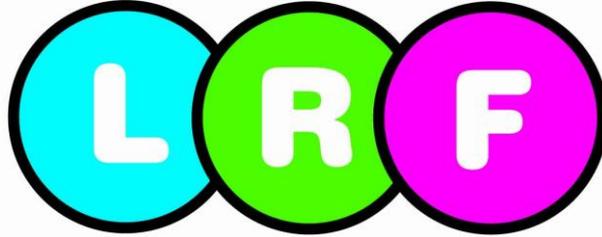


Devon • Cornwall • Isles of Scilly



Local Resilience Forum

LRF HUMANITARIAN ASSISTANCE CENTRE (HAC) FRAMEWORK

VERSION 4:0 – September 2016



All items in this document are classed as open under the Freedom of Information Act unless otherwise stated. All closed items include the relevant Freedom of Information Act exemption.

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This Framework is owned by the Devon, Cornwall and Isles of Scilly LRF, maintained, and updated by the LRF Human Aspects and Evacuation and Shelter (HAES) Task and Finish Group Capability Lead. All users are asked to advise the LRF Manager of any changes in circumstances that may materially affect the framework in any way.

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Amendments

Page No.	Subject	Inserted by	Agreed by	Date
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25-27	Appendix 5 – Useful Contact Numbers Updated	Jude Hardiman	Jude Hardiman	08/08/16
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1 Introduction

- 1.1 The purpose of this framework is to outline the general requirements for establishing and operating a Humanitarian Assistance Centre (HAC) in this LRF¹.
- 1.2 The consequences of an emergency can be devastating and far reaching for everyone affected, including survivors, families and friends, and the wider community. The intention of a HAC is to provide advice, assistance and support that is coordinated, consistent and clear, that meets the needs of individuals, and is offered in a sensitive and compassionate manner in a suitable and fitting environment.
- 1.3 Led by the relevant local authority (LA), the HAC will provide a professional multi-agency facility and access to information in the form of a 'one stop shop' and will support the collection of timely and accurate information and forensic evidence. It is anticipated that the HAC (whether physical or virtual) will open at the time the Survivor Reception Centre (SuRC)² and Family and Friends Reception Centre (FFRC) shuts. This will provide a seamless changeover from the police to the relevant LA. Consideration will be given by the Strategic Co-ordinating Group (SCG) prior to opening a HAC as to which type of facility is proportionate to the circumstances. For definitions see Appendix 1.
- 1.4 The Framework is maintained by Humanitarian Assistance and Evacuation and Shelter Task and Finish Group Capability Lead on behalf of the Devon & Cornwall and Isles of Scilly (DCIoS) Local Resilience Forum (LRF) in consultation with other relevant stakeholders. Proposed changes will be reviewed by the task and finish group and endorsed by the LRF. Comments and requests for further information, and copies should be directed to the LRF Manager.
- 1.5 This Framework will not identify specific sites. Each LA³ is responsible for ensuring that a suitable site close to where the emergency has occurred is established to support the survivors and their family and friends, as well as anyone affected from within the local community. Local arrangements will need to identify the personnel, and procurement and modification requirements to buildings to make them fit for purpose within a 48-72 hour time frame to meet the requirements of the HAC, and should identify resource requirements and how the overall operation will be financed (see Appendices 6A, 6B, 6C, 7, and 8).
- 1.6 Dependent upon the agreed security strategy, ID such as a passport or driving licence will also be required. In addition, basic questions will be asked of those attending to establish the purpose of their visit and in some circumstances additional initial questions (as required by the police SIO or Senior Identification Manager (SIM), to assist the investigation or identification procedures).

¹ This framework has been based upon Cabinet Office guidance Humanitarian Assistance in Emergencies: Non Statutory Guidance on Establishing Humanitarian Assistance Centres 2006, and Human Aspects in Emergency Management 2016

² See the LRF Survivor Reception Centre Plan, LRF Family and Friends Reception Centre Plan and LRF Vulnerable Persons Tactical Framework

³ In Devon, as a two tier Authority, DCC will work together with the affected District or Districts. DCC will lead as the top tier Authority.

2 Aim and Objectives

- 2.1 The aim of this framework is to identify the circumstances in which a HAC will be established in the LRF area and to outline how it will operate.
- 2.2 Objectives are to:
- Identify criteria for activation of a HAC;
 - Identify command and control arrangements;
 - Identify roles and responsibilities for responding agencies when opening, operating and closing a HAC;
 - Document functions and services which could be provided for people impacted by the emergency.

3 Activation and Implementation

- 3.1 The decision to open an HAC will be taken by the SCG in consultation with the Chief Executive of the relevant local authority(ties) in whose area the centre will be operating. The decision to open the HAC will be based on the following considerations, where:
- The emergency is significant, e.g. involving multiple fatalities and casualties
 - Either:
 - significant numbers of people are involved that are likely to require information and support, or
 - normal response mechanisms and resources are likely to be overwhelmed
 - A diverse range of information and support is, or is likely to be, required and co-ordinated in one location to maximise collective resources, minimise duplication of effort, and assist the investigative and identification processes
 - There is a high level of demand for information and support, which will continue over a period of weeks, months or years
 - Suitable premises are available/can be made available that can readily be adapted for use and can be equipped and staffed appropriately.
- 3.2 Although guidance states that the Centre needs to open 48-72 hours post-emergency, it should only open its doors when fit-for-purpose, i.e. when risk assessed and up and running, and as near to 48 hours as possible⁴.
- 3.3 Once the SCG has decided that an HAC is required, consideration will initially need to be given to the nature of the facility required, such as:
- Is it possible to build on to the initial reception centre, e.g. if the original facility is suitable and if the additional functions for an HAC can be added?
 - Will the provision of a helpline and website enquiry facility be sufficient?
 - Cost must also be taken into account before opening a dedicated HAC.

See Appendices 6A, 6B, 6C, 7 and 8 for list of considerations and templates.

- 3.4 The HAC will be opened and run according to the operational parameters documented within each local authority's HAC planning arrangements.

⁴ The timeframe for opening an HAC begins from the time that the requirement is confirmed by SCG – whether virtual or physical

4 Command and Control

- 4.1 The operation of the HAC will be monitored by SCG and managed at a tactical level throughout the emergency and at senior director level within the relevant local authority. When SCG stands down, as it will do once the initial Response Phase has past, the reporting line should be via the local authority led Recovery Coordinating Group (RCG).
- 4.2 Tactical management of the centre will be undertaken by the HAC Management Group (HACMG) – a suggested structure is given in Appendix 2. Organisations will join the group dependent on the nature of the emergency. A suggested outline agenda can be found at Appendix 9.
- 4.3 See Definitions at Appendix 1.

5 Roles and Responsibilities

5.1 Overall

Responsibility for opening and managing an HAC rests with the relevant local authority (see footnote 3 if Devon). The LA will be assisted by other Category 1 and 2 responders, the voluntary sector and relevant faith team (Devon/Cornwall).

Detailed roles and responsibilities are as specified below.

