Sandwell
Metropolitan Borough Council

Sandwell MBC

Rest Centre Plan

In the event of activation turn to Page 61

Building Resilience in Sandwell

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Foreword

In the event of a major emergency or incident, the council may be called upon to support the emergency services in evacuating local residents and visitors to a place of safety within the Sandwell Borough. This temporary relocation is essential for their protection and is one of the council's statutory duties under the Civil Contingencies Act 2004.

Sandwell Council is committed to ensuring that effective emergency planning arrangements are in place to provide timely support. Our aim is for staff and partner organisations involved in the response to act safely, knowledgeably, and compassionately. This plan is therefore collectively 'owned' by all participants, enabling them to fulfil their roles and responsibilities effectively during an evacuation.

Preparation and strong partnership working are key to an effective response. This document provides clear guidance on roles and responsibilities and forms an essential part of the council's emergency management framework.

Emergency planning is a continuous process. All responders are encouraged to periodically review these procedures to ensure they remain fit for purpose and to propose any necessary amendments to the Resilience Team.

Alan Lunt
Executive Director – Place, Sandwell Council

Item Record Table

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Authorisation

The Resilience Team (RT) is responsible for publishing plans within a hierarchy of similar publications. Readers wishing to quote these plans as reference material in other work should confirm with the RU whether the individual publication and amendment state remains authoritative.

Distribution

Distribution of plans is managed by the RT. Requests for issue of this publication, or amendments to its distribution should be referred to the RT. All other Sandwell Council emergency plans can also be obtained from the RT.

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Amendments

Date of Change	Description of Change	Version
09/2014	*Initial Plan Created*	*1*
06/2018	*Review / update*	*2*
15/01/2019	*Various amendments*	*2.1*
June 2019	*Final Amendments*	*2.2*
June 2023	*Review / update*	*3*
12/03/2024	*Pet Management addition (Pages 66 & 84)* ***(New)***	3.1
08/08/2024	*Addition of Rapid Relief Team assistance* ***(New)***	3.1
17/09/2024	*Addition of Appendices* ***H, I, J*** *and* ***K****, including document restructuring layout.* ***(New)***	3.2
13/01/2025	*Removal of Langley and Smethwick Leisure Centres (swimming baths) and updated Rest Centre map*	3.3
07/03/2025	*Updates following new LALO role (wording & charts)*	3.4
27/06/2025	- *Removal of Harry Mitchell.* *- Added Portway as suitable for Water distribution point (tanker access confirmed).- Noted C.Heath CC is scheduled for demolition Sept 25*	3.5
05/09/2025	*Change of Emergency box location – Tanhouse Comm Centre*	3.5
27/11/2025	*Removal of Cradley Heath CC*	3.6
09/06/2026	*Rest Centre Plan Review / Update* *- All Rest Centre site summaries reviewed and updated* *- Various floor plans updated to reflect latest site information* *- Hurst Rd floor plan / contacts updated* *- Rest Centre Location Site Map Update – Removal of Cradley Heath CC & H. Mitchell*	**4.0**

Comments on factual accuracy or proposals for amendment are welcomed by the RT at emergency_planning@sandwell.gov.uk.

To ensure the integrity of this document, holders are requested to inform the Resilience Team, in writing, of any amendments to the information relating to their organisation or authority. All amendments should be addressed to the Resilience Team at the above address.

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Section 1 Introduction

During or following an emergency, the local authority may need to provide care for members of the public who have been evacuated from their homes and require temporary accommodation, as well as for uninjured survivors of an incident.

The statutory responsibility for housing the homeless rests with the council, and Sandwell Council maintains plans to manage such situations. The council has a **duty of care** and will support those in need of temporary shelter during a major emergency.

Purpose of the Plan

This document provides a comprehensive framework for the establishment, staffing, and management of Rest Centres within Sandwell. It offers clear guidelines to support all agencies involved in Rest Centre operations, ensuring effective coordination and service delivery during emergencies.

1.1 Aim and Objectives

Aim

To ensure the provision of suitable premises for temporary shelter and safety during an emergency.

Objectives

- Activate a prearranged call-out system when requested by the council's Resilience Team or the Emergency Services.
- Identify and maintain the resources required to establish and operate a Rest Centre.
- Provide a welcoming, safe, and comfortable environment for evacuees, ensuring inclusivity across age, race, gender, disability, and faith.
- Deploy appropriate staffing levels based on evacuee needs and numbers.
- Maintain effective communication with all relevant agencies.
- Ensure the safe departure of all evacuees before the Rest Centre is closed.
- Close the Rest Centre following discussion and direction from the appropriate authority.

1.2 Strategic Overview

1.2.1 Level of Service

In preparing this plan, Sandwell Council has committed to:

- provide temporary accommodation for evacuees within the Borough of Sandwell.
- Ensuring short-term Rest Centre accommodation is available, with ongoing review to provide longer-term solutions where necessary.
- Recognising that emergency services may initially use any suitable building as a Survivor Reception Centre.
- Arranging transportation for evacuees from the Survivor Reception Centre to a designated Rest Centre if needed.
- Endeavour to set up a designated Rest Centre, ready to receive evacuees within **2 hours** of being notified that it is needed.
- Delivering **two levels of response:**
  - A basic core service for all evacuees.
  - An enhanced service for those requiring additional support, such as overnight accommodation.

1.2.2 Mutual Aid

Sandwell Council participates in informal mutual aid agreements with neighbouring local authorities. In the event of a major incident that exceeds Sandwell's resources, neighbouring councils may provide assistance.

Section 2 Types of Rest Centres and Operations

Sandwell has several designated Rest Centres, chosen for their basic facilities to accommodate evacuees on a short-term basis. Some have the capacity to support large numbers of people, offering multiple rooms, catering, and communication systems, while others are smaller community centres with a central hall and minimal catering facilities.

All designated Rest Centres have been assessed for suitability by the Resilience Team. Suitability assessments consider factors such as capacity, accessibility, available facilities, welfare provision, security, and the ability of the venue to support emergency operations.

Rest Centre

A Rest Centre is a designated building for the temporary accommodation of evacuees displaced by an incident. It serves as a place of safety for uninjured evacuees.

For many, Rest Centre accommodation will be a last resort, as most evacuees prefer to stay with family or friends, which should be encouraged wherever possible. Pre-existing support networks often provide greater social, emotional, and practical support than a Rest Centre.

The Rest Centre will be managed and staffed by the British Red Cross (BRC), with support from council staff as required. Under certain circumstances, the police may also assist.

While in operation, the Rest Centre must adhere to standard health, safety, and security procedures, including fire and evacuation plans.

Other types of centres that may be opened during an emergency include:

- Survivor's Reception Centre (SRC)
- Family and Friend's Reception Centre
- Humanitarian Assistance Centres (HAC)
- Mass Vaccination Centre
- Designated Treatment Centres

Most designated Rest Centres are suitable for these functions, with the key differences being the intended users and the level of support services provided.

Survivor Reception Centre (SRC) to Rest Centre transition

A Survivor Reception Centre (SRC) may be set up by the Police at the onset of an incident. Once police investigations, such as witness statements, are complete, the

council may repurpose the SRC as a Rest Centre if evacuees require ongoing temporary shelter. This approach minimises disruption by reducing the need for evacuees to be relocated, avoiding unnecessary delays and distress.

Spontaneous Rest Centres

In some cases, spontaneous Rest Centres may be set up by members of the public. For example, during an evacuation, places of worship or community centres may offer temporary shelter to those affected.

The council may not directly manage these spontaneous Rest Centres, particularly if they only provide short-term shelter. However, if overnight accommodation is required, the Resilience Team may deploy Local Authority Liaison Officers (LALOs) and the British Red Cross to manage the centre and provide necessary supplies, such as bedding.

2.1 Rest Centre Management

2.1.1 Distinction between Roles and Tasks in Rest Centre Operations

A clear distinction between roles and tasks is essential for an efficient and coordinated response.

- **Roles** define the broader responsibilities of individuals or teams managing different aspects of the Rest Centre.
- **Tasks** refer to specific actions or duties that must be carried out within those roles.

For example, a Reception Officer's role is to oversee entry and exit, while their tasks may include:

- Recording arrivals
- Directing evacuees to designated areas

Understanding this distinction helps ensure staff are not only aware of their immediate tasks but also of their overall role in the wider response, leading to more efficient coordination.

2.1.2 Rest Centre Roles and Responsibilities

A detailed breakdown of Rest Centre roles and responsibilities can be found in Appendix K. Some responsibilities may overlap or change depending on the evolving situation and resource availability.

A summary of multi-agency roles and responsibilities is available in Appendix B.

2.1.3 Tasks within Rest Centres

A Rest Centre requires various tasks to be carried out efficiently. The **Rest Centre Manager** is responsible for:

- **Assigning staff to specific tasks**
- **Ensuring tasks are completed effectively and efficiently**

This structured approach enhances coordination and ensures evacuees receive appropriate support throughout their stay.

