



Nottingham and Nottinghamshire
Local Resilience Forum

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Nottingham and Nottinghamshire LRF Humanitarian Assistance Centre Plan

Author: Nottingham and Nottinghamshire HAC Group

Owner: Nottinghamshire County Council

Client: Nottingham & Nottinghamshire Local Resilience Forum

Version: 7

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Foreword

*“The death of a relative or friend, or serious personal injury will in almost every case change lives forever. We know that the sensitivity and effectiveness of support people get in the first hours and days after such a trauma will have a profound effect on how and whether they eventually come to terms with what happened. **The work of a HAC is therefore absolutely fundamental to getting this right...**”*

Rt. Hon Tessa Jowell MP, Secretary of State (Oct 2006)

This plan is the agreed procedure for establishing and operating a Humanitarian Assistance Centre (HAC) in Nottingham or Nottinghamshire. It has been produced by the LRF Humanitarian Assistance Centre Group consisting of representatives from local authorities, emergency services, health and voluntary organisations. It forms part of the integrated emergency management process and supports the responsibilities of the Nottingham and Nottinghamshire Local Resilience Forum (LRF).

The plan provides a practical guide to establishing and managing Humanitarian Assistance Centres and clarifies roles and responsibilities of organisations which may be involved.

The purpose of a Humanitarian Assistance Centre is to act as a focal point (one stop shop) for information and assistance to families and friends of those missing, injured or killed and to survivors of all those directly affected by an emergency or major incident. Local Authorities are required to take a lead in establishing Humanitarian Assistance Centres, which will provide access to guidance on a range of agencies and services to allow people to make informed choices according to their needs. The aim is to have a seamless multi-agency approach to a whole range of assistance. Such a centre is likely to be set up within two to three days of an emergency or major incident happening.

“Over the past fifteen years we have seen a significant shift in the approach to emergency management from one in which the bereaved and survivors had to accept what others expected us to want, to one more fundamentally grounded in understanding and meeting the actual needs of those directly affected”

Maurice de Rohan AO OBE, Disaster Action

The plan will be subject to revision in light of experience, training and lessons learnt from other incidents.

Jon Wilson
Service Director (Personal Care & Support – Younger Adults)
Adult Social Care, Health & Public
Nottinghamshire County Council

This plan has been agreed by the members of the Nottingham and Nottinghamshire Local Resilience Forum. It has been prepared after consultation with Category 1 and 2 responders in Nottingham and Nottinghamshire LRF. It sets out a plan to which all agencies can work in order that a prompt and an appropriate humanitarian response can be made to an incident within Nottingham and/or Nottinghamshire.

Plan amendments

Amendments	Date	Reason
Appendix G Template registration form added	February 20th 2009	Completed
Appendix G Template log form added	February 20th 2009	Completed
Appendix H HAC user flowchart added	February 20th 2009	Completed
Appendix H HAC user guide added	February 20th 2009	Completed
5.11.1 Name of Nottingham city adult services department updated after recent change	February 20th 2009	Change of name for the department
Appendix A 1 st meeting agenda added	January 2011	
Appendix B,C,D,E & G checklists added	January 2011	
Appendix H Template Initial staff briefing added x	January 2011	
Appendix Ii Template daily staff briefing added	January 2011	
Appendix F Action plan added	January 2011	
Section 8 Virtual HAC section added	January 2011	
Appendix J Template SCG briefing added	January 2011	
Appendix K Action cards added	January 2011	
Front Cover Review date of plan amended	February 2012	Review date amended to reflect the update of the plan from January 2011
Full Review of the plan. Changes include: - Deletion of reference to RCCC - Sub numbering of paragraphs taken	February 2013	Due for review

<p>out</p> <ul style="list-style-type: none">- Amendments to names & group names as per organisational / LRF restructuring updates- Additional Recovery Working Groups deleted from HAC Relationship Model.- Communications Strategy updated to include social media- Addition of responsibilities of UK Aviation Team.		
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1. VERSION CONTROL / DISTRIBUTION

1.1 Version control

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The latest version of this document is available online at:
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Any queries about this document should be directed to the Nottinghamshire County Council emergency planning team.
Telephone: 01159 773 471
Email: emergency.planning@nottscc.gov.uk

1.2 Protective marking

This document is classified as NOT PROTECTIVELY MARKED.

The purpose of protective markings is to indicate the value of a particular asset in terms of the damage that is likely to result from its compromise. The Protective Marking System ensures that sensitive information receives a uniform level of protection and treatment across Government, according to its degree of sensitivity.

(Security Vetting and Protective Markings: A Guide for Emergency Responders)

This document has not been protectively marked because it does not contain sensitive information. It may be shared with members of the public upon request and will be available on the 'Nottinghamshire Prepared' website.

1.3 Preservation of documents

In the event of an emergency, it is imperative that all documentation, both historic and current, is preserved by each individual organisation.

Evidence may be required by, but is not limited to, any or all of the following:

- The appropriate enforcement authority, e.g. Health and Safety Executive, Environment Agency, Air Accident Investigation Bureau
- A judicial inquiry
- A coroner's inquest
- The police
- A civil court hearing compensation claims
- A Freedom of Information Act 2000 (FOIA) request.

It is vital that a proper record of events is established and maintained by staff involved in the response. Accurate information about what has happened, where and when, will be vital during the recovery phase and for use in any future inquiry. Incident logs must be used to record key conversations, actions, decisions and financial transactions.

Under no circumstances must any document that relates, or may in any way relate, to the incident, be destroyed, amended, held back or mislaid. For these purposes 'documents' means not only pieces of paper but also photographs, audio/video recordings and information held in an electronic format (e.g. on a hard drive or in an email).

All documents are to be preserved in the condition in which they were used. Steps should be taken to identify and secure all documents and arrangements made in case these need to be collated and inspected.

1.4 Distribution

The following organisations hold copies of this plan:

- Nottinghamshire County Council
- Nottingham City Council
- Ashfield District Council
- Mansfield District Council
- Broxtowe Borough Council
- Gedling Borough Council
- Bassetlaw District Council
- Newark and Sherwood District Council
- Rushcliffe Borough Council
- Nottinghamshire Fire and Rescue
- Nottinghamshire Police
- NHS Nottinghamshire County
- NHS Nottingham City
- NHS Bassetlaw
- Nottinghamshire Healthcare NHS trust
- EMAS
- St John Ambulance
- British Red Cross
- Salvation Army
- WRVS
- Department for work and pensions
- Cruse Bereavement Care
- Victim support

2. INTRODUCTION

2.1 Background

The purpose of this document is to provide a response plan which will act as the multi-agency template for the delivery of a Humanitarian Assistance Centre (HAC) within the City of Nottingham and across the seven District and Borough Council areas of Nottinghamshire. It has been produced on behalf of, and under the direction of, the Nottingham and Nottinghamshire Local Resilience Forum (LRF) by the HAC Group. The membership of the HAC Group consists of representatives from Local Authorities, Emergency Services, Health and Voluntary Organisations.

This document has been developed using existing national guidance, lessons learned from 7th July London Bombings Family Assistance Centre and the knowledge and expertise from members of the LRF HAC Group and colleagues across the City and County.

The document identifies the elements / requirements of the venues in the Nottingham and Nottinghamshire LRF area, for setting up a Humanitarian Assistance Centre. The document also offers guidance on practical matters in setting up a facility that is designed to provide advice and a range of support functions to those who have been involved in an emergency.

2.2 Aim

To have a process in place to allow the rapid and efficient response to establish a HAC within Nottingham or Nottinghamshire.

2.3 Objectives

- Explain existing procedures already in place that may impact on the opening and operating of a HAC
- Define the management strategy of a HAC
- Outline operational roles and responsibilities
- Establish a clear structure for help and support available within the HAC
- Clarify methods of communication, both internally and externally
- Identify procedures for longer term and ongoing support

2.4 Links to other plans

This plan links with a number of other plans including:

- LRF Generic Response Plan
- LRF Recovery Plan
- LRF Communicating with the Public Plan
- LRF Crisis support team plan
- LRF Mass Fatalities plan

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3. EXISTING EMERGENCY PROCEDURES

3.1 Introduction

The HAC should not be confused with other help or sources of information that exist as an important part of current emergency planning procedures (e.g. Casualty Bureau, Family and Friends Reception Centre, Rest Centre, etc). These centres are referenced in Chapter 5 of the Cabinet Office’s ‘Emergency Preparedness’. As it is not intended that the HAC should be set up to replace any of these facilities, it is essential to clarify where the HAC links into the incident management framework in relation to these services. The table below provides a brief overview of the role and function of each of the facilities.

3.2 Immediate Sources of Information and Help

Casualty Bureau

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
<p>Point of contact for the public to report their loved one(s) missing and possibly involved in the incident. Callers will be asked to provide information about potential victims, to:</p> <ul style="list-style-type: none"> - inform the investigation - trace and identify people - reconcile missing persons - collate accurate information on those involved for dissemination to partners. <p>This is the number seen in the media after incidents, “If you are concerned about relatives who may be involved please ring 0800</p>	<p>Within three hours</p>	<p>Police – the local police will lead but via mutual aid a number of Police forces will all be answering calls and logging information onto the same database. This happened on 7 July Bombings when Nottinghamshire Police helped with Casualty Bureau.</p>

Survivor Reception Centre (SRC)

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
A secure area in which survivors, those directly involved but not seriously injured and not requiring acute hospital treatment, can be taken for short term care and if required, basic first aid. Police will interview survivors as part of gathering evidence and other information at this centre. The centre may be set up in a nearby hotel or other local building to be decided at the time.	Immediate	Initially Police and other emergency services that are first on the scene will set up. The management will probably be passed to the Local Authority with the support of the voluntary agencies.

