be to:

- Provide immediate shelter to survivors
- Document details of survivors
- Provide immediate assistance or support that may be required, including both practical and emotional, and to assist them to return home or be otherwise accommodated
- Ensure details of survivors are appropriately shared to ensure they receive any necessary support or assistance in the future
- Receive and support family and friends who arrive at the SRC enquiring about someone who they believe to have been involved

It should be borne in mind that all survivors should be treated as potential casualties and undergo some form of 'casualty clearance' or 'triage' process by the Health responders.

The Police will be responsible for ensuring that suitable arrangements are in place to escort the survivors to the SRC, once established.

*\* It must be remembered it is a secure area only in terms of providing a safe and secure place for the survivors; they are free to leave whenever they wish.*

### 4.3. Location of Survivor Reception Centre

The location of the SRC will usually be a dynamic decision, made at the time of the incident, utilising any available local premises. It must be remembered however that basic facilities need to be available e.g. toilets, refreshments etc.

In some instances the SRC will be in a pre-determined location, e.g. Blackpool Airport, BAE Warton.

### 4.4. Activation of Survivor Reception Centre

As the decision to open an SRC would usually be made during or soon after the initial response by the Police, notification would normally come from the FIM, Lancashire Constabulary to the LCC EPS DO.

If notification is received from another source it is essential that the LCC EPS DO liaises with the FIM to validate the information.

On receipt of the information:

#### a) If the SRC is in a District Authority

The LCC EPS DO will:

- Contact LCC ACS Duty Officer, request the activation or stand-by of the Emergency Response Group
- Following discussion with LCC ACS Duty Officer, activate ESU if required
- Notify the District Council(s) whose area the incident and the SRC is in, and request the presence of a Press Officer and Housing Officer. If the facilities being used as the SRC are owned by the District it will also be necessary to activate a Facilities Manager.
- Contact voluntary agencies to request their assistance or to stand-by
- Notify the PCT to provide doctor or prescribing nurse if required
- Request a police presence at the SRC

#### b) If the SRC is in a unitary authority (Blackburn with Darwen/Blackpool)

The LCC EPS DO will notify the Unitary DO who will:

- Activate their Emergency Response Group
- If the facilities being used as the SRC are owned by the unitary authority it will be necessary to activate a Facilities Manager.
- Notify the PCT to provide doctor or prescribing nurse if required
- Request a police presence at the SRC
- If required contact LCC EPS DO to:
  - Contact voluntary agencies to request their assistance
  - Request the Emergency Support Unit to be sent to the centre
  - Discuss other assistance that LCC may be able to provide as required

#### 4.5. Agencies in a Survivor Reception Centre

- Lancashire Constabulary to provide a Police Documentation Team (PDT)
- ERG to provide centre management, documentation co-ordinator, crisis support and admin support
- British Red Cross/Victim Support/Samaritans – Support Volunteer
- Faith support
- District / Unitary - press officer & housing officer. If District/Unitary premises used facilities management will also be required
- St John Ambulance to provide first aid if required
- PCT to arrange doctor or prescribing nurse if required
- Other agencies as required

**Details of these roles can be found in [Appendix A](#) and [Appendix B](#)**

#### 4.6. Process for survivors

On arrival survivors will be met by support volunteers, given a numbered lanyard and escorted/directed to a waiting area.

Whilst in the waiting area they should be given an information sheet about the SRC.

They should be asked for their name, which should be recorded on the Name Sheet and also written onto a name card. This name card should then be placed in the lanyard.

Where survivors are at the centre before staff arrive, this process should be completed as soon as possible thereafter.

Survivors should be made comfortable/supported in the waiting area until the Police Documentation Team (PDT) is in a position to begin the documentation process.

At this point, the police should inform the Documentation Co-ordinator that they are ready to document survivors.

The Documentation Co-ordinator will then ensure that Support Volunteers escort survivors in number order to the police documentation area and stay with them until documentation is complete.

On completion of the "survivor/evacuee form" by the police, the Centre Admin will make a copy before returning the original to the police documentation team, and handing the copy to the Support Volunteer. (Note: if no facilities are available within the SRC to copy the survivor/evacuee forms a photo-copier is available on the ESU).

The Support Volunteer will place a coloured card in the survivor's lanyard (to identify that they have been documented), and then escort the survivor to the Crisis Support waiting area, before handing the copy of the survivor/evacuee form to a Crisis Support worker.

This process will be overseen by the Documentation Co-ordinator to ensure that it runs as efficiently and effectively as possible.

Crisis Support will then talk with the survivor to establish any needs they may have and take action in conjunction with other agencies to meet those needs.

The outcome should be to return the survivor to their home environment as soon as possible. This may mean providing temporary accommodation for a short period until a return home is facilitated.

#### **4.7. Process for family and friends**

If family and friends arrive to enquire about someone, LCC will establish a Family Support Team (FST) in a separate area of the SRC.

Staff at reception should escort family and friends to this area where they will be met by Support Volunteers.

Support Volunteers will document family and friends using designated forms. When completed this documentation will be taken to the PDT by Centre Admin staff.

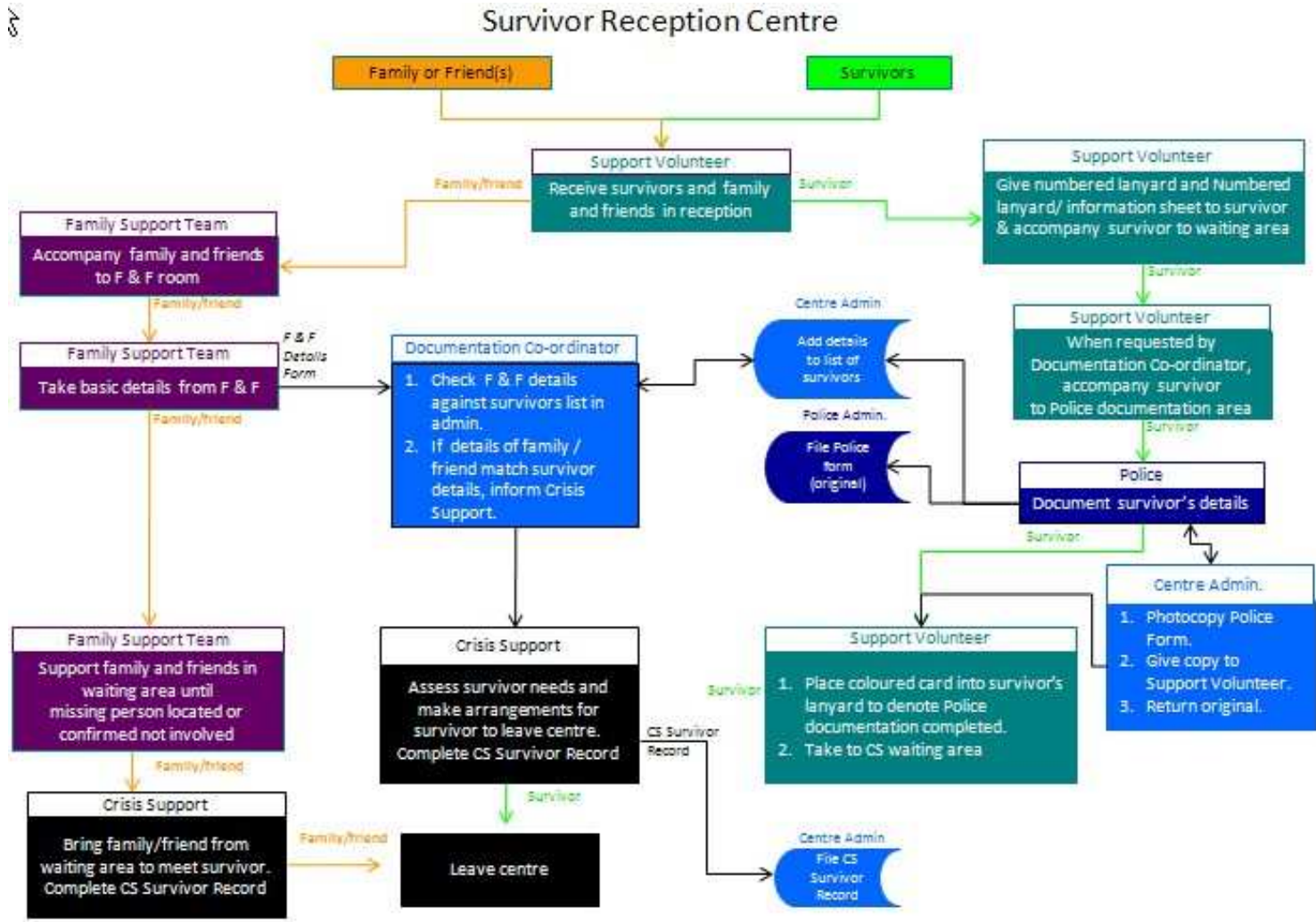
The PDT will advise the Documentation Co-ordinator if the details given by the family matches any survivors in the SRC. Where a match is confirmed the Documentation Co-ordinator will arrange for a Crisis Support worker from the FST to arrange for family and friends to be reunited with the survivor.

The FST will support family and friends until the outcome of the matching process is known.

If there is no match with a survivor in the SRC, the FST will work with the police to establish the whereabouts of the person the family/friend is enquiring about. This could include the following:

- the person has been taken to hospital
- has gone elsewhere
- is not involved
- or may be a fatality

**4.6. Survivor Reception Centre Flowchart**



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## **Section 5 Rest Centres**

### **5.1. Overview**

A safe place for those who have had to be evacuated from their homes or who cannot return home because of a cordon.

### **5.2. Introduction**

The Homelessness Act 2002 and accompanying Code of Practice places certain responsibilities on Unitary and District Councils regarding the provision of temporary accommodation in large-scale emergencies.

Within Lancashire, following agreement through the Lancashire Resilience Forum, it has been agreed that, whilst responsibility for identifying suitable Rest Centres lies with District Councils, the establishment of guidelines, roles and responsibilities, training of staff and other administrative arrangements will be the responsibility of Lancashire County Council Emergency Planning Service in liaison with Lancashire County Council Adult and Community Services Directorate and the appropriate District Councils. (Separate but complementary arrangements exist in respect of the unitary authorities, Blackpool and Blackburn with Darwen). Voluntary organisations also have an important role to play in operating Rest Centres which is detailed in these Guidelines.

A Rest Centre is a building or area of a building used by the local authority for the temporary accommodation of people displaced from their homes or businesses or unable to return to their home because of a major incident. When necessary, overnight accommodation will be arranged through the District/Unitary Council. It is not intended that Rest Centres will be used for overnight accommodation unless there is no other feasible alternative.

### **5.3. Levels of Rest Centres**

There are 3 levels of Rest Centres which have been pre-identified:-

- |         |  |
|---------|--|
| Level 1 | Small halls for up to approximately 100 people       |
| Level 2 | Larger premises for up to approximately 500 people   |
| Level 3 | Football stadia for incidents involving 1000+ people |

Lists of the locations of these centres is held by the Lancashire County Council Emergency Planning Service, and contained in [Appendices D1](#), [D2](#) and [D3](#).

Level 2 centres are visited on a regular basis. The suggested layout as a Rest Centre is mapped and a Rest Centre bag containing documentation is held in each centre. Maps of all Level 2 centres together with a checklist of facilities available is contained in the LCC document "Level 2 Rest Centres" further information can be accessed through the LCC Emergency Planning DO.

#### **5.4. Other Premises**

It is possible that other premises may be used initially. Should this be the case the Centre Manager will have to decide whether to move people to a pre-identified centre or not. District Council's Emergency Planning and British Red Cross Society have spare Rest Centre bags which can be taken to the non-designated centre.