5.2 Local Authorities

- *Role*
Local authorities have a responsibility to ensure the economic, social and environmental well-being of the community they serve. They will coordinate the provision of welfare support to the community and have a leading role in establishing key humanitarian assistance facilities.
- *Responsibilities*
 - Identify and secure the use of suitable premises, including the initial risk assessment
 - Set up the HAC
 - Facilities management of the HAC, in liaison with the owners of the building
 - Facilitating the provision of information technology equipment for internet and telephone service areas
 - Provision of managerial level staff to fill certain management roles at the centre
 - Provision of administrative staff to assist in the secretariat duties of the HACMG
 - Jointly with the local police, staff the reception area of the HAC
 - Provision of liaison officers from within departments of the LA to provide specialist help, assistance and advice within the HAC
 - Provision of interpreters, people with special language skills, cultural advisors and faith representatives across traditions
 - Provision of sensory services, physical aids, and support
 - Ensure the H&S and well-being of persons working within/visiting HAC
 - Provision of qualified persons to staff the on-site childcare facilities

- Plan, co-ordinate, manage and review provisions for meeting the short, medium and longer-term psychological and social needs of those affected by the emergency, in liaison with the NHS
- Organise the provision of short and longer-term accommodation, if required
- Provision of telephone helplines
- Provision of appeal fund
- Co-ordination of the voluntary sector welfare response.

5.3 Police

- *Role*
The police lead in any criminal investigation resulting from an emergency. Their role at the HAC is obtaining as much information as possible about missing family members and friends. The HAC will facilitate the gathering of forensic evidence in a timely manner, enhancing the ability to quickly identify the missing. A further role of the police will be to ensure the security of the premises and the collating of the personal details of those attending the HAC.
- *Responsibilities*
Police responsibilities at the HAC will depend on the circumstances of the emergency but may include:
 - Appointment of a police HAC Liaison Officer to sit on the HACMG to represent the police interests (police Major Disaster Room Manager (MDRM) lead or coordinator)
 - Deployment of Family Liaison Officers (FLOs) by the FLO Coordinator (FLC) for investigative and identification purposes
 - Deployment of investigators to obtain evidence from people to whom deployment of a FLO is not required
 - Provision of an exhibits officer
 - Provision of an MDRM and 'Reception Centre Aware' staff where required
 - Provision of a Casualty Bureau Liaison Officer (the MDRM may fulfil this role)
 - The local police Neighbourhood Team Leader (NTL) will complete a community impact assessment.

The nature of the emergency that led to the opening of a HAC may be such that it is appropriate to ensure that people entering the HAC are vetted and searched. The police SCG Lead may make a policy decision to provide the security and searching facility for the HAC, at least for a prescribed period of time to prevent unauthorised access. This process may involve a collaborative arrangement with the other agencies, including the use of security guards, or the police may assume sole responsibility for this role⁵. If there is a criminal investigation then the advice of the police Senior Investigating Officer (SIO) should be sought regarding this.

5.4 Health Service

- *Role*
 - NHS England South (South West) will provide the lead in co-ordinating the wider NHS response to the emergency. The aim will be to deliver

⁵ Section 3.1.3 NPJA Guidance on Emergency Procedures 2009

optimum care and assistance to those affected whilst minimising the consequential disruption to healthcare services

- If the scale of the emergency requires the provision of a HAC, the NHS England South (South West) with the support of the local community service will assess the requirement for and ensure the provision of NHS representation appropriate to the scale and nature of the emergency.

- *Responsibilities*

- Provide co-ordination of the health response in accordance with the NHS England South (South West) Incident Response Plan, including responses from Acute Trusts, community providers and specialised support from Mental Health Trusts
- Communications with the wider health sector, including information flows to and from the NHS England South and the Department of Health
- Assessment of the need for mutual aid between local health service providers, neighbouring health trusts and via NHS England South Region if required from further afield
- Provision of appropriate support to the HAC utilising, community nurses, nurse practitioners, hospital at home staff, health visitors and administrative and clerical staff
- Assessment of the support available from General Practitioners and other support services
- Provision of information and advice based on best practice guidance
- Provision of a specialist help line if required
- Assessment of the effect of the emergency on special care groups
- Assessment of the need for long term health monitoring as requested by Public Health England.

5.5 Voluntary Sector

- *Role*

The voluntary sector will provide support as requested by the relevant LA. Voluntary sector involvement during emergency response in the UK is large and diverse, offering a range of skills and expertise such as meeting and greeting, practical and emotional, signposting, first aid, and telephone help lines. Many voluntary organisations can deliver support to the statutory authorities and tailor this support to meet the needs of individuals affected by the emergency.

- *Responsibilities*

- Liaise with the LA to assist in meeting the practical and emotional needs of individuals in the HAC
- Provision of a liaison officer co-opted onto the HACMG.

5.6 Transport Operators and other Commercial Organisations

- *Role*

- *“A number of commercial organisations can offer humanitarian assistance or ancillary services in response to an emergency. In order to ensure a coordinated effort by all responding agencies and to minimise duplication of services, it is important that any responding commercial organisation is integrated into the HAC at an appropriate level”⁶.*

- *Responsibilities*

⁶ Section 10.54 - Humanitarian Assistance in Emergencies

- Provision of a liaison officer at the HAC to supply those affected by the emergency with timely and accurate information
- Provision of a Senior Officer co-opted onto the HACMG
- Provision of customer care trained staff as required to facilitate the smooth running of the HAC.

6 Operational Management

6.1 Identification of Premises

- *“The choice of premises to be used should be made with great care and special attention paid to whether it will be fit for the purpose. Issues to be considered in selecting a suitable venue include:*
 - *Security*
 - *Size, which should be sufficient to accommodate functions*
 - *Meeting health and safety requirements*
 - *Communication or potential communication links*
 - *Impact on its normal use and impact on the local community*
 - *Being able to meet the additional requirements of people with disabilities (including the sensory impaired)*
 - *The provision of good natural light*
 - *Sustainability – an HAC is likely to be a longer-term facility and ongoing availability and affordability are likely to be an issue*
 - *Potential for the site to itself be subject to the emergency. HACs should not, for example, be located in high-risk flood zones given an HAC is likely to be required as part of the response to major flooding or located next to a major COMAH site (given the area may be evacuated)*
 - *Public transport links*

6.1.1 Prior to seeking suitable premises see Appendices 6A, 6B, 6C, 7 and 8, which help to provide guidance when considering the potential of sites for HAC's.

6.1.2 The responsibility for identifying and securing the use of suitable premises rests with the relevant LA who will coordinate welfare support to the community. LA's will also be responsible for meeting the costs of securing the use of premises.

6.1.3 Once suitable premises have been identified the following should be progressed:

- Ensure the owner is fully aware of the use and possible timescales
- Discuss SLA or contract, taking account of possible additional cost through cancellation of normal use
- Does the owner of the premises have a business continuity plan?
- Existing facilities and agreements (catering, cleaning, etc)
- Change of use (insurance)
- Agree request/initiating process
- Agree exit strategy and return to normal use.

6.2 Risk assessment

6.2.1 Once identified, a risk assessment of the premises should be carried out to ensure that it meets H&S requirements. This will be the responsibility of the LA in conjunction with the site owner. However the following points should be taken into consideration:

- On opening the HAC regular dynamic risk assessments should be undertaken by team leaders in their particular function area – any dangers should be reported to the H&S representative on the HACMG
- A Fire Assessment review should be carried out (new use of the premises)
- Community Cohesion and Impact Assessment - communities may be affected in different ways, dependant upon the nature and cause of the emergency. If the victims are predominantly from one community there may be heightened fear and anger and the need for increased security.

6.3 Layout and physical facilities

Generic requirements and a suggested layout are given in Appendix 7.

6.4 Resource planning

- 6.4.1 The resources required to open an HAC will vary according to its size. Where possible arrangements should be made in advance with businesses that may be willing to donate goods to the HAC (e.g. furniture, flowers, soft furnishings, etc) – see Appendices 6A, 6B and 6C.