Family and Friends Reception Centre (FFRC)

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
To provide information to friends and families as to the whereabouts of their loved one once located. The centre may be set up in a hotel nearby.	First 12 hours	Police will establish and look for support from the Local Authority. In addition, representatives of the voluntary agencies, faith communities and interpreters may be required.

Rest Centre

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
A designated leisure centre or school where people evacuated from their homes because of an emergency would be cared for until it is safe to return to their homes, or until longer term more suitable accommodation can be found	Immediately up to 24 hours	Local Authority following the Police or Fire Service making the decision to evacuate.

Place of Safety

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
A building local to the incident that provides immediate shelter from danger to anyone at risk. Initial welfare needs will be addressed here.	Immediate	Emergency Services will locate appropriate premises. Local Authorities will ensure that short term basic needs are met.

Humanitarian Assistance Centre (HAC)

<i>Purpose</i>	<i>Timescale</i>	<i>Lead</i>
<p>Purpose of the HAC is to act as a focal point (one stop shop) for information and assistance to families and friends of those missing, injured or killed, to survivors and to all those directly affected by the emergency. In addition, anyone who has been affected by the emergency in any way can access the same services available. The HAC will provide access to guidance on a range of agencies' services to allow people to make informed choices according to their needs. The aim is to have a seamless multi-agency approach to a whole range of likely assistance that anyone affected might require, which should minimise duplication and avoid any gaps.</p> <p>The HAC can exist 'virtually' as a website or helpline or physically in a building. Both may be run at the same time</p>	Normally within 2 / 3 days	Local Authority following the decision to open a HAC being made at Strategic Co-ordinating Group (Gold).

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4. ACTIVATION

4.1 Activation of a Humanitarian Assistance Centre (HAC)

The decision to activate the HAC plan and establish a Humanitarian Assistance Centre will be made by the LRF Strategic Co-ordinating Group (SCG). The Emergency Planning Teams of Nottinghamshire County Council or Nottingham City Council (depending on the location of the incident) will initiate the cascade of telephone calls and set up the first meeting of the HAC Management Group (HACMG).

In the event that the Family and Friends Reception Centre (FFRC) or other facilities have already been established (to meet the immediate needs of family and friends of victims after an emergency), SCG will consider whether these arrangements have sufficient capacity to cope with the present demands. If necessary, the FFRC should remain open until the HAC is operational. It is acceptable and appropriate that the two centres operate concurrently for a limited time.

Following SCG authorisation to open the HAC, a Humanitarian Assistance Centre Management Group (HACMG) should be established to undertake operational management of the facility. Membership of the HACMG should, as far as possible, be pre-determined during the local planning stage but this is subject to the need to be flexible to cater for specific requirements of any particular incident (see section 6 for further details).

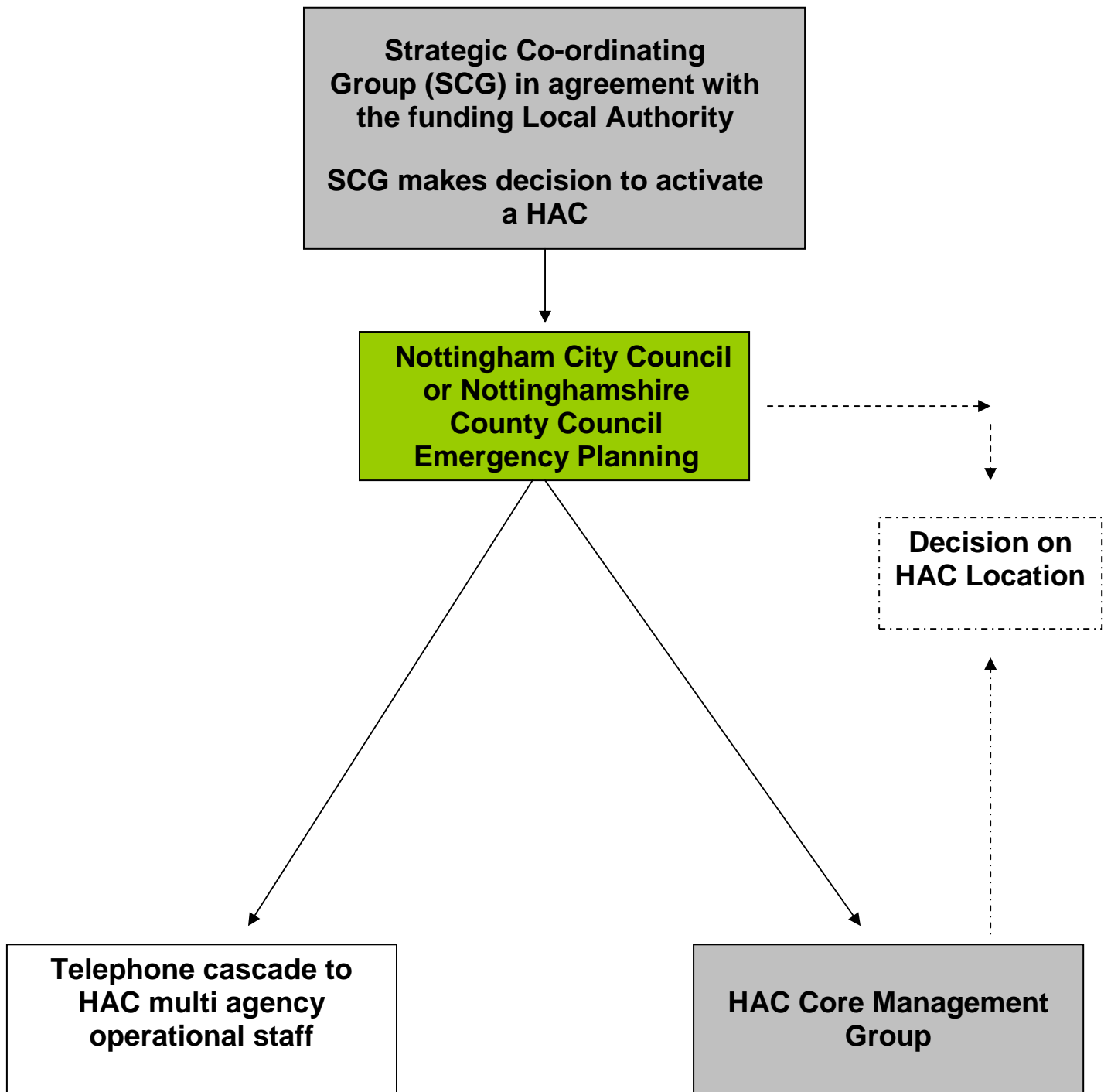
The Local Authority will lead in the establishment of a HAC, whether this is a physical site or services offered virtually or both. Venues will be selected from a list of pre-identified sites. If a pre-identified site is not available, the Local Authority will be responsible for obtaining another site. Details of sites are held confidentially in a separate document by both Nottinghamshire City Council and Nottinghamshire County Council.

4.2 HAC Management Group (HACMG)

The HACMG will meet together as soon as possible after the request has been received from the Strategic Coordinating Group to open a HAC, the meeting place will be decided upon at the time of the incident. HACMG will then make a decision concerning the most appropriate venue to use, and the type of resources needed to set up and manage the HAC. They will also cascade down to other agencies that will be needed to attend the HAC and support the running of a HAC.

4.3 HAC Activation Diagram

The following demonstrates the activation in diagrammatic form of a HAC



5. MANAGEMENT STRATEGY

5.1 Establishing – Logistical Issues

According to Government guidelines, the establishment of a Humanitarian Assistance Centre (HAC) is considered to be the responsibility of the relevant Local Authority.

5.2 Establishing – HAC Management Group

The Humanitarian Assistance Centre Management Group (HACMG) should convene when the Strategic Co-ordinating Group have decided to open a HAC.

The HACMG will have 3 overall distinct roles:

- Establishment and setting up of the HAC
- Ongoing day to day management of the HAC
- Exit strategy and close down of the HAC.

The Group will be chaired by the Local Authority. The Local Authority will be determined by the geographical site of the incident and not by where the HAC is established. The HACMG would act as a sub-group to SCG, with the chair reporting directly into SCG.

When a Recovery Coordinating Group is established the chair of the HACMG would also feed information in to the Health and Welfare Group (if established which oversees the humanitarian assistance aspect of the recovery phase).

The Chair of the HACMG will nominate various members of the HACMG for specific roles and responsibilities within the HAC as appropriate.

5.3 Operational - Management of the HAC

The operating procedures for the day-to-day management of the HAC will have been confirmed before opening the HAC.

A Chair of the HACMG will be appointed, (the most senior person from the host Local Authority), and membership of the group will reflect the organisations represented at the Centre. Each organisation will have responsibility for managing, resourcing and providing administrative, operational and emotional support for their own teams. It is important, (certainly in the early days of the HAC) that the team meets every day and to this end the HACMG will require appropriate administrative support to ensure that all actions and decisions are recorded.