#### **5.5. Activation**

The notification for the requirement for a rest centre would normally come from the FIM, Lancashire Constabulary to the LCC EPS DO. If notification is received from another source it is essential that the LCC EPS DO liaises with the FIM to validate the information.

At this point a decision will be made as to the level of rest centre required and the location of the centre. This will dependant on a number of factors, including:

- access to the premises in relation to the incident,
- the number of evacuees, and
- the type of area/population being evacuated eg students, businesses, elderly people, etc.

On receipt of the information:

(a) If the rest centre is required in a District Authority:

The LCC EPS DO will:

- contact the District Authority if a level 2 centre is required, to advise and make arrangements for it to be activated
- if a level 1 or 3 centre is required, the LCC EPS DO will contact the centre direct and make arrangements for it to be activated, and contact the relevant District Authority to advise

For all levels of rest centres:

- contact LCC ACS Duty Officer to request the activation or stand-by of the Emergency Response Group
- Following discussion with the LCC ACS Duty Officer activate the Emergency Support Unit if required
- contact voluntary agencies to request their assistance or to stand-by
- contact Local PCT
- request a police presence at the rest centre

(b) If the rest centre is required in a unitary authority (Blackburn with Darwen/Blackpool)

The LCC EPS DO will contact the Unitary DO who will:

- decide which centre to use and make arrangements for it to be activated

- Activate their Emergency Response Group
- Contact Local PCT
- request a police presence at the emergency centre
- If required contact LCC EPS DO to:
  - Activate/stand-by voluntary agencies
  - request the Emergency Support Unit be sent to the centre
  - Discuss other assistance that LCC may be able to provide

### **5.6. Agencies in a Rest Centre**

Unless it is confirmed that more than 50 evacuees will be coming to the Rest Centre, the initial response from ERG to Rest Centre activation will be to send a Centre Manager, Crisis Support Team Leader, Admin Team Leader and Resources Manager (with ESU) to meet with the Facilities Manager/District Liaison Officer at the Centre, to assess the situation and staffing required.

They may then activate a core multi-agency group consisting of:-

- Centre Manager Assistant
- 2 x Crisis Support workers
- 2 x Admin staff
- 4 x BRCS
- 2 x SJA
- 1 x Faith Support
- 1 x befriender from either Salvation Army/ Victim Support/Samaritans
- Police

Other agencies will be placed on standby initially:-

- RAYNET
- WRVS
- RSPCA
- PCT

Should the initial team need additional support the above agencies will be activated via the EPS DO.

There are a number of agencies who can potentially assist in the effective running of a Rest Centre.

**For details of their roles and responsibilities see [Appendices A](#) and [B](#).**

## **5.7. Prompt Cards**

The Rest Centre Manager holds a set of Prompt Cards outlining the roles and responsibilities of each agency. These will be handed out to each agency at the initial briefing. Details are held by LCC Emergency Planning/ACS Emergency Services Manager.

## **5.8. General Information**

### **(a) Setting up of centre**

Once the Centre is activated, the Facilities Manager should prepare it to receive evacuees. In Level 2 centres, this should be according to the pre-designated map of the centre. The Centre Manager may alter this if circumstances warrant it.

### **(b) Arrival of staff/Setting up work areas**

All agencies should report to the Centre Manager on arrival, and are responsible for establishing and maintaining their work area.

### **(c) Management of the rest centre**

The rest centre will be managed by the Centre Manager/Facilities Manager, who will be provided with dedicated admin support.

### **(d) Administration**

The Administration Team Leader will allocate a team member to work solely with the Centre Manager/Facilities Manager. Other members of the admin team will collate forms, maintain finance and personnel logs and provide admin support to everyone in the rest centre.

### **(e) Communications**

Radio communications within the Centre and external to it, can be provided by RAYNET should this be required.

### **(f) Information Leaflet**

On arrival each evacuee will be given an Information Leaflet which explains the process and support available within the centre and explains the reason why they may have been evacuated from their homes. Copies of the leaflet are held in the Rest Centre bags, and additional copies on the ESU.

The leaflet is available in 6 languages in poster format, in large print, Braille and CD.

### **(g) Refreshments**

Refreshments will be provided by the District/Unitary Authority with assistance from the Resources Manager as required, and served by the WRVS.

### **(h) First Aid/Medication**

An area of the rest centre will be set up by St John Ambulance to provide first aid to evacuees and rest centre staff. A prescribing nurse/doctor from the local PCT will also be in attendance to assist with treatment and issue prescriptions.

(i) Overnight Accommodation

The District / Unitary housing officer will source accommodation and arrange transport through the District/Unitary Council if it is announced that evacuees are unable to return to their homes.

(j) Casualty Bureau

In the event that the Casualty Bureau has been activated, a Police Documentation Team may be deployed to the rest centre to record the details of evacuees as necessary.

(k) Evacuees leaving the rest centre

Evacuees can leave the centre anytime they wish. When they leave, if they are likely to return any time, they should retain their lanyard.

If the evacuee is leaving permanently, the lanyard should be returned and the evacuee asked to complete the evaluation form at the back of the Information Leaflet.

### **5.9. Process for evacuees**

Evacuees will be met on arrival by the British Red Cross, given an Information Leaflet and a lanyard or wristband. They will then be directed to a pre-registration area and looked after there until the registration process can begin.

Each evacuee will then be taken to the registration area where a Registration form will be completed for each person. If the evacuee brings any pets with them a Pet registration form will also need to be completed for each animal.

On completion of the registration process evacuees will be given a copy of the registration forms and directed into the main area of the rest centre where refreshments will be provided, and they can wait for information on the incident.

If the evacuee has a pet with them they may be directed to the pet area where a member of the RSPCA or District Council Dog Warden will be available to assist them if required.

During their stay, if evacuees require any support - practical, emotional or spiritual – will be provided through Crisis Support, befrienders and faith representative who will be available within the centre, and if necessary can provide support on a one to one basis.

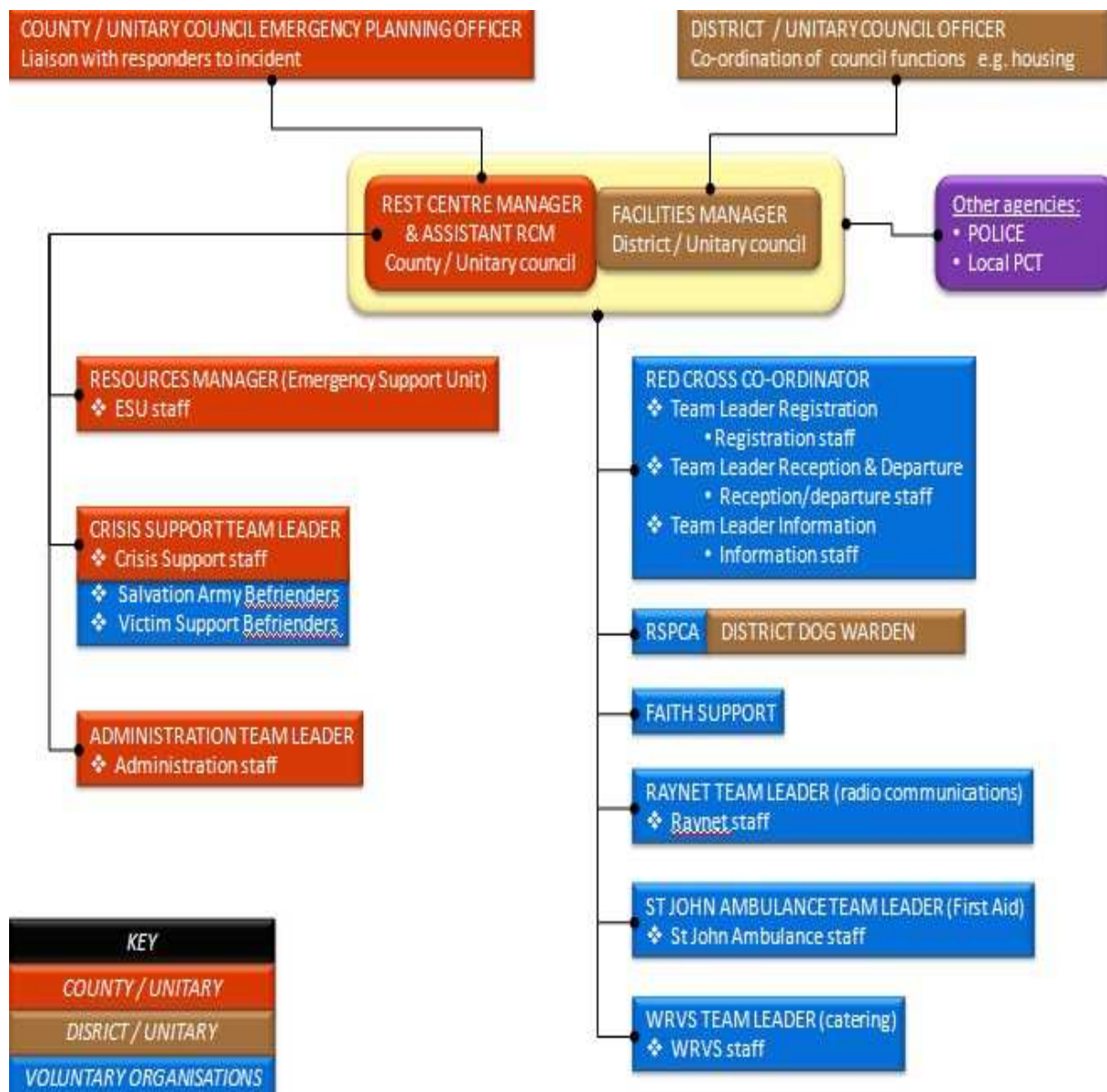
Information will be provided to evacuees on a regular basis through announcements or at the Information Desk.

If evacuees are unable to return to their homes, arrangements will be made to provide overnight accommodation and transport from the rest centre to the hotel.