6.5 Management and Staffing

- 6.5.1 The HAC management and staffing structures will be along the lines laid down in Appendix 2.
- 6.5.2 Selection and training of staff is at the discretion of each LA, but it is important that suitable numbers of staff are identified in advance and given relevant training. LA's should ensure that appropriate 'safeguarding' of vulnerable groups is adhered to.
- 6.5.3 Call-out arrangements and shift patterns will be the responsibility of the HACMG and the relevant LA to ensure planning arrangements are in place re shift changes and staff welfare.

6.6 Staff Welfare

- 6.6.1 H&S is paramount along with the need to provide appropriate clothing where applicable and safe and comfortable conditions. The welfare of staff and their psychological needs are as important as for those affected. Volunteering staff, no matter how skilled, should not be encouraged to assist if they have had a recent bereavement or traumatic event in their lives.
- 6.6.2 Careful consideration must be given to shift patterns and the familiarisation of staff, the timescales of which should be decided by the HACMG, and the provision of a separate room where staff can take regular breaks and relax in comfort away from the demands of the HAC.
- 6.6.3 The HACMG may need to consider assistance to staff with personal commitments which impinge on their time and would cause them concern, with the provision of childcare arrangements, for example.
- 6.6.4 Defusing is a process which allows the ventilation of feelings by staff after an emergency or shift. Ideally, everyone concerned should have the opportunity of defusing before they go home/off duty. It is important to emphasise that this process will assist in the alleviation of potential problems that may arise when work-based distress is taken home – this is not counselling. Trained defusers

should be available at the HAC at all times for this purpose and to help to spot signs of stress occurring in staff at an early stage/during a shift, and should withdraw them from duty and put in place arrangements for their care immediately.

- 6.6.5 Employers have a duty of care to staff that have experienced stress in the workplace. They need to ensure that workloads of staff that have been working in the HAC are managed in their absence to ensure that on their return to normal working practice they are not faced with unreasonable demands. Line managers should be kept fully briefed throughout to assist the management of this and must also remain vigilant for signs of stress in responding staff on their return to work.
- 6.6.6 Employers need to accept responsibility for the longer-term care of those more seriously affected by the work they have been involved in.
- 6.6.7 Appropriate training and exercising programmes will help to raise awareness and should be offered to staff that have volunteered their services to help to prepare them for the traumatic environment they will be working in, and employers should actively support and encourage these staff to take up training opportunities when available.

Recognition of their efforts and thanks should not be forgotten.

6.7 Closure

- 6.7.1 A HAC is not an immediate Reception Centre or Rest Centre and its role is likely to be considerably more comprehensive and long-term.
- 6.7.2 Closure of the HAC cannot be pre-determined however an exit strategy will be decided by the HACMG in consultation with the SCG and as soon as the HAC is established.
- 6.7.3 The decision to close the HAC will be based on whether or not its objectives and purpose agreed at the outset have been achieved. The possibilities of a phased closure, moving to smaller premises, the provision of a telephone helpline or website or the transfer to an appropriate agency should be considered. The nature and circumstances of the individual incident will determine whether these are appropriate measures.

7 Public Facing Functions

7.1 Access

- 7.1.1 One of the first decisions to be made by the HACMG is to determine the requirement for access to the HAC. Initially, the HAC should be open for 24 hours a day, to be reviewed at the discretion of the HACMG. Opening hours need to be established that are convenient for those visiting, which will almost certainly require centres to be open longer than usual office hours.
- 7.1.2 Information about opening hours, car parking, public transport access, etc, must be documented and communicated to the general public (see Communications at Section 9 and HAC leaflets at Appendix 10). Also, the level of identification required by visitors should be specified. All such basic information must be included on the website supporting the HAC.

7.1.2 The HAC acts as a focal point for humanitarian assistance to bereaved survivors and families and friends and, where appropriate, to anyone else who has been affected by the emergency. The facility is available only to those who have a connection to the emergency. More detail on access is given in the Security – Subsection 8.1.

7.1.3 A detailed access strategy will be developed by HACMG in the context of the actual emergency. Anyone wishing to visit the HAC for any other purpose must obtain authority from the HACMG and may then visit only by pre-arranged appointment.

7.2 Reception and Registration

7.2.1 The reception and registration area must take into account the agreed security strategy (Subsection 8.1). This will, in the initial stages be staffed by police officers who will record details and validate all those attending the centre and conduct such physical security checks as have been deemed necessary. The ongoing staffing of the reception and registration area will be decided by the HACMG based on their risk assessments and security strategy.

7.2.2 Staff and voluntary sector organisations supporting the HAC must sign in and out of the building using a 'Staff Registration Sheet' (see Appendix 3).

7.2.3 A simple 'sign in and sign out' process must be adopted to ensure compliance with H&S and fire regulations. In recording who visits, a brief note should be made of the interest the individual has in the emergency (e.g. survivor, relative, friend, etc) and reason for visit, which will be vital information in establishing the use and need for future centres (see Appendix 4).

7.2.4 The reception and registration area must provide practical and physical resources such as maps of the centre, maps of local amenities (banks, places of worship, transport routes, etc), access to phones, pens, paper and other ancillary support items as deemed necessary.

7.3 Equality and Diversity and Special Needs Assessment

7.3.1 The HAC needs to provide comfort and ambience, where people can access multiple areas of expertise and assistance easily and in a manner that suits their needs at the time. All venues must be accessible to the disabled and sensory impaired, and be child friendly.

7.3.2 Effective communication must form part of the initial strategy with LA emergency planners, social care teams from across agencies, healthcare professionals, police family liaison officers, and voluntary organisations working closely together to ensure the needs of everyone affected.

7.3.3 It will be the responsibility of the LA social care teams to ensure that the welfare needs of anyone requiring their help or advice is met.

7.3.4 For non-English speaking people, the assistance of interpreters will be sought along with the assistance of specific faith support to ensure that an individual's particular requirements and customs are properly respected, allowing for the fact that both post mortem and the release of bodies within timescales by the coroner may contravene beliefs and customs.

7.3.5 The importance of delivering services which meet the needs of different communities within Devon, Cornwall and the Isles of Scilly is essential. There is legal and moral responsibility at all levels of the response to meet the requirements as laid down under the Race, Gender and the Disability Equality Legislation. Responders should remain mindful and respectful of individuals' human rights and must also recognise the importance of taking into account all six equality strands e.g. Race, Disability, Gender, Age, Sexual Orientation, Religion and Belief and ensuring that these needs are considered.

7.4 Provision of information⁷

7.4.1 The key, essential, function of the HAC is to provide information and signposting.

7.4.2 Facilities need to be put in place to coordinate with any other centre established as part of the emergency, e.g. Casualty Bureau and other relevant centres. Information from these sources will be required by people attending/visiting the HAC, it is vital there are sufficient facilities, both computers and non-computer based, to achieve this aim. There are considerations of data protection and security, particularly in relation to personal information, although the principle is that in an emergency situation information should be shared between agencies. The SCG should appoint an Information Coordinator to ensure a consistent approach that is compliant with the law and who should sit on the HACMG.

7.4.3 Information provided will need to be tailored or added to according to the specific type of emergency that has occurred. Access to the type of information listed below will be required (this list is not exhaustive):

- Local accommodation details
- Transport information
- Representatives of transport operator (e.g. Rail Care Teams)
- Victim Support
- Criminal Injuries Compensation Authority
- Financial support
- Internet facilities
- Health risks
- Setting up and running survivor groups
- Foreign & Commonwealth Office
- Officials from foreign governments
- Job Centre Plus/ Dept Work & Pensions/ Benefits /Citizens Advice Bureau
- Legal Advisors and Insurance Company representatives
- Coronial matters
- Ongoing welfare support
- HAC Leaflet (see Appendix 10).

See Appendix 5 for list of useful contacts.