Due to the fluid response required from a HAC it is not practical to lay down a definitive list of the agencies that may provide support within it. The agencies that are most likely to be involved, along with other agencies that may be called upon for help and guidance but are not necessarily present at the HAC, are summarised in Section 5 “Operational Roles and Responsibilities”.

5.4 Operational - Staff Briefing

All staff need to be briefed in terms of their specific role, the wider role of the HAC and the roles of the represented organisations. Personnel should also be briefed when commencing their duty with the latest situation report and any other relevant matter.

See appendix I and J Initial and daily staff briefing

The calibre, training and support requirements for staff or volunteers providing support at the HAC are the responsibility of the individual organisations. It is essential, however, to have the right people, doing the right thing, at the right time within the centre at all times.

5.5 Operational - Staff Office Space

As a minimum requirement staff should be provided with the following facilities:

- management and administration offices
- briefing/debriefing rooms
- a private area with telephones
- adequate rest room provision
- access to refreshment facilities
- access to toilet and washing facilities.

5.6 Operational - Staff Security

All staff working at the HAC will be required to show a valid photo ID card to the Police at the door before entering the HAC.

All staff may be subject to an airport type security check of themselves and their belongings.

All staff will be required to display their photo ID visibly while at the HAC.

All staff will be required to sign in and out of the premises. It is essential that all agencies providing staff or volunteers supply the HACMG / Security staff with a list of their personnel attending the HAC. Each relevant agency must review and update this list regularly, and make sure the names of any new staff are given to HACMG / Security staff, prior to them arriving to start their shift. This will help to ensure staff are not refused admission to the HAC.

5.7 Operational - Opening Hours

The opening hours of the HAC will be driven by demand. In the initial stage it may be appropriate to open 24 hours a day but, with time, it may become sensible to scale down operations to day-time hours ie. 0800 – 2200 x 7 days.

The important factor is to ensure that the correct opening times are clearly communicated and widely distributed, (including any answer phones giving information).

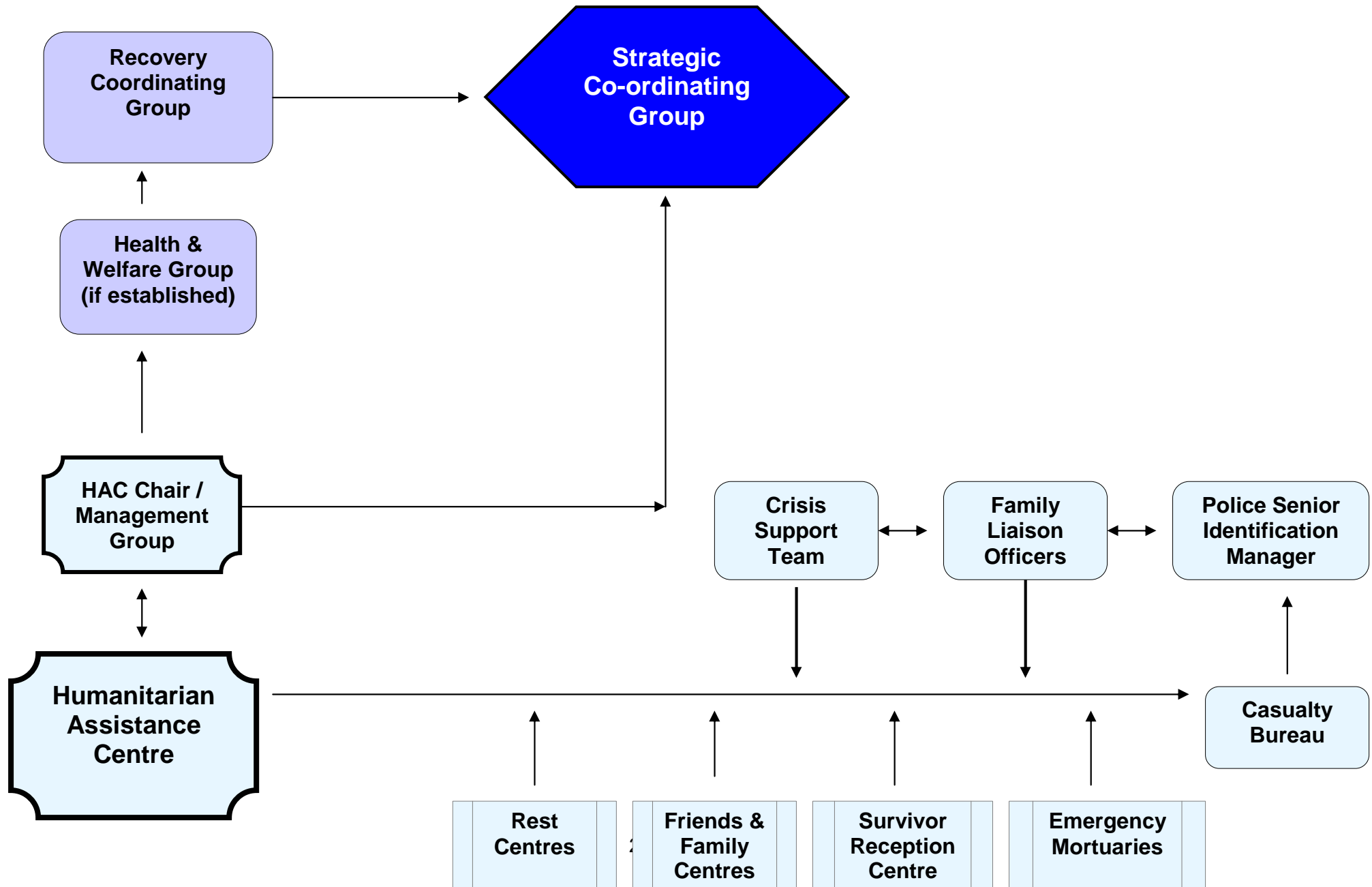
The needs of different communities and their calendars, particularly with regard to fasting periods and holy days should be taken into consideration at all times.

5.8 Operational Communications

Communication is one of the key elements to the successful operation of a HAC. There are many issues that need to be considered to ensure that all communications requirements are met. The media strategy (Section 8) is just one part of the communication system. Other elements to consider involve the passage of information internally within the HAC and any external contact made with other people outside the HAC.

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5.9 Chart: HAC Relationship Model



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6. OPERATIONAL ROLES AND RESPONSIBILITIES

6.1 Overview

A Humanitarian Assistance Centre (HAC) provides a facility via which bereaved families, survivors and anyone else affected by an incident, can access information and appropriate support in a timely and co-ordinated manner, from multiple/relevant agencies, without the need for immediate referral elsewhere.

The centre should provide a seamless multi agency response, which allows those affected to make informed choices according to their needs.

6.2 HAC Management Group

The HAC Management Group (HACMG) will be made up of staff from various organisations, to be decided upon at the time, depending on the circumstances of the emergency and the availability of key staff. These staff will be allocated the following roles at the initial HACMG meeting prior to the HAC being opened.

Chair of the HACMG –

(Appropriate person/role – Service Director or Deputy, Social Care Services)

Role

Facilitate operational management of the HAC

Responsibilities

- Chair HACMG meetings
- Co-ordinate roles and activities within HAC
- Liaise with Strategic Co-ordinating Group
- Liaison with Team Leaders from other organisations

Emergency Planning Advisor –

(Appropriate person/role – Emergency Planning Team City/County)

Role

Support of Operational HAC

Responsibilities

- Identification of most appropriate HAC site
- Work to Chair of HACMG
- Provide support and advice as needed
- Call out organisations/agencies as required
- Liaison with Team Leaders from other organisations

HAC Manager –

(Appropriate person/role – Service Director, Social Care Services, City/County)

Role

Provide day to day operational management of the HAC.

Responsibilities

- Work to the HACMG
- Daily staff briefings
- Staff rotas
- Coordination of staff requirements within a HAC
- Admin staffing resources
- Registration staff (social care workers) – triage system
- Liaison with Team Leaders from other organisations.

Resources Manager –

(Appropriate person/role – Senior Manager Business Administration City/County)

Role

Co-ordinate facility arrangements and provision of appropriate resources within a HAC (e.g. furniture and office equipment).

Responsibilities

- Liaison with owners of the building
- Liaison with corporate procurement teams
- Liaison with internal and external suppliers
- Co-ordinate arrangements for security of the building liaising with the Police
- Process for identifying visitors and staff within building for evacuation purposes
- Layout including “meet & greet” area and registration area
- Responsibilities for protocols (e.g. non smoking and pets etc)
- Health and Safety and Risk Assessments
- Establishing a Petty Cash float
- Process for recording financial expenditure
- Co-ordination of donations in liaison with British Red Cross
- Liaison with Team Leaders from other organisations
- Refreshment requirements.

Communications Manager –
(Appropriate person/role – PR Officer City/County)

Role

Co-ordination of media response

Responsibilities

- Publicising HAC
- Press Conferences
- Distribution of Information
- Public relations generally
- Direction and building signs
- Liaison with all Media
- Media monitoring
- Exit strategy – Communications
- Liaison with Team Leaders from other organisations.

6.3 Agencies working within a HAC or providing support and guidance

Listed below in alphabetical order are the main agencies or services which may be called upon to respond in the event of a HAC being established.