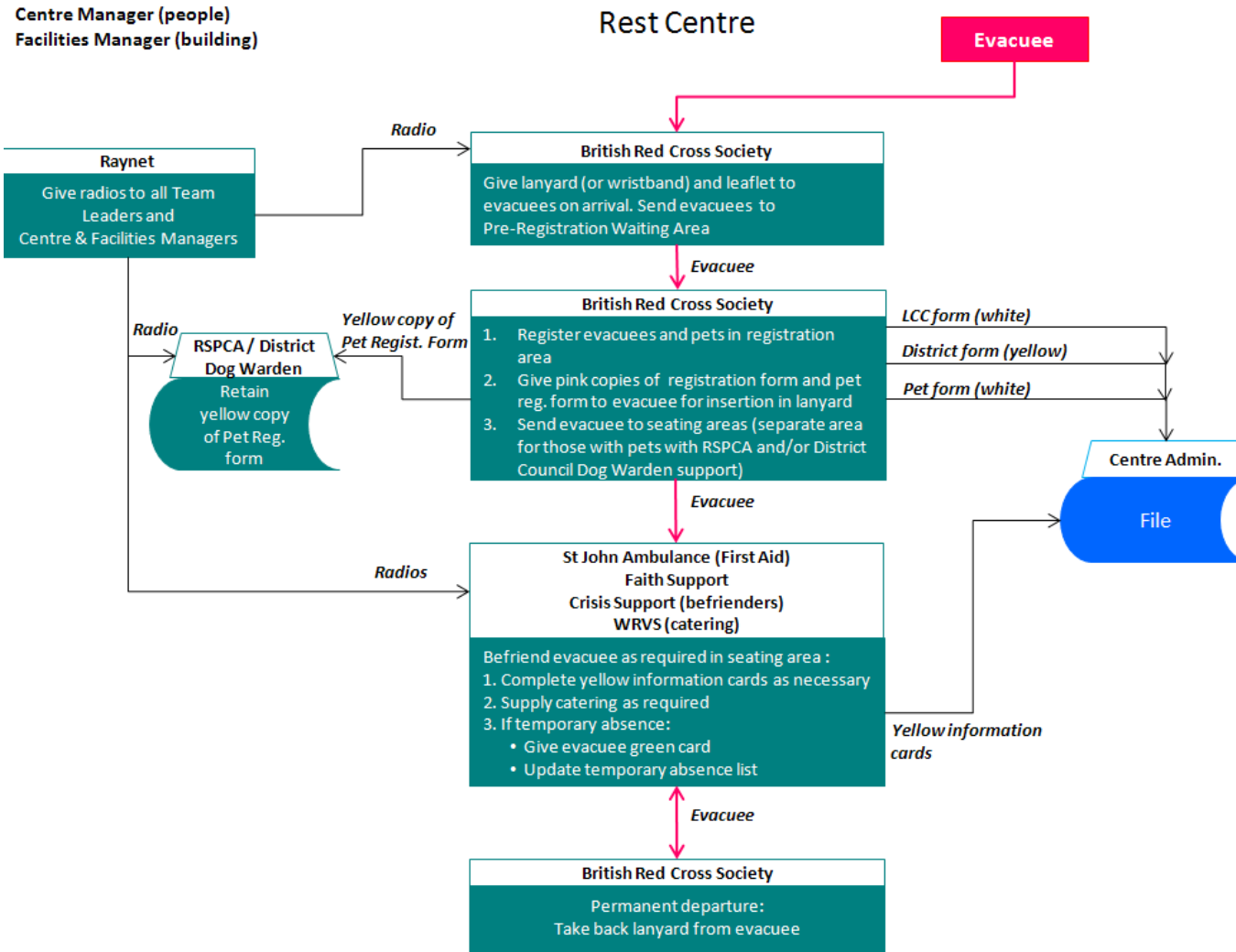
A record will be made when the evacuees leave the Centre, and they will be requested to complete the evaluation form at the back of the Information Leaflet.

## 5.10. Rest Centre Functions and Process Charts

### 5.10.1. Rest Centre Functions Chart



**5.10.2. Rest Centre Process Flowchart**



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## Section 6 Family & Friends Reception Centres

### 6.1. Overview

In an incident where there have been fatalities the Family and Friends Reception Centre (FFRC) is a place where family and friends who think their loved one may have been involved can be supported until the outcome is confirmed.

The FFRC is a base from which the joint Police Family Liaison officer/Crisis Support team can work.

### 6.2. Introduction

Where an incident involves a number of fatalities, it may be necessary to establish a FFRC, in order to provide a safe place for families to be supported until it is established whether their relative has been involved. This is especially the case where people are involved from outside the county/unitaries.

The decision to open a FFRC will be made by Gold Command/SCG.

The FFRC would normally be the base from which a joint Family Liaison Officer (FLO), Lancashire Constabulary / Crisis Support (CS) team would work.

A FFRC will be established in a previously identified location (see Section 6.5)

The FFRC is staffed by police, ERG, suitably trained voluntary agencies, and other organisations as required by the incident.

### 6.3. Activation

The notification for the requirement for a FFRC would normally come from the Gold/Silver Commander via the FIM, Lancashire Constabulary to the LCC EPS DO. If notification is received from another source it is essential that the LCC EPS DO liaises with the FIM to validate the information.

A decision will be made as to the most suitable venue for the FFRC taking into account the nature of the incident, possible numbers involved, and any special requirements. (for premises see Section 6.5)

The LCC EPS DO will:

- contact the most suitable hotel and request their assistance
- Once a hotel has agreed and is being activated advise the FIM of:
  - the hotel location/contact details,
  - prompt re the activation of the Joint Working Protocol between the police Family Liaison Officers and LCC/Unitaries Crisis Support Workers

(a) If the FFRC is in a district authority

- contact LCC ACS Duty Officer to request:
  - a liaison officer to attend Gold/Silver re FFRC discussion
  - the activation or stand-by of the Emergency Response Group
- Following discussion with the LCC ACS Duty Officer activate the Emergency Support Unit if required
- contact the District Authority and advise them of the situation
- contact voluntary agencies to request their assistance or to stand-by
- contact Local PCT

(b) If the FFRC is in a unitary authority (Blackburn with Darwen/ Blackpool)

The LCC EPS DO will contact the Unitary DO who will:

- Activate their Emergency Response Group
- Contact Local PCT
- If required contact LCC EPS DO to:
  - Activate/stand-by voluntary agencies
  - Request the Emergency Support Unit be sent to the FFRC
  - Discuss other assistance that LCC may be able to provide

#### 6.4. Family Liaison Officer/Crisis Support Joint Work

Where there is an incident involving fatalities a joint team of Family Liaison Officers (FLO) from Lancashire Constabulary and Crisis Support staff from ERG will be formed.

The purpose of this joint work is to support families through the Disaster Victim Identification process (DVI), and all that follows.

The protocol (see [Appendix E](#)) outlines the detail of this joint work, but the main purpose is to avoid further trauma to families which could result from agencies being involved separately and to make best use of the expertise of the different agencies involved.

#### 6.5. Purpose of the Centre

The purpose of the FFRC is to provide a safe area where the friends and relatives of those who may be involved are able to register their concerns and be made aware of the processes and actions that are likely to follow.

Ensure the provision of initial practical, emotional and spiritual support to meet a range of needs, including overnight accommodation and transport.

## 6.6. FFRC Premises

Lancashire County Council Emergency Planning Service has identified a number of hotels, which have agreed, subject to their commercial commitments at the time, to become Family & Friends Reception Centres.

These hotels are visited on a regular basis. Details of the hotels involved are held by LCC Emergency Planning Service and listed at [Appendix F](#).

## 6.7. Agencies in a Family and Friends Reception Centre

A number of key roles and agencies have been identified to ensure the efficient running of a FFRC

These are as follows: -

- Police – Senior Identification Manager, Family Liaison Co-ordinator(s) (FLC) and Family Liaison Officers (FLO)– investigation, identification of the deceased
- County/Unitary ERG – Centre Manager, Documentation Co-ordinator (for open incidents only), Crisis Support Team Leader and Workers, Admin Team Leader and staff, Resources Manager and ESU
- Facilities Manager (from the hotel)
- Support Volunteers from British Red Cross/Victim Support/Samaritans – initial documentation of family & friends and assistance to Crisis Support
- Faith Communities – spiritual support
- St John Ambulance – first aid
- Rotary International – liaison with hotel management and 'runners'

See [Appendices A and B](#) for the full roles and responsibilities

## 6.8. Process

If someone suspects that a relative has been involved in an incident, they would normally contact the Casualty Bureau who would record details and categorise the enquiry according to how likely it is that the person has been involved.

Categories 1 and 2 relate to those where it is almost certain that the person has been involved. For anyone categorised 1 and 2 the Casualty Bureau would normally inform the FLC who would decide whether that family should come to the FFRC or whether staff would be deployed to the family home.

Although it would not be the intention to publicise the existence of the FFRC it is possible that this will become public knowledge. It should therefore be assumed that other concerned relatives may arrive at the FFRC unannounced, as well as those who have contacted the Casualty Bureau.

There are two types of Family & Friends Reception Centres:

- For an open incident (names of victims not known)
- For a closed incident (names of victims known)

#### **6.8.1. Open incident**

An open incident is one where there is no way of knowing who has been involved e.g. train crash. Family and friends may arrive from different areas to enquire about their loved ones.

They will be met by Support Volunteers who will complete an initial information form. This is designed to obtain information as to why the person thinks their loved one may have been involved.

This form will be taken by a runner to the Family Liaison Coordinator (FLC) and Crisis Support Team Leader (CSTL).

This process will be overseen by the Documentation Co-ordinator.

The FLC/CSTL will classify the information according to the likelihood of that person having been involved (the criteria for this will be established by the Casualty Bureau).

Anyone classified as categories 1 and 2 (almost definitely involved) will be seen by the FLO / Crisis Support team, who will support the family through the process required before a fatality is confirmed.

Other people will be informed by the Documentation Co-ordinator that it is not thought likely that their loved one has been involved and will be assisted to return home.

#### **6.8.2. Closed incident**

A closed incident is one where the identity of those involved is known, usually because there is a passenger manifest e.g. plane crash. Only relatives of those who are known to have been involved should attend the Family & Friends Reception Centre.

The same process described in [6.8.1](#) will be followed except that there will be no need for the classification exercise to take place.

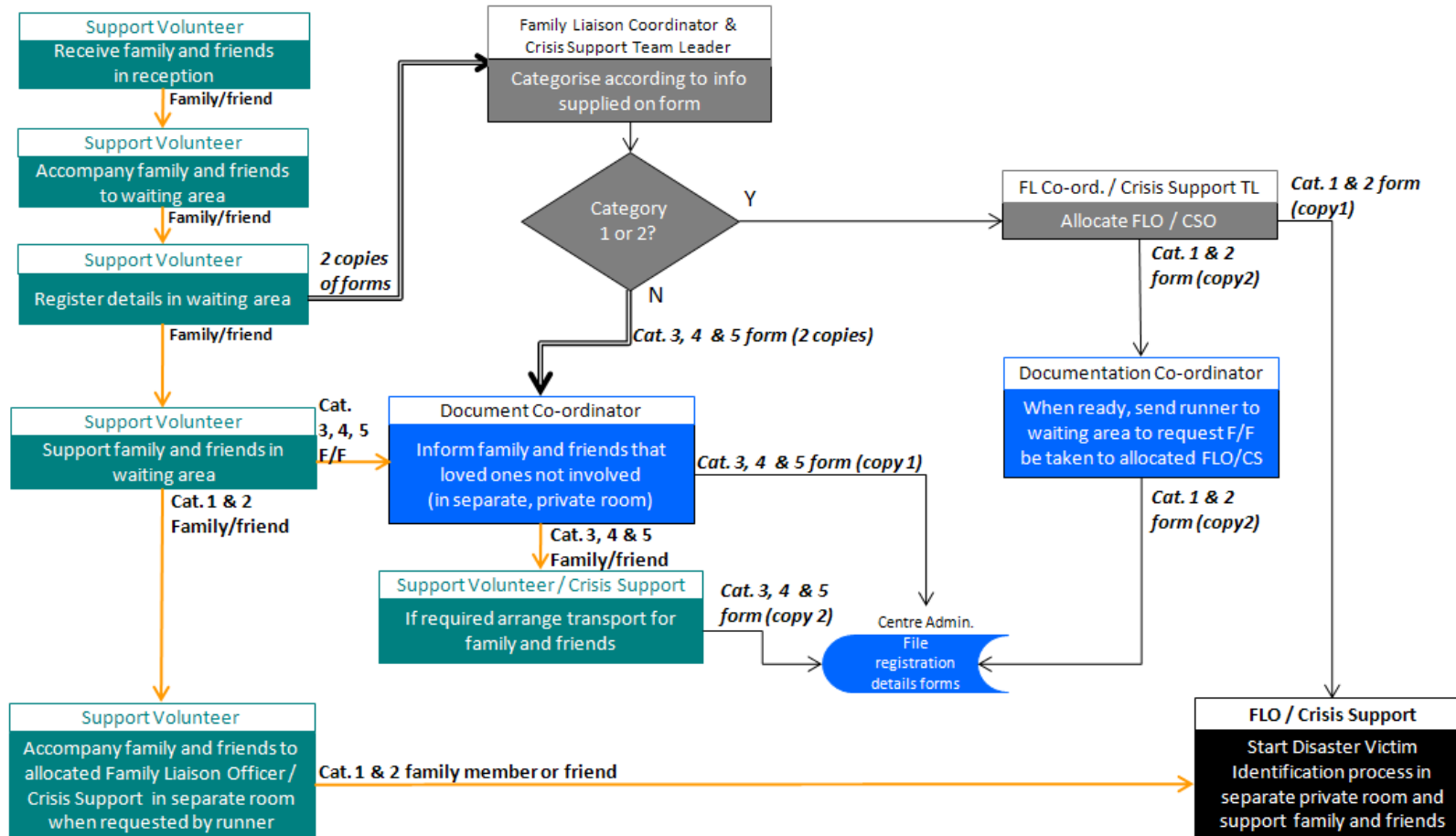
The arrival of family and friends at the centre should be known in advance and arrangements made to receive them and to be allocated to the FLO / Crisis Support Team.