⁷ Assistance concerning the needs of those affected and information to support them can be gained via the Emergency Planning Society Human Aspects Professional Working Group (HAG), whose expertise can be accessed on request <http://www.the-eps.org/>. Disaster Action, a charity founded in 1991 by survivors and bereaved people from UK and overseas disasters, provides important information via supporting leaflets at <http://www.disasteraction.org.uk/>.

7.5 Virtual Centre

- 7.5.1 Information should be provided via the Internet. In certain circumstances (to be decided by SCG and LA), the HAC would only be provided in virtual form. Information must be continually updated and form a living site.
- 7.5.2 The information listed above is all available on the internet. Therefore any virtual facility provided would consist largely of links to other sites. However, it is necessary to add some linking text, to ensure consistency and the information given is coordinated and makes sense.
- 7.5.3 It is advisable that pre-planning take place in advance to identify likely sources of information and to provide some form of common linking text.

7.6 Handling enquiries

- 7.6.1 Phone enquiries of a general nature will not be handled by the HAC, and will be referred to the LA/other agency general enquiry facility (e.g. Customer Service Centre).
- 7.6.2 The nature of the emergency may be such that a separate facility needs to be established. In this case, support should be sort from other experienced organisations, such as British Red Cross (BRC). The line should not be established until the Casualty Bureau has completed its work.
- 7.6.3 Planning will be required for a virtual centre at LA level to identify facilities and resources that can undertake a general phone enquiry role, and how such a facility will be activated⁸.
- 7.6.4 No access will be given to Media, who will be handled via professional officers (see Section 9 - Communications). Those gaining unauthorised access to the premises must be removed immediately.
- 7.6.5 Enquiries by individuals attending the centre should be handled by the information facilities and support personnel provided.

8 Internal Functions

8.1 Security

- 8.1.1 It is essential that a full risk assessment is conducted by the HACMG and that this is reviewed on a regular basis in order to establish an appropriate security strategy. The level of security applied to the HAC will depend on the nature of the emergency and for this reason cannot be predetermined.
- 8.1.2 The minimum level of security which will be applied to a HAC will ensure the recording and vetting of all persons entering the facility and recording of anyone leaving it, thus preventing unauthorised access (e.g. media).
- 8.1.3 In the initial stages police officers will be deployed to carry out the security function of the HAC, however, based on the ongoing risk assessments the

⁸ Such a facility was established by Westminster City Council in the aftermath of the London bombings. As well as handling general enquiries, this included the offer of emotional support and provision of support services and information. Note: some LA's have set up MoU's with BRC to provide this assistance

HACMG will need to consider the employment of private security companies or other arrangements after 24 hours.

8.1.4 In some circumstances, such as a terrorist emergency, the use of 'scanning arches' may be required which can be obtained from the Centre for Applied Science and Technology (CAST). The use of police search-trained officers may also be considered by the HACMG but a balance must be reached between the nature of the emergency and security measures employed within the HAC.

8.1.5 There should be no use of digital recording devices, unless authorised by HACMG. The use of mobile phones should be restricted.

8.1.6 On arrival at the HAC all users will be required to provide their name, address and date of birth and these details will be checked against the Police National Computer (PNC) and local intelligence indices.

8.2 Identification

8.2.1 Identification functions will be carried out either by Police Documentation Officers completing 'missing persons' (MISPER forms) documentation for the Casualty Bureau, or in the case of Level 1 or level 2 involvement categories a Family Liaison Officer (FLO). All identification functions will be conducted in line with the strategy set by the SIM.

8.3 Investigation

8.3.1 Investigation functions will be carried out by designated police officers under the direction of the SIO, depending on the nature of the emergency.

8.4 Administration

8.4.1 Management meetings will take place, initially, at least daily. Frequency of meetings will be reduced at the direction of the HAC Centre Manager. The Centre Manager is responsible for liaising with multi-agency Command and Control structure and the LA's Senior Management Board.

8.4.2 Minutes must be taken of all meetings. Actions arising from the meeting must be considered at the outset of the following meeting. A suggested meeting agenda is given in Appendix 9.

8.4.3 It is vital that full records are kept on all pertinent issues. A HAC financial and administration team should be established under the direction of the HAC Centre Manager, led by an Administrative Officer. The function of the Secretariat will include keeping the following records:

- equipment/facilities – maintain all details, e.g. source, cost, method of payment, location, security, responsibility for maintenance, maintenance schedule, etc
- staff – develop, document and distribute shift rotas, record time worked, identify and process overtime claims
- information/advice database – physical and virtual information and advice represent the core facility at the centre
- activity records – i.e. numbers of visitors (by type if possible)
- maintenance of records – paper information should be maintained in a physical filing system; electronic information should be stored in a separate section of the LA's network system (if available), or locally on stand-alone PC's.

8.4.4 Inevitably information will have to be recorded on computer systems. At this stage there are no plans to identify in advance particular recording systems. It is assumed that the Microsoft suite of office systems will be available on whatever desktop PC's are supplied (details must be location and authority-specific). Ideally PC's will be networked as part of the LA's ICT infrastructure for staff.

8.5 Finance

8.5.1 Particular attention should be paid to issues of expenditure. Consideration should be given to:

- Purchasing and procurement of major items of equipment – individual limits to expenditure authority require to be established in the context of the emergency; normal rules and regulations regarding tendering, and how flexible these are during an emergency, must be considered and set by the local authority Senior Management Board and decisions communicated to the HACMG
- Miscellaneous expenditure – miscellaneous expenditure incurred by staff will be reimbursed via the relevant local authority's organisational arrangements, administered by the HAC Finance Manager.
- Payment – a decision is required, in the context of the emergency, to either operate through the local authority's usual system or to establish a separate system. It is anticipated that existing systems would be used in most instances
- Travel Expenses – consideration will also have to be given to reimburse local authority and other agency staff for any additional travelling involved in staffing the HAC. It is expected that each organisation will meet its own staff expenditure. Consideration will need to be given to reimbursing voluntary agency staff, which would follow established routines
- All items of expenditure in relation to the emergency should be separately coded, as part of good management practice, to ensure claims can be made at a later stage
- Audit – to be established – although usual LA procedures will need to be followed
- Appeal fund – in a major emergency it anticipated that an appeal fund will be set up. This will be done according to LA emergency planning procedures, for example the British Red Cross Disaster Appeal Scheme.

8.5.2 In terms of reclaiming costs incurred, there is no automatic right to claim under the Bellwin scheme. Ministers are empowered to decide whether or not to activate a scheme after considering the circumstances of each case. The Guidance indicates that it will be unlikely that Bellwin will be applied in the case of terrorist incidents.

9 Communications

9.1 General

9.1.1 Because of the multi-agency nature of the HAC work, it is highly likely that communications, in particular relations with the media, will be arranged at SCG level.

9.1.2 Social media will be managed in the same way to ensure consistency.

9.2 HAC support

9.2.1 The relevant LA will appoint a press officer to be on-site to deal with the media in line with the current media strategy that has been implemented.

9.2.2 The Press Officer will be responsible for:

- being a focal point for enquiries from the media on site
- ensuring pooled UK media facility arrangements are in place
- keeping the HACMG briefed re media interest and reporting.

9.3 Publicity strategy

9.3.1 Advanced work is required for:

- leaflets (of a general nature) informing the public of the HAC, it's facilities, location, etc (see Appendix 10)
- production of material to include inputting incident name, lead organisation (LA), local information such as transport links, map, directions, etc
- a distribution strategy for the material
- website outline design and links to other sites providing pertinent information.