Not all of these agencies / services will be required all of the time. There may be times when other agencies or services not listed below are required. If this is the case these services will be outsourced at the time of the incident.

6.3.1 Criminal Injuries Compensation Authority

Role

Co-ordinate the facilitation of any claims

Responsibilities

- Provide advice and information with regard to claims.

6.3.2 Coroners Office

Role

Investigation of any sudden or unexplained death

Responsibilities

- Provide advice and information to bereaved
- Liaise with Family liaison officers
- Liaise with other organisations.

6.3.3 Disaster Action

Role

Represent the interests of survivors and the bereaved.

Responsibilities

- Offer support to those directly affected by major trauma
- Raise awareness of the needs of survivors and the bereaved in the short- term and longer-term aftermath
- Offer advice and guidance on the setting up of support groups.

6.3.4 Health Services

Role

Provision of health services across the complete spectrum of needs

Responsibilities

- Provide general emotional support
- Provide psychotherapeutic interaction
- Provide general clinical support
- Provide GP assessment and possible replacement of lost prescription medication
- Arrangement of pharmaceutical provision
- Liaise with local GP and hospital services across UK
- Provide other practical help or advice as appropriate.

6.3.5 Local Authority General

Role

Generally, Local Authorities take the lead role in the recovery phase of emergencies.

Responsibilities

- Establish and meet the costs of establishing, implementing and running a Humanitarian Assistance Centre
- Identify suitable and fit-for-purpose venues for the HAC
- Ensure that venues comply with all Health and Safety legislation
- Manage the day-to-day running of the HAC
- Work closely with health care agencies and other relevant organisations in all aspects of emergency planning and response
- Co-ordinate the provision of social care support to the community, including the establishment of key humanitarian assistance facilities
- Prepare communications strategy to publicise venue including street signage.

6.3.6 Local Authority – Social Care Services

Role

Nottingham City Council and Nottinghamshire County Council Adult Social Care, and children's services will co-ordinate the provision of social care support to the community.

Responsibilities

- Take a lead role in establishing and managing key humanitarian assistance
- Work closely with health agencies and other relevant organisations in planning the response
- Assess the medium and longer term social and emotional impact on the community affected and consider what longer term response is required
- Ensure that services meet emotional needs, including those of children
- Provide appropriately trained and vetted staff to assist with child care and play facilitators
- Provide practical advice and guidance, e.g. accommodation and financial issues
- Refer on to appropriate social care, health, housing and other services
- Provide specialist transport as requested
- Help with the provision of specific accommodation if required
- Provide staff to register users and sign post to other agencies/services.

6.3.7 Nottingham and Nottinghamshire Crisis Support Team

Role

The Crisis Support Team will provide a multi-agency emotional and practical support service for people (their friends and family) who have been bereaved, injured or significantly impacted from a major incident or emergency within Nottinghamshire, or Nottinghamshire residents that have been bereaved, injured or significantly impacted by a major incident or emergency in the rest of the UK or abroad.

Responsibilities

- To provide psycho-social and practical support to those affected by a major incident or emergency
- Help to promote resilience of individuals and communities.
- Ensure that services meet emotional needs, including those of children.
- Signpost to longer term care, which includes psychological support services by suitably trained, qualified and experienced staff.
- Work in conjunction with Police Family Liaison Officers to provide immediate support and / or coordinate the provision of other services and longer-term support as required by the family.
- Only carry out, recommended, or endorse courses of action or treatment that are within their sphere of professional competence.

The LRF Crisis Support Team Plan outlines the activation procedures for this team.

6.3.8 Nottinghamshire Police

Role

Work in partnership with other agencies to facilitate the setting up and running of the HAC

Responsibilities (General)

- Security within the Humanitarian Assistance Centre
- Provide liaison with Police Casualty Bureau
- Interviews as required for evidence gathering purposes
- Provide a common national telephone number (Casualty Bureau) for the collection of information to assist with identification of the missing.

(Local authorities will be responsible for establishing a helpline number to provide information to people affected by the incident.

Responsibilities (Family Liaison Officers)

- The Police Family Liaison Officer (FLO) will work to the strategy set by the Police Senior Identification Manager (SIM). The SIM will appoint FLO's to the appropriately identified family. The FLO will remain the Single Point of Contact (SPOC) between the SIM, the family and Specialist Support Services

The FLO's responsibilities include:

- Gathering information and evidence in a compassionate manner from family members and friends regarding the details of potential victims or missing persons (to contribute to the earliest possible identification and repatriation)
- Providing help and advice regarding the investigation and criminal justice system
- Providing communications to and from the investigation team, the family and other support services
- Keeping the family fully informed of any developments in the investigation and recovery operation
- Keeping a record of all contacts with the family, the reasons for the contacts and the outcomes in the FLO log
- Establishing close liaison with other relevant agencies and partners within the HAC.

6.3.9 Transport Companies

National Rail Incident Care Teams – (Where incident involves rail travel)

Role

The Rail Incident Care Team will be deployed in the event of a major rail incident to offer, as part of the multi-agency response, emotional and practical support to those directly involved, including their friends and family and those bereaved.

Responsibilities

- Provide information and practical assistance to those involved and those affected by the incident
- Establish and maintain close contact with police FLO's
- Work alongside, and seek to complement the efforts of other responding agencies. Primary among these will be police FLO's, with whom early and close contact will be established, along with hospital staff, local authorities and voluntary sector and faith communities
- Support communication infrastructure with family and friends of those involved in the incident (by the provision of telephones generally providing communication support, internet access, phone calls etc.)
- Make arrangements, where appropriate, to pay for travel for family and friends, including taxi fares, overseas flights etc.
- Arrange, where appropriate, to pay for accommodation for family and friends
- May provide financial assistance for food, clothing, toiletries etc.
- Arrange to meet family and friends from locations within the transport infrastructure
- May arrange and, where appropriate, to pay for child or elder care
- Will assist in the tracing of luggage and other items of property lost as a result of incidents
- Respond to any other needs or concerns which become apparent and generally attempt to help out wherever possible
- Transport company staff will not provide any form of counselling services but will help to put individuals in contact with the appropriate specialists' agency where appropriate.

UK Airlines Special Assistance Teams

Role

Co-ordination and facilitation Air Travel.

Responsibilities

- Provide information and practical assistance to those involved and those affected by the incident
- Establish and maintain close contact with police FLO's
- Work alongside, and seek to complement the efforts of other responding agencies. Primary among these will be police FLO's, with whom early and close contact will be established, along with hospital staff, local authorities and voluntary sector and faith communities

- Support communication infrastructure with family and friends of those involved in the incident (by the provision of telephones generally providing communication support, internet access, phone calls etc.)
- Make arrangements, and pay for travel for family and friends, including taxi fares, overseas flights etc.
- Arrange appropriate accommodation for family and friends
- Provide financial assistance for food, clothing, daily cost of living etc (Hardship payment)
- Arrange to meet family and friends from locations within the transport infrastructure
- May arrange and, where appropriate, to pay for child or elder care
- Will manage or assist the Police in the tracing of luggage and other personal effects items and property lost, misplaced or damaged as a result of incidents
- Respond to any other needs or concerns which become apparent and generally attempt to help out wherever possible
- Provide Psychological support by trained personnel to all those involved, and manage or assist in the on-going Treatment and to ensure those involved are given all necessary support and assistance in returning to normal welfare requirements.
- To identify a suitable location for a Family Assistance Centre or Humanitarian Assistance Centre and to work with the HAC Management in providing the best facility suitable.
- To provide a free phone call centre for all enquiries and to work with the Police in the identification and reconciliation process of those involved and their loved ones.

6.3.10 Voluntary Sector

Due to the number of visitors to the centre there may be a requirement for more than one voluntary agency to supply meeters and greeters and floor walking buddies to ensure that there is flexibility to meet the user demand of the centre. These staff will be centrally coordinated by the HAC manager in liaison with their team leaders and will always remain under the direction of their team leader.

Agencies likely to supply these staff initially are:

- British Red Cross,
- Salvation Army
- WRVS
- Faith representatives.

Meeters and greeters

Staff will be the first point of welcome to the centre after the security checks.

- Be the first point of contact for users of the HAC
- Hand out the HAC user pack with “User Guide” and “Expectations” document. Field any general questions regarding the use of the HAC

Floor walking buddies

Staff will assist users of the centre in navigating their way round the various agencies within the centre and identifying sources of help available.

- Assist people make appointments with agencies in the centre.
- Assist with information on which agencies are present in the HAC that day
- Assist with information around services agencies can provide
- Assist with directions and navigating around the centre.
- Allow people to make their own decisions around agencies they may wish to speak to.

6.3.10.1 British Red Cross

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with HAC Manager
- Provide staff for initial meeters and greeters at the HAC and floor walking buddies with support in directing and moving users around the various agencies and services within the HAC
- Provide emotional and practical support
- Provide access to a range of practical support services and resources
- May provide first aid for both centre users and staff
- May provide tracing of relatives and a messaging service through Red Cross International
- May provide establishment and operation of disaster appeal as required
- To provide emotional support for own staff working in the HAC.
- Can assist in providing support for a helpline that maybe established as well as staff to run the helpline.
- Can assist with providing support for any helplines that may be established in terms of providing trained listeners.