Reception

Roles and Responsibilities	• Maintain sufficient staff in reception to ensure that all arrivals are introduced into the centre with minimum delay and that all departures are recorded. • Direct evacuees to the rest area and other facilities as required. • Provide information regarding refreshments, procedures and assist with general queries.

Registration

Roles and Responsibilities	The purpose of the registration procedure is to identify who is in the Rest Centre. This is of particular importance for the Police if the incident has involved casualties or there are people unaccounted for. • Issuing badges or tickets may aid in registration, evacuees should be invited in number order to minimise delays in reception and inconvenience for evacuees. • All completed Registration Forms should be retained by the reception staff unless forms are requested by the Police and then the self-carbonating copy will be kept and used as a reference. Ensure the forms are legible.

Registration and Procedures for Children (not accompanied by parents or guardians)

Roles and Responsibilities	If a child or young person (defined as a person aged up to 18-year-old) is taken to the Rest Centre from an educational establishment or similar group, the following principles apply: • He/she should be accompanied and supervised by a member of staff or responsible adult from the establishment or group, taking into consideration recommended child to adult ratios. • The accompanying adults/staff should notify parents/guardians in accordance with the existing policy for emergency closures. • Some form of register should be provided to Rest Centre staff. • Each child should be identified against the register by accompanying staff and then complete the normal registration process. • Consideration should be given to the welfare of children in a potentially stressful public environment – use of a separate room where possible. • Parents/guardians should bring some form of identification with them when they arrive to collect their child from the Rest Centre. • The accompanying adults should notify rest centre staff if they are aware of the possibility of the child being released to an inappropriate adult.

Vulnerable Adults and Children

Roles and Responsibilities	• If unidentified or unaccompanied children or vulnerable adults arrive at a rest centre then assistance should be sought from the Police, likely in partnership with the Emergency Duty Team. Effort should be made to identify the child or adult and contact their parent or guardian. Consideration should also be made regarding making a referral to the Sandwell Children's Trust for unaccompanied children, as well as notifying the Emergency Duty Team.

Cleaning

Roles and Responsibilities	• Complete ongoing cleaning and tidying of facilities during rest centre operation. • arrange for the disposal of waste from the Centre. • all rest centre facilities should be returned to their original layout before the premises are vacated. It is at the Facilities Staff discretion if further assistance is required to clean and tidy the Rest Centre areas.

Feeding

Roles and Responsibilities	• To be provided through the Salvation Army or procured through Duty Emergency Planning Officer. • Inform the DEPO of any shortfall in your resource requirements or problems with feeding arrangements. • provide light refreshments and/or meals for those accommodated and rest centre staff, as required. • British Red Cross may provide light refreshments (tea/coffee) but will not provide meals. • ensure good hygiene standards are maintained in feeding and food preparation areas.

Security

Roles and Responsibilities	Consideration must be given to ensuring appropriate security measures are introduced at the Rest Centre. It is recommended that the reception desk be set up near the main entrance to the Rest Centre to control access once the Rest Centre is established. • Allocate which entrances and exits are to be used, this will help maintain the security of the Rest Centre. • the Police may be prepared to assist by maintaining a presence. • alternatively, the DEPO may be able to arrange a security contractor to attend, if required. • In the short-term EPO's may be available to assist. • issuing registration ID cards to evacuees during the initial registration process will assist in controlling subsequent access to the Rest Centre. • Public Order issues are a matter for the Police. • where possible, a secure, lockable area for the valuables of both the Evacuees and the Rest Centre staff should be provided. Items should be labelled before storage.

Information Provision to Evacuees

Roles and Responsibilities	• Assist with access to:
	  • Telephones (dependant on facility),
	  • Notice board – displaying Rest Centre name, address and up to date information,
	  • Local Map/A-Z.
	• provide evacuees with information leaflet Appendix D
	• confirm the facilities that are available for evacuee use.
	• ensure staff are available to respond to information requests.
	• ensure that evacuees are regularly informed of the current situation.

First Aid

Roles and Responsibilities	The provision of First Aid assistance/advice will be provided by St John Ambulance. It is preferred that where possible, First Aid should be delegated to Facilities Staff to ensure provision.

2.1.4 Evacuation Scenarios and Rest Centre Requirements

When establishing a Rest Centre, it is important to consider the type and scale of the incident, as this will determine the level of service required.

a) Short-term evacuation
This applies to precautionary situations, such as a chemical spill, an unsafe building structure, or an unexploded bomb. In these cases, a safe location is provided for evacuees to assemble, but significant welfare provision is not usually required. The aim is to offer temporary refuge while responding agencies work to resolve the incident.

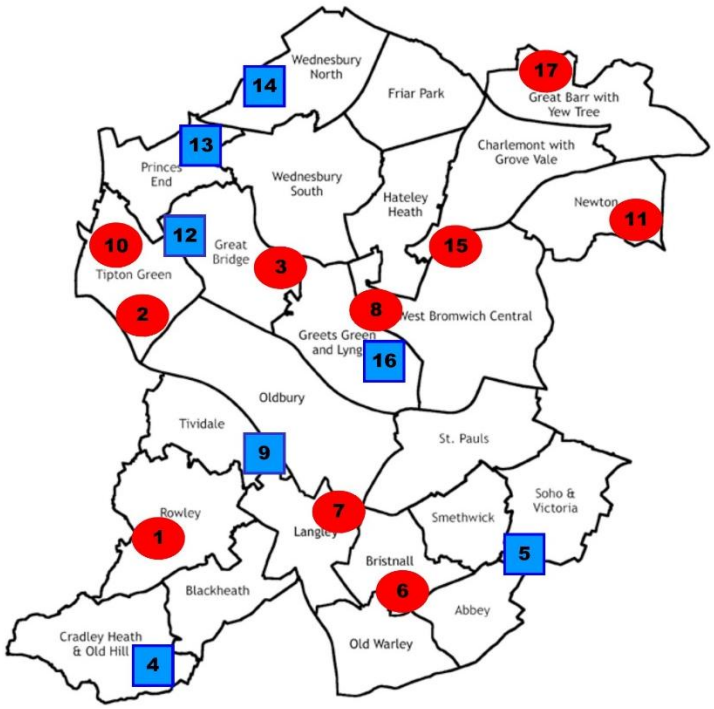
b) Medium-term evacuation
This occurs in response to a major incident that may involve fatalities, further risks to life, injuries, or property damage, such as a rail crash or large fire. The centre may need to operate for a longer period to provide support not only for survivors but also for their friends and relatives. As the duration of the incident may be uncertain, additional services, such as meals, psychological support, and medical care may be required, though overnight accommodation may not be necessary.

c) Long-term evacuation
In cases such as severe flooding or an explosion, evacuees may be unable to return home for days, weeks, or even months. In such circumstances, arrangements would be made for overnight and ongoing accommodation as part of the council's response. A long-term support service would be provided to evacuees and the wider community, with the Rest Centre initially meeting immediate needs before potentially transitioning into a Humanitarian Assistance Centre, if required.

2.2 Rest Centre Locations

Sandwell

Sandwell Rest Centres



1	Brickhouse Community Centre
2	Coneygre Youth Centre
3	Farley Park Community Centre
4	Haden Hill Leisure Centre
5	Hadley Stadium
6	Hurst Road Community Centre
7	Langley Lodge Community Centre
8	Lodge Road Community Centre
9	Portway Lifestyle Centre
10	St Pauls Community Centre
11	Tanhouse Community Centre
12	Tipton Leisure Centre
13	Tipton Sports Academy
14	Wednesbury Leisure Centre
15	West Bromwich Community Centre
16	West Bromwich Leisure Centre
17	Yew Tree Community Centre

Rest Centre		Page
1.	Brickhouse Community Centre - Rowley Regis	18
2.	Coneygre Youth Centre - Tipton Green	20
3.	Farley Park Community Centre - Great Bridge *	22
4.	Haden Hill Leisure Centre – Cradley Heath (Closed until 2027)	24
5.	Hadley Stadium - Soho and Victoria, Smethwick *	26
6.	Hurst Road Community Centre – Bristnall *	28
7.	Langley Lodge Community Centre - Langley *	30
8.	Lodge Road Community Centre - Greets Green and Lyng	32
9.	Portway Lifestyle Centre - Tividale *Suitable for water distribution (tanker access)*	34
10.	St Pauls Community Centre - Tipton Green	36
11.	Tanhouse Community Centre - Newton	38
12.	Tipton Leisure Centre - Tipton Green *	40
13.	Tipton Sports Academy - Princes End	42
14.	Wednesbury Leisure Centre	44
15.	West Bromwich Community Centre - Charlemont with Grove Vale	46
16.	West Bromwich Leisure Centre – Greets Green & Lyng	48
17.	Yew Tree Community Centre - Great Barr with Yew Tree *	50

* Not suitable for overnight accommodation.