9.3.2 Consideration to advanced design may prove useful for posters and flyers, together with arrangements for their production immediately post emergency. However, some of this work will need to be location specific.

10 Framework Testing and Maintenance

10.1 Training and Exercising

10.1.1 Responsibility will fall to each LA to provide awareness to those likely to be involved, and to train and exercise their staff and supporting organisations appropriately in accordance with their own planning processes.

10.2 Framework Revision

10.2.1 This framework will be revised at the discretion of the LRF or when changes occur that require review.

APPENDIX 1

DEFINITIONS⁹

Title	Purpose / Definition	LRF Timescale
Casualty Bureau	Initial point of contact and information, maintained by the police, for all data relating to casualties	
Coroner	Independent judicial officer responsible for investigating the cause and circumstances of violent or unnatural deaths, and sudden deaths of unknown cause	
Coroner's Office	Representative of the CORONER , whose duties include supervision of procedures relating to bodies and keeping the CORONER informed on all related matters	
Disaster	Emergency (usually but not exclusively of natural causes) causing, or threatening to cause, widespread and serious disruption to community life through death, injury, and/or damage to property and/or the environment	
Disaster Appeal Fund	Facility for members of the public to donate money to assist with the response to, or those affected by, an emergency	
Dynamic Risk Assessment	Continuing assessment appraisal, made during an incident or emergency , of the hazards involved in, and the impact of, the response	
Emergency	An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or the security of the UK or of a place in the UK.	
Family Liaison Officer (FLO)	Police officer responsible for directing and supporting the Family Liaison Officers and acting as a liaison point for other agencies that may be able to assist with the family needs	
Family and Friends Reception Centre (FFRC)	Assistance centre established at an airport for the family and friends of people who may have been involved in an aircraft incident	Within 12 hours – up to 48 hours post-emergency
Forward Command Post	Any service's command and control facility nearest the scene of the incident , responsible for immediate direction, deployment and security. This might be either an operational or tactical facility depending on the circumstances of the emergency.	
Host Organisation	(Local authority guidance term for) Local authority in whose operational area an emergency has occurred, and which requires support to deal with it	
Host Organisation (Lead Officer)	(Local authority guidance term for) Nominated Host Organisation Manager responsible for the management of Mutual Aid	
Human Aspects	Multi-agency response to ensure that those involved and affected by a major emergency are properly cared	

⁹ Definitions as quoted in Cabinet Office Lexicon

Humanitarian Assistance Centre Framework

(Humanitarian Assistance)	for, by the provision of shelter, information, advice, emotional, financial and legal support, and the like	
Humanitarian Assistance Centre (HAC)	Assistance centre established during the first 72 hours of an emergency to cater for the medium and longer term needs of people affected by an emergency	Within 48 – 72 hours
Major Incident or Emergency	Event or situation requiring a response under one or more of the emergency services' major incident plans	
Operational	Operational tier of command and control . Previously referred to as Bronze.	
Recovery Advisory Group	Provides advice on recovery considerations arising from a nuclear emergency to the Strategic Co-ordinating Group during the response/acute phase. <i>Note: in the recovery phase, this group will become the Recovery Coordinating Group.</i>	
Recovery Coordinating Group	Strategic decision making body for the recovery phase once handover has taken place from the police	
Recovery Phase	Phase focussed on recovery , commencing at the earliest opportunity following the onset of an emergency , and running in tandem with the response phase	
Rest Centre (RC)	Building, including overnight facilities, designated by the local authority for the temporary accommodation of evacuees	Overnight – 72 hours post-emergency
Strategic Coordinating Group	Strategic tier of command and control . The Strategic Co-ordinating Group , the multi-agency strategic co-ordinating body, may colloquially be referred to as the Gold Group .	
Tactical Coordinating Group	A multi-agency group of tactical commanders that meets to determine, co-ordinate and deliver the tactical response to an emergency . Previously referred to as Silver.	

APPENDIX 2

HAC MANAGEMENT GROUP STRUCTURE

Role	Description	Name	Likely Nominee / Organisation	Contact details
Management Team Chair	Overall co-ordination of the Centre		Strategic/Senior Manager - Social Care	
Centre Manager	Responsible for day to day operation of the Centre		Senior Manager – Social Care	
Reception and Registration	Manage access to the Centre to staff and visitors and provide initial information about resources available within the Centre		Initially police - Longer term may need to be provided via private security companies or other arrangements	
Facilities Manager – Buildings / Fittings	Responsible for the building, fixtures and fittings, and on-going modifications to fit evolving requirements		LA – Property or Procurement	
Facilities Manager – IT / Communications	Responsible for installation and operation of IT and telecommunications equipment, including connection to the Internet and to the LA network		LA – IT Services	
Information Manager	Co-ordination of information provision, both physical and virtual, and sign-posting to sources of additional information		Appointed by the Strategic Co-ordinating Group	
Finance Manager	Overall financial management of the Centre		LA Finance	
Administration Manager	Responsible for administrative support		LA general administration	
Communications/Press Manager	Provide co-ordinated media strategy for the Humanitarian Assistance Centre		Appointed by the Strategic Co-ordination Group	
Coroner's Officer	Liaison with and interface to Coroners function (if required)		Coroner's Officer	
Police Senior Representative	Liaison with police		MDRM Lead, or Inspector or above	

Role	Description	Name	Likely Nominee / Organisation	Contact details
Family Liaison Co-ordinator	Provide direction, support and assistance to Family Liaison Officers to deliver the family liaison strategy		Appointed by police Senior Identification Manager, Senior Investigating Officer, or other Senior Police Officer	
Family Liaison Officer	Deliver the family liaison strategy as determined by the police Senior Identification Manager/ Senior Investigating Officer		Appointed by the Family Liaison Co-ordinator	
Health Representative	Liaison with NHS Service Providers, including Acute Hospital Trusts and Mental Health Trusts		NHS – Senior Manager	
Voluntary Organisations Representative	To represent the voluntary agencies who are likely to provide staff to support the Centre		One to represent all agencies	
Welfare Support	Provision of appropriate support to those affected by the emergency		Social Care staff Crisis Support Team (Devon)	
Childcare	To manage the care of children and young people on behalf of survivors, families and friends for the duration of their visit to the HAC		Manager from Children and Young People's Services (LA)	
Transport Organisations	Liaison between transport operator and HACMG		As required	

Note: Task sheets for individual roles should be included in relevant local plans

APPENDIX 3

REGISTRATION FORM – STAFF/VOLUNTEER

Registration Form - Staff/Volunteer*		Date _____		
Please keep details of Staff and Volunteers on a separate form. Start a new form for each day.				
Name	Normal workplace/ voluntary organisation*	Comments	Time In	Time Out

* delete as appropriate

APPENDIX 4

REGISTRATION FORM – NON-STAFF

Registration Form – Non-Staff		Date _____		
Please keep details of Staff and Volunteers on a separate form. Start a new form for each day.				
Name	Interest in Emergency (e.g. Friend, Family, Survivor)	Reason for Visit	Time In	Time Out

APPENDIX 5

USEFUL CONTACT INFORMATION

Emotional Support and Advice:

Organisation	Telephone No	Web Address	Support Offered
The Traumatic Stress Clinic	020 3317 6820	www.patient.co.uk/support/Traumatic-Stress-Clinic.htm	National organisation specialising in PTSD – provide assessment and therapy for those who have been affected by traumatic events such as disasters
ASSIST Trauma Support Care Traumatic Stress Service	020 3228 2969	www.national.slam.nhs.uk/services/adult-services/traumaticstress	National organisation offering support and self-help in surviving trauma
Cruse-Bereavement	0844 477 9400	www.crusebereavementcare.org.uk	National organisation offering counselling, advice and opportunities to meet bereaved people throughout the UK
Victim Support	0845 456 6099 support line 0808 1689 111	www.victimsupport.org.uk	National organisation offering practical help and advice and emotional support to victims and their families
British Association of Counselling and Psychotherapy	01455 883300	www.bacp.co.uk	Will supply list of counselling organisations and practitioners within your area, including their specialisation and fees (some do not charge)
The Samaritans	08457 909090 + local officer via website	www.samaritans.org.uk	National organisation providing 24hr service to all those going through a personal crisis
British Red Cross Society	0207 7562 2050	www.redcross.org.uk	The BRCS responds to emergencies from major incidents to evacuations, floods and fires and offers support to those affected
NHS Direct ...and	0845 4647 111		National organisation providing support, guidance and signposting to other professional agencies
Royal Voluntary Service (RVS), formerly WRVS	0845 608 0122	www.royalvoluntaryservice.org.uk/	Provision of emergency support to LA's – wide knowledge and experience base
Plymouth Guild	01752 201766	www.plymouthguild.org.uk	A local organisation providing health and social care services in partnership with other voluntary agencies and statutory organisation. NB: Other local areas have 'Compacts' or 'Council for Voluntary Service' organisations aimed at promoting community support and cohesion and providing similar services to those listed above
MIND	020 8519 2122 Infoline 0300 123 3393	www.mind.org.uk	Mind infoline (national helpline) offers confidential help on a range of mental health issues, emotional distress and special legal services

Humanitarian Assistance Centre Framework

RoadPeace	0845 4500 355	www.roadpeace.org	National organisation providing information and advice to road crash victims (bereaved or injured)
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Information about Bereavement and Further Sources of Support:

Organisation	Telephone No	Web Address	Support Offered
National Bereavement Partnership	0845 226 7227		Bereavement charity offering help to families after both traumatic and other deaths. Specialises in issues relating to post mortems, repatriation processes and related issues
Coroner's Officers Association	01642 738651		National association giving advice on the coronial system in England and Wales
Disaster Action		www.disasteraction.org.uk	A charity founded in 1991 by survivors and bereaved people from UK and overseas disasters, provides important information via supporting leaflets to help survivors and the bereaved at http://www.disasteraction.org.uk/
The Compassionate Friends	0845 123 2304	www.tcf.org.uk	National organisation offering bereaved parents, siblings and grandparents the opportunity to share experiences (local groups throughout the country) – also offers a series of leaflets

Assistance in Making Contact with Appropriate Agencies and Resolving Problems:

Organisation	Telephone No	Web Address	Support Offered
Missing Persons Helpline	Freefone 116 000	www.missingpeople.org.uk	UK Charity dedicated to helping missing people and supporting their families whilst they wait for news
Foreign and Commonwealth Office	020 7008 1500	https://www.gov.uk/government/organisations/foreign-commonwealth-office	Consular Directorate of the FCO will be involved in the aftermath of any overseas disaster affecting British nationals
Department for Work and Pensions	0209 2058 6002	https://www.gov.uk/browse/benefits	Help and advice on making benefit claims
Citizens Advice Bureau	0844 411 1444	www.citizensadvice.org.uk	Help and advice concerning issues relating to: <ul style="list-style-type: none"> • Benefits • Consumer and Utilities • Housing • Employment • Legal • Relationship

Humanitarian Assistance Centre Framework

			<ul style="list-style-type: none"> • Tax • Health • Education • Civil Rights
Age UK	0800 169 2081	www.ageuk.org.uk	Information line that offers detailed written information to older people and their families on a range of issues including benefits, care and housing

Multi-Faith and Multi-Cultural Support:

Organisation	Telephone No	Web Address	Support Offered
The InterFaith Network for the UK	0207 7730 0410	www.interfaith.org.uk	The network links member organisations. It provides information on faith communities and on inter-faith affairs
Plymouth Centre for Faiths and Cultural Diversity	01752 254438	www.pcfcd.co.uk	A charitable trust supported by members of different faith communities
Salvation Army	020 7367 4800	www.salvationarmy.org.uk	A National organisation providing assistance for those seeking faith and cultural support

Financial and Legal Advice:

Organisation	Telephone No	Web Address	Support Offered
Law Society	0207 320 5650	www.lawsociety.org.uk/for-the-public/	National society who are able to signpost to law firms specialising in the disaster field
Criminal Injuries Compensation Authority	0300 003 3601	www.cica.gov.uk	Administers the criminal injuries compensation scheme
Law Centres Network	020 3637 1330	www.lawcentres.org.uk	A national organisation providing free advice for those needing financial assistance about legal matters
Association of Personal Injury Lawyers	0115 958 0585	www.apil.org.uk	National organisation who will provide a list of accredited lawyers specialising in the area of personal injury law
INQUEST	020 7263 1111	www.inquest.org.uk	National organisation providing an independent free legal and advice service to bereaved families and friends on the inquest system

FACILITIES AND SERVICES CONSIDERATIONS FOR A HAC		
Facility/Service	Essential	Non-Essential
Areas		
Registration Area		
Security		
Reception Area		
Waiting Area		
Quiet Area		
Refreshment Area		
Faith Area		
Interview Area/Rooms		
Children's Area		
Smoking Area		
Communications <ul style="list-style-type: none"> • Phones • Internet • Chargers for Mobiles 		
Staffing <ul style="list-style-type: none"> • Briefing Room • Rest Area • Workstations • Admin Office • Canteen for Staff 		
Facilities		
Drinking Water		
Toilets (including disabled)		
Washing (showering)/Changing		
Access (disabled)		
Power		
Heating / Air Conditioning		
Communication Links		
Catering/Kitchen Area		
Adequate Space		
Services		
Facility Management		
Transport Links		
Accommodation nearby		
Information Links		
Faith Community		
Family Liaison Officers		
Local Authority <ul style="list-style-type: none"> • Community Services • Housing • Crisis Support Teams 		
Health Service Support		
Counselling		
Voluntary Sector		
Foreign Commonwealth Office		
Interpreters		
Insurance/Financial Advisors		
First Aid		

APPENDIX 6B

PHYSICAL CONSIDERATIONS FOR A HAC

Access	Car Parking available or adjacent to good public transport networks
Entrance	Limited means of entry to enable maintenance appropriate level of security
Reception and Registration area	<ul style="list-style-type: none"> • Adjacent to main entrance • Area for police/security to check and record details of people attending the Centre • Area for people to wait
Information Point	<ul style="list-style-type: none"> • Room for display boards to show location of local amenities e.g. banking facilities, places of worship, accommodation, bus routes etc. • Access to interpreters/interpretation facilities
Telephone and Internet areas	Could be part of Information Point
Work Stations	<p>May include:</p> <p>Casualty information</p> <ul style="list-style-type: none"> • Casualty Bureau • Police Family Liaison • Coroners representative <p>Social and health care support</p> <ul style="list-style-type: none"> • Social Services/Local NHS providers • CRUSE Bereavement Care/Disaster Action • Multi-Faith support (LA Faith Response Teams) • Other special needs requirements <p>Practical support</p> <ul style="list-style-type: none"> • Accommodation • Transport • Representatives of transport operator (e.g. Care Teams) • Victim Support • Criminal Injuries Compensation Authority • Foreign & Commonwealth Office • Officials from foreign governments • Job Centre Plus/ Dept Work & Pensions/ Benefits, etc • Legal Advisors and Insurance Company representatives • Citizens Advice Bureau • Benefits Officer
Interview rooms	<ul style="list-style-type: none"> • Soundproofed rooms with doors to enable interviews to take place in privacy
Quiet area(s)	<ul style="list-style-type: none"> • Quiet/contemplative area(s) • Faith
Childcare facilities	<ul style="list-style-type: none"> • Mini-crèche • Play area
Refreshments area	<ul style="list-style-type: none"> • Drinks to be provided • Food to be considered if existing facilities nearby unable to meet varied dietary requirements
Welfare facilities	<ul style="list-style-type: none"> • Toilets • First Aid – Centre must have sufficient qualified First Aid staff and resources e.g. First Aid kit, Accident /Occurrence Book