6.3.10.2 Cruse Bereavement Care

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with HAC Manager
- Listen and provide ongoing emotional support
- Provide 1 to 1 and group counselling
- Provide bereavement contact information
- Provide access to UK local branches for ongoing support
- Provide clinical supervision for all staff.

6.3.10.3 Religious Denominations - Southwell Diocese

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise HAC Management
- Spiritual guidance and welfare support
- Provide staff for initial meeters and greeters at the HAC and floor walking buddies with support in directing and moving users around the various agencies and services within the HAC
- Access point to other faith denominations as required
- To provide emotional support for own staff working in the HAC

6.3.10.4 Salvation Army

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with HAC Management
- Provide staff for initial meeters and greeters at the HAC and floor walking
- buddies with support in directing and moving users around the various agencies and services within the HAC
- Spiritual and welfare guidance as required
- Listener service/emotional support
- Provision of a range of practical support services i.e. accommodation, clothing and other personal items if possible
- To provide emotional support for own staff working in the HAC.

6.3.10.5 St. John Ambulance

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with appropriate HAC Management
- Emotional and practical support
- Access to a range of practical support services and resources
- May provide first aid for both clients and staff
- May provide transport for clients.
- To provide emotional support for own staff working in the HAC.

6.3.10.6 Victim Support

Role

In the event of a mass homicide or terrorist attack will assist by providing the following:

Responsibilities

- Emotional and practical support to those affected by crime
- Offer advocacy and help with navigating the criminal justice system
- To provide advice on completing of a Criminal Injuries Compensation Application
- To provide appropriate support (including a young persons specialist service) through being a witness in court or attendance at a Coroners Inquest
- Information on the services provided by other agencies and referrals, where appropriate
- To provide emotional support to own staff working in the HAC.

6.3.10.7 WRVS

Role

Will assist by providing the following:

Responsibilities

- Team Leader to organise own staff and liaise with HAC Manager.
- Provide staff for initial meeters and greeters at the HAC and floor walking buddies with support in directing and moving users around the various agencies and services within the HAC
- Refreshment and food services for both clients and staff at the HAC
- Provide trained listeners
- Practical support
- To provide emotional support for own staff working in the HAC.

7. LAYOUT OF THE HAC

7.1 Establishing – Layout of the HAC

A floorplan of the layout of the Family Assistance Centre set up at the Royal Horticultural Halls (RHH) in July 2005 is attached (7.3) for information by way of example. This floorplan identifies the various areas which were set aside for specific purposes and it may be used as a generic template for similar structures in the future.

In addition, workstations for each of the organisations involved in the humanitarian response to the incident will need to be incorporated into the facility.

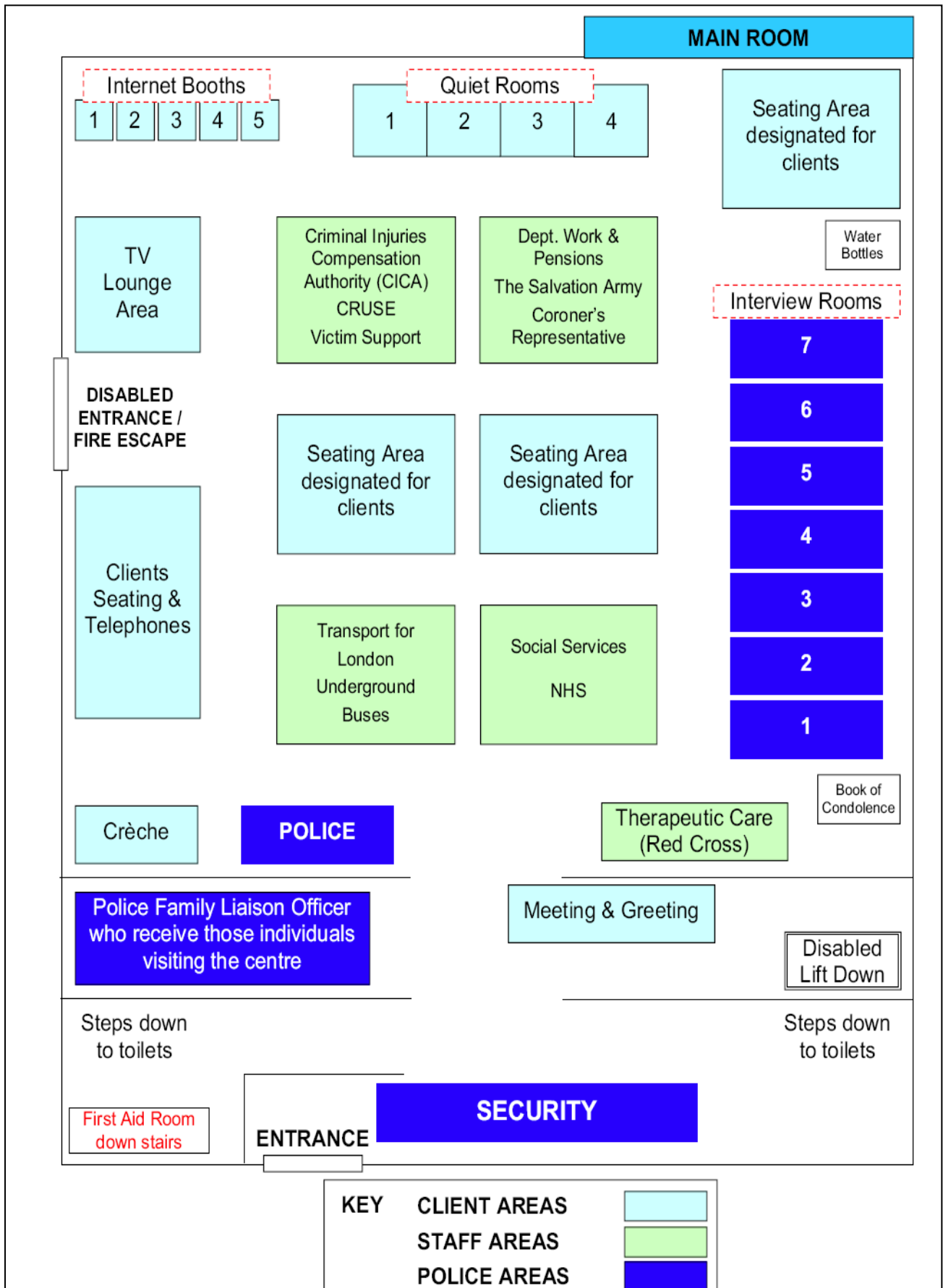
The following gives an indication of the type of workstations which may be needed

- Provision of a link to Casualty Bureau
- Police Family Liaison Officers
- HM Coroner's Service
- Local Authorities (Social Care Services)
- Victim Support Services (where appropriate)
- Voluntary Services
- Officials from overseas governments (where appropriate)
- Interpreters and other staff qualified in areas of specialist communication
- Faith Communities
- Department for work and pensions
- National Health Service (NHS)
- Crisis Support Team
- Legal advisors and insurance company representatives (where appropriate)
- Private and public transport representatives (where appropriate)
- Citizen's Advice Bureau
- Private sector (where appropriate).

While some organisations will not necessarily need to have a permanent presence at the centre, careful consideration should be given to consulting with organisations such as Disaster Action from the outset.

Note: This list is not exhaustive; the nature and circumstances of any future incident will determine which agencies will be required within the HAC. The decision rests with the HAC Management Group.

7.2 Floor plan Family Assistance Centre – Royal Horticultural Halls, July 2005 - (for reference only)



8. VIRTUAL HAC

8.1 Definition

The purpose of a HAC must be to meet the specific needs of the people affected by the incident. Therefore how services are provided will change from with each incident. Consideration should always be given to how to get the information to the people and not always expecting people to travel to the support.

A virtual HAC will take the form of a website and or helpline and will provide access to the services that are available in the physical HAC building. The management group will decide during each incident the most appropriate services to activate

- Each time a physical building is opened, virtual HAC services should also be considered for activation.
- Helpline facilities may be the first service to be scaled down.
- Once a decision has been taken to scale down the services of the physical HAC as part of the exit strategy, the website part of a virtual HAC may continue to operate to provide continuity of care
- If it is not appropriate at the time to open a physical building the management group may decide to purely activate virtual HAC services.(the boxing day tsunami 2004 would be an example of this decision).

8.2 Activation

The activation for a virtual HAC follows the same process for a physical building. When a virtual HAC is solely being opened there will be different resource and staffing implications.

8.3 Establishing

If required, a Virtual HAC website facility will be established on the existing Nottingham and Nottinghamshire website- www.nottsprepared.gov.uk. Templates exist for creating a Virtual HAC- when needed, details of the incident can be filled in and these pages made public. At the moment, these pages are maintained by the Nottingham City Council's Emergency Planning Team and Web Team, who would need to be contacted for the HAC pages to be made 'Live'.

Additional Considerations

- Registering a URL to redirect to the HAC Pages (e.g. www.nameofincidenthumanitarianassistance.com)
- Ensuring that the Virtual HAC has the same up to date information as a physical HAC, to ensure consistency.
- Ensuring that information is coordinated with other organisations who may be placing information online, such as the Cabinet Office or Police. Linking to and from individual agency websites should be encouraged.
- When signposting to other organisations- mentioning their opening times, whilst the web pages are available 24hrs most services will not.