2.3 Rest Centre Profiles

The following pages (18-52) have been redacted

2.4 Additional Considerations

Consideration should be given to the following areas:

Housing

If overnight accommodation is required, the Duty Emergency Planning Officer (DEPO) will contact Housing Solutions to attend the Rest Centre.

Crisis Care/Support

Immediate support for the public will be available by the British Red Cross, who will be on site and Sandwell Council's Social Care teams, which operate 24 hours a day.

Disability

All designated rest centres have accessible toilets and wheelchair ramps to accommodate people with disabilities. Rest Centre staff should make every effort to support individuals with additional needs. Any issues should be reported to the DEPO.

Protected Characteristics

The Equality Act 2010 provides protection from discrimination for people with protected characteristics. Rest Centre staff should ensure reasonable adjustments are made where necessary to meet the needs of individuals. All staff are expected to act sensitively and respectfully, upholding the dignity of evacuees. Any concerns should be reported to the DEPO.

Pets

If a pet area is required, the council's Dog Warden may be contacted for advice/assistance. Requirements may include:

- sawdust,
- animal waste bags,
- old newspaper/cardboard boxes,
- water/feeding bowls,
- pet food.

The council's Dog Wardens can be contacted via Serco's emergency contact number, held by the DEPO. Additional support may be sought from the RSPCA or a local vet. To report a stray dog **call Noah's Ark on** 0333 577 5070 (Monday to Friday, 9am-5pm. Outside these hours, on weekends or bank holidays, please call 01733 740426

Management of pets in the centre

- A designated staff member should be assigned during each shift as the pet management focal point.
- Pet **supervision remains the responsibility of the owner**.
- While house-trained pets are generally permitted, they may exhibit stress-related behaviour due to the unfamiliar environment.

If an animal is injured or becomes ill at the Rest Centre:

- The owner should **contact their vet** for advice.
- The owner may **leave the Rest Centre** to take their pet for treatment.
- Staff may **assist in contacting a 24-hour animal hospital**. If transport is needed, a **taxi can be arranged** at the owner's expense.
- If the pet **is not registered with a vet**, the **Dog Warden Service** may assist with emergency vet cover (costs remain the owner's responsibility).
- In an emergency, contact the **RSPCA** on **0300 123 8585**.

Note: It is essential that the arrangements for pets and animals are clearly agreed with the building owner. Some have secure areas outside that can be used for pets. Check with the building's facilities management on arrival. Further pet management guidelines for rest centres can be found in APPENDIX G.

Media

A major incident will likely attract regional, national, or international media attention.

- West Midlands Police will implement the media element of their Major Incident Plan, taking the lead on media relations.
- The Local Authority Comms Officer should be informed at an early stage and will coordinate information regarding the Rest Centre.

If the Police Major Incident Plan is not implemented, media enquiries will be handled by the council's Communications Team or the Duty Comms Officer (out of hours), in consultation with the DEPO.

Key Considerations:

- Locating the council's Duty Comms Officer at the Rest Centre if media presence is expected.
- Assigning a dedicated room or area for media representatives. Under no circumstances should they access the Rest Centre facilities or evacuees.
- Liaising between media and evacuees.

- Providing support for evacuees during media interviews.

Further information can be found in **Sandwell's Media Crisis Plan**.

Infection Control

Rest Centre Managers may need to implement **infection control measures**, including:

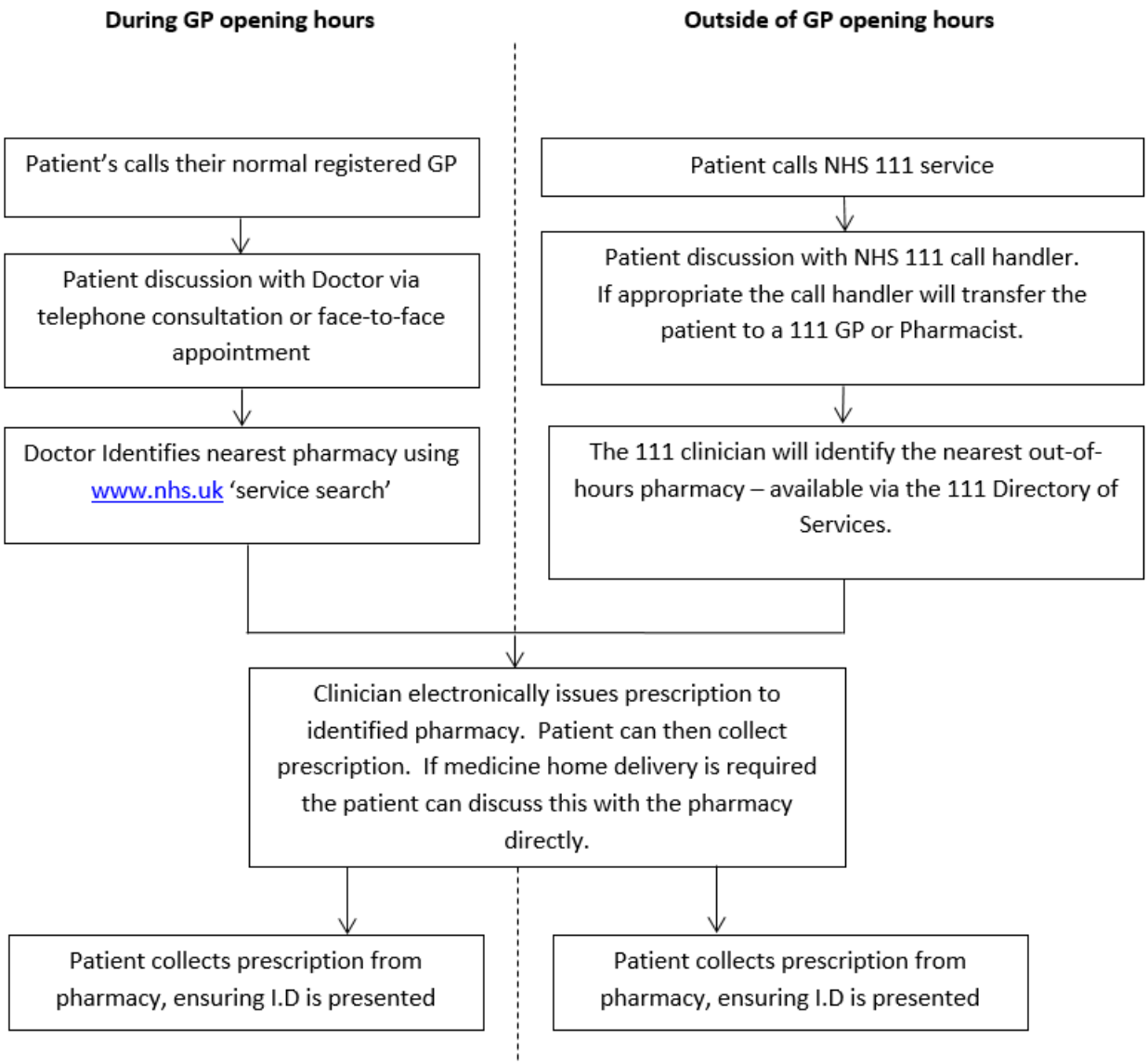
- Encouraging handwashing and use of hand sanitiser.
- Regularly cleaning surfaces.

The Public Health department may conduct a Risk Assessment based on the specific infection or disease.

During a pandemic or national infectious disease outbreak, Rest Centre staff must follow government guidance.

The Resilience Team holds a small stock of infection control PPE in the bunker.

2.4.1 Emergency Prescriptions Access



Note: Individuals who are not registered with a GP, i.e. overseas travellers, should contact NHS 111.

Faith Requirements

The Needs of Faith Communities in Major Emergencies (Cabinet Office, 2005) provides the following information. This is not an exhaustive list of faiths or needs; however, it does reflect the religions on the census conducted within the borough.

Buddhism

Dietary	Buddhists are usually vegetarian but may eat meat as an individual choice. On 'special days' food will be taken before noon but not afterwards. In addition, some days are set aside for fasting.
Worship	Ideally a quiet space should be set apart for Buddhists to meet together for meditation and prayer.

Christianity

Medical	Medical treatments such as blood transfusions, surgery, or the administration of drugs are permissible; where possible, consent should always be sought. Some Christians require medical examinations to be completed by a person of the same sex, unless this is not possible due to the circumstances or need for rapid treatment.
Worship	A quiet area would be appropriate. Sunday remains a special day, set apart from the rest of the week for prayer, reflection and church.
Other	Some may observe strict rules about their behaviour which may require them to eat separately from everyone else. Christians who are injured or distressed may wish to receive Holy Communion and/or the Sacrament of the Sick.

Church Of Jesus Christ Of Latter-Day Saints (Mormons)

Medical	Necessary emergency medical treatment should be carried out without delay. Blood transfusions and surgery, as well as all other medical treatment deemed necessary are appropriate. Organ donation and organ transplants are an individual decision. May wear a special undergarment next to their skin, this should be treated with respect, but may be removed for medical treatment.
Worship	A quiet, private place is appropriate for a blessing.
Other	Prohibits: alcohol, tea, coffee, tobacco and non-prescription drugs.