#### **6.9. Flowcharts**

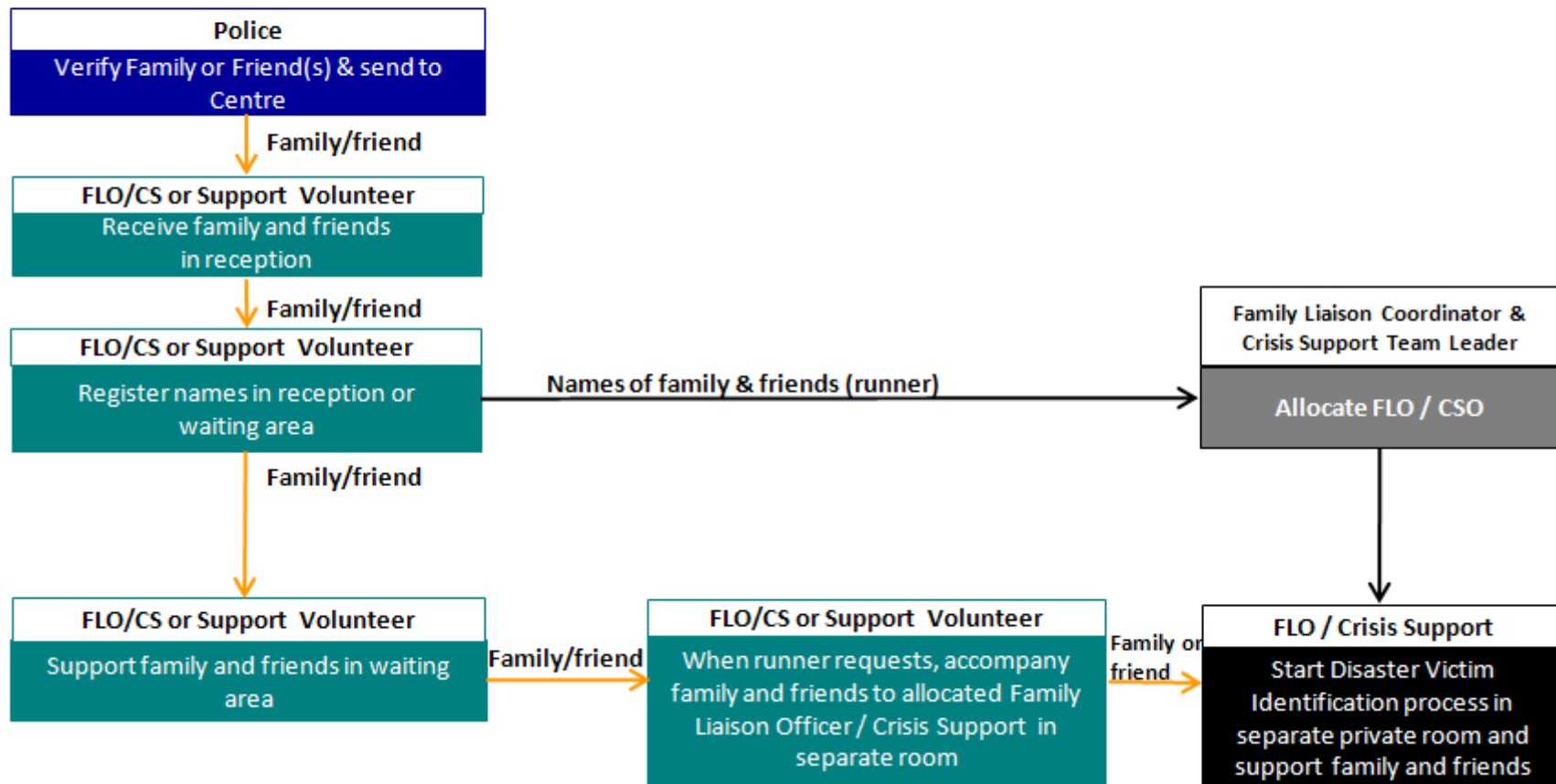
The following charts act as a summary of the functions and processes outlined in [6.8.1](#) and [6.8.2](#).

6.9. Family & Friends Reception Centre Flowcharts

**Family & Friends Reception Centre**  
 (open incident – names of victims not known)



## Family & Friends Reception Centre (closed incident – names of victims known)



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## Section 7 Family Support Team (Hospitals)

### 7.1. Overview

Where casualties have been brought to hospital, a Family Support team (FST) can be set up in a designated area of the hospital to support family and friends who arrive there until the whereabouts of their loved ones is established.

Such a team can also be established in a designated area of a Survivor Reception Centre if necessary.

### 7.2. Introduction

Casualties from an incident may be taken to the A&E/Emergency department of a major receiving Lancashire hospital, which are:-

- Blackpool Victoria Hospital
- Royal Blackburn Hospital
- Royal Lancaster Infirmary
- Royal Preston Hospital

Where this occurs, a FST can be set up within the hospital to support family & friends who arrive enquiring about loved ones. Each hospital has been supplied with a FST bag containing stationery, jackets and documentation which will be required by ERG.

On the activation of the Hospitals Major Incident Plan contact will be made with the LCC EPS DO to determine whether assistance and/or support can be provided from LCC resources and contacts. Whilst it is not possible to be prescriptive regarding the nature/extent of the support it would broadly cover emotional, practical and spiritual support for patients and their families involved in the incident whether staying in hospital or being discharged.

If relatives are arriving or are expected to arrive at the hospital the activation of the Family Support Team will be requested by the hospital as part of their Major Incident response.

Further details are held in individual Hospitals Major Incident Plans.

### 7.3. Designated Area for FST activity

Each hospital has identified an area within the hospital that can be used as a base for the FST. This in effect becomes the Centre for FST activity, and will be cleared of normal activities as soon as possible.

Full details of the designated areas are held with LCC Emergency Planning Service, however the location for each FST is listed below and Appendix G:

Blackpool Victoria Hospital :	Area of Outpatients Dept
Royal Blackburn Hospital:	Ophthalmology Outpatients
Royal Lancaster Infirmary:	Skylight Restaurant, Centenary Building
Royal Preston Hospital:	Charters Restaurant



#### 7.4. Activation of Family Support Team (Hospital)

Any of the major receiving hospitals will be advised of a major incident through NWAS, and will make the decision to activate their Major Incident Plan (MIP).

Following the activation of the Hospital's MIP, as part of the notification chain the FIM will be advised of the incident by NWAS. The FIM will then notify the LCC EPS DO. In addition, contact will be made direct from the receiving hospital to the LCC EPS DO to allow a discussion to take place to determine what support (if any) is required and if the FST is being activated.

Once it is confirmed that the FST is being activated, the LCC EPS DO should:

- Ensure they receive a named contact within the hospital, and confirm a reporting point for FST staff to attend
- Contact the FIM and advise

##### a) FST at Royal Lancaster Infirmary or Royal Preston Hospital

The LCC EPS DO will:

- contact LCC ACS Duty Officer, request the activation or stand-by of the Emergency Response Group
- following discussion with the LCC ACS Duty Officer activate the Emergency Support Unit if required
- notify the District Council whose area the hospital is in to advise them for information
- contact voluntary agencies to request their assistance or to stand-by

##### b) FST at Blackpool Victoria Hospital or Royal Blackburn Hospital

The LCC EPS DO will:

- notify the Unitary DO who will activate/stand-by their Emergency Response Group
- if requested by the Unitary DO, contact LCC ACS Duty Officer, request the activation or stand-by of the Emergency Response Group
- Activate the Emergency Support Unit if requested by the Unitary DO
- Contact voluntary agencies to request their assistance

#### 7.5. Agencies in a Family Support Team (Hospital)

The FST is made up of a multi-agency team with staff from the ERG, relevant voluntary agencies and hospital staff as follows:

- ERG to provide centre manager, crisis support team leader and staff, admin team leader and staff, Resources Manager and ESU

- Hospital to provide people to undertake the roles of facilities management and patient liaison
- Faith Support to be provided by Hospital Chaplaincy or Faith support (if no hospital chaplaincy available)
- Support Volunteers from British Red Cross/Victim Support/Samaritans
- Other agencies as required

See [Appendices A and B](#) for the full roles and responsibilities of all agencies.

## 7.6. Process

In any major incident where casualties are brought to Accident & Emergency (A & E) /Emergency department, reception staff will log patients' details and give each one a unique reference number. This will enable patients' progress through the hospital to be tracked.

The Police Hospital Documentation Team (PHDT) working from A&E/ Emergency Dept, will then complete casualty information, using the same unique number.

Support Volunteers in the FST will meet and document family and friends using designated forms. When completed this documentation will be taken to the PHDT by ERG Admin staff.

The PHDT will advise if the details given by the family matches any patient brought to A & E/Emergency Dept. Where a match is confirmed by the PHDT, a Crisis Support worker from the FST will facilitate, in conjunction with hospital staff, a visit by the relative to the patient.

The Hospital Liaison Officer will assist in locating the patient's whereabouts within the hospital in order for this visit to take place.

The FST will support:

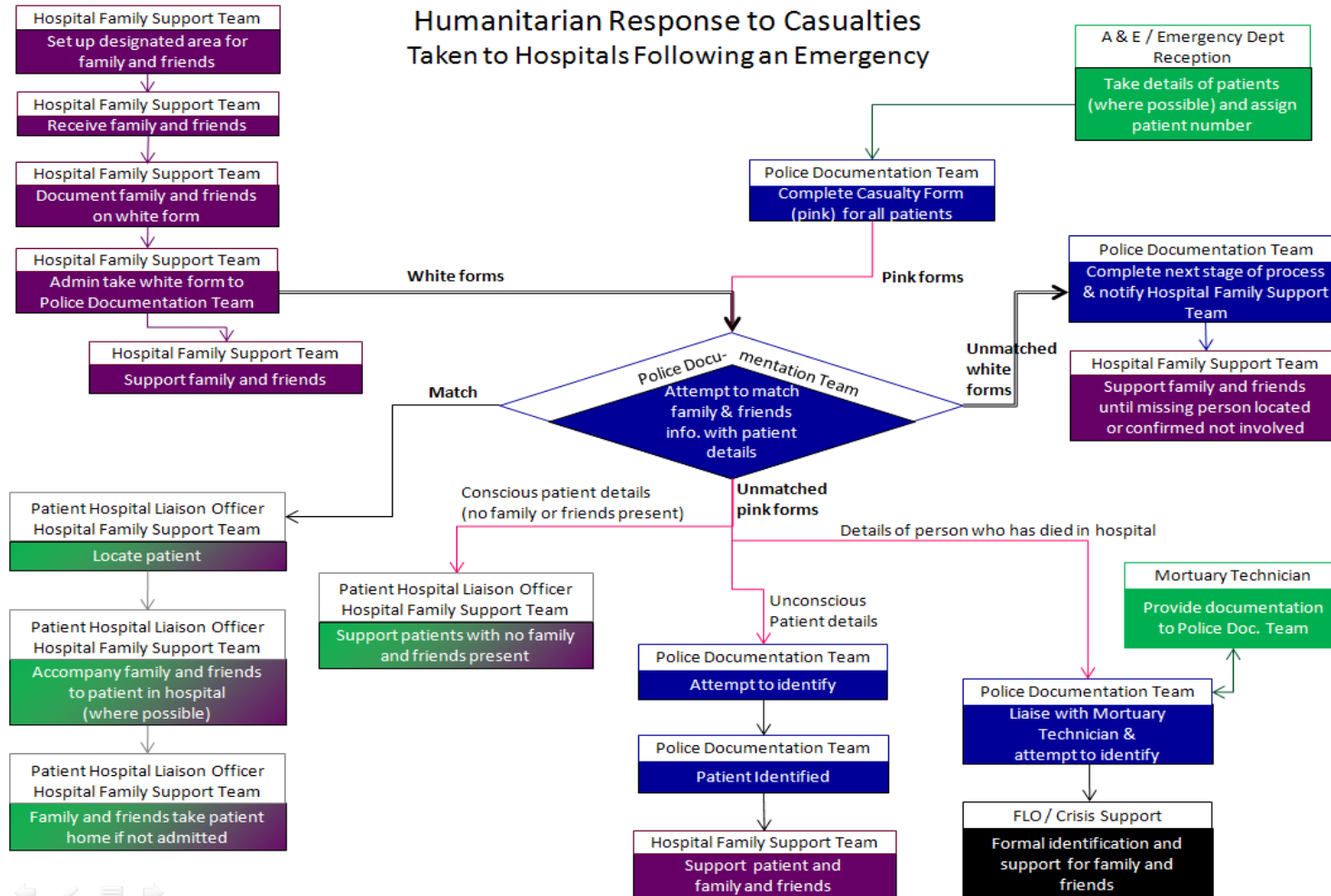
- Family and friends waiting for the outcome of the matching process.
- Any patients who do not need to be admitted to hospital to return home, be accommodated elsewhere, etc.