8.4 Website Content

There is no definitive list of information that should be included within Virtual HAC's, but in previous instances of one being established the following information was included.

- Address, and map, opening times of a physical HAC if one has been opened.
- List of facilities and services available at the physical HAC, including a list of organisations present, and a brief description of their role in a HAC.
- Contact details and relevant information from organisations involved with the Humanitarian response.
- The phone numbers of any helplines available.
- Digital copies of any leaflets/literature available at the HAC.
- A secure area for any "Survivors Groups" or similar that may have formed- this could use a 'discussion board' format.

8.5 Helplines

Before any helpline is set up consultation should take place with the police to ensure there is no confusion over where people report information that may be relevant to the police investigation. (if the event has necessitated a police investigation)

The setting up of a helpline would be the responsibility of the local authority asked by SCG to provide HAC services.

To prevent Local Authority contact numbers being overwhelmed by those affected by the incident requesting information, consideration should be given to issuing a separate helpline number as part of the virtual HAC services.

This service could provide general information regarding the HAC (opening times / location) It would also provide access to information and services supplied by the agencies present in a physical HAC. It is important that there is an option to talk to somebody in person. To assist with this, the British Red Cross can assist with establishing a helpline and they can also provide a team of trained listeners who are experienced in dealing with people suffering from trauma.

See appendix G Agency Script information

It is important to remember the helpline service is not a there to provide a counselling service.

8.6 Exit Strategy

In most cases any virtual aspects of a HAC will continue to run long after a physical site has closed down. When this happens, the aims and objectives should be restated to ensure that the role of the virtual HAC is still relevant and fit for purpose.

The services offered via the virtual HAC may also be gradually scaled down over time- e.g. closing down of helplines or message boards if services are not used or required.

9. COMMUNICATIONS STRATEGY

9.1 Communications at the HAC

The lead communications officer at any HAC that is established will come from the relevant lead Local Authority where the HAC is sited. Other communications support may be required depending on the scale of the incident.

The following facilities will be needed to ensure a co-ordinated communications approach:

- Internet / wi-fi access
- Computer / laptop
- Phone line

Communication officers will have limited access to Emergency Control Centres to ensure there is no confusion of messages released to the media. They will also liaise closely with the lead communications officer for the incident to ensure that consistent clear messages are conveyed at all times.

9.2 Staff Rotas for Communication Staff

There may be a necessity to ensure that the HAC is staffed 24 hours a day, depending on the scale of the incident. Any shifts should allow sufficient overlap for adequate briefings to take place. If the incident is a major one there may be extensive media interest including an international presence. This places extra pressure on communications staff so it is important that a rota system is introduced as quickly as possible.

It is important that resources are pooled to ensure that the workload is spread evenly. Key experienced staff need to be available at all times to support less experienced staff. This will have to be balanced with the need for communications staff to be at other locations / centre of the incident e.g. the scene of the incident, Rest Centres etc.

9.3 Publicising the HAC

When the decision is taken to create a HAC, it is vital that plans are already in place for how this can be publicised as quickly and effectively as possible. Members of the public, the media and staff dealing with the incident will need to know:

- That the HAC has been set up
- What the HAC is for
- What support it can provide
- Where it is and how to get to it
- When it will be open
- Contact information – telephone and website.

9.4 The Internet

Information about the HAC should be available on the following websites:

- Local Authorities in the surrounding area
- Police
- Health
- Fire and Rescue Service
- Local Resilience Forum
- BBC Nottingham
- Other media
- Experience Nottinghamshire
- Voluntary organisations
- Other partner organisations

An agreed form of words (similar to the press release/leaflet/posters) should appear on each website – preferably on the home page – which then links to one single page about the HAC which should be hosted on the LRF site which is at www.nottsprepared.gov.uk.

9.5 Social Media

Utilising social media websites is vital and the Lead Authority should use twitter to publicise when the HAC is set up and to give ongoing information to followers throughout the incident.

All partners should use their twitter feeds to re-tweet messages put out by the lead Local Authority.

Partners should also post information on Facebook, which links to the web page rather than recreate the same content.

The Lead Authority should monitor social media activity throughout the incident to ensure people are being responded to in a timely manner and that the correct information is being given.

9.6 The Media

The lead communications officer will send out a press release about the HAC being established.

A tour of the HAC should be offered to the media prior to it opening to the public. This will allow the media to see the kind of services on offer and the environment of the HAC. Ideally this would be done using a pool arrangement, with one representative from each of the various media: TV, radio and print. If the incident attracts foreign interest, then extra arrangements will need to be made.

9.7 Posters/Leaflets

A leaflet and poster template regarding a HAC and what support they can provide can be found in appendix N&O. When needed, they can be completed with the relevant information relating to that particular centre incident and disseminated appropriately.

Posters/leaflets could disseminated via:

- Libraries
- Parish Councils
- Partners' buildings e.g. police stations, district council buildings, etc.
- Hospitals
- Leisure centres, shops, doctors' surgeries, etc. around the scene of the incident
- People at the incident
- Households in the surrounding area of the incident
- Households in the surrounding area of the HAC

Possibilities for distribution:

- Distributor companies
- Electoral canvassers
- Refuse collectors
- Local Authority staff
- Voluntary groups e.g. scout, etc.

Leaflets, posters or other literature would also need to be available in different languages at short notice and this should be made clear on the publication.

9.8 Direction/building signs

The building where the HAC will be based will need to be well signposted from the road. Internal signs will also be needed to direct people around the centre.

The signs will be made, stored and erected by Nottingham City and Nottinghamshire County Council prior to a HAC being opened.

9.9 Media Protocol

There should be an agreed spokesperson from the HACMG identified for any media interviews, which will depend on which area the incident is in. To ensure that consistent messages are given, other staff should not give interviews to the media without these being agreed by the lead communications officer.

While organisations can clearly comment on their own work, they should avoid commenting on the work of partners and on the wider emergency.

Depending on the size of the incident, it may be necessary to provide other accommodation for the media in an area outside the HAC. It will need to be close enough to the HAC for the media to want to use it, but far enough away for the media not to intrude on people visiting – preferably at an exit point. Consideration should be given to provision of refreshments, toilet facilities, etc.

For a smaller incident, it may be possible to house the media within the centre, away from the public.

9.10 Press Conferences / Briefings

In the case of a HAC being set up, it will be necessary to specify particular briefing times to ensure that the media know exactly when they can get information and not to request it at other times. Suggested timings are 6am, 12pm and 5pm so that briefings fit in with news broadcasts. Any Senior Management Team meetings/briefings should fit around these media briefings, ideally being held in the hour prior to these.

For further information please refer to the Nottingham and Nottinghamshire Communicating with the Public Plan.

9.11 Access to People Affected

The media will undoubtedly want to interview/photograph the families and friends of those affected by a major incident. However, it is important that they don't have general access to people as this may be very intrusive during such a difficult time.

A designated Communications Officer should identify which, if any, members of the public are happy to be interviewed by the media. A less intrusive way of achieving this would be by placing notices around the HAC asking if anyone wishes to talk to the media.

The Communications Officer should fully brief interviewees on the questions they are likely to be asked and the possible impact of the interview. They should also be present while the interview is being carried out.

9.12 VIP Visits

Consideration should be given to identifying possible local politicians / VIP's who may wish to visit / support the HAC to help boost morale and increase publicity. There may also be visits by senior members of the royal family, senior politicians etc. All visits will be co-ordinated according to the visitors protected status.

Prior to any visit, consideration should be given to who the VIP should be introduced / talk to – workers and victims / families. Obviously, any visit will attract media interest, which will be offered on a pooled media basis.

Any visit by a senior politician is likely to be co-ordinated by the Central Office of Information. Royal visits are likely to be co-ordinated by the relevant Government Departments.

9.13 Monitoring of Media and Social Media

All agencies are advised to identify someone who will keep a record of new releases, key questions & answers and any subsequent media coverage to allow any misinformation to be corrected quickly.

9.14 Closing down the centre

When the decision is taken to close the centre, this needs to be communicated to the public. This can be done using methods detailed in the 'publicising the centre' section.

Signs should also be placed at the centre informing the public that it has closed and who they should contact if they need any additional information.

A message will also be left on any answer phone which will be connected to any help lines that may be used.

A press release should be sent to the media detailing the support provided at the centre by the different organisations involved. This should be practical and interesting information e.g. twelve people had information translated in five different languages, fifteen people received bereavement counselling. It would also be a good idea to include case study information to help gain media interest e.g. 'Mrs Smith found the centre helpful when she needed to find out information about how she could get help and support'. The owner of the venue also needs to be recognised.

This must be done as soon as the centre closes so that it doesn't become old news. This will help ensure that the public and media know what the centre was for and how the different organisations worked together to help provide vital support during a traumatic incident.

10 RESOURCE AND SUPPLY IMPLICATIONS

10.1 Responsibility

The National Humanitarian Assistance Guidance document states 'The responsibility for identifying and securing the use of suitable premises rests with Local Authorities; they will co-ordinate welfare support to the community in the event of an emergency. Local Authorities will also be responsible for meeting the costs of securing the use of premises in the planning phase, for providing the centre itself in the event of an emergency.'