Hinduism

Medical	To save life Hindus are permitted to receive blood and organ transplants and medicines of all types.
Dietary	The majority are vegetarians, who do not eat eggs or fish. They require cheese which is vegetarian, and many avoid meals cooked with onions, garlic or vegetables that grow under the ground. Non-vegetarians will still not eat beef as the cow is seen as a sacred animal in India.
Worship	Most Hindus would like to have a mala (rosary) to pray with. A Hindu will welcome conversation, preferably with someone of the same sex.

Islam

Medical	Life-saving considerations take precedence over all Islamic religious duties. Medical treatment, such as blood transfusions, surgery or administering drugs are allowed, if death has not occurred. For transplants consent is required.
Dietary	Fasting during Ramadan; exceptions include the very old or young, people with disabilities or illness and woman during pregnancy/breast feeding. Practising Muslims adhere to strict dietary requirements - Pork or related products and alcohol are strictly forbidden. Halal (permissible food and drink) - all kinds of fish, vegetables and fruits. Lamb, beef and chicken is only Halal if animals have been correctly slaughtered under Islamic Law. Haram means forbidden; Halal and Haram foods should never be mixed during preparation or handling.
Worship	Pray five times a day facing Makkah (south-east) in an empty/clean space.
Other	Comforting by way of touching or hugging by the opposite sex is not allowed, except for blood relatives. If shock is severe, group Muslims together apart from non-Muslims. Individual survivors (if strangers) must be grouped by sexes. Muslims under normal circumstances do not intermingle with the opposite sex.

Jehovah's Witnesses

Medical	Jehovah's Witnesses object to elective termination of pregnancy and allogeneic blood transfusion; they will sign hospital forms to confirm this. Baptised Jehovah's Witnesses usually carry an Advance Medical Directive/Release document directing that no blood transfusions be given under any circumstances. A more detailed Health Care Advance Directive form outlining personal treatment choices may also be carried. Hospital Liaison Committees are trained to facilitate communication between medical staff and patients and are available night or day, to assist with difficulties either at the request of the treating team or the patient.

Judaism

Medical	All obligations of the Sabbath may be put aside if life is threatened. Blood transfusions and essential treatments should be completed without delay.
Dietary	Fish must have both fins and scales. Shellfish is not permitted. Meat must come from correctly slaughtered ruminant animals - cows, sheep, goats and deer. Chicken and other birds must also be correctly slaughtered. Food and drink containing both meat and dairy may not be cooked or eaten together. Dairy may not be eaten after a meat meal; most observant Jews will wait 3-6 hours before dairy is consumed. On certain occasions Jews may undertake fasting.
Other	The Sabbath (Shabbat) begins at sunset Friday and ends an hour after sunset Saturday. During this time, religious Jews do not travel, use the phone, write, use electrical equipment, and cook. Very orthodox followers avoid physical contact with the opposite sex. Comforting by means of touching will not be welcomed.

Rastafarianism

Dietary	Rastafarians do not eat pork or fish with scales. Most Rastafarians are vegetarian and eat mainly organic food.
Worship	Worship includes prayer, singing, drumming, and reasonings (discussions).

Sikhism

Medical	There are no religious objections to blood transfusions, blood products or transplants. Decisions regarding organ donation rests with the individual. In the absence of any close relatives, a Medical Officer in charge may take whatever action necessary in order to save life.
Dietary	There may be some non-vegetarian Sikhs, but in an emergency situation it is best to serve vegetarian food (excluding fish and egg) as this will cater for the needs of all Sikhs. Dairy produce is acceptable, if it is free from animal fat, for instance any cheese served should be one made with non-animal rennet. Sikh gurdwaras (places of worship) may be able to assist with catering, as they are accustomed to providing large amounts of vegetarian food through the practice of langar (hospitality for all).
Worship	Set prayers are said daily in the morning, evening and at night before going to sleep.
Other	Sikh males and females, particularly those who have taken Amrit, always wear the following articles of faith popularly known as the Five Ks: Kesh (unshorn hair), Kangha (comb), Kara (iron wristlet), Kirpan (sword), Kacherra (a pair of shorts tailored in a special manner). The use of tobacco or alcohol in any form is strictly forbidden to the Sikhs. It is therefore extremely important that they are accommodated in places where smoking or consumption of alcohol is not permitted. According to Sikh etiquette, comforting a member of the opposite sex by physical contact, for example touching or hugging, should be avoided unless the persons are closely related.

2.5 Rest Centre Stand Down

The stand down of a Rest Centre will be coordinated by the Rest Centre Manager following consultation with the Duty Emergency Planning Officer (DEPO) and where appropriate, the Police.

Key Considerations before Stand Down:

Before closing the Rest Centre, the following must be considered:

- Has the incident been brought under control?
- Is it safe for evacuees to return their own homes and the affected area?
- Will the incident continue for such a duration that overnight accommodation needs to be arranged?

Note: Closure is generally easier and safer during daylight hours than at night.

If homes are damaged or destroyed, alternative accommodation arrangements will be made:

- **Short-term:** The DEPO or Housing Options Team will arrange hotel accommodation.
- **Long-term:** The relevant housing association or council services will assist with temporary accommodation or relocation.

Stand Down Arrangements

Each organisation represented at the Rest Centre will be responsible for standing down their personnel.

Notifying Stakeholders:

- Evacuees will be informed of the stand-down and closure by Rest Centre staff and, if present, Police Officers.
- The wider public will be notified via local media, coordinated by the council's Duty Comms Officer in consultation with the Police.

Closure Tasks

The following tasks should be completed before, during or shortly after the closure of the Rest Centre;.

Duty Emergency Planning Officer (DEPO) will:

- Inform the council's Duty Comms Officer of the closure, and request they notify the local media.
- Arrange return transportation for the Evacuees.
- Thank all internal and external staff involved.

- Check the Rest Centre box contents against the kit list and arrange to replenish items as needed.
- Arrange either an initial debrief (using debrief forms) or a formal debrief for the Rest Centre staff, as required.

LALO, Rest Centre Manager and Staff (British Red Cross) will:

- Notify evacuees of the closure and assist with any queries, signposting where necessary.
- Distribute feedback forms to members of the public.
- Ensure the Rest Centre is clean and returned to its original state at the end of occupancy.
- Return equipment and furniture to their original positions.
- Ensure all reports and records have been collated.
- Inform the DEPO once the Rest Centre has been fully closed.
- Submit all invoices as soon as possible to the Resilience Team.

Facility Staff will:

- Compile a list of any breakages or damage to enable repair or replacements.
- Submit all invoices as soon as possible to the Resilience Team.

Debrief Arrangements

Each incident presents operational challenges, and there may be lessons to address internally within each organisation and through the overall planning process.

Following a large-scale or long-term evacuation, the council's Resilience Manager will coordinate a multi-agency debrief to review and validate the effectiveness of this plan.

Each responder agency will conduct its own operational debrief, and internal procedures will be updated accordingly.

