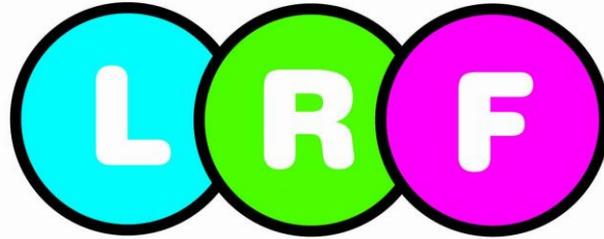


Devon • Cornwall • Isles of Scilly



Local Resilience Forum

FAMILY AND FRIENDS RECEPTION CENTRE PLAN

VERSION 3.0 – May 2016



PREPARING FOR EMERGENCIES

Title of document:	Family and Friends Reception Centre Framework
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Revision History

Revision Date	Version No.	Summary of Change	Changes made by	Authorised by	Date
01.06.12		Amendments after HAES consult	Mark Ruston		
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April 2016	V2.3	Consultation document	J Hardiman	HAES	25.04.16
May 2016	V3.0	Sign off at MoT	JH and MR	LRF	02.06.16

Distribution

Name	Department	Organisation
via LRF and RDS to all partners		

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Details of changes should be sent to:

Devon, Cornwall and Isles of Scilly Local Resilience Forum Coordinator

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CONTENTS

Contents	Page 4
Amendments	Page 3
1. Introduction	Page 5
1.0 Introduction.....	Page 5
1.1 Review and Amendment.....	Page 6
1.2 Training and Exercising.....	Page 6
1.3 Family and Friends Reception Centre.....	Page 6
1.4 Objectives.....	Page 6
2. Links to Supporting Plans and Frameworks	Page 7
3. Activation of a FFRC	Page 7
3.1 Response Timeline.....	Page 8
3.2 FFRC Minimum Requirements.....	Page 9
3.3 Types of Suitable Premises.....	Page 9
3.4 Centre Management Group.....	Page 9
4. Cordons	Page 10
5. Police Roles and Responsibilities	Page 11
5.1 Major Disaster Room Manager SPOC.....	Page 11
5.2 Major Disaster Room Manager.....	Page 11
5.3 Documentation Officer.....	Page 12
5.4 Security Officer.....	Page 13
6. Other Roles (including supporting agencies)	Page 14
6.1 Family Liaison Officer.....	Page 14
6.2 Casualty Bureau.....	Page 14
6.3 Local Authorities (Unitary and Top Tier).....	Page 14
6.4 Health Sector Representative.....	Page 15
6.5 Voluntary Sector.....	Page 15
6.6 Faith Communities.....	Page 15
7. Other Considerations	Page 15
7.1 Finance.....	Page 15
7.2 Transport.....	Page 15
7.3 Staff Welfare.....	Page 15
7.4 Media.....	Page 16
7.5 Communication with the Public.....	Page 16
8. Closure	Page 16
8.1 Leaving the Family and Friends Reception Centre.....	Page 16
Appendix:	
A Command Structure – Strategic/Tactical/Operational	Page 18
B Family and Friends Reception Centre Progression Chart	Page 19
C Exit Strategy Template	Page 20
D Go Box	Page 21
E National Guidance	Page 22
Glossary	Page 24

Amendments

Page No.	Subject	Inserted by	Agreed by	Date

Immediate Response:

- **A FFRC should be established within 8 hours of the onset of an emergency¹.**
 - **It is the responsibility of Devon and Cornwall Police to establish, set up and manage (see command structure at Appendix A and progression flow chart at Appendix B).**
 - **A Police Major Disaster Room Manager (MDRM) will be supported by 'Reception Centre Aware' police staff, the top-tier Local Authority (LA), Faith Team (either Cornwall or Devon) and the Voluntary Sector (VS).**
 - **Go direct to Section 3 for activation of this plan – see 'Roles and Responsibilities' at Section 5 for actions.**
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1.0 Introduction

Past emergencies have shown that in the immediate aftermath of an emergency, many people will travel to the scene in order to find family and friends that they believe to be involved.

Where large numbers of people are converging on the scene, the Police may decide that it is necessary to have a separate area where family and friends can be redirected.

A Family and Friends Reception Centre (FFRC) will normally be sited at a suitable location outside the outer cordon, near to the scene, and within the area of the community affected or at the associated entry or departure points.

In the context of this plan, the term 'family' includes partners, parents, siblings, children, guardians, carers, friends, and others who might have a direct close relationship with the missing injured or deceased persons. It is important to recognise the potentially wide variations of the word 'family', which can be influenced by culture, lifestyle and preference.

Any major emergency may involve a criminal investigation which will be considered from the outset. The survivors of the emergency may also be witnesses and the documentation process will take time. Friction may occur with families and friends becoming frustrated that they are not able to get the information they most desire – are their loved ones alive or not and how soon will they be able to be reunited with them?

In reality, there may be no survivors from the emergency, in which case the opening of the FFRC will be paramount, and a requirement at an early stage.

This plan aims to outline the requirements for establishing and operating a FFRC in Devon, Cornwall and Isles of Scilly Local Resilience Forum (LRF) area. It describes the actions to be taken within a FFRC by key individuals across the responding organisations and complements existing documents relating to Humanitarian Assistance, Response and Recovery, and linking LRF documents (see Section 2). Links to government guidance documents can be found at Appendix E.

¹ See Response timescale at Sub-section 3.1

LRF Family and Friends Reception Centre Plan

All decisions should be assessed against the Joint Emergency Services Interoperability Programme (JESIP) Joint Decision Model to support the decision-making process.

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This plan is suitable for disclosure under the terms of the Freedom of Information Act.