10.2 Payment of Costs

Although Local Authorities are responsible for meeting the costs, it is important to adopt a multi-agency approach to this task. During the planning phase, Local Authorities may enter into agreements with voluntary agencies, establishing clear expectations in relation to the responsibility for the payment of costs. It must be borne in mind that the HAC is not the immediate Reception or Rest Centre - its role will be considerably more comprehensive long term.

In the event of an emergency, the Strategic Co-ordinating Group will be convened at the earliest opportunity in order to establish the strategic policy framework for the response and recovery effort.

Having considered the potential scale of the emergency, the SCG will make a decision on opening a HAC. This decision will draw heavily on the views of the Local Authority as to where the HAC would be sited.

The decision by the SCG to open a HAC should always be taken in agreement with the funding local authority, representatives at LRF, SCG or similar appropriate level.

Any organisations involved in the response to opening a HAC or involved in another capacity must keep careful records of any expenditure incurred.

To facilitate recording expenditure, a specific cost code should be pre-allocated, immediately at the time of the incident, by all agencies involved. This will ensure that all costs incurred are given the same cost code, to help facilitate the recovery of costs in the longer term.

A successful claim will require comprehensive records of any expenditure incurred. This is even more important if a claim is made to recover costs through the Government Bellwin Scheme or from another source (e.g. transportation company) that is found to be at fault at a later stage.

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11. TRAINING AND EXERCISING

11.1 Training needs

The following training need has been identified, for those with specific roles in this plan:

- Knowledge of the contents of the LRF Humanitarian assistance centre plan, and their specific role within it.
- Knowledge of their role with in the HAC core management group
- Knowledge of the agency roles within a HAC.

For dates and further information about training, please contact Nottinghamshire County Council on emergency.planning@nottscc.gov.uk

11.2 Training

The training need identified at 11.1 will be fulfilled through:

- HAC Core management training session (half day)
- HAC general awareness training session for multi agency staff (half day)

11.3 Exercising

An exercise to test the principles and procedures of the plan will be carried out within 3 years. Lessons identified from the exercise will be fed back into the planning process.

11.4 Maintenance

This plan will be fully reviewed every 3 years.

11.5 Maintenance, training, and exercising schedule

	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016
Plan	X		X		X			X
Train	X		X			X		
Exercise		X				X		

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12. LEGISLATION

12.1 Data protection

Nottinghamshire County Council is subject to the Data Protection Act 1998 (DPA).

Collators of information should take care to comply with the DPA when processing personal data. 'Personal data' means information about a living individual that allows you to identify them (e.g. name, address, telephone number, photographs). 'Processing' means, amongst other activities, recording, keeping, using, storing and deleting.

One of the main requirements of the DPA requires that personal data is fairly and lawfully processed. This means that individuals should know when their personal information is recorded and for what purpose or purposes. Often the easiest means of complying with the need for "fair processing" is to have a "fair processing notice", or "privacy notice" as it is sometimes referred to, which is a statement given in writing or orally which explains in clear language the purpose or purposes for which that individual's data will be used by the County Council. The County Council must process the data in accordance with the individual's expectations in relation to how they expect their data to be used.

There may be circumstances where disclosure of information may take place in compliance with the data protection principles even though processing of the data may not fall within the purpose or purposes contained in the "privacy notice". For example, disclosure of information to other agencies in certain circumstances can be justified on the basis that it is in the individual's best interests to do so. However, such circumstances will be exceptional and will only arise where there are good reasons to believe that disclosure is justified, such as where information is passed to an agency in the interests of protecting an individual's personal health or property.

Exemptions are provided under the DPA to enable Nottinghamshire County Council to disclose information to third parties in certain circumstances, not complying with data protection principles, such as where data is required to be released under an act of parliament, rule of law, or order of the court.

Further advice and information about the DPA can be obtained from Nottinghamshire County Council's data protection officer.

12.2 Freedom of information

The Freedom of information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIRs) provide legal rights to obtain publicly held information.

Information is a key element of emergency planning. Using and sharing information is an essential way of responding to a major emergency and promoting the return to normality.

If a request for information is made to the County Council the authority has a duty to confirm or deny it holds the requested information and has to respond within 20 working days of receipt of the request.

However, the FOIA contains various exemptions which allow the County Council to refuse to supply information in certain circumstances, for example, where release of the information would harm national security, the defence of the British Isles, the economy, health and safety, commercial interests, or where such information is related to confidential information or an individual's personal information. Some of the exemptions are subject to a public interest test which requires consideration of whether the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

A request for information may be made under the EIR where it relates to environmental information. The type of environmental information the EIR covers is wide ranging and it would cover information relating to the state of human health and safety and any policies, plans or programmes which relate to matters which concern the environment. The EIR contains exemptions covering matters similar to those covered under the FOIA exemptions. The EIR also contains a specific exemption concerning public safety.

The Civil Contingencies Act 2004 recognises that before, during and after a major emergency, there is some information that ought not be released either pro-actively to the general public or in response to a request for information from other authorities or undertakings under the regulations. This is information that would harm national security, public safety, commercial interests or the confidentiality of personal information.

The regulations also provide that the County Council, in complying with its duty under the Civil Contingencies Act 2004 to publish assessments and plans relating to contingency planning for emergencies, must take into account the importance of not alarming the public unnecessarily.

Further advice about FOIA or the EIRs is available from the freedom of information act officer or from freedom of information practitioners in each department or specialist legal advice can be obtained from legal services.

12.3 Equality

During the preparation of this plan and when considering the roles and responsibilities of all agencies, organisations, departments and staff involved, care has been taken to promote fairness, equality and diversity in the services delivered regardless of disability, ethnic origin, race, gender, age, religious belief or sexual orientation.

12.4 Preservation of documents

In the event of an emergency, it is imperative that all documentation, both historic and current, is preserved by each individual agency, organisation and / or department. An official investigation into the cause and circumstances of an incident is inevitable.

Evidence may be required by, but is not limited to, any or all of the following:
The appropriate enforcement authority, e.g. Health and Safety Executive,
Environment Agency, Air Accident Investigation Bureau
A judicial inquiry
A coroner's inquest
The police
A civil court hearing compensation claims
A Freedom of Information Act 2000 (FOIA) request.

Agencies, organisations and / or departments may be required to give access to documents created or received, which do or may have a bearing on the emergency.

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APPENDICES

Appendix A	HAC Core Management Group – 1 st Meeting Agenda
Appendix B	Exit Strategy
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Appendix H	Checklist: Cost Implications
Appendix I	Template Initial Staff Briefing
Appendix J	Template Daily Staff Briefing
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Appendix L	Staff Action Cards <ul style="list-style-type: none">- Chair of the HACMG- Media Manager- Resource Manager- HAC Manager
Appendix M	Template Press Release
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Appendix Q	Action Log
Appendix R	HAC User Flow Chart
Appendix S	User Guide

Appendix T Frequently Asked Questions

Appendix U Information Sources

APPENDIX A. 1st MEETING AGENDA

- **Introductions**
- **Terms of reference for the group**
- **Agree membership of the group**
- **Re-stating the aims and objectives for the HAC**
- **Briefing/update on the incident**
- **Decision on most appropriate HAC site to use**
Information on identified sites is held confidentially in a separate document by Nottingham City Council and Nottinghamshire County Council emergency planning teams
- **Immediate actions**
Delegation of tasks
- **Resources required**
- **Communications**
- **Exit strategy**
See appendix G for checklist)
- **Schedules of meetings and regular updates to SCG**
- **Recording of costs**

Notes or minutes of the meeting should be taken as well as the maintenance of a key decision / action log. Local Authority support staff may be brought in for this function.

APPENDIX B. EXIT STRATEGY

The exit strategy should be considered at the first meeting of the HACMG

Closure of the centre

The decision to open and keep open any HAC must be subject to regular review. SCG will take the decision on closure based upon the advice of the HACMG Chair. The decision to close should be based upon whether or not the HAC has achieved the objective purpose agreed at the outset. The possibility of a phased closure or eventually moving the location to smaller premises should be decided after considering the nature and circumstances of the emergency.

Points for consideration in the development of an Exit Strategy include:

- Is there a need for the centre to continue - have the objectives been reached?
- What is the media and public information strategy for closure
- What date will the centre close?
- What will be in its place?
- What level of staffing is required?
- What resources will be required?
- Cost implications
- The need to agree an exit strategy with owners and users
- Ensure a media and public information strategy is in place
- What needs to be done to return premises to owner?
- The need to arrange for premises to be cleaned
- Where will documents be stored?
- How will statistics etc. be accessed after closure?
- Ensure payment issues are being processed
- Final debriefs – lessons learned
- Who will say thank you to participating agencies and individuals?