Following a fatality in the hospital, where the body has been identified, the police will liaise with hospital staff to determine who should inform relatives. Thereafter, Crisis Support staff will work with the police to support families of the deceased, usually in a Family and Friends Reception Centre (FFRC) away from the hospital. (See Section 6 – Family and Friends Reception Centres).

## 7.7. Flowchart

The following chart acts as a summary of the functions and processes outlined in Section 7.6.

7.7. Hospitals Family Support Team Flowchart



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## Appendix A Roles & Responsibilities of Statutory Agencies at Centres

COUNTY / UNITARY COUNCILS					
Agency		Survivor Reception Centre	Rest Centre	Family & Friends Reception Centre	Family Support Team
Emergency Response Group	Centre Manager	<ul style="list-style-type: none"> <li>Responsible for the overall management of the centre, from the “welfare” perspective.</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for the overall management of the centre, from the “welfare” perspective.</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for the overall management of the centre, from the “welfare” perspective.</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for the overall management of the centre, from the “welfare” perspective.</li> </ul>
	Crisis Support	<ul style="list-style-type: none"> <li>Provide practical and emotional support to survivors</li> <li>Operate Family Support Team, if required</li> </ul>	<ul style="list-style-type: none"> <li>Provides practical and emotional support to evacuees</li> </ul>	<ul style="list-style-type: none"> <li>Provides practical and emotional support to family and friends in partnership with Police FLO's</li> </ul>	<ul style="list-style-type: none"> <li>Provides practical and emotional support to family and friends</li> <li>In hospitals, provide practical and emotional support to patients whether admitted or not</li> </ul>
	Admin	<ul style="list-style-type: none"> <li>Collates records of survivors in conjunction with Police Documentation Team</li> <li>Maintains management log, finance and personnel records.</li> <li>Provides Admin. Support to everyone in centre.</li> </ul>	<ul style="list-style-type: none"> <li>Collates records of evacuees.</li> <li>Maintains management log, finance and personnel records.</li> <li>Provides Admin. Support to everyone in centre.</li> </ul>	<ul style="list-style-type: none"> <li>Collates records of family and friends</li> <li>Maintains management log, finance and personnel records.</li> <li>Provides Admin. Support to everyone in centre.</li> </ul>	<ul style="list-style-type: none"> <li>Collates records of family and friends in liaison with Police Documentation Team.</li> <li>Maintains mgt log, finance and personnel records.</li> <li>Provides Admin. Support to everyone in centre.</li> </ul>

COUNTY / UNITARY COUNCILS					
Agency		Survivor Reception Centre	Rest Centre	Family & Friends Reception Centre	Family Support Team
Emergency Response Group	Resources Manager	<ul style="list-style-type: none"> <li>BwD – Functional Coordinator</li> <li>Maintains Emergency Support Unit. (LCC only)</li> <li>Obtains resources as required by Survivor Reception Centre Manager</li> </ul>	<ul style="list-style-type: none"> <li>Maintains Emergency Support Unit.</li> <li>Obtains resources as required by Rest Centre Manager</li> </ul>	<ul style="list-style-type: none"> <li>Maintains Emergency Support Unit.</li> <li>Obtains resources as required by Centre Manager</li> </ul>	<ul style="list-style-type: none"> <li>Maintains Emergency Support Unit.</li> <li>Obtains resources as required by Centre Manager</li> </ul>
	Documentation Co-ordinator	<ul style="list-style-type: none"> <li>To oversee the work of Support Volunteers and to ensure that the documentation process is carried out efficiently.</li> </ul>		<ul style="list-style-type: none"> <li>To oversee the work of Support Volunteers and to ensure that the documentation process is carried out efficiently.</li> </ul>	
Emergency Planning Service		Liaison support	Liaison support	Liaison support	Liaison support
The Communication Service	Press Officer	<ul style="list-style-type: none"> <li>Works with the media</li> </ul>	<ul style="list-style-type: none"> <li>Works with the media</li> </ul>	Works with the media	Works with the media

<b>DISTRICT COUNCIL</b>				
<b>Agency</b>	<b>Survivor Reception Centre</b>	<b>Rest Centre</b>	<b>Family &amp; Friends Reception Centre</b>	<b>Family Support Team</b>
<b>Facilities Manager</b>	Only applicable if SRC is in a District building: <ul style="list-style-type: none"> <li>• Works with Centre Manager to manage the centre.</li> <li>• Has responsibility for the building, health and safety and facilities.</li> <li>• Ensures a supply of basic refreshments available when Centre is opened.</li> </ul>	<ul style="list-style-type: none"> <li>• Works with Rest Centre Manager to manage the centre.</li> <li>• Has responsibility for the building, health and safety and facilities.</li> <li>• Ensures a supply of basic refreshments available when Rest Centre is opened.</li> </ul>	N/A	N/A
<b>District Officer</b>	<ul style="list-style-type: none"> <li>• Represents District Council at Survivor Reception Centre</li> <li>• Organises provision of overnight accommodation for survivors.</li> </ul>	<ul style="list-style-type: none"> <li>• Represents District Council at Rest Centre</li> <li>• Organises provision of overnight accommodation for evacuees.</li> </ul>	N/A	N/A
<b>Press Officer</b>	<ul style="list-style-type: none"> <li>• Works with the media</li> </ul>	<ul style="list-style-type: none"> <li>• Works with the media</li> </ul>	N/A	N/A
<b>Dog Warden</b>	<ul style="list-style-type: none"> <li>• Look after and give advice about pets. This can be at the centre or elsewhere</li> </ul>	<ul style="list-style-type: none"> <li>• Look after and give advice about pets. This can be at the centre or elsewhere</li> </ul>	<ul style="list-style-type: none"> <li>• Look after and give advice about pets. This can be at the centre or elsewhere</li> </ul>	N/A

<b>N.H.S.</b>				
<b>Agency</b>	<b>Survivor Reception Centre</b>	<b>Rest Centre</b>	<b>Family &amp; Friends Reception Centre</b>	<b>Family Support Team</b>
<b>PCT – Doctor / Prescribing nurse</b>	<ul style="list-style-type: none"> <li>• Treatment and/or prescriptions</li> </ul>	<ul style="list-style-type: none"> <li>• Treatment and/or prescriptions</li> </ul>	<ul style="list-style-type: none"> <li>• Treatment and/or prescriptions</li> </ul>	
<b>Hospital</b>				<ul style="list-style-type: none"> <li>• Facilities Management</li> <li>• Patient Liaison</li> </ul>
<b>NWAS</b>	<ul style="list-style-type: none"> <li>• Triage of survivors</li> </ul>			

<b>Lancashire Constabulary</b>				
<b>Police</b>				
	<ul style="list-style-type: none"> <li>• Police Documentation Team and liaison with Casualty Bureau</li> <li>• Security of Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Security of Centre</li> <li>• Provision of information</li> <li>• If Casualty Bureau activated, provide Police Documentation Team to pass details to the bureau</li> </ul>	<ul style="list-style-type: none"> <li>• Work in accordance to joint protocol with Crisis Support</li> <li>• Disaster Victim Identification (DVI)</li> <li>• Provision of information</li> </ul>	Police Hospital Documentation Team

<b>Centre Premises</b>				
<b>Premises Manager</b>				
	<ul style="list-style-type: none"> <li>• Responsible for the health and safety of the building</li> <li>• Liaise with police/local authority to agree most effective and safe use of premises</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for the health and safety of the building                             <ul style="list-style-type: none"> <li>• Liaise with police/local authority to agree most effective and safe use of premises</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for the health and safety of the building</li> <li>• Liaise with police/local authority to agree most effective and safe use of premises</li> </ul>	



## Appendix B Roles & Responsibilities of Voluntary Agencies at Centres

Below is a description of the roles ascribed to various agencies. It is to be expected that, where circumstances warrant it, any agency may need to fulfil any of the roles described.

Agency	Survivor Centre	Rest Centre	Family & Friends Centre	Family Support Team
British Red Cross	<p><b>Act as 'Support Volunteer'</b></p> <ul style="list-style-type: none"> <li>Meet survivors on arrival, give numbered lanyard and direct to waiting area</li> <li>Give Information Sheet to survivor and take their name on 'Name Sheet', and put name card in lanyard</li> <li>Support until PDT is ready to begin documentation process</li> <li>At the request of the Documentation Co-ordinator, accompany survivor from the waiting area to police for documentation and remain with them until the</li> </ul>	<p><b>Arrivals:</b></p> <ul style="list-style-type: none"> <li>Give evacuees information leaflet and empty lanyard/wristband.</li> <li>Show to pre-registration area.</li> <li>Make Crisis Support aware of unaccompanied children and people with special needs where possible.</li> </ul> <p><b>Registration:</b>                      One form completed per evacuee:</p> <ul style="list-style-type: none"> <li>3 copies:                             <ul style="list-style-type: none"> <li>2 to Admin</li> <li>Evacuee given <b>pink</b> copy of form to place in empty lanyard.</li> </ul> </li> <li>Children/elderly given wrist bands with name on</li> </ul>	<p><b>Act as 'Support Volunteer':</b></p> <ul style="list-style-type: none"> <li>Meet and make comfortable</li> <li>Complete Initial Enquiry Form</li> <li>Hand form to runner to take to FLC/CSTL</li> <li>Support family and friends until prioritisation complete</li> <li>Provide general support within the centre</li> </ul>	<p><b>Act as 'Support Volunteer':</b></p> <ul style="list-style-type: none"> <li>Meet and make comfortable</li> <li>Complete Hospital Enquiry Form</li> <li>Hand form to Admin</li> <li>Support family and friends until matching process completed</li> <li>Provide general support within the centre</li> </ul>