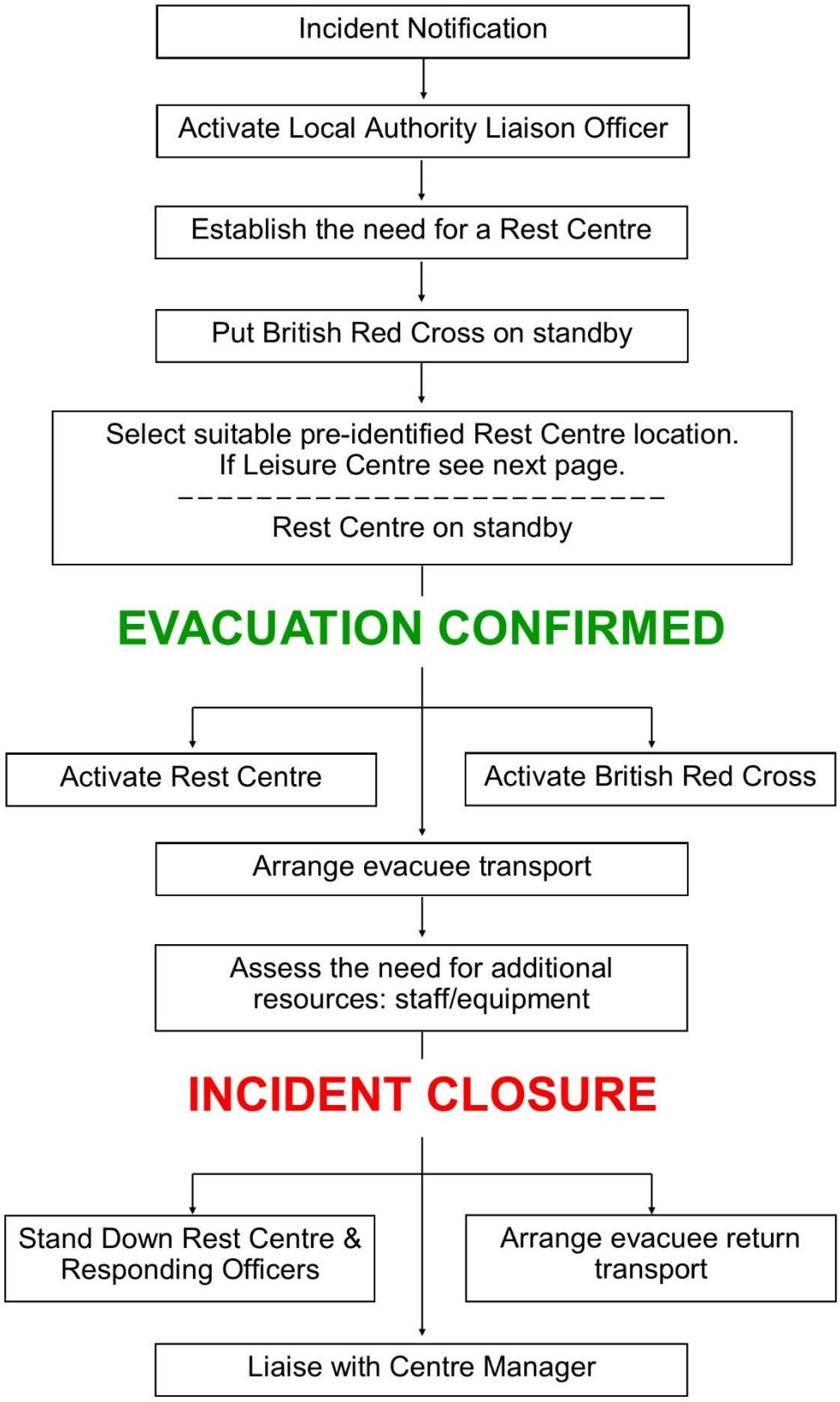
Where possible, the Rest Centre Team should be debriefed before leaving the centre. If this is not feasible:

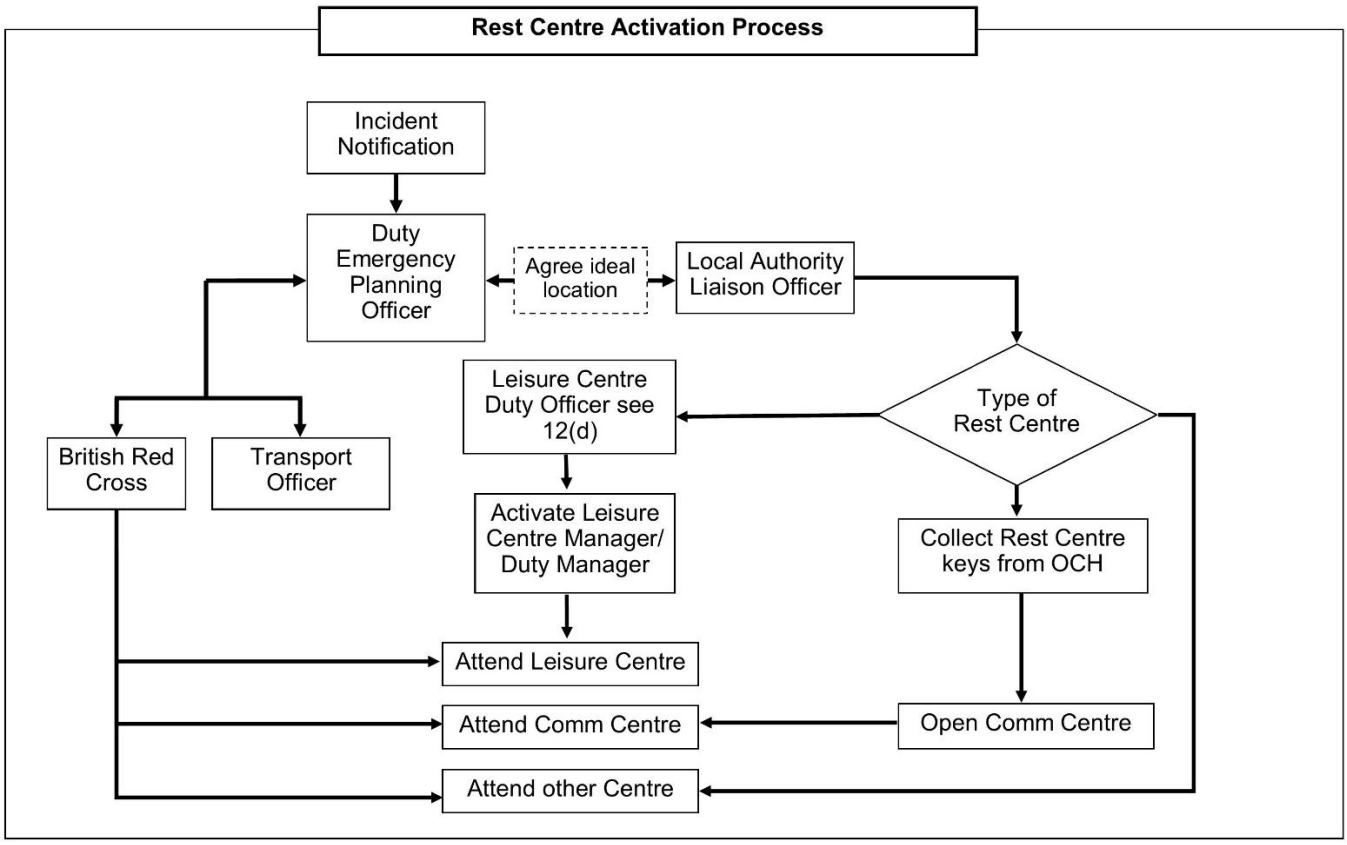
- A debrief form (Appendix E) will be provided to all staff involved at the earliest opportunity, to capture their feedback.

Public Feedback:

- Arrangements will be made for evacuees and the wider public to provide feedback (Appendix F);
- This process may also include input from Elected Members from the relevant areas.

Section 3 Activation Procedures





Evacuation

In most circumstances, the Police and/or Fire Service are responsible for making the decision to evacuate people. The Police should contact the council's Duty Emergency Planning Officer (DEPO) either directly, or via Community Alarms. The DEPO will then contact all relevant agencies through the normal communication channels.

The Police will typically:

- Select an evacuation assembly point.
- Inform the public of the situation
- Advise the DEPO or, if already on-site, the Local Authority Liaison Officer (LALO).

Initial Actions

The DEPO will assess the incident and gather information from responding agencies, including:

- **Emergency service contact details**, including the incident reference number from the control room.
- **Incident location**, including postcode.
- **Nature of the incident** and its estimated duration.
- **Number of people affected or potentially involved**, and their location.
- **Evacuee needs**, including any specific requirements.
- **Transport requirements.**
- **Duration of Rest Centre use**, if known.
- **Estimated arrival time** of the first evacuees at the Rest Centre.

Choice of Rest Centre

The DEPO, in consultation with relevant agencies, is responsible for selecting the appropriate Rest Centre. The choice of location will depend on:

- Information provided by responding agencies.
- Proximity to the incident, ensuring it is outside any established cordons.

Once a decision is made, the DEPO will inform the Police.

Notification

If a Rest Centre is likely to be required, the **DEPO** will initially place the following on standby:,

- Local Authority Liaison Officer (LALO) and
- British Red Cross (BRC)

This ensures that staffing and resource preparations can begin in advance of formal activation.

Standby – Establishing availability

- Partners make internal preparations in case they are required to assist.
- BRC will check volunteer availability and vehicle readiness, if transport is needed.

Activation – Deployment of Resources

- Evacuation is confirmed, and staff/resources must be deployed to the selected Rest Centre.
- The DEPO will inform BRC of specific requirements (e.g. beds, staff support for managing the Rest Centre).

Rest Centre Activation Timeframe

A Rest Centre will be opened as soon as practicable, with a target of being operational within **two hours** of a request/notification. However, the exact timeframe may be influenced by factors such as:

- **Time of the incident** (e.g. outside office hours).
- **Type of incident**.
- **Incident location**.
- **Notification delays**.
- **Number of evacuees**.

Initial Evacuation Facility

In some situations, the Police may open a nearby building as an initial evacuation facility to quickly move evacuees to safety, without consulting the DEPO.

- If the DEPO deems the facility suitable for longer-term use, staff and resources will be deployed to support operations at that site.
- If the facility is unsuitable, arrangements will be made to transport evacuees to an alternative Rest Centre.

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Operational access arrangements for Rest Centre equipment are managed by Sandwell Council and made available to authorised officers via internal procedures.