	<ul style="list-style-type: none"> • Fire precautions: Check resources adequate – Extinguishers, Fire Procedures signage, staff aware of Fire Procedures
Staff Areas	<ul style="list-style-type: none"> • Management and administration offices • Briefing rooms • Toilet facilities • Rest Rooms • Refreshments – (Drinks to be provided. Food to be considered if existing facilities nearby unable to meet varied dietary requirements) • Private area with telephones
General Requirements	<ul style="list-style-type: none"> • All areas to be compliant with Disability Discrimination Act access requirements • Contractors to be employed to carry out works e.g. <ul style="list-style-type: none"> ○ construct interview rooms ○ provide additional power points ○ lay flooring
Communications	<ul style="list-style-type: none"> • Telephone points <ul style="list-style-type: none"> ○ Telephones and lap-top dial-up for responding agencies ○ Telephone points for Information Point/Telephone and Internet Area ○ (All agencies expected to supply own resources, e.g. lap-tops, printers, paper, toner etc) • Electrical sockets for equipment as above • PC's for Telephone and Internet Area
Furnishings	<ul style="list-style-type: none"> • Weather proof flooring • Tables and chairs for workstations and interview rooms • Coffee tables and easy chairs for Reception, Quiet Area(s) • Bins – non-confidential and confidential waste • Area dividers - Screens/partition panels • Appropriate decorative items (e.g. plants, pictures) • Notice boards • Signs <ul style="list-style-type: none"> ○ Functions/Facilities ○ Vacant/Engaged signs for Interview/Quiet Rooms
Environmental	<ul style="list-style-type: none"> • Lighting • Ventilation, fans, air-conditioning, heating • Waste collection - Secure and non-secure • Cleaning

APPENDIX 6C

SUPPLIERS & CONTRACTORS CONSIDERATIONS FOR A HAC

Local Authorities should note key organisations according to the prompts in the list below.

Alternatively, it may be easier to note below the main contact in the relevant Procurement / Purchasing organisation, as details such as those below can be subject to frequent change:

Main Procurement Contact			
Organisation name	Individual / position details	Telephone	Email

WORK REQUIRED	SUPPLYING ORGANISATION	CONTACT NAME	TELEPHONE	COST	CONTRACT/ PROTOCOL IN PLACE (yes/no/restrictions)
Carpentry					
General Building					
Carpet fitter					
Plumber					
Florist					
Catering					
Cleaner					
Security					
Telecoms engineer					
IT support					
Electrician					

ITEM	SUPPLYING ORGANISATION	CONTACT NAME	TELEPHONE	COST	CONTRACT/PROTOCOL IN PLACE (yes/no/restrictions)
Office chairs					
Office desks					
Comfortable chairs					

Carpet					
Ramping (where necessary)					
Occasional tables					
Pictures					
Fixed, secure partitioning/soundproofing					
Temporary, movable semi-private screening					
Flowers/plants/vases					
Tissues					
Refreshments					
Cleaning products					
Television					
IT hardware					
Children's toys/ books/ rugs/chairs/tables					
Telephones					
First aid kits					
Additional fire extinguishers					
Drinking water (bottled or water coolers)					
Telephones					
Café furniture (where necessary)					
Signage					
Portable heaters					
Portable cooling/fans					
Waste paper bins					
Additional lighting/desk lamps					
Rubber matting (for slippery floors during wet/icy weather)					
Staff lockers					
Stationary					

APPENDIX 7

VENUE SPECIFICATION

(Insert details for each venue identified)

NAME OF VENUE:	
ADDRESS:	
CONTACTS	
OWNING ORGANISATION:	LANDLORD NAME:
DAYTIME TEL:	
EMERGENCY CONTACT NUMBER:	
BUILDING COSTS:	
NORMAL USE FOR BUILDING/REGULARITY OF USE:	
LOCATION: (Insert local geographic positioning within estate and road maps)	
PUBLIC TRANSPORT LINKS:	
Road directions –	
Rail –	
Bus -	
DETAILS	
SIZE OF OPEN SPACE AVAILABLE:	
	Ground floor -
	1 st floor -
	2 nd floor -
	3 rd floor -
NUMBER AND SIZE OF SEPARATE OFFICES/ROOMS AVAILABLE:	
EXISTING REFRESHMENT FACILITIES & PROVIDER DETAILS:	
Can existing contract be broken?	
EXISTING CLEANING CONTRACT DETAILS:	
Can existing contract be broken?	

ASSESSMENTS		
TYPE	COMPLETED (Y/N)	ATTACHED (Y/N)
COMMUNITY IMPACT		
DISABILITY		
RISK		
HEALTH & SAFETY CHECK		
DIVERSITY		
FIRE		
EMERGENCY EVACUATION PLAN		
OTHER AGREEMENTS		
TYPE	COMPLETED (Y/N)	ATTACHED (Y/N)
CONTRACT/PROTOCOL WITH VENUE/LANDLORD		
PREMISES BUSINESS CONTINUITY PLAN		
PHOTOS (insert)		
BUILDING PLANS (insert drawings showing power & communication points/emergency exits/existing facilities)		
POSSIBLE HAC LAYOUT (insert drawings)		

APPENDIX 8

CRITERIA/CONSIDERATIONS OF PREMISES FOR A HAC

For each Building, look at each factor and apply a score on a scale as follows:

1 - Poor / unworkable

3 - Adequate

5 - Meets all criteria well

Consideration	See note	Building A	Building B	Building C	Building D
Size/variety of rooms	1				
Catering facilities					
Meets basic H&S requirements					
Security	2				
Transport links					
Communications/ Comms. potential					
Cost to LA to acquire facility	5				
Displacement factor	6				
Disabled access/ facilities					
Ambiance	3				
Sustainability – e.g. for a number of months					
Potential to be subject to an emergency *	4				
TOTAL SCORE (unweighted)					

* Score 5 if no threats, 1 if in flood plain.

- 1 Sufficient separate rooms to accommodate several functions; includes registration / reception, interview areas, information areas (possibly several), welfare area, quiet area, faith area(s), etc
- 2 Single point of access that is controllable; not easy for media / snoopers to access
- 3 Facilities should have good natural light, be relatively quiet and secluded, and capable of having the interior re-modelled with soft furnishings, plants, pastel shades, etc.
- 4 Should not be in flood zone or near COMAH site
- 5 Likely cost (say) for 3 month occupation (for now, exclude conversion / re-conversion costs)
- 6 Impact of suspension of 'business as usual' for (say) 3 months for the premises.