<b>British Red Cross (cont)</b>	<p>documentation process is completed.</p> <ul style="list-style-type: none"> <li>• Obtain copy of police documentation form, place coloured card into lanyard and accompany survivor to Crisis Support Waiting Area. Hand form to Crisis Support.</li> <li>• Act as “floorwalkers” to identify any survivors who have not been documented and identify any urgent welfare needs</li> <li>• Provide general support within the centre</li> </ul>	<p><b>Enquiries:</b></p> <ul style="list-style-type: none"> <li>• Complete yellow form and take with evacuee to Information Desk</li> </ul> <p><b>Pets</b></p> <ul style="list-style-type: none"> <li>• Complete Pet Registration form, direct evacuee and pet to Pets area.</li> <li>• 3 copies:                     <ul style="list-style-type: none"> <li>○ 1 to Admin</li> <li>○ 1 to evacuee</li> <li>○ 1 to RSPCA/District Dog Warden (if present)</li> </ul> </li> </ul> <p><b>Accommodation</b></p> <ul style="list-style-type: none"> <li>• On instruction from the Rest Centre Manager complete an Accommodation Request Form for each evacuee (including nil request)</li> <li>• Completed form to Admin</li> </ul>		
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Agency	Survivor Centre	Rest Centre	Family & Friends Centre	Family Support Team
British Red Cross (cont)		<p><b>Information:</b></p> <ul style="list-style-type: none"> <li>Deal with queries from evacuees, using yellow card for referrals</li> <li>Yellow information card to show date and ID of person who dealt with initial query to enable tracking of query</li> <li>Using PA system and laptop/projector to make announcements of the latest information to the evacuees in the centre using Information Form completed by Centre Manager</li> </ul> <p><b>Departures:</b></p> <ul style="list-style-type: none"> <li>Each evacuee to complete green card giving details of contact address or location of temporary absence</li> </ul>		
RAYNET	<p>If required</p> <ul style="list-style-type: none"> <li>Distribute radios to team leaders</li> <li>Advise on use of radios</li> <li>Provide Raynet volunteer to support Centre Manager</li> </ul>	<p>If required</p> <ul style="list-style-type: none"> <li>Distribute radios to team leaders</li> <li>Advise on use of radios</li> <li>Provide Raynet volunteer to support Manager</li> <li>May be needed to provide volunteer to act as channel</li> </ul>	<p>If required</p> <ul style="list-style-type: none"> <li>Distribute radios to team leaders</li> <li>Advise on use of radios</li> <li>Provide Raynet volunteer to support Manager</li> <li>May be needed to</li> </ul>	<p>If required</p> <ul style="list-style-type: none"> <li>Distribute radios to team leaders</li> <li>Advise on use of radios</li> <li>Provide Raynet volunteer to support Manager</li> </ul>

	<ul style="list-style-type: none"> <li>• May be needed to provide volunteer to act as channel between external agencies and centre via land line phone at centre</li> </ul>	<p>between external agencies and centre via land line phone at centre</p>	<p>provide volunteer to act as channel between external agencies and centre via land line phone at centre</p>	<ul style="list-style-type: none"> <li>• May be needed to provide volunteer to act as channel between external agencies and centre via land line phone at centre</li> </ul>
<b>WRVS</b>	<ul style="list-style-type: none"> <li>• Serve drinks and light refreshments, sourced by Local Authority.</li> <li>• Ensure survivors and staff have access to refreshments, including taking refreshments to those who are unable to leave their post.</li> </ul>	<ul style="list-style-type: none"> <li>• Serve drinks and light refreshments, supplied by local authority.</li> <li>• Ensure evacuees and staff have access to refreshments, including taking refreshments to those who are unable to leave their post.</li> </ul>	N/A	N/A
<b>Salvation Army</b>	N/A	<ul style="list-style-type: none"> <li>• Act as befrienders to those identified as needing this by Crisis Support workers</li> <li>• Check that evacuees are aware of information updates.</li> <li>• If required, provide Emergency Response vehicle to serve refreshments</li> </ul>	N/A	N/A

Agency	Survivor Centre	Rest Centre	Family & Friends Centre	Family Support Team
<b>St John Ambulance (can be assisted by BRCS)</b>	<ul style="list-style-type: none"> <li>Provide first aid to survivors and Survivor Reception Centre staff.</li> <li>Work with local PCT doctor/nurse/NWAS</li> </ul>	<ul style="list-style-type: none"> <li>Provide first aid to evacuees and Rest Centre staff.</li> <li>Work with local PCT doctor/nurse/NWAS</li> </ul>	<ul style="list-style-type: none"> <li>Provide first aid to all in centre</li> <li>Work with local PCT doctor/nurse/NWAS</li> </ul>	N/A
<b>Faith Responders (may include Salvation Army)</b>	<ul style="list-style-type: none"> <li>Support people of faith or no faith as appropriate</li> <li>May involve setting up Quiet Area</li> </ul>	<ul style="list-style-type: none"> <li>Support people of faith or no faith as appropriate</li> <li>May involve setting up Quiet Area</li> </ul>	<ul style="list-style-type: none"> <li>Support people of faith or no faith as appropriate</li> <li>May involve setting up Quiet Area</li> </ul>	<ul style="list-style-type: none"> <li>Support people of faith or no faith as appropriate</li> <li>May involve setting up Quiet Area</li> </ul>
<b>Victim Support</b>	<p><b>Act as 'Support Volunteer'</b></p> <ul style="list-style-type: none"> <li>Meet survivors on arrival, give numbered lanyard and direct to waiting area</li> <li>Give Information Sheet to survivor and take their name on 'Name Sheet', and put name card in lanyard</li> <li>Support until PDT is ready to begin documentation process</li> <li>At the request of the Documentation Co-ordinator, accompany survivor from the waiting area to police for</li> </ul>	<ul style="list-style-type: none"> <li>Act as befrienders to those identified as needing this by Crisis Support workers</li> <li>Check that evacuees are aware of information updates.</li> </ul>	<p><b>Act as 'Support Volunteer':</b></p> <ul style="list-style-type: none"> <li>Meet and make comfortable</li> <li>Complete Initial Enquiry Form</li> <li>Hand form to runner to take to FLC/CSTL</li> <li>Support family and friends until prioritisation complete</li> </ul>	<p><b>Act as 'Support Volunteer':</b></p> <ul style="list-style-type: none"> <li>Meet and make comfortable</li> <li>Complete Hospital Enquiry Form</li> <li>Hand form to Admin</li> <li>Support family and friends until matching process completed</li> </ul>

	<p>documentation and remain with them until the documentation process is completed.</p> <ul style="list-style-type: none"><li>• Obtain copy of police documentation form, place coloured card into lanyard and accompany survivor to Crisis Support Waiting Area. Hand form to Crisis Support.</li><li>• Act as “floorwalkers” to identify any survivors who have not been documented and identify any urgent welfare needs</li><li>• Provide general support within the centre</li></ul>			
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Agency	Survivor Centre	Rest Centre	Family & Friends Centre	Family Support Team
Samaritans	<p><b>Act as 'Support Volunteer'</b></p> <ul style="list-style-type: none"> <li>Meet survivors on arrival, give numbered lanyard and direct to waiting area</li> <li>Give Information Sheet to survivor and take their name on 'Name Sheet', and put name card in lanyard</li> <li>Support until PDT is ready to begin documentation process</li> <li>At the request of the Documentation Co-ordinator, accompany survivor from the waiting area to police for documentation and remain with them until the documentation process is completed.</li> <li>Obtain copy of police documentation form, place coloured card into lanyard and accompany survivor to Crisis Support Waiting</li> </ul>	<ul style="list-style-type: none"> <li>Act as befrienders to those identified as needing this by Crisis Support workers</li> <li>Check that evacuees are aware of information updates.</li> </ul>	<p><b>Act as 'Support Volunteer':</b></p> <ul style="list-style-type: none"> <li>Meet and make comfortable</li> <li>Complete Initial Enquiry Form</li> <li>Hand form to runner to take to FLC/CSTL</li> <li>Support family and friends until prioritisation complete</li> </ul>	<p><b>Act as 'Support Volunteer':</b></p> <ul style="list-style-type: none"> <li>Meet and make comfortable</li> <li>Complete Hospital Enquiry Form</li> <li>Hand form to Admin</li> <li>Support family and friends until matching process completed</li> </ul>

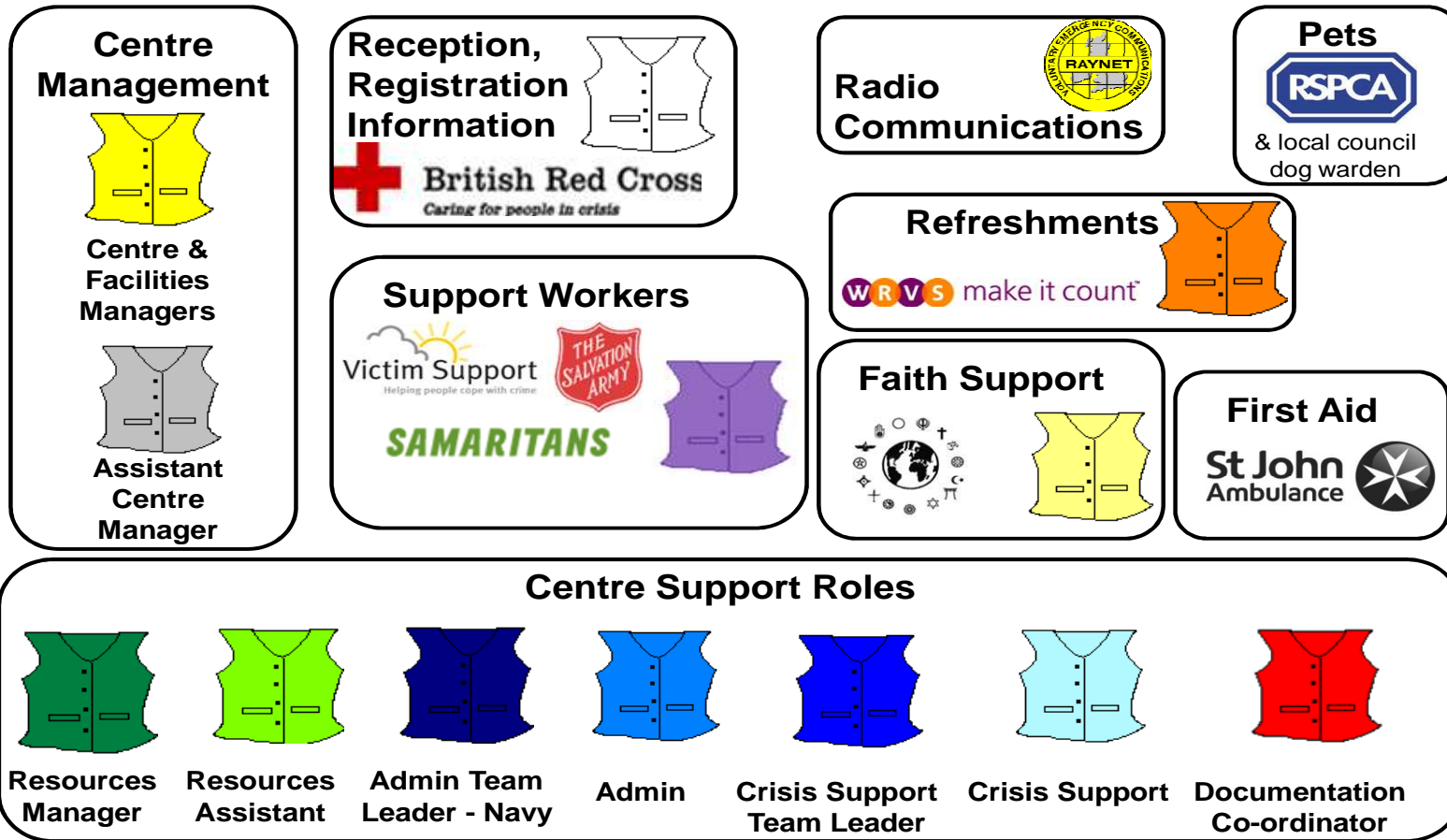
	<p>Area. Hand form to Crisis Support.</p> <ul style="list-style-type: none"> <li>Act as “floorwalkers” to identify any survivors who have not been documented and identify any urgent welfare needs</li> <li>Provide general support within the centre</li> </ul>			
<b>RSPCA</b>	<ul style="list-style-type: none"> <li>Look after and give advice about pets. This can be at the centre or elsewhere</li> </ul>	<ul style="list-style-type: none"> <li>Look after and give advice about pets. This can be at the centre or elsewhere</li> </ul>	<ul style="list-style-type: none"> <li>Look after and give advice about pets. This can be at the centre or elsewhere</li> </ul>	N/A
<b>ROTARY INTERNATIONAL</b>	<ul style="list-style-type: none"> <li>General support, if required</li> </ul>	<ul style="list-style-type: none"> <li>General support, if required</li> </ul>	<ul style="list-style-type: none"> <li>Act as liaison with hotel management</li> <li>Runner between reception and FLO/CS team</li> <li>General support, if required</li> </ul>	<ul style="list-style-type: none"> <li>General support, if required</li> </ul>