Listed below are some important processes that need to be addressed, both prior to and during the operation of the HAC:

Internal Communications – Staff & Visitors to the HAC:

- Regular meetings and briefing for all staff
- Robust management structure and information flow process in place
- Establishment of an information point
- Access to Interpreters / literature in different languages
- Knowledge of the building layout and sitemaps for information
- Key personnel in place to advise and guide visitors

External Communications:

- Access to phones, computers and other equipment as necessary
- Contact details of all relevant agencies
- Liaison with Strategic Co-ordinating Group (if established) or other co-ordinating groups to keep up to date with the ongoing situation
- Access and contact details to outside companies or other agencies to help with the provision of resources as need

APPENDIX C. CHECKLIST: ESTABLISHING A HAC

Establishing a HAC checklist

The following checklist of issues for consideration by the HACMG are likely to include:

- Re-stating the aims and objectives for the HAC
- Opening hours of the HAC
- Drafting daily bulletins with up-to-date information for the benefit of the agencies working within the centre and other interested parties
- Arranging regular updates to SCG
- Re-assessing the scale of HAC operation and timing for possible streamlining
- Use of LRF website as a method of providing public information
- Creating and maintaining links with the Casualty Bureau, which will be set up by the Police
- Implementing the communications strategy and management of media coverage
- Managing and organising site visits by VIPs
- Arranging regular briefing for all staff members
- Ensuring refreshment facilities are in place for staff members
- Ensuring that all staff have adequate breaks
- Planning an exit strategy, including need for down-scaling
- Planning for the decommissioning of the HAC

The following checklist should be used by the HACMG when assessing the suitability of the HAC to ensure all aspects have been addressed. These tasks will be undertaken by members of the HACMG:

- The rapid and appropriate identification of a Resources Manager
- Identification of building, flooring and electrical contractors for the provision of essential services to the facility
- Provision of access to computers (internet access), televisions and telephone lines
- Provision of office equipment (including photocopiers and fax machines)
- Provision of radios for use within the centre
- Provision of furnishings including pictures, bins, notice boards, etc.
- Provision and management of Fire Safety equipment
- Provision of appropriate and lawful signage
- Arrangements for the cleaning of the facility
- Provision and management of robust security arrangements
- Provision of car parking and accessibility to public transport
- Creation or awareness of existing evacuation plans
- Accessibility of the venue to the disabled and sensory impaired and parents with children (including a nappy changing area and a play area)

APPENDIX D. CHECKLIST: HAC LAYOUT

Registration area, reception and resources area which provide practical physical resources such as maps of the centre, maps of local amenities (banks, places of worship, transport routes, etc.), phone cards, pens, paper and other ancillary support items as deemed necessary:

- Waiting area
- Areas where individuals are taken for confidential interviews
- Quiet area where non-staff are able to go for private time
- Adequate restroom facilities, catering for staff and families (separate areas)
- Refreshment areas, catering for a variety of dietary requirements
- Childcare facilities
- First Aid point
- Telephone and internet access points, chargers for mobile phones and mini-com access
- Staff only areas (including separate refreshments areas)
- Administration office
- Management office

Additional practical considerations

- Car parking
- Disabled access
- Diverse catering services
- Minicom facilities and other equipment/materials to meet the needs of those with disabilities
- Contact details of key organisations (support services)
- Computers with secure communications for all relevant agencies
- Fax machines, paper and toner
- Printers, paper and toner
- Power extensions where required
- Weather-proof flooring
- Good quality flooring throughout the facility
- Sound-proofing private areas
- The need for high-quality furniture throughout the facility
- Notice boards and rubbish bins
- Storage of materials
- Up-lighters
- Fans, air conditioning and heaters
- Confidential waste collection
- Personal waste collection
- Rubbish collection
- Secure storage of data and documentation
- Adequate toilet facilities (including disabled toilets)
- Crèche facilities
- Emergency access
- Fire safety equipment, fire alarms and signage
- Risk register

APPENDIX E. VIRTUAL HAC CONSIDERATIONS

- Registering a URL to redirect to the HAC Pages (e.g. *www.nameofincidenthumanitarianassistance.com*)
- Ensuring that the Virtual HAC has the same up to date information as a physical HAC, to ensure consistency.
- Ensuring that information is coordinated with other organisations who may be placing information online, such as the Cabinet Office or Police. Linking to and from individual agency websites should be encouraged.
- When signposting to other organisations- mentioning their opening times, whilst the web pages are available 24hrs most services will not.

Items to include on a web page

- Address, a map to and opening times of a physical HAC if one has been opened.
- List of facilities and services available at the physical HAC, including a list of organisations present, and a brief description of their role in a HAC.
- Contact details and relevant information from organisations involved with the Humanitarian response.
- The phone numbers of any helplines available.
- Digital copies of any leaflets/literature available at the HAC.
- A secure area for any “Survivors Groups” or similar that may have formed- this could use a ‘discussion board’ format.

APPENDIX F. ACTION PLAN TEMPLATE

ACTION	TIMESCALE	STAFF MEMBER	COMPLETE

APPENDIX G. AGENCY SCRIPT INFORMATION

Name of agency
Outline and overview
What services do you provide?
How can people access the services
What enquiries could we get asked- general, specific to individuals etc
What information would you like us to provide and where can this information be found (website, guidance notes etc)
What format would you like us to provide answers in (email; letter; leaflet; verbal etc)
Agencies to provide FAQs if possible

APPENDIX H. CHECKLIST: COST IMPLICATIONS

In determining the costs of implementing and managing the operation of the HAC, the Local Authority may consider all issues pertaining to:

- Building costs (if any)
- Setting up the premises
- Insurance
- Staffing
- Food and drink
- Resources
- Furniture
- Décor
- Plants
- Cleaning
- Maintenance
- IT Communications
- Advertising and Public Information
- Transport
- Voluntary Sector

APPENDIX I. TEMPLATE INITIAL STAFF BRIEFING

Name of centre	
Opening times	
Layout of centre Layout map	
Security procedures Staff Visitors Media	
Name of HAC manager	
Agencies within the HAC Support services available	
Resources available in the centre for agencies	
Resources available in the centre for the public Internet Public telephones Condolences book	
Staff facilities Rest rooms / facilities Refreshments Smoking area	
Media Media manager Media situation Media briefings timings etc	

APPENDIX J. TEMPLATE DAILY STAFF BRIEFING

Opening times of the HAC	
Current situation	
Any changes within the HAC, Changes to layout Issues arising within the HAC H & S issues within the HAC Security issues external /internal HAC	
Staff changes	
Any changes to HAC manager, or team leaders for each agency.	
New agencies/ support organisations in the centre	
Support services offered by the agency Number of new staff at the centre today	
Resources	
Any new resources arriving Any resources being removed Any additional resources required within the centre	
Media response	
Issues arising from media reporting locally or nationally Current media information being issued	
VIPS or visitors	
Details of any expected VIP's/visitors today Arrival time and itinerary	

APPENDIX K. TEMPLATE SCG BRIEFING

LRF HUMANITARIAN ASSISTANCE CENTRE				
SCG REPORT TEMPLATE				
Report Number:		Time (24hr)		Date:
HAC Location:				
Report Author:				
Contact Details:				
Current Situation				
Key Issues				
Resources Required				
Key Contacts				

APPENDIX L. STAFF ACTION CARDS

Chair of the HACMG –

(Appropriate person/role – Service Director or Deputy, Social Care Services)

Role

Facilitate operational management of the HAC

Responsibilities

- Chair HACMG meetings
- Co-ordinate roles and activities within HAC
- Liaise with Strategic Co-ordinating Group (Gold)
- Liaise with Recovery working group

Chair the HAC core management group.	
Ensure appropriate representation from the agencies involved	
Ensure there is administrative support to record any decisions made	
Set the aims and objectives for the HAC.	
Identify a suitable location for a HAC, and communicate this information to relevant parties.	
Identify a resources manager	
Agree the opening hours of the HAC	
Liaise with the Strategic Co-ordinating Group (if established) or other co-ordinating groups, and inform them of the ongoing situation.	
Draft the first daily bulletin with up-to-date information for the benefit of the agencies working within the centre and other interested parties	
Agree an exit strategy, including need for down-scaling	
Maintain a log	

Media Manager –
(Appropriate person/role – PR Officer City/County)

Role

Co-ordination of media response

Responsibilities

- Publicising HAC
- Press Conferences
- Distribution of Information
- Public relations generally
- Direction and building signs
- Liaison with all Media
- Media monitoring
- Exit strategy – Communications
- Liaison with Team Leaders from other organisations

Attend meetings of the HACMG	
Assist the HACMG formulate a media strategy for distributing information relating to the HAC.	
Implementing the communications strategy and management of media coverage	
Publicise the HAC in the media, featuring the services it can offer, its location and opening times, as well as any virtual HAC services.	
Make arrangements for the drawing up and printing of literature to publicise the HAC. (Templates can be found in the appendices of the HAC plan.)	
Deal with any media queries relating to the HAC.	
Monitor the media for any coverage of the HAC	
Managing and organising site visits by VIPs,	
Maintain a log	

Resources Manager –

(Appropriate person/role - Service Head Business Administration City/County)

Role

Co-ordinate facility arrangements and provision of appropriate resources within a HAC (e.g. furniture)

Responsibilities

- Co-ordinate arrangements for security of the building liaising with the Police
- Process for identifying visitors and staff within building for evacuation purposes
- Refreshment requirements
- Layout including “meet & greet” area and registration area
- Responsibilities for protocols (e.g. non smoking and pets etc)
- Health and Safety and Risk Assessments
- Liaison with owners of the building
- Establishing a Petty Cash float
- Liaison with internal and external suppliers
- Process for recording financial expenditure
- Co-ordination of donations in liaison with British Red Cross
- Liaison with Team Leaders from other organisations

Attend the HACMG meetings	
Liaise with the owners of the building.	
Identify building, flooring and electrical contractors for the provision of essential services to the facility	
Provision of equipment needed for the running of the HAC, including: <ul style="list-style-type: none"> • access to computers (internet