Appendix A Rest Centre Box Equipment List

Item Description	Standard Quantity	Present?	Replace Before	Checked by	Date
SETTING UP					
Assorted Signage	1 Pack				
Laminated Floor Plan	1				
Laminated Map	1				
Rest Centre Leaflets	20				
Rest Centre Plan	1				
Rest Centre Summary Sheet	1				
Tabards	5				
REGISTRATION					
Initial * **Registration Forms** *	100				
I/D chains for ID Cards	100				
I/D Plastic Badge Holders	100				
Multilingual Phrase Book	1				
Pick and Point Multi Lingual Card	1				
String Tag Labels	100				
STATIONERY					
Blu-tak	1				
Chinagraph Pencils	2				
Clipboards	3				
Duplication Book	1				
Hard Back Note Book	1				
Hole Punch	1				
Note Pad (A4)	2				
Note Pad (A5)	1				
Pencil Sharpener	2				
Pencils	4				
Pens – Black/Blue	5				
- Green	2				
- Red	2				
Scissors	1				
Sellotape	1				
Sticky Labels	1 box				
MISCELLANEOUS					
Animal Waste Bags	1 pack				
Bin Liners	20				
Cable Ties	1 bunch				
Disposable Gloves	1 box				
String	1 ball				
Torch	1				

*** If additional registration forms or any other stationary is required, more can be sourced from the crash box located in the bunker office at Oldbury Council House ***

Appendix B Multi Agency Roles & Responsibilities

This section outlines the evacuation and shelter responsibilities of the following key organisations:

Police: probable evacuation lead, decision to evacuate, informing the local authority, establishing a casualty bureau, assisting with the crime prevention strategy.

Fire and Rescue Service: probable evacuation lead, verifying safety of shelter plans, decontamination, urban search and rescue, providing pumping equipment and water rescue for floods, making areas safe for return.

Ambulance Service: triage, treatment, and transportation for the casualties and the vulnerable with assistance from NHS and local authorities, including at rest centres.

Local Authorities: decision on location of rest centres, transport to rest centres and welfare support (including food and medical). Also, responsible for the safety and preparedness of schools, children's homes and care homes, public highways that are not motorways or major trunk roads, structural assessment of buildings, the recovery phase and public health advice, advocacy and challenge to protect the health of the population.

Voluntary and Community Sector: the LRF representative establishes ongoing links with a wide range of organisations through the Voluntary Sector Civil Protection Forum in order to provide support during incidents and at rest centres.

UK Health Security Agency? provision of health advice to the Strategic Coordinating Group.

Health Sector: Both NHS England and ICB (Integrated Care Boards), through Primecare (OOH), will provide primary care for the evacuated population working with local authorities to identify and support vulnerable people needing health support. NHS Trusts plans will be activated for the evacuation of hospitals.

Environment Agency: preventing and minimising environmental impacts, investigating the causes of incidents, issuing flood warnings, mobilising flood defence assets and providing waste disposal capabilities.

National Highways: closing major roads or motorways, dealing with abandoned/damaged cars and providing roadblocks.

Appendix C Risk Assessment

DYNAMIC RISK ASSESSMENT TEMPLATE	ESTABLISHMENT: Designated Rest Centres All designated Rest Centres are public buildings with current risk assessments covering their normal business activity. This risk assessment should be seen as additional to cover the change in purpose of the building.	Risk Assessment Completion Undertaken by: Date: Signed by: Review Date:

HAZARD	RISK RATING	WHAT IS THE RISK? AND WHO MIGHT BE HARMED?		HOW IS THE RISK CONTROLLED?	WHAT FURTHER ACTION IS NECESSARY TO CONTROL THE RISK?
Hazard type/description	Likelihood x Severity = Risk Low (1,2,3) Medium (4,5,6) High (7,8,9)	List groups of people who are likely to be at risk from the hazards which have been identified		List the existing control measures (or where the information can be found)	List the issues linked to the hazard or risk and the action required to eliminate or reduce it. Take cost into account, unless the risk is high
HAZARD	**RISK RATING**	**RISK**	**GROUP**	**CONTROL MEASURES**	**ACTION**
<u>Transportation</u>					
Marshalling Area	4	Crush to board transport	Evacuees	Police/Local Authority Liaison Officer (LALO) on scene	
Boarding/ Disembarking	4	Slips, Trips and Falls	Evacuees	Accessible buses Police/LALO assistance	
Road Traffic Collision	4	Injury/Death	Evacuees	Use of appropriate transport provider/drivers	

HAZARD	RISK RATING	RISK	GROUP	CONTROL MEASURES	ACTION
External Environment					
Uneven surface	2	Slips, Trips and Falls	Evacuees and staff	Area check before arrival Meet and greeters aware	
Poor lighting	4	Slips, Trips and Falls	Evacuees and staff	High visibility jackets Torches	
Poor signage	8	Become lost, distressed	Evacuees	Signage to be displayed before arrival Location details in RC box	
Poor access control	6	Unauthorised access	Evacuees and staff	Evacuees to be marshalled into the building	
Internal Environment					
Poor Hygiene	4	Spread of germs/disease	Evacuees and staff	Health and Safety guidelines Regular rubbish disposal	
Equipment Safety	4	Injury – inc. electrocution	Evacuees and staff	PAT – Portable Appliance Testing Visual equipment checks of chairs/tables	
Fire Safety	6	Unable to exit or fight fire resulting in injury or death	Evacuees and staff	Fire Safety regulations Inspections	Ongoing visual checks of equipment and exits
Overcrowding	4	Injury/Safety	Evacuees and staff	Building capacity guidelines First Aid on site	Full use of available space
	4	Tensions/ Distress	Evacuees and staff	Quiet Rooms Crisis Support	Request Police presence if available

Appendix D Evacuee Information Leaflet

First Aid

First Aid is available to deal with minor injuries or illness. The British Red Cross or St John Ambulance personnel will provide this care.

Smoking

Please note that Rest Centres are public buildings and therefore smoking is not allowed. If you wish to smoke you may do so outside.

Alcohol

Alcohol consumption is not permitted.

Valuables

If you have any items you consider valuable, please keep them with you at all times. Do not leave any items unattended, the security of your property is entirely your responsibility. Any items of lost property found after the Rest Centre has closed will be held by the Facility staff.

Facilities

For your own safety please do not enter any areas which are taped off or not signposted as a designated Rest Centre area.

Pets

In order to cater for those of you who have brought your pets to the centre, a pet holding area has been allocated. You will be asked to register and stay with your pet for the duration of the incident.

If the incident is prolonged, arrangements will be made to move pets to a more suitable location. Animal Welfare Professionals may be contacted and asked to assist in caring for your pet.

Cleanliness

For everyone's comfort and safety, please try to keep the centre as clean and tidy as possible.

...for further information please contact the Rest Centre staff

Please be patient with us and help us to make your stay at the Rest Centre as comfortable as possible by showing respect and having consideration for other people and the building.

Hostility or abuse towards staff or other people will not be tolerated.

If you feel you require any further information or assistance following this event, please contact:

Sandwell Council - **0121 569 2200**
Sandwell Council House
One Stop Shop
Freeth Street
Oldbury
B69 3DQ

Rest Centre Guide



Please take some time to read the following information

Sandwell
Metropolitan Borough Council

Welcome to your Rest Centre

Please try to relax and be patient in these difficult circumstances. Staff from the Council and other agencies are here to provide support and advice. Rest Centre staff can be identified by their uniform or tabards.

Why have I been asked to come here?

There is an emergency situation which has made staying in your home or place of work unsafe. West Midlands Police and the Council have provided a secure and comfortable place for you to wait until it is safe to return.

What is this place?

This is a Rest Centre, one of many places around the borough used to shelter and look after people for a short time in an emergency.

What's happening now?

The Emergency Services are doing their best to ensure that all potential dangers and hazards are made safe. Once this has been achieved you will be told that it is safe to return.

If you haven't already, you need to register at reception; we will be asking you to provide us with a few personal details to register your attendance.

Why do you need my details?

There are four main reasons why we need to take your personal details and register your attendance:

- It enables us to inform the Emergency Services of who is accounted for and who is missing.
- Your family and friends may have heard about the incident and/or evacuation. They may be worried and trying to contact you; having your details will speed up the process of finding you.
- If there is an emergency on this site we need to know who is in the building and who has left.
- To ensure your safety and comfort we need to provide adequate staff, refreshments and support for everyone in the Rest Centre.

GDPR (General Data Protection Regulation)

The details you provide will be held confidentially and may be shared with organisations that will assist us with your care during an emergency response or recovery situation. Our full privacy statement can be viewed online at www.sandwell.gov.uk

What do I do now?

Make yourself comfortable, relax and try not to worry. Our staff are well trained and will do their best to take care of your needs. We will be providing you with some light refreshments throughout the duration of the incident and if the emergency continues we will provide you with main meals at the appropriate times.

What about my personal needs?

If you have any needs including dietary, medical or religious, please inform a member of staff who will try to accommodate them promptly.