**If an agency finds it has insufficient staff to fulfil its function, the Co-ordinator/Team Leader should discuss with the Centre Manager the deployment of staff from another agency to support them.**



Appendix C Who's Who at a the Emergency Centre

# Who's who at the Emergency Centre?



There is also a representative from your local Council

Final 23.02.11

## Appendix D1 List of Level 1 Rest Centres

V.03  
 15/07/2010

### DISTRICTS

#### LEVEL ONE REST CENTRES

DISTRICT	NAME	ADDRESS & POSTCODE	CAPACITY OF MAIN HALL
Burnley	Briercliffe Community Centre	Jubilee Street, Harle Syke, Briercliffe, Burnley, BB10 2JD	100 Max
Chorley	Heskin Village Hall	Wood Lane, Heskin, Chorley, PR7 5NS	100
Chorley	Hoghton Village Hall	195 Houghton Lane, Hoghton, Preston, PR5 0JE	200
Chorley	Mawdesley Village Hall	Hurst Green, Mawdesley, Ormskirk, L40 2QT	200
Chorley	The Old School Village Hall	Ulnes Walton Lane, Ulnes Walton, Leyland, PR26 8LT	40
Chorley	Whittle-le-Woods Village Hall	Union Street, Whittle-le-Woods, Chorley, PR6 7LN	110
Fylde	Elswick & District Village Hall	Roseacre Road, Elswick, Preston, PR4 3UD	130
Fylde	Warton Village Hall	Church Road, Warton, Preston, PR4	100/120
Lancaster	Bolton le Sands Community Centre	Packet Lane, Bolton le Sands, Carnforth, LA5 8DW	200
Lancaster	Cockerham Village Hall	Main Street, Cockerham, , LA2 0EF	200
Lancaster	Fraser Hall (corresp. for Fraser Hall to go to general contact address)	Cowan Bridge, , Carnforth, LA6 2HS	100
Lancaster	Melling Village Institute	Melling, Carnforth, LA6 2RB	60
Lancaster	Millhead Village Hall	Carlisle Terrace, Millhead, Carnforth, LA5 9HD	80 - 100 Approx
Lancaster	Overton Memorial Hall	Middleton Road, Overton, , LA3 3HB	150
Lancaster	Slyne with Hest Memorial Hall	Hanging Green Lane, Hest Bank, Lancaster, LA2 6JB	120
Lancaster	Tunstall Parish Hall	Church Lane, Tunstall, Carnforth, LA6 2QP	120
Lancaster	Wray Village Hall	Main Street, Wray, Lancaster, LA2 8QA	120

Lancaster	Yealand Village Hall	Footeran Lane, Yealand Redmayne, Carnforth, LA5	100 Approx
Pendle	Barley Village Hall	Barley Green, Barley, Burnley, BB12 9JU	80
Pendle	Foulridge Village Hall	Parkinson Street, Foulridge, Colne, BB8 7PT	120
Pendle	Higham Village Hall	Higham Hall Road, Higham, , BB12 9EU	100
Pendle	Kelbrook & Sough Village Hall	Dotcliffe Road, Kelbrook, Barnoldswick, BB18 6TQ	150
Preston	Barton & Myerscough Village Hall	852 Garstang Road, Barton, Preston, PR3 5AA	150
Preston	Bilsborrow Village Hall	Church Lane, Bilsborrow, , PR3 0RE	400 (150 evacuees)
Preston	Fulwood Senior Citizens Centre	Galloway Hall, 131 Brackenbury Road, Fulwood, PR2 3BS	13m x 9m
Preston	Goosnargh Village Hall	Church Lane, Goosnargh, Preston, PR3 2BH	150
Preston	Grimsargh Village Hall	Preston Road, Grimsargh, Preston, PR2 5JS	200
Preston	Inglewhite Congregational Church	Silk Mill Lane, Inglewhite, , PR3 2LP	40 (could overflow into church or use church for staff meeting/rest area)
Preston	Whitechapel Village Hall	Church Lane, Whitechapel, Preston, PR3 2EP	80 +
Ribble Valley	Bolton by Bowland Village Hall	5 Main Street, Bolton By Bowland, , BB7 4NW	120 Seated
Ribble Valley	Chatburn Village Hall	Downham Road, Chatburn, , BB7 4AU	30
Ribble Valley	Dunsop Bridge Village Hall	Trough Road, Dunsop Bridge, Clitheroe, BB7 3BG	100
Ribble Valley	Knowle Green Village Hall	Clitheroe Road, Knowle Green, Longridge, PR3 2YQ	120
Ribble Valley	Mellor Brook & District Community Centre	7 Whalley Road, Mellor Brook, Blackburn, BB2 7PR	110
Ribble Valley	Newton-in-Bowland Village Hall	Newton-in-Bowland, Clitheroe, , BB7 3DZ	240
Ribble Valley	Sawley Village Hall	Sawley Road, Sawley, , BB7 4LE	100
Ribble Valley	Slaidburn Village Hall	The Green, Slaidburn, Clitheroe, BB7 3ES	216 Max
Ribble Valley	Ribchester Village Hall, c/o The Rectory	Riverside, Ribchester, Preston, PR3 3XS	120 +
Ribble Valley	West Bradford Village Hall	Grindleton Road, West Bradford, Clitheroe, BB7 4OE	150

Ribble Valley	Whalley Village Hall (Corresp to be sent to Grace Gemmell or David Balfour	Accrington Road, Whalley, , BB7 9TD	150 - 175
Rossendale	Edenfield Community Centre	Off Exchange St., Edenfield, Ramsbottom, Lancs,	75
South Ribble	New Longton Village Hall	Boundary Close, New Longton, Preston,	225
South Ribble	Gregson Lane Community Centre	c/o 47 Arrowsmith Drive, Hoghton, Preston, PR5 0DT	150
South Ribble	Longton Women's Institute	19 School Lane, Longton, Preston, PR4 5YA	50
West Lancs	Haskayne Village Hall	109 School Lane, Haskayne, Nr. Ormskirk, L39 7JE	120-140 Seated + 20 -30 Other Rooms
West Lancs	Lathom Village Hall	Ormskirk & District Scout HQ, Hall Lane, Lathom, L40 5HG	80
West Lancs	Mere Brow Village Hall	65 The Gravel, Mere Brow, Preston, PR4 6JX	100 +
West Lancs	Parbold Village Hall	2 The Green, Parbold, Wigan, WN8 7DN	200
Wyre	Cabus Village Hall	Lancaster Road, Cabus, Preston,	150
Wyre	Calder Vale Village Hall	Victoria Terrace, Calder Vale, , PR3 1SJ	80
Wyre	Carleton Memorial Hall	Moorfield Avenue, Poulton le Fylde, , FY6 7QE	150
Wyre	Great Eccleston Womens Insitute Hall	Chapel Street, Great Eccleston, , PR3 02E	With tables out 50-60, without tables 80-90
Wyre	Kirkland & Catterall Memorial Hall	The Avenue, Churchtown, Preston, PR3 0HR	120
Wyre	Pilling Memorial Hall	Taylors Lane, Pilling, Preston, PR3 6AB	150-200
Wyre	Preesall & Knott End Youth & Community Centre	Playing Fields, Off Lancaster Road, Sandy Lane, Preesall, FY6 0ER	CIRCA 40
Wyre	St Oswald's Parish Hall	Lancaster Road, Knott End, Poulton le Fylde, FY6 0DU	250
Wyre	Stalmine Village Hall (Reading Rooms)	Smithy Lane, Stalmine, Poulton le Pylde, FY6 0LE	150

## Appendix D2 List of Level 2 Rest Centres

Detailed maps and checklists for Level 2 Rest Centres are contained in the LCC document "Level 2 Rest Centres", copies of which are held by LCC and on the ESU vehicle. Each District Council has copies for their individual centres, and each rest centre has relevant copies in the centre bag. The document does not contain details of Level 2 centres in Blackpool or Blackburn with Darwen, these details are held by the relevant Unitary Authority.

DistrictUnitary	Name	Address	Office Tel:	Cap	Easting	Northing
Blackburn/Darwen	Audley Sports Centre	Chester Street, Blackburn, BB1 1 1LP	01254 680012	700		
Blackburn/Darwen	King George's Hall	Northgate, Blackburn BB2 1AA	01254 582579	1500	368042	428198
Blackburn/Darwen	Shadsworth Leisure Centre	Shadsworth Road, Blackburn BB1 2HR	01254 264561	400	370196	426754
Blackpool	Blackpool Sports Centre	West Park Drive, Blackpool FY3 9HQ	01253 478470	1000	332410	435670
Blackpool	Palatine Sports Centre	St Anne's Road, Blackpool FY4 2AP	01253 478484	700	331439	433658
Burnley	St Peter's Leisure Centre	Church Street, Burnley BB1 1 2DL	01282 664444	250	384420	432724
Chorley	All Seasons Leisure Centre	Water Street, Chorley, PR7 1EX	01257 515000	600	358630	418313
Chorley	Clayton Green Sports Centre	Clayton Green Road, Chorley PR6 7TL	01257 515050	300	357647	423695
Fylde	Lowther Pavillion	Lowther Terrace, West Beach, Lytham FY8 5QQ	01253 658 665	350	336005	427003
Hyndburn	Hyndburn Sports Centre	Henry Street, Church, Accrington BB5 4EP	01254 385945	1100	374727	428804
Hyndburn	Oswaldtwistle Civic Theatre	Union Road, Oswaldtwistle, Accrington BB5 3HZ	01254 232172	120	374126	427710
Lancaster	Lancaster University Sports Centre	Scotforth Road, Lancsater LA1 4YW	01524 594 006	500	348793	457428
Lancaster	Salt Ayre Leisure Centre	Salt Ayre Lane, Lancaster LA1 5JS	01524 847540	600	346206	462462
Lancaster	Truckhaven	Scotland Road, Carnforth LA5 9RQ	01524 736699	400	350726	471757
Pendle	Pendle Leisure Centre	Crownway, Colne BB8 0AQ	01282 661166	300	388822	440051
Pendle	The Ace Centre	Cross Street, Nelson, BB9 7NH	01282 661999	200		
Pendle	West Craven Sports Centre	Kelbrook Road, Barnoldswick BB18 5TB	01282 666710	600	388161	446378
Preston	Fulwood Leisure Centre	Black Bull Lane, Fulwood, Preston PR2 9YA	01772 716085	150	352728	432435
Preston	St Cuthbert's Church Centre	Lytham Road, Fulwood, Preston PR2 3AR	01772 719710	100		
Preston	West View Leisure Centre	West View, Ribbleson, Preston PR1 5EP	01772 296 788	250	355400	430500
Ribble Valley	Civic Hall Longridge	Willow Park Lane, Calder Ave, Longridge PR3 3HJ	07779 572 663	200	360471	437594
Ribble Valley	Roefield Leisure Centre	Edisford Road, Clitheroe BB7 3LA	01200 442188	250	372767	441458
Ribble Valley	Waddow Hall (accomodation only)	Waddington Road, Clitheroe BB7 3LD	01200 423186	60	373484	442679