1.1 Review and Amendment

It is the responsibility of LRF Humanitarian Assistance and Evacuation and Shelter (HAES) Task and Finish Group to ensure the plan is current, reflects good practice, and is fit for purpose. It will be reviewed and updated every three years, or following any significant legislative or procedural changes, or following any emergency that requires the plan to be implemented and where lessons have been learned.

1.2 Training and Exercising

Each agency is responsible for identifying key personnel that may be involved in the opening of a FFRC.

It is anticipated that some aspects of training will be provided within a single agency environment, however, where possible, training and exercising will be carried out within a multi-agency environment to ensure that each of the responding organisations understand the roles and responsibilities of everyone they will be working alongside, including the VS and faith teams, to ensure that activation of this plan is successful and joined-up.

1.3 Family and Friends Reception Centre

“A FFRC is a secure place where the family and friends of people directly involved in the incident can receive initial support and advice.”²

A FFRC is a safe place for family and friends to gather where they can receive up-to-date information about the situation and/or rescue operation as it becomes available. The police are responsible for giving the most accurate information available to family and friends, in as sensitive a way as possible and will gather information for the investigation and missing person enquiries.

It is a police responsibility to register everyone entering a FFRC, including responders. The registration of family and friends will aid the matching process of survivors to loved ones, and loved ones to the deceased.

Access to the SuRC will be strictly limited to those authorised by the MDRM, with no access permitted to the media or general public. The MDRM of the FFRC will liaise with the MDRM of the Survivor Reception Centre (SuRC) to agree a strategy to reunite survivors with their loved ones as soon as practicably possible and in accordance with the direction given by the Senior Identification Manager (SIM).

The FFRC Progression Flow Chart can be found at Appendix B.

² College of Policing – Authorised Professional Practice

1.4 Objectives

The key objectives for each agency during a major emergency are outlined in the Combined Agency Emergency Response Protocol (CAERP); the additional objectives for this centre are to:

- Provide somewhere safe away from media attention
- Give up-to-date and accurate information on the rescue and recovery operation
- Reunite family and friends with survivors as soon as possible
- Pass information to individuals about those that have been injured or have died as a result of the emergency
- Facilitate documentation to help establish the identification of missing individuals and to assist the Police investigation into the emergency
- Ensure appropriate general and welfare support, faith, and practical and emotional support to family and friends throughout.

There are a number of key principles which underpin the care of family and friends:

- Basic shelter, warmth and refreshments
- Information about what has happened, as it becomes available
- First Aid
- Emotional and welfare support
- Communication facilitation
- Advice about how to access further assistance
- Security from outside intervention (e.g. the press)
- A point of contact for ongoing support.

2.0 Links to supporting Plans and Frameworks (see 'HAES folder' on the Resilience Direct (RDS))

[Combined Agency Emergency Response Protocol \(CAERP\) v6.0](#)

[Large Scale Evac and Shelter Strategic Framework v1.1 \(090115\)](#)

[LRF HAC Framework \(amended 181113\)](#)

[LRF Mass Casualty Plan \(updated 010515\)](#)

[LRF Vulnerable People Tactical Framework v2.2 \(Aug 2015\)](#)

[LRF Survivor Reception Centre Plan \(updated February 2016\)](#)

3.0 Activation of a FFRC

The decision to open a FFRC will be made during the response phase of an emergency by the Police Tactical Commander. The emergency will involve survivors, missing people and/or fatalities.

- The Police Tactical Commander will inform the Police Control Room of their intention to open a SuRC, FFRC or activate a Hospital Documentation Team.
- A request will be made to locate a MDRM for deployment to the required location(s) and the Force MDRM Single Point of Contact (SPOC) (Operational Reception Centres) will be notified of the deployment; and will assist in this.
- The Local Authority (LA) will be alerted as soon as possible following the decision to open a FFRC. This will be prior to knowledge of the FFRC's location

LRF Family and Friends Reception Centre Plan

to allow them time to identify key staff and VS organisations and place them on standby; resulting in faster overall response once key information becomes available to them.

- The MDRM SPOC will maintain the overarching link between the MDRM's deployed to the different locations, and the SIM and Casualty Bureau Manager.

3.1 Response Timeline

The Police Tactical Commander will make the decision to activate the FFRC Plan – the following actions should be implemented within the appropriate timescale. The indicated timescales must not hinder the faster deployment of information sharing or deployment of agency staff.

Timescale	Action
Within 1 Hour of onset of Emergency	<ul style="list-style-type: none"> • Appointment of a Senior Investigation Officer (SIO) • Appointment of a SIM • Notify the Force MDRM SPOC • Top tier LA informed • Notify Casualty Bureau Manager • Notify Comms and set up social media • Decision to open a SuRC, if required
Within 2 Hours	<ul style="list-style-type: none"> • Appointment of MDRM for FFRC (or put on standby if still awaiting decision from TCG) • Top tier LA informed of intent to open FFRC (to put staff and voluntary sector on standby) • Identify appropriate premises for a FFRC • Identify suitable rendezvous points (RvP) points for arriving personnel
Within 4 Hours	<ul style="list-style-type: none"> • Notify Comms and social media when centre identified and estimated time of opening established • Cordon clearance, RvP or protocol in place for access to the Centre by supporting organisations
Within 8³ Hours	<ul style="list-style-type: none"> • MDRM to open and manage the FFRC • Establishment of Documentation Teams • LA attendance⁴ • Attendance of voluntary agencies and faith team (via LA) • Casualty Bureau opened and contact number published (likely to be earlier) • Decision to be made by the Strategic Coordinating Group (SCG) at an early stage as to the requirement for a LA Humanitarian Assistance Centre (HAC), and the type of HAC required by SCG⁵ • Set in motion printing of HAC leaflets⁶ as soon as possible

³ NB: ACPO Guidance states 12 hours to establish FFRC, however, it is vitally important to have somewhere for families and friends to head to and await information, as soon as it can be arranged

⁴ See Section 3 (Activation) if the LA informed of requirement for FFRC at an early stage attendance of the LA, VS and faith support will be reduced – this will be dependent on access, cordons and RvP arrangements.

⁵ It is realistic to expect that, whether a physical or virtual HAC, the setting up of this centre will take 48-72 hours from the time requested. It is, therefore, essential that the 'decision' to open a HAC be made at the earliest opportunity by SCG.

⁶ Shown in Annexes to the HAC Framework (see Section 2)

3.2 FFRC Minimum Requirements

Minimum requirements	Desirable but not essential requirement
<ul style="list-style-type: none"> • Registration and reception area • Building with toilets (including disabled) • Fax and telephone access • Parking • Basic First Aid provision • Minimum of two available rooms (can include one big room plus smaller room for 'one-on-ones' involving sensitive enquiries) • Refreshments • Police MDRM Grab Box • Secure site where practicable, or no more than two entrances/exits 	<ul style="list-style-type: none"> • 24 hour TV news channel • Management and briefing rooms • Separate responders rest room (and, where possible toilets) • A place with some ambience • Internet access • Comfortable seating

The following equipment will be required:

- Police 'Go-box' (contents at Appendix D), containing all relevant paperwork for the establishment of the Centre, which are held at number of locations known to the MDRMs across the LRF area.
- All agencies must wear tabards that clearly indicate the role they have within the Centre or, in the case of the VS, their relevant uniforms.

3.3 Types of Suitable Premises

The FFRC can be situated in any premises capable of comfortably accommodating family members and where essential information concerning missing individuals can be gathered from them for onward transmission to the Casualty Bureau. The premises must be capable of accommodating large groups of people that can be briefed by the Police. As we do not know in advance when or where an emergency will occur, pre-identifying sites is impossible and past experience has shown that family and friends will gravitate to the scene or local hospital if the Centre is not in operation.

Similarly, on-duty police officers will tend to commandeer the nearest suitable building. If sufficient time is available, suitable premises such as an hotel should be located – preferably somewhere comfortable and in close proximity to a transport hub. The premises need to be thoroughly risk assessed by the Police prior to use, and security measures put in place.

3.4 Centre Management Group

A Centre Management Group will be formed at the earliest opportunity, chaired by the MDRM. The LA Manager, and other key stakeholders within the Centre, will have representation on the group. The MDRM will be responsible for updating the MDRM SPOC who will in turn link with the SIM and Casualty Bureau Manager, and LA Welfare Lead Officer at tactical level.

The Centre Management Group will:

- Agree the purpose of the Centre in consultation with the SIO and SIM

LRF Family and Friends Reception Centre Plan

- Ensure secure location with no media intrusion
- Decide on the organisations that should be present in the Centre
- Ensure everyone present within the Centre has been registered and has authorisation to be there
- Establish communication and exchange of information with the Police Tactical Commander
- Ensure a joint risk assessment on the use of the premises is completed and, where necessary, appropriate control measures are introduced
- Ensure appropriate welfare arrangements are in place
- Ensure an assessment is carried out in respect of equality and diversity requirements, including language
- Ensure that personnel working at the Centre are appropriately trained and supported
- Ensure all staff and VS present are identifiable by either uniform or tabard
- Agree the process for sharing data and information as determined by the SCG
- Ensure a confidentiality agreement is signed by all organisations/personnel within the Centre including police staff
- Ensure sufficient support and resources available within the Centre
- Publicise the location of the secure FFRC to the media for the information of family and friends
- Agree shift patterns and change over strategy to include movement of responders, information gathering and defusing
- Review the necessity of the Centre, and recommendations to the SCG, on an exit strategy (see Section 8 and Appendix C)
- Where necessary and appropriate (and in consultation with the MDRM in charge of the SuRC), consider the potential to migrate into an HAC – in consultation with the relevant LA (see Section 8 and Appendix C).

4.0 Cordons

A cordon will be placed around the FFRC to control unauthorised access to the Centre and those within it.

Personnel deployed on the cordon/access control must be fully briefed as to their role and any ongoing developments.

There may be a requirement for the MDRM SPOC to identify a RvP for LA staff and supporting agencies to deploy to, for onward transportation to the FFRC. This will help to ease access through Cordons⁷.

Suitable and verifiable picture ID for responders will need to be shown at the RvP point or to cordon officers on arrival at the FFRC. Where this is not possible, the officer on the cordon will confirm the credentials via Tactical Coordinating Group (TCG). Attempts will be made to provide an agency staff list to the Police Incident Commander for this to be forwarded to the Cordon Officer to assist with checking credentials.

⁷ Any person failing to comply with the directions of a police Cordon Officer may be committing an offence under section 89(2) of the Police Act 1996, namely resisting or willfully obstructing an officer in the execution of his or her duty. The powers of arrest under the Police and Criminal Evidence Act 1984 will apply where appropriate

5.0 Police Roles and Responsibilities

5.1 MDRM SPOC

The MDRM SPOC will liaise with the SIM/SIO and Casualty Bureau Manager and will act as follows:

- Receive the initial call to deploy MDRMs to relevant centres
- Deploy trained MDRM to the FFRC
- Place the relevant LA on standby or activate their attendance
- Where required, establish an RvP for attending LA staff and voluntary agencies and establish if onward transportation to relevant centres is required
- Deploy 'Reception Centre Aware Officers' to the location
- Arrange for the deployment of the MDRM 'Go-boxes'
- Liaise with the SIM and SIO to establish their strategy
- Implement forensic strategy through the FFRC MDRM
- Liaise with the Centre MDRM ensuring that the dynamic risk assessment and security risk assessment have been completed and recorded
- Contact the LA to ensure they have all relevant details of the emergency and establish a deployment strategy with them (including RvPs, Cordons, estimated time of arrival) – ensure they have the contact details of the MDRM SPOC and the MDRM at the FFRC
- Notify the Police Incident Commander when the FFRC is open and receiving family and friends
- Liaise with the SIO/SIM regarding the deployment of Exhibit Officers, Crime Scene Investigators (CSI) and/or Family Liaison Officers (FLO)
- Quality assure the Centre Management and conference call into the Centre Management Group meetings
- Link with all MDRMs deployed to the emergency at other centres and receiving hospitals
- Provide a wider picture of the emergency to the MDRM to assist them in their briefings to family and friends
- Publicise the location of the FFRC to the media for the information of family and friends
- Commence an exit strategy in liaison with the Centre MDRM and LA (see Section 8 and Appendix C) and review at each meeting of the Centre Management Group (see Subsection 3.4).

5.2 Major Disaster Room Manager

The MDRM will be a police officer of the rank of at least substantive Sergeant or Inspector, who will assume overall control of the FFRC. The MDRM will:

- Assume operational command of the FFRC
- Collect and/or ensure that the MDRM 'Go-boxes' are available at the Centre
- Be deployed to manage one centre only (*other MDRM's will be deployed by the MDRM SPOC to manage other sites*)
- Complete and record a dynamic risk assessment of the location and staff and ensure both are fit for purpose
- Complete and record a risk assessment in relation to the security of the building being used
- Deliver the strategy of the SIO/SIM including the exit strategy for closure via the MDRM SPOC (see Section 8 and Appendix C)
- Be responsible *to* the SIM and responsible *for* the other police roles deployed within the Centre

LRF Family and Friends Reception Centre Plan

- Ensure that no approach is made to families and friends without first having reported to the MDRM
- Ensure that identified roles within the Centre are filled and personnel fully briefed
- Keep a register of all police and other agency staff working in the Centre, including the VS, in the form of a 'roll call' in case of an emergency occurs on site
- Implement the documentation process using the Casualty Bureau Forms as per the SIMs strategy
- Ensure 'LanguageLine' or appropriate support is in place for non-English speaking family and friends⁸
- Inform family and friends of the process in the Centre and provide a safety briefing to all present
- Facilitate the completion of other enquiries/documentation as deemed necessary, including the exhibits and forensic strategies and oversee these resources within the Centre
- Provide a quiet area for the bereaved or those requiring additional support
- Act as the SPOC for the LA Manager who will co-ordinate and manage the welfare function on behalf of the Police within the Centre
- Assume responsibility for Documentation Officers, and ensure that the relevant Casualty Bureau Forms are completed and transmitted to the Casualty Bureau as soon as possible
- Ensure quick fast track intelligence is submitted to the Casualty Bureau/Major Incident Room
- Ensure that Documentation Officers inform those being documented that their data may be shared with other responder agencies as per the information sharing statement on the bottom of the Casualty Bureau Forms. Any concerns should be directed to the MDRM
- Provide regular information updates – including if there is nothing new to report. Make it clear that no other organisation has the authorisation to provide information within the Centre.
- Call the Centre Management Group together (see Subsection 3.4) and hold regular meetings to discuss the operation of the Centre
- Complete the exit strategy in liaison with the MDRM SPOC and other agencies in attendance (see Section 8 and Appendix C).

The MDRM must establish a good working relationship as quickly as possible with the LA manager who will act as the SPOC for the LA staff, VS and Faith Team and will manage the overall welfare support.

The MDRM will allocate and deploy 'Reception Centre Aware' staff in the following roles:

- Documentation Officers (see Subsection 5.3)
- Security Officers including an Entry and Exit Officer (see Subsection 5.4)

5.3 Documentation Officer

The Documentation Officers will be responsible to the MDRM for registering individuals entering the Centre, filling in national 'Casualty Bureau Forms' and questionnaires requested by the SIO/SIM. They are responsible for communicating with family and friends about the process within the Centre as follows:

- Complete the 'Casualty Bureau Forms' as directed by the MDRM

⁸ Google 'Languages on Line' may be of assistance for short sentences, quick communication and to prevent non-English speaking survivors from feeling excluded in the short-term

LRF Family and Friends Reception Centre Plan

- Complete a 'Personal Description Form' for each missing person, where directed
- Complete the SIM questions, where directed
- Complete a 'Misper Form' for anyone considered to be missing
- Complete a 'Message Form' for any intelligence received and ensure that this is delivered to the MDRM in the first instance for onward transmission to the Casualty Bureau
- Hand completed forms to the MDRM. The MDRM will quality assure the form before arranging for onward transmission to the Casualty Bureau
- Inform family and friends that individuals within the SuRC will need to go through a documentation process that will take some time prior to them being brought to the FFRC to be reunited
- A policy decision may be made by the MDRM to seek the assistance of partner agencies in completing the 'Casualty Bureau Forms'. Before progressing this, they must be fully briefed about how to do so and the importance of the content – such as the correct spelling of an individual's name for example. This will, however, be dependent on the availability of partner agency staff and must not impact on the provision of care to support the welfare function⁹

Work closely with the LA, voluntary agencies and faith team within the Centre who will provide:

- Welfare support and First aid
- Assistance with setting up accommodation, or transport needs
- Faith support.

5.4 Security Officer

The Security Officers will be responsible for ensuring the perimeter of the site is safe and there is a secure working environment for families, friends and staff across agencies. The degree of measures required will depend on the type of emergency and how vulnerable the location is to a breach of security. They will:

- Identify one Security Officer as the Entry Officer to ensure the integrity of people arriving at the FFRC
- Identify one Security Officer as the Exit Officer to ensure the integrity of people departing from the FFRC
- Keep media away from the site or hold them on the perimeter until the MDRM has agreed a localised media plan that fits into the overall media strategy of the SIO/SIM
- Be responsible for verifying the ID of those wishing to enter the FFRC
- Implement any search regime that may be required on arrival or when exiting the FFRC
- Signpost to supporting agencies or the HAC, if one has been/is to be opened.
- Record details of all family and friends leaving on the deregistration form. Responders should sign out separately

⁹ The LA manager will have overall charge of all voluntary sector organisations within the Centre, the LA staff and faith team and they must not be redeployed by the Police. If additional people are required for assisting with forms, they must be requested via the Tactical Coordination Centre

6.0 Other roles (including supporting agencies)

6.1 Family Liaison Officer(s)¹⁰

Family Liaison Officers (FLOs) have a crucial role to play in investigating those believed to be missing. They will assist in the identification process by collecting ante mortem data from families and relevant others. They will be working to the Family Liaison strategy set by the SIM and may operate within the FFRC at the direction of the Family Liaison Coordinator (FLC). If a FLO is present within the Centre they will present themselves to the MDRM on arrival.

FLOs will not assume the role of personal counsellors, though they remain empathic. LA staff will provide support and appropriate signposting in the Centres.

6.2 Casualty Bureau

The purpose of the Police Casualty Bureau is to provide an initial point of contact to assess and receive information that relates to people who are believed to have been involved in the emergency. For the purposes of the Bureau, a casualty may be defined as any person who is directly involved in or affected by the emergency. This includes survivors, casualties, missing persons and the deceased.

6.3 Local Authorities (Unitary and Top Tier)

The LA Manager will act as SPOC to the MDRM at all times. They will ensure the smooth running, as far as possible, of the welfare function within the FFRC, and will put in place a hand-over system to ensure that the changeover from one member of staff to another is not detrimental to families and friends. The Manager will log anything that is brought to their attention concerning a survivor and will pass on important information to the MDRM when it is understood to be relevant to the investigation.

The welfare function will be to:

- Provide general social and psychological support services, assisted by the VS and Faith Team
- Ensure that all LA, VS and Faith Team members have appropriate tabards and/or uniforms¹¹
- Assist with family and friends and help with locating accommodation in B&B or hotels, if required
- Co-ordinate aftercare, in conjunction with the police, Health and voluntary organisations
- Ensure, as far as possible, the support of multi faith traditions, where required
- In conjunction with the NHS, assess and respond to the longer-term social and psychological impact of the incident on family and friends, and the wider community
- Liaise closely with police Family Liaison Officers and police Documentation Officers, when requested.
- Assist with the support of family and friends attending the emergency mortuary/chapel of rest
- Ensure sufficient refreshments are available for the family and friends while the centre is operational

¹⁰ Note: Disaster Victim Identification (DVI) trained FLOs have additional expertise in effective ante mortem collection and completion of the 'Yellow Interpol Forms'.

¹¹ Everyone working with the Centres must be identifiable

LRF Family and Friends Reception Centre Plan

- Advise the police of requests from family and friends for specific information
- Assist with access to translation facilities
- Provide special support services for the very young, elderly or those with disabilities
- Arrange longer-term temporary accommodation if required by liaison with relevant LAs and agencies
- Liaise with the appropriate Social Care Teams in the hospitals, where required
- Liaise with other Social Care Departments, where appropriate, outside of LA area in which the emergency occurred.

6.4 Health Sector Representative

Responsible for non-acute medical care within the Centre and signposting to appropriate NHS services – will be alerted by the police when venue verified.

6.5 Voluntary Sector

VS organisations will augment LA capabilities and their capacity to provide humanitarian assistance. They will be called upon to assist where needed and will be managed by the relevant LA manager.

6.6 Faith Communities

Any major emergency is likely to involve members of different faith traditions. A multi-faith team will provide practical, pastoral and spiritual support. There is one team for Cornwall and one for Devon, Plymouth and Torbay. It is the responsibility of the relevant LA to facilitate the provision of faith support.

7.0 Other Considerations

7.1 Finance

Costs associated with the FFRC are primarily a police responsibility and in general the Police will meet all the financial demands of the establishment of a FFRC, including venue, catering, and set up and clean up.

It remains the statutory duty of the relevant LA to provide the welfare function to those affected in support of the Police and therefore the LA will not normally seek to charge their own costs back to the Police.

In the event of transport accident, cost recovery will be sought from the carrier.

7.2 Transport

Where possible, the FFRC will be located close to transport links such as bus and rail services, with facilities for parking on site. If assistance is required with transport to move people to another location or to take them to the Chapel of Rest, the LA will assist family and friends with the necessary arrangements.

7.3 Staff Welfare

Each agency has responsibility to ensure that their personnel have appropriate PPE that they are given an adequate health and safety brief, and that they take breaks for

LRF Family and Friends Reception Centre Plan

refreshments and food. Early consideration must be given to the length of shifts and the need to organise relief staff; allowing time for a structured changeover.

Dealing with a major emergency will be traumatic for responding personnel and the basic needs of responders must not be forgotten. The MDRM SPOC will ensure that appropriate arrangements are in place with identified individuals nominated to deliver the required initial emotional first aid/defusing to the Police prior to staff members leaving the FFRC.

The LA manager will be responsible for ensuring that their staff and those working on behalf of the LA are similarly cared for¹².

7.4 Media

The response from the press, radio and television is likely to be immediate and should not be underestimated. In the event of a large scale emergency media interest will be global, particularly if involving large numbers of casualties. It will be essential to ensure that a media management strategy is quickly agreed and implemented in consultation with the SCG.

An element of control over the media must be exercised to assist the media but most importantly to maintain the integrity of a FFRC and ensure that it remains a secure and private location for family and friends.

A clear publicity strategy will be needed to ensure that family and friends affected by the incident are informed of the whereabouts of any FFRC and what support and information is available there. It will be emphasised in any media outreach strategy that the centre is only open to the families and friends of those persons involved or believed to be involved.

7.5 Communication with the Public

The key communication objective will be to deliver accurate, clear and where possible, timely information and advice to the public to ensure they feel confident, safe, and well informed about the emergency.

At the same time, potential sensitivities around the investigation and the origin and cause of the emergency will need to be borne in mind.

8.0 Closure

8.1 Leaving the Family and Friends Reception Centre

In addition to the details required for the Casualty Bureau, the SIO and/or SIM may require information from families and friends to assist the investigation process; it is the responsibility of the SIM to make the necessary arrangements.

Families and friends should not leave a FFRC until:

- They have been made aware of further help that is available through the LA or other agencies

¹² Note: DCC have a Defuser Team that will be in attendance at all times to look after the welfare of their Crisis Support Team and faith team to defuse them prior to going off shift, and during their response – if required

LRF Family and Friends Reception Centre Plan

- They have been de-registered.

It is vital that an exit strategy is put in place at an early stage. A FFRC is normally open for a maximum of 48-72 hours. If there is a requirement for a HAC (*see the LRF Humanitarian Assistance Centre Framework – link at Section 2*) has been established by the SCG, the likelihood is that this will open as the SuRC and FFRC shut¹³. The HAC will be managed by the lead LA. A formal handover of responsibilities will need to be recorded. Any decision to close a FFRC will be made in consultation between the Police Incident Commander, SIM and the lead LA. Appendix C contains a template for guidance when discussing the exit strategy and recording the outcomes and decisions subsequently made.

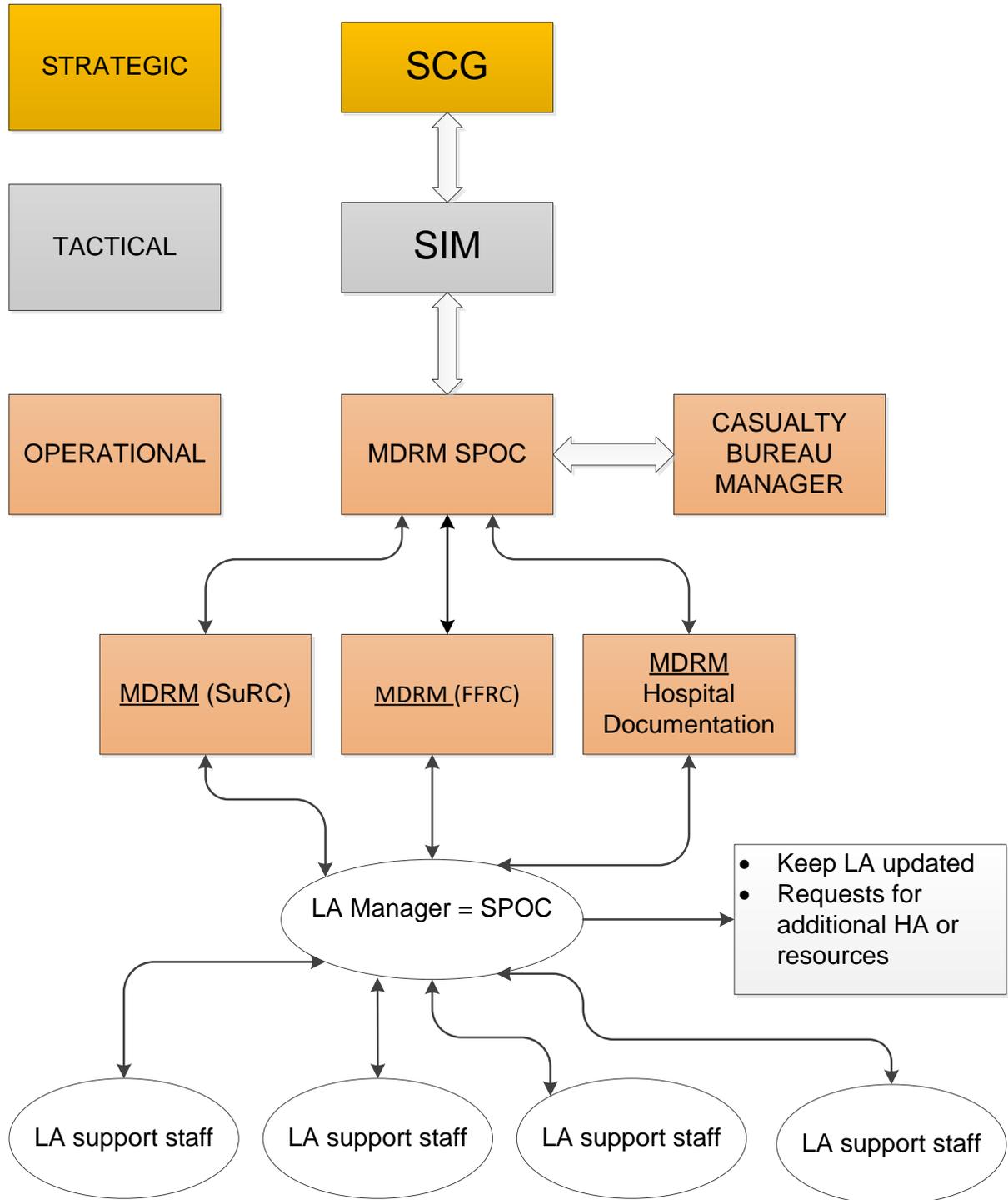
Details on where the HAC is situated and how to gain access to ongoing support will be made available as soon as possible before the closure of the SuRC and FFRC. The LRF leaflets for this will be completed, printed and distributed¹⁴, and multi-agency websites updated to provide all relevant information in addition to a robust media strategy.

Prior to closure of the SuRC and FFRCs all original paperwork and logs from across all partner organisations will need to be copied, and the originals retained by the MDRM.

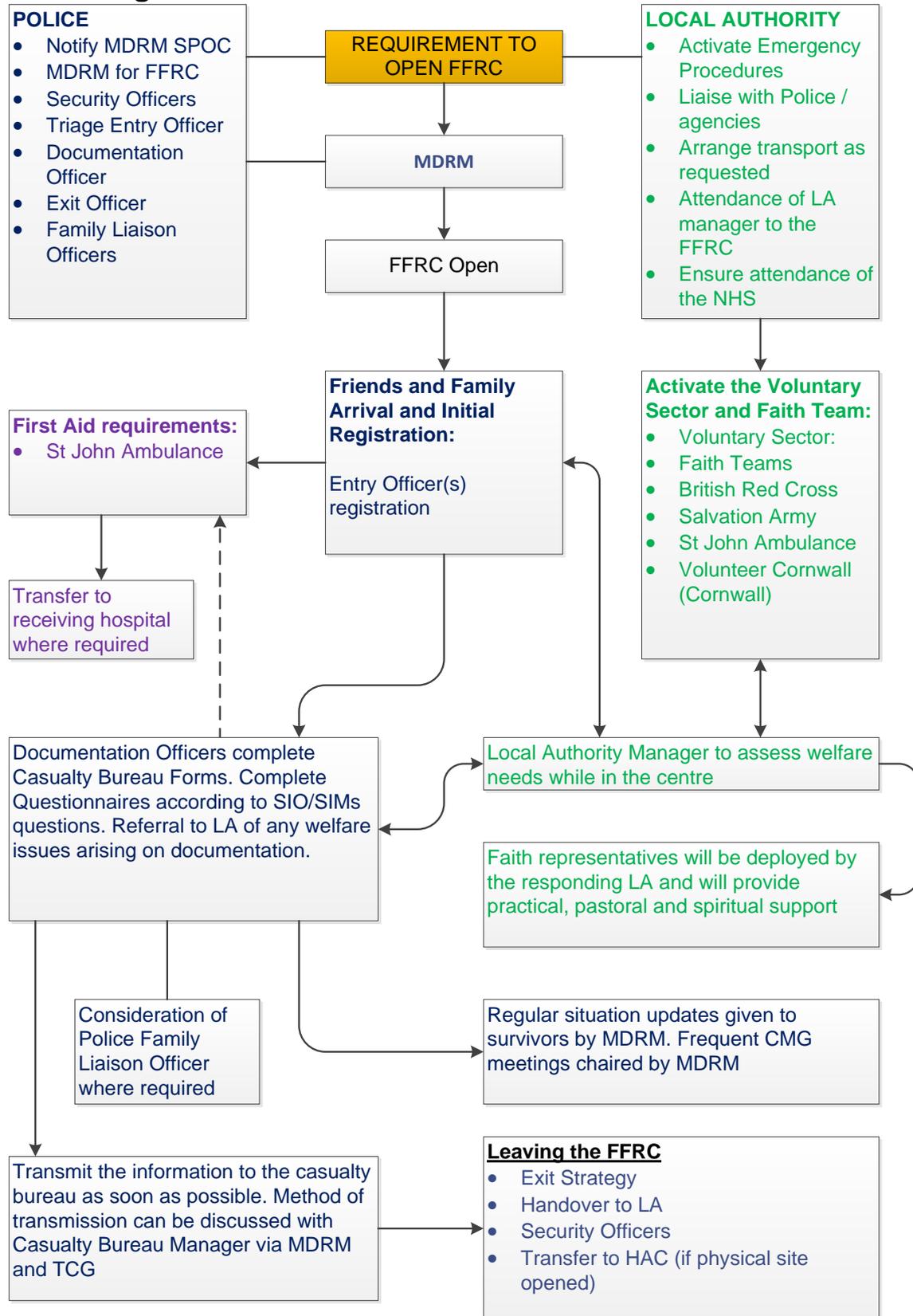
¹³ The LA have 48-72 hours to set up a HAC from the time they have been requested to do so by the SCG (this may be virtual or physical – dependent on need and the decision of the SCG)

¹⁴ These can be found in the appendices of the HAC Plan

Command Structure – Strategic / Tactical / Operational



FFRC Progression Flow Chart



KEY: BLUE = Police, GREEN = Top Tier Local Authority, PURPLE = Ambulance

Exit Strategy Template

Exit Strategy in Relation to FFRC		Ref:	
Location:		Date:	
		Time:	
Persons Present			
Other persons, organisations or communities consulted			
The extent to which immediate needs have been met			
The need for self-sufficiency or support in the community include the need for a Community Impact Assessment			
The extent to which the humanitarian assistance can be absorbed into normal working through referrals to existing organisations or systems			
Time related events and capabilities			
Have the objectives of the Centre been met e.g. documentation, welfare?			
Recommendations made to SIO/SIM in relation to continued operation of/ closure of the FFRC or opening of a HAC?			
Decision by whom to close centre and/or transfer to HAC?			
Date/time of next meeting			

'Go-box' Contents

1	Nokia Phone Charger
4	Clipboards
1 box	Pencils
1 pk	Assorted flipchart marker pens
1	Street Atlas – Devon
1	Street Atlas – Cornwall
1	Blue/White Barrier tape
1	Sellotape
1 box	Black biros
1 box	Gloves
5	Shorthand note books
1	Hydra hand fluid
5	A4 Blue books
1	Camera
2	Survivor Reception Centre Sign
2	Hospital Documentation Team Sign
2	Family & Friends Reception Centre Sign
3	Serious Crime Investigation Policy Book
3	Major Incident State of Actions Book
200	Witness Statement Form
200	Witness Statement continuation Form
150	Casualty Bureau MISPER forms
150	Casualty Bureau Survivor/Evacuee Forms
3	Room Manager Tabards
1	Airwave Charger

National Guidance

Data Sharing & Protection

Cabinet Office guidance on data sharing and protection in emergencies:
www.gov.uk/government/publications/data-protection-and-sharing-guidance-for-emergency-planners-and-responders (11 January 2007)

Disaster Action's code of practice on privacy, anonymity and confidentiality:
[www.disasteraction.org.uk/leaflets/working with disaster survivors and the bereaved code of practice on privacy anonymity and confidentiality/](http://www.disasteraction.org.uk/leaflets/working%20with%20disaster%20survivors%20and%20the%20bereaved%20code%20of%20practice%20on%20privacy%20anonymity%20and%20confidentiality/) (2016)

Emergency Preparedness, Response and Recovery

Cabinet Office guidance to accompany the CCA (2004):
www.gov.uk/government/publications/emergency-preparedness (Revised March 2012)
www.gov.uk/government/publications/emergency-response-and-recovery (Updated October 2013)

Evacuation and Shelter

Cabinet Office guidance on Evacuation and Shelter:
www.gov.uk/government/publications/evacuation-and-shelter-guidance (January 2014)

Evidence and Best Practice

Literature review into identifying needs and best practice, by Dr Anne Eyre:
www.gov.uk/government/uploads/system/uploads/attachment_data/file/61224/ha_literature_review.pdf (October 2006)

Faith Communities

Voluntary Sector Civil Protection Forum guidance on working with faith communities in civil protection:
www.gov.uk/government/publications/working-with-faith-communities-in-civil-protection (7 May 14)

Cabinet Office/Home Office guidance on the needs of faith communities in major emergencies:
www.gov.uk/government/uploads/system/uploads/attachment_data/file/61226/faith_communities.pdf (July 2005)

Joint Emergency Services Interoperability Programme (JESIP)

<http://www.jesip.org.uk/home> (Established 2012)

Local Authorities

SOLACE Document – Preparedness for civil emergencies – ‘A good practice guide’
Department for Communities and Local Government
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/368617/Oct_2014_LA_preparedness_for_emergencies_guide.Final.pdf

Mass Fatalities

Home Office/Cabinet Office guidance on dealing with fatalities in emergencies:
www.gov.uk/government/uploads/system/uploads/attachment_data/file/61191/fatalities.pdf (2004)

NHS Emergency Preparedness Response and Recovery (EPRR) arrangements

<http://www.england.nhs.uk/wp-content/uploads/2013/02/epr-standards.pdf>

Police

Authorised Professional Practice pages: <https://www.app.college.police.uk/> (Modified December 2014)

Social Care and Emergencies

Social Care Institute for Excellence report on the contribution of social care to emergency response and recovery:

www.scie.org.uk/publications/knowledgereviews/kr19.asp (July 2008)

Social Media

Cabinet Office guidance on using social media in emergencies:

www.gov.uk/government/publications/public-emergency-alerts-reviews-and-guidance (7 September 2012)

Vulnerable People

Cabinet Office guidance on identifying vulnerable people in emergencies:

www.gov.uk/government/publications/identifying-people-who-are-vulnerable-in-a-crisis-guidance-for-emergency-planners-and-responders (1 February 2008)

Warning & Informing

Cabinet Office guidance on Warning and Informing:

<https://www.gov.uk/guidance/preparation-and-planning-for-emergencies-the-capabilities-programme> (Updated 24 January 2014)

LRF Family and Friends Reception Centre Plan

Glossary

Abbreviation and Terms	Definition
ACPO	Association of Chief Police Officers (now National Police Chiefs Council)
BCU	Basic Command Unit
CAERP	Combined Agency Emergency Response Protocol (LRF document)
DVI	Disaster Victim Identification
EAP	Evacuation Assembly Point
FLO	Family Liaison Officer
FFRC	Family and Friends Reception Centre
Go-box	Admin Box with equipment for the Centre
HAC	Humanitarian Assistance Centre
HAES	Humanitarian Assistance Evacuation and Shelter (LRF task and finish group responsible for this plan, which includes top tier LA's, police, Health and VS lead from British Red Cross)
HM	Her Majesty's
JESIP	Joint Emergency Services Interoperability Programme
LA	Local Authority
LRF	Local Resilience Forum
MDRM	Major Disaster Room Manager
MISPER	Missing Persons
NHS	National Health Service
NPCC	National Police Chiefs Council
PPE	Personal Protective Equipment
RDS	Resilience Direct Service
Rendezvous Point	Point to which all resources arriving at the outer cordon are directed for logging, briefing, equipment issue and deployment
Resilience Direct Service	The emergency response community in the UK have access the RDS, which is a fully accredited and secure information-sharing platform, underpinned by Ordnance Survey location data provided under the Public Sector Mapping Agreement
RvP	Rendezvous Point
SCG	Strategic Coordinating Group
SIM	Senior Identification Manager
SIO	Senior Investigation Officer
SPOC	Single Point of Contact
Strategic Coordinating Group	Gold Officers from multi-agency organisations – normally sitting at police HQ at Middlemoor
SuRC	Survivor Reception Centre
Tactical Coordination Centre	Normally set up in a police hub (Cornwall at the LA HQ). The Centre where the Tactical Coordination Group meets
Tactical Coordination Group	Sometimes referred to as Silver Room, where multiagency partners, at a tactical level, meet to coordinate the response to an emergency
TCC	Tactical Coordination Centre
TCG	Tactical Coordinating Group
TV	Television
VS	Voluntary Sector