Requests for medication should be made to staff at the earliest opportunity for processing.

What about children?

There are arrangements in place that cover unidentified or unaccompanied children and children in schools or groups to ensure their safety during the incident.

Please note that children accompanying you to the Rest Centre remain your responsibility and must be supervised at all times.

Can I leave?

You are free to leave anytime. However, you should not attempt to return to the area you were evacuated from until notified that it is safe to do so. If you do decide to leave please inform the Rest Centre staff.

How can I get help and information?

We will be providing you with information at regular intervals while you are here by way of announcements and by placing details on information boards.

If you have any problems or concerns please feel free to approach the Rest Centre staff who will do their best to help.

Appendix E Staff Debrief Form

To help the Resilience Team review the suitability of this Rest Centre facility, the resources provided, and the overall running of the facility please answer the following questions.

Please tick the appropriate box against each of the aspects listed, reflecting your experience during the Rest Centre Operation.

	Poor	Adequate	Good	Excellent
FACILITIES				
Access	☐	☐	☐	☐
Suitable Layout	☐	☐	☐	☐
Set Up	☐	☐	☐	☐
Space/Capacity	☐	☐	☐	☐
REGISTRATION PROCESS				
Ease of completion	☐	☐	☐	☐
Documentation relevance	☐	☐	☐	☐
RESOURCES				
Staff numbers	☐	☐	☐	☐
Appropriate staff	☐	☐	☐	☐
Equipment – tables/chairs	☐	☐	☐	☐
Rest Centre Box contents	☐	☐	☐	☐
Timeliness	☐	☐	☐	☐
REST CENTRE OPERATION				
Internal communication	☐	☐	☐	☐
Coordination	☐	☐	☐	☐
MULTI AGENCY WORKING				
Communication	☐	☐	☐	☐
Cooperation/Support	☐	☐	☐	☐
Information sharing	☐	☐	☐	☐

What Service do you work for?

What was your role within the Rest Centre/Evacuation?

What short term issues have been identified? e.g. additional contact details

What long term issues have been identified? e.g. additional training, services/responders

What improvements could be made to the centre/ response?

Please leave your details below if you would like a response or to be contacted:

COMMENTS ON YOUR EXPERIENCE:

NAME: **EMAIL:**

ADDRESS: **PHONE NUMBER:**

THANK YOU

Appendix F Rest Centre Feedback Questionnaire

To help Sandwell Council review the level of support you received during your stay at this Centre please answer the following questions.

Please tick the appropriate box against each of the aspects listed, if applicable, reflecting your experience during your time at the Centre.

	Poor	Adequate	Good	Excellent
ARRIVAL				
Transport (if provided)	☐	☐	☐	☐
Building access	☐	☐	☐	☐
REGISTRATION PROCESS				
Easy to understand	☐	☐	☐	☐
Completion time	☐	☐	☐	☐
FACILITIES				
Signage	☐	☐	☐	☐
Toilets	☐	☐	☐	☐
Security	☐	☐	☐	☐
Lighting	☐	☐	☐	☐
Quiet or Faith area	☐	☐	☐	☐
Seating	☐	☐	☐	☐
Overnight arrangements	☐	☐	☐	☐
SERVICES				
First Aid	☐	☐	☐	☐
Refreshments (dietary needs)	☐	☐	☐	☐
Information – Leaflets, Updates	☐	☐	☐	☐
STAFF				
Helpful	☐	☐	☐	☐
Knowledge	☐	☐	☐	☐
Availability	☐	☐	☐	☐
REST CENTRE EXPERIENCE				
Overall	☐	☐	☐	☐

Monitoring Information
Please take a moment to fill out the below monitoring information which will enable the council to better understand the needs and concerns of residents during an evacuation and Rest Centre stay.

Please Tick:

SEX:	FEMALE	☐	MALE	☐		
AGE:	16-24	☐	25-34	☐	35-44	☐
	45-54	☐	55-64	☐	65+	☐
ETHNICITY:	AFRICAN	☐	BANGLEDESHI	☐	BRITISH	☐
	CARIBBEAN	☐	CHINESE	☐	INDIAN	☐
	PAKISTANI	☐	DUAL HERITAGE	☐	OTHER	☐
			.....		.....	
RELIGION:	BUDDHIST	☐	CHRISTIAN	☐	HINDU	☐
	JEWISH	☐	MUSLIM	☐	SIKH	☐
	NONE	☐	OTHER	☐		
			.....			
REST CENTRE USAGE:	INDIVIDUAL	☐	COUPLE	☐	WITH CHILDREN	☐

DISABILITY: Do you consider yourself as having a disability?

Under the Disability Discrimination Act 1995 the definition of disability is:-
"A person has a disability for the purpose of this Act if s/he has a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities."

YES ☐ NO ☐

COMMENTS ON YOUR EXPERIENCE:

Please leave your details below if you would like a response or to be contacted:

NAME: **EMAIL:**

ADDRESS: **PHONE NUMBER:**

THANK YOU

Appendix G Pet Management Guidelines for Rest Centres

Management of pets in the centre

- Assign one staff member during each shift for the focal point for pet management and queries.
- The supervision of pets is the responsibility of the pet owner.
- While house-trained pets are generally suitable for rest centres, remember that in an emergency, the animal itself will be in an unfamiliar environment and is likely to be stressed, similar to the owner. Consequently, unpredictable behaviour may arise.

Handling Injured or ill Pets

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

• **Contact the vet:** Ask the owner to contact their vet for advice and potential treatment. Owners can leave the rest centre to take their animal to the vet.
• **24 hour vets:** If necessary, Ring one of the 24 hour vets listed below. Arrange transportation to take the owner and pet to the animal hospital/vets. However, the owner is responsible for any associated costs.
• **Unregistered Pets:** If the pet is not registered to a vet, contact the council's Dog Warden Service who may be able to assist with their emergency vet cover. The owner will be responsible for the costs.
• **Emergency Contact:** In an emergency contact the RSPCA on **0300 123 8585**
• **Reporting a stray dog:** To report a stray dog **call Noah's Ark on 0333 577 5070**

Pet Registration

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

• Name of pet
• Type of pet
• Age of the pet
• Microchip number (if available)
• Name, address, and telephone number of owner
• Any medical or behavioural problems

If an evacuee has left a pet behind and expresses concern about its safety:
• Notify a member of the Resilience Team and ask them to speak to the emergency services and RSPCA.
• If possible and safe to do so, the pet will be collected. The council's Dog Warden Service has an appropriate van for collection. Call **Tel. 0333 577 5070**

If you require pet food at the centre, please contact the Resilience Team / DEPO. They may be able to source supplies for you. In an emergency, contact the Dog Warden's service who may be able to assist. **Tel. 0333 577 5070** (Via Noah's Ark).

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

List of 24 hour vets in Sandwell:

- **Vets for Pets:** 139 Hill Top, West Bromwich. Tel. **0121 567 3250**
- **YourVetsSmethwick:** 300 Londonderry Lane, Smethwick, B67 7EW. Tel. **0121 516 1999**
- **Black Vets in Dudley:** 50A Hall St, Dudley, DY2 7BT. Tel. **01384 252509** (near Tividale and Rowley Regis)

List of vets in Sandwell open during business hours:

- **Pets at Home:** Unit 6, Oldbury Green Retail Park, Oldbury, B69 3DD. Tel. **0345 600 9544**
- **The Veterinary Clinic:** 130 Lodge Road, West Bromwich, B70 8PL. Tel. **0121 553 0070**
- **Orchard Veterinary Centre:** 410 Birchfield Lane, Oldbury, B69 1AD Tel. **0121 544 0404**
- **Stewart vets – Tipton:** 206 High Street, Princess End, Tipton. DY4 9JB Tel. **0121 522 2118**
- **Orchard Veterinary Centre:** 210 Holyhead Road, Wednesbury, WS10 7DQ Tel. **0121 556 6890**

Animal Charities in Sandwell:

- **Wild Acre Rescue:** 20 High Street, Cradley Heath, B64 5HG
  Tel. **07581 015789**

- **Petsearch rescue West Midlands**: (appointment needed before arrival):
  Tel. **07462 355 784**

- The Animal House Rescue: (serves West Midlands)
  Tel. **0121 475 8729**

Appendix H Rest Centre Role Instructions & Checklist

Tasks	Checklist
Conduct a dynamic risk assessment upon arrival	☐
Initiate and maintain a Log sheet and ensure that key decisions are logged within a decision log. Document any specific needs or concerns raised by evacuees.	☐
Establish a communication plan to keep all staff informed of updates & changes (regular check-ins/meetings where possible to ensure smooth operations)	☐
Carry out a staff briefing prior to rest centre opening and ensure they are briefed on their roles & responsibilities	☐
Locate the Rest Centre Emergency box and admin documentation	☐
Assign roles to rest centre staff (recommended numbers): Registration staff (minimum of 2 staff) Information Officer x 1 Refreshments handlers (minimum of 1) Security (minimum of 1)	☐
Maintain a volunteer sign-in/out sheet	☐
Ensure there is a staff rota, ensuring staff members are having regular breaks	☐
Ensure evacuation points are made clear to both staff and the public using the building	☐
Ensure the following facilities have been sign posted around the rest centre: - Toilets - Pet friendly area - Refreshments - Quiet zone / multi-faith room - Sleeping location - Childrens play zone - First Aid Room	☐
Ensure an information point/desk is set up preferably in evacuee seating area, to keep evacuees updated and assist with enquires, (i.e. utilise a Whiteboard/flip chart, whichever is available)	☐

Appendix I Rest Centre Facilities checklist

Please note that the following checklist is not exhaustive, and adjustments may be necessary based on specific incident and evacuee needs. The list serves as a fundamental guideline for essential facilities within a Rest Centre.