**Lancashire Resilience Forum  
 EMERGENCY CENTRES GUIDANCE**

**APPENDIX D2:  
 LIST OF LEVEL 2 REST  
 CENTRES**

<b>Ribble Valley</b>	Chipping & District Memorial Hall	Garstang Road, Chipping PR3 2QH	01995 61835	200		
<b>Rossendale</b>	Bacup Central Methodist Church	Burnley Road, Bacup, OL13 8AB	01706 874541	80	386786	423121
<b>Rossendale</b>	Haslingden Sports Centre	Helmshore Road, Rawtenstall, Rossendale BB4 4DN	01706 227016	400	378100	420700
<b>Rossendale</b>	Old Fire Station, Rawtenstall	Burnley Road, Rawtenstall, Rossendale, BB4 8EW	01706 242020	75	381240	423282
<b>Rossendale</b>	Whitworth Civic Hall	Market Street, Whitworth, OL12 8DP	01706 854130	250	388767	418843
<b>South Ribble</b>	Bamber Bridge Leisure Centre	off Brindle Road, Bamber Bridge, Preston PR5 6YD	01772 322012	400	357114	426123
<b>South Ribble</b>	Leyland Leisure Centre	Lancastergate, Leyland, Preston PR25 2EX	01772 432285	750	353853	421676
<b>South Ribble</b>	South Ribble Tennis Centre	Cuerden Way, Bamber Bridge PR5 6BJ	01772 620421	370	356057	425407
<b>West Lancs</b>	Banks Leisure Centre	Greaves Hall Lane, Banks, PR9 8BL	01704 212970	400	339520	420205
<b>West Lancs</b>	Burscough Sports Centre	Bobby Langton Way, Off Mart Lane, Burscough, L40 0SD	01704 895266	200	344235	412443
<b>West Lancs</b>	Digmoor Community Centre	Birleywood, Digmoor, Skelmersdale, WN8 9HR	01695 727483	200	349873	404770
<b>West Lancs</b>	Ormskirk Civic Hall	Southport Road Ormskirk L39 1LN,	01695 575824	360	341275	408503
<b>West Lancs</b>	Skelmersdale Sports Centre	Digmoor Road, Digmoor, Skelmersdale WN8 9NL	01695 723777	400	349171	405279
<b>Wyre</b>	Fleetwood Leisure Centre	The Esplanade, Fleetwood FY7 6HF	01253 771505	200	333407	448419
<b>Wyre</b>	Frank Townend Christian Fellowship Centre	Kensington Road, Thornton Cleveleys FY5 1 ER	07802 984 600	200	331438	443170
<b>Wyre</b>	Garstang Leisure Centre	Windsor Road, Garstang PR3 1ED	01995 605410	350	348900	445300
<b>Wyre</b>	Marine Hall	The Esplanade, Fleetwood FY7 6HF	01253 887 693	900	333308	448353
<b>Wyre</b>	Poulton Youth & Community Centre	Parry's Way, Poulton-le-Fylde FY6 7PU	01253 895115	400	335000	439900
<b>Wyre</b>	Thornton Sports Centre	Victoria Road East, Thornton Cleveleys, FY5 3SX	01253 824108	1200	333224	442474

### Appendix D3 List of Level 3 Rest Centres

Club	Capacity
BLACKBURN ROVERS FC Ewood Park Nuttall Street Blackburn BB2 4JF	Conference Rooms Up to 2,000  Concourse Up to 5,000  Stadium 31,154
PRESTON NORTH END FC Sir Tom Finney Way Deepdale Preston PR1 6RU	Concourse Area } Stands } tba Stadium }

## Appendix E Joint FLO/CS Protocol



### Protocol between Police Family Liaison Officers and Local Authority Crisis Support Workers for joint work following a Major Incident

Following a major incident involving fatalities, Police Family Liaison Officers (FLO) and Crisis Support staff from Lancashire County Council, Blackburn with Darwen and Blackpool Councils will work together flexibly to support families affected by the incident. The purpose of joint work is to offer situational and comprehensive support to families and to avoid further trauma to them caused by involvement with the two agencies separately and the consequent duplication of effort.

**Family Liaison Officers** are responsible for gathering information and evidence from a family as part of a possible criminal investigation and to guide the family through the criminal justice system by providing information and practical support.

**Crisis Support Staff** are responsible for providing emotional and practical support and liaison with/access to services from other agencies.

The expertise of these two groups of staff should be organised in such a way as to provide a comprehensive support service to families. In order to do this, the following methodology should be adopted: -

- 1. Call Out** - following a major incident a decision would need to be made at 'Gold' command level whether it is desirable (from a resourcing perspective) to have a joint Police FLO/Crisis Support team to support families. If such a team is to be developed, each agency should call out its staff to meet at an identified venue.
- 2. Briefing** - initial briefing should be done jointly by the two agencies. Each agency should identify someone to 'lead' their staff in the combined team. A Senior Officer from either agency should be appointed to take overall management responsibility for the team.

Administrative support will need to be provided for the team.

- 3. Casework** - a decision will need to be made on a case-by-case basis, how joint work is to be progressed. Ideally, one FLO and one Crisis Support worker should be allocated to each family initially, with workers taking the lead on various aspects of the work as described above. In certain cases, it may be appropriate for the Police to lead or for Crisis Support to lead.

The lead agency may change as the nature of work progresses e.g. when an inquest is taking place, the police may lead whilst at other times, Crisis Support may take the lead.

Cases should be regularly reviewed by the Team Leaders to consider the appropriateness of the joint working and lead agency.

All work done by either agency should be comprehensively recorded and these records made available to both agencies should this be necessary.



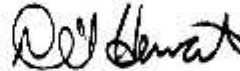
4. **Supervision** - each agency should provide supervision for its own staff. FLOs will be supervised by the Family Liaison Co-ordinator, who will be supervised by their 'incident manager. Team Leaders will supervise Crisis Support staff, with supervision for the Team leaders coming from Lancashire's Emergency Services Manager or the equivalent person in Blackburn with Darwen and Blackpool. There must be regular case reviews, briefing and debriefing/defusing sessions that should be run on a joint basis.

External support for all staff should be made available where needed.

5. **Exit strategies** - will need to be agreed jointly and explained to the family. Work should be done in a way which does not raise families' expectations but which encourages families to be independent of support services as soon as possible. Where referral is made to another agency this must be explained fully to the family, who should be kept informed throughout the team's involvement with them.



Carol Clark  
Lancashire County Council



DCI Neil Howarth  
Lancashire Constabulary



David Lund  
Blackpool Council



David Kerambrum  
Blackburn with Darwen Council

First agreed May 2006  
Updated signatures 1<sup>st</sup> July 2011

**Appendix F Family & Friend Reception Centre List**

AREA	HOTEL	ADDRESS & TELEPHONE NUMBER
<b>Blackpool (2)</b>	<b>Barcelo Blackpool Imperial Hotel</b>	North Promenade Blackpool FY1 2HB Tel: 01253 623971
	<b>De Vere Herons Reach</b>	East Park Drive Blackpool FY3 8LL Tel: 01253 838866
<b>Chorley (1)</b>	<b>Park Hall Hotel</b>	Park Hall Rd Charnock Richard Chorley PR7 5LP Tel: 01257 455000
<b>Fylde (3)</b>	<b>Dalmeny Hotel</b>	19-33 South Promenade St Annes-on-Sea FY8 1LX Tel: 01253 712236
	<b>Glendower Hotel</b>	32-36 North Promenade St Annes FY8 2NQ Tel: 01253 723241
	<b>Ribby Hall Village</b>	Ribby Road Wrea Green Nr Blackpool PR4 2PR Tel: 01772 688000
<b>Hyndburn (1)</b>	<b>Mercure Dunkenhalgh Hotel &amp; Spa (Mercure group)</b>	Blackburn Rd Clayton le Moors Accrington BB5 5JP Tel: 01254 303400
<b>Lancaster (3)</b>	<b>The Clarendon Hotel</b>	74-76 Marine Road West Morecambe LA4 4EP Tel: 01524 410180
	<b>Holiday Inn</b>	Caton Road Lancaster LA1 3RA Tel: 01524 840066
	<b>Lancaster House Hotel</b>	Green Lane Ellel Lancaster LA1 4GJ Tel: 01524 844822
<b>Pendle (1)</b>	<b>The Oaks Hotel</b>	Colne Road Reedley BB10 2LF Tel: 01282 414141

AREA	HOTEL	ADDRESS & TELEPHONE NUMBER
<b>Preston (2)</b>	<b>Preston Marriott Hotel</b>	418 Garstang Road Broughton Preston
	<b>Barton Grange</b>	746-768 Garstang Road Barton Preston
<b>Ribble Valley (5)</b>	<b>Boddingtons Arms – Premier Lodge</b>	Myerscough Road Balderstone Blackburn
	<b>Foxfields Country Hotel</b>	Whalley Road Billington Clitheroe BB7 9HY Tel: 01254 822556
	<b>Higher Trapp Hotel (Best Western)</b>	Trapp Lane Simonstone BB12 7QW Tel: 01282 772781
	<b>Mytton Fold Hotel &amp; Golf Complex (Best Western)</b>	Whalley Road Lang ho Blackburn
	<b>Stirk House Hotel</b>	Gisburn Rd Gisburn Nr Clitheroe
<b>South Ribble (2)</b>	<b>The Mill Hotel (Quality Hotel Chorley)</b>	Moor Road Croston Leyland PR26 9HP Tel: 01772 600110
	<b>Swallow Hotel</b>	Preston New Road Samlesbury Preston
<b>West Lancs (2)</b>	<b>Briars Hall Hotel</b>	Briars Lane Lathom Nr Ormskirk
	<b>Holland Hall Hotel</b>	Lafford Lane Upholland Skelmersdale
<b>Wyre (3)</b>	<b>Garstang Country Hotel &amp; Golf Club</b>	Bowgreave Dr Garstang Preston

AREA	HOTEL	ADDRESS & TELEPHONE NUMBER
Wyre (cont)	North Euston Hotel	The Esplanade Fleetwood FY7 6BN      Tel: 01253 876525
	Pickerings Hotel	Garstang Rd Catterall Preston

**TOTAL NUMBER OF HOTELS = 25**

**APPENDIX G: FAMILY SUPPORT TEAM AREAS WITHIN MAJOR RECEIVING HOSPITALS**

<b>HOSPITAL</b>	<b>FAMILY SUPPORT TEAM AREA</b>
Blackpool Victoria Hospital Whinney Heys Road Blackpool Lancashire FY3 8NR  01253 300000	Main Outpatients; 1. Maxillo-Facial Clinic 2. Ear, Nose and Throat (ENT) Clinic 3. Chest Clinic
Royal Blackburn Hospital Haslingden Road Blackburn BB2 3HH  01254 263555	Ophthalmology Outpatients Level 1 and Chaplaincy, Level 2
Royal Lancaster Infirmary Ashton Road Lancaster LA1 4RP  01524 583001	Skylight Restaurant Centenary Building
Royal Preston Hospital Sharoe Green Lane North Fulwood, Preston PR2 9HT  01772 716565	Charters Restaurant