APPENDIX 9

HAC MANAGEMENT GROUP OUTLINE MEETING AGENDA

- 1 Attendance + apologies
- 2 Last meeting minutes + matters arising
- 3 Crisis/Emergency status update
- 4 Progress in establishing HAC and functions
- 5 Facilities
- 6 Security and registration
 - a. Number and type of visitors
- 7 Finance/admin/record keeping
- 8 Communications/Media
- 9 AOB
- 10 Date of next meeting

APPENDIX 10

PUBLICITY LEAFLETS

Examples of two publicity leaflets are shown below:

- Dealing with a critical incident / traumatic event
- Humanitarian Assistance Centre

Usual and Natural Reactions

Shock	May feel 'numb' and have difficulty in taking in what has happened
Sadness	For deaths, injuries and losses of every kind
Guilt	For not having done more or for being a survivor
Anger	<ul style="list-style-type: none"> ➤ At what has happened, at whoever has caused it to happen ➤ The injustice or senselessness of it all ➤ The lack of understanding of others ➤ The inefficiencies in the 'system' ➤ WHY ME
Shame	For not having reacted as one would have wished
Fear	Of 'breaking down' or 'losing control', or of a similar event happening again
Helplessness	Feeling out of control of your feelings and of what happens to you
Memories	Of feelings, of loss, or of concern for others in your life
Disappointment	Which can alternate with hope

There may be some physical or mental reactions that develop long after the event, but.....

Remember

You do not have to deal with the experience or your feelings on your own - requesting help does not mean you are a failure

You may have some physical reactions, with or without the feelings described. Sometimes they may develop long after the event.

Physical reactions can include tiredness, sleeplessness, nausea, headaches, neck and backache, palpitations, muscular tension, tightness in the chest and throat, changes in eating habits and sexual interest.

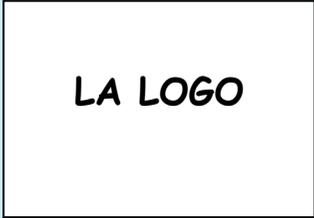
Mental reactions may be loss of concentration and /or motivation, loss of memory, nightmares, flashbacks (feeling it is happening again), hyper vigilance (always on your guard), easily startled, and intrusive images.

Irritability, loss of sense of humour and impatience with self and others can put relationships under strain. Try to remember that they too may be suffering additional stress and do not know how to support you.

STOP - AND TRY TO ASK FOR WHAT YOU WANT



DEALING WITH ANY CRITICAL INCIDENT/ TRAUMATIC EVENT



This leaflet has been prepared on behalf of Devon and Cornwall and Isles of Scilly Multi-Agency Humanitarian Assistance Sub Group to provide information and support to anyone affected by a critical incident or traumatic event.

If you are a survivor, a relative or friend, someone living in a community affected by an emergency, or someone that has responded to or assisted in a relief effort. This leaflet will help you to understand about how you may feel in the days and months that follow an incident and provide you with information about whether you need to seek further support.

A critical incident is any event that occurs outside the normal expectations of any individual. We all respond differently to any given event and it is important to realise that the incident itself is not the only determining feature of our reactions. When core beliefs about ourselves or how we see the world are challenged this may have an even greater impact.

It is the coming to terms with what has happened that is most difficult and for each individual this will be different.

Reactions are likely to be worse if:

- There has been a death
- There is a feeling of wanting to have done more
- There is little or no support from colleagues or family and friends
- There are already stressful problems in your life that you are trying to deal with

Remember

You are basically the same person you were before the event and that talking about the event and your feelings can help

Some Do's and Don'ts

Don't bottle up feelings

Don't avoid talking about what happened

Don't expect the memories to go away immediately, they may come and go for some time

Do take time to be with family and friends

Do try to tell your family and friends and managers how you feel

Do express your emotions – it is a mistake to think that no one will understand

Do accept opportunities to share your experience with others – they may have something to offer

Do make time to review the experience within yourself, but try not to isolate yourself

Do try to keep your routine as much as possible

Do take care not to drink or smoke too much. You may feel that it helps initially but it may well become a problem in itself

Do drive with greater care because your concentration may be impaired

Do be more careful generally because accidents are more likely to happen at this time

When to Look for Professional Help

- If you feel you are not able to handle intense feeling or physical reactions continue
- If after a month you still feel numb and your feelings are detached
- If you have to keep active
- If you continue to have nightmares or are sleeping badly
- If you have no one or group with whom to share your feelings and you feel the need to do so
- If your relationships or work seem to be suffering badly
- If sexual problems develop
- If you are having accidents or your work performance is suffering
- If you are smoking, drinking or taking drugs to excess since the event
- If you are suffering from depression or exhaustion If you cannot control your memories of the event and they are affecting your sense of personal well being

Coroner Information

A death should be reported to the Coroner if it is sudden or unexpected or if the deceased's doctor is unable to issue a certificate. The Coroner is then responsible for establishing whether to order a post mortem and/ or hold an inquest.

In the event of a major incident when the Coroner is unable to establish a precise cause of death immediately, or when identification of victims is unclear, it can take days, weeks or months before he/ she is able to provide information about missing persons or release a body for burial. The Coroner will, however, endeavour to provide information and release a body as soon as possible so that the funeral arrangements can proceed.

Once the Coroner is satisfied a body is not required for further investigative work, a burial or cremation certificate or an Out of England certificate will be issued to enable a funeral to proceed. Where there may be some time delay between the death being reported and the matter being fully investigated, the Coroner may issue an Interim Death Certificate. This will help to deal with legal affairs.

In certain cases a Coroners enquiry will be held into the circumstances leading to the death, which is formally called an Inquest.

The Coroner is helped by his/her officer – the Coroner's Officer can be contacted (*Insert information about which coroner's officer this*

is, dependent on which location/ county the incident is in, and how to contact them):

Website information for the HAC
(insert.....)
Tel contact number for the HAC
(insert.....)

Useful Contacts/Support Groups:

- **Your own Doctor**
- **The National Association of Bereavement Services** gives support and information to bereaved people (Tel: 010 7709 9090 – 24 hours service with answer phone)
- **Cruse – Bereavement Care** with volunteers providing a nationwide service of the highest standard of emotional support, counselling and information to anyone bereaved by death (Tel: 0870 167 1677)
- **The Samaritans** for someone you can talk to who will give you support (Tel: 0845 790 9090 – 24 hour a day.
- **Disaster Action** provides support and guidance to those affected by disasters. These are people that have themselves been affected (01483 799 066)
- **Assist Trauma Care** offers telephone counselling and support to individuals and families in the aftermath of trauma (Tel: 01788 560800 - helpline)

Remember
You do not have to deal with the experience or your feelings on your own



**HUMANITARIAN
 ASSISTANCE
 CENTRE**
(insert address..)

*(insert
 incident name..)*

LA LOGO

Humanitarian Assistance Centre Framework

This leaflet has been prepared on behalf of Devon and Cornwall and Isles of Scilly Multi-Agency Humanitarian Assistance Sub Group to provide information about the Humanitarian Assistance Centre (HAC), where it is situated and how to find it, and includes useful information and contact details.

The Humanitarian Assistance Centre has been opened to assist survivors of the incident, their family and friends, and the people living in the community affected.

Location and transport links *(insert):*

The HAC is a place that will provide co-ordinated and professional advice and support to everyone affected by the incident, and offer access to clear, timely and accurate information. It will act as a focal point for humanitarian assistance and facilitate the collection of information and forensic evidence where needed and as appropriate.

Services available within the Centre include *(in no particular order):*

- Assistance with special needs, welfare support, aids, sensory services, and transport
- Police Liaison Officers
- Forensic and information gathering in confidence
- Coroner's Officer
- General information
- Benefits information
- Voluntary agency information and support
- Assistance finding accommodation
- Children's crèche facilities for parents at the Centre
- Internet café
- Refreshments
- Somewhere to wait for information
- Somewhere to be with other people affected by the emergency
- Somewhere to find comfort, support and understanding
- Faith support
- Signposting
- Interpreters

How to find the Centre: *(insert map and general written guidelines giving different points of access/ directions from different main roads)*