Rest Centre Facilities	Checklist
1. Quiet room / multi-faith room	☐
2. Command & Control – Staff/volunteers meeting room & rest area, rest facilities	☐
3. Animal friendly zone if required (consider zone outside of building if possible)	☐
4. Children play area (indoor/outdoor)	☐
5. First Aid room	☐
6. Changing rooms (particularly important for overnight stay)	☐
7. Security provisions - initially council staff/volunteers - followed by council security staff	☐
8. Kitchen area	☐

Appendix J Rest Centre Role Instructions & Checklist

Rest Centre Manager / Local Authority Liaison Officer (LALO):

Tasks	Checklist
Conduct a dynamic risk assessment upon arrival	☐
Initiate and maintain a Log sheet and ensure that key decisions are logged within a decision log. Document any specific needs or concerns raised by evacuees.	☐
Establish a communication plan to keep all staff informed of updates & changes (regular check-ins/meetings where possible to ensure smooth operations)	☐
Carry out a staff briefing prior to rest centre opening and ensure they are briefed on their roles & responsibilities	☐
Locate the Rest Centre Emergency box and admin documentation	☐
Assign roles to rest centre staff (recommended numbers): - Registration staff (minimum of 2 staff) - Information Officer x 1 - Refreshments handlers (minimum of 1) - Security (minimum of 1)	☐
Maintain a volunteer sign-in/out sheet	☐
Ensure there is a staff rota, ensuring staff members are having regular breaks	☐
Ensure evacuation points are made clear to both staff and the public using the building	☐
Ensure the following facilities have been sign posted around the rest centre: - Toilets - Pet friendly area - Refreshments - Quiet zone / multi-faith room - Sleeping location - Childrens play zone - First Aid Room	☐
Ensure an information point/desk is set up preferably in evacuee seating area, to keep evacuees updated and assist with enquires, (i.e. utilise a Whiteboard/flip chart, whichever is available)	☐

Registration Staff:

Tasks	Checklist
Ensure **registrations forms** are readily available on the registration table	☐
Ensure **Rest Centre Information leaflets** are on the registration table for distribution to evacuees.	☐
Ensure the **multi-language phrase book** is easily accessible	☐
Have **lanyards** set up, ready to be issued out to evacuees.	☐
Note any **special needs** identified during the registration process and promptly **notify the Rest Centre Manager**	☐
Document Collection: Ensure all completed forms are collected and passed to the Rest Centre Manager in a timely manner	☐
Note: *This checklist guides Registration Staff in carrying out essential tasks for a smooth registration process. Flexibility and adaptability may be required depending on the specific circumstances of the incident and evolving needs.*	

Information Officer:

Tasks	Checklist
Ensure a clearly visible **Information Point** is set up.	☐
Notice board – ensure the information board displays the Rest Centre name, address and up-to-date information.	☐
Information Leaflet Distribution - Check that evacuees are being provided with the information leaflet. Ensure the leaflet is placed on the **registration table** for easy distribution as evacuees enter the Rest Centre..	☐
Regular Information Updates: Conduct regular updates at the **Information Point** to inform evacuees about the ongoing situation, available services, and any changes within the Rest Centre.	☐
Display essential emergency contact information prominently at the Information Point.	☐
Note: *This checklist outlines the key tasks for the Information Officer to ensure effective communication and the provision of essential information within the Rest Centre. Adjustments may be necessary based on the unique circumstances of the incident and the evolving needs of evacuees.*	

Appendix K – Rest Centre Roles and Responsibilities

Duty Emergency Planning Officer (DEPO) Coordination of response and resources

- Ascertain details of the incident: number of people to be cared for and the expected duration as soon as possible.
- establish whether the Police will have overall control (Survivor Reception Centre/Family Assistance Centre) or whether the Local Authority will have overall management control (Rest Centre).
- ensure that arrangements to open premises have been activated, and record in the Log Sheet the action taken.
- notify the British Red Cross to manage the Rest Centre.
- make arrangements to locate the Rest Centre Resources Box and administrative documentation at the premises.
- ensure arrangements are in hand for the provision of services, being available in time for the arrival of the evacuees.
- make all necessary resources available and take action to meet any shortfalls.
- ensure ongoing communication with the Local Authority Liaison Officer (LALO) and the Rest Centre.
- consider maintaining a rota of staff and volunteers for the duration of the incident.
- provide the staff and public with information as it becomes available, if appropriate.
- refer media interest to the Police or the Local Authority Duty Comms Officer.
- adhere to the control measures outlined in the Risk Assessment (Appendix C).
- consider the security of the Rest Centre.

Local Authority Liaison Officer (LALO)

- Identify the most appropriate rest centre facility in consultation with the Duty Resilience Officer.
- ensure the Rest Centre facility is opened in as timely a manner as possible.
- locate the Rest Centre Box and administrative documentation at the premises.
- work with the British Red Cross to identify the facilities required at the Rest Centre and allocate the space available.
- If feeding is required for displaced persons, coordinate with the local facility and or the Salvation Army. For larger food needs (i.e., a greater number of evacuees), contact the Rapid Relief Team (RRT), which has a 2-hour response time for providing hot meals, both during and outside of business hours (Red Tent Events). Please note however, that food boxes require a 2-hour approval time and an additional 3-hour response time for delivery.
- maintain the security of the Rest Centre.
- ensure that the Duty Emergency Planning Officer is kept up to date to facilitate distribution of SitReps.
- ensure the following arrangements are satisfactory and monitored:
    - health and safety,
    - toilets facilities,
    - kitchen facilities,
    - traffic/car parking,
    - provision for pets,
    - availability of communications.
- refer media interest to the Police or the Local Authority Duty CommsOfficer.
- provide the staff and public with information as it becomes available, if appropriate.
- adhere to the control measures outlined in the Risk Assessment (Appendix C).

Rest Centre Manager and Staff – British Red Cross

- Conduct a dynamic risk assessment upon arrival.
- Ensure that you are clearly identifiable as the Rest Centre Manager and that all staff wear tabards and identification badges.
- initiate and maintain a Log Sheet to record decisions/actions.
- identify the required facilities at the Rest Centre and allocate the space available in accordance with identified requirements.
- conduct initial assessments on all evacuees and arrange for the provision of specialised services dependant on individual requirements or observations made.
- ensure all evacuees receive the care and attention appropriate to their needs.
- consider maintaining a rota of staff and volunteers for the duration of the incident.
- ensure refreshment arrangements are made.

- ensure the following arrangements are satisfactory and monitored:
    - toilets facilities,
    - kitchen facilities,
    - traffic/car parking,
    - provision for pets,
    - availability of communications,
    - health and safety.
    - report any issues to the Duty Emergency Planning Officer.
    - provide the staff and public with information as it becomes available, if appropriate.
    - refer media interest to the Police or the Local Authority Duty Comms Officer,
    - record outgoing expenditure and incoming donations.
    - adhere to the control measures outlined in the Risk Assessment (Appendix C).issue debrief forms to staff and evacuees, collect the forms before closure of the Rest Centre.

Facility Staff

Management and staff from a rest centre facility could support its operation by:

- Locating and collecting the Rest Centre Resources Box from its storage point, prior to the arrival of the British Red Cross or Local Authority Liaison Officer (LALO).
- maintaining the security of the building and reporting any problems to the Rest Centre Manager or Local Authority contact.
- keeping a record of damage or other costs incurred.
- referring any media interest to the Police or Local Authority Duty Comms Officer
- adhere to the control measures outlined in the Risk Assessment (Appendix C).
- ensuring other users of the building are able to use the facilities as normal whilst keeping the Rest Centre areas separate if possible.

Registration Officer

Ensure accurate documentation of all evacuees entering and leaving. Essential to enable missing persons to be identified, families reunited, and information given to relatives.

- Set up registration areas
- A member of staff with complete the form with an evacuee, ideally as soon as they enter.
- Note any special needs and notify the Rest Centre Manager.
- Check forms can be read.
- File registration forms.
- Issue ID Cards/holders.
- Monitor numbers entering.
- Liaise with managers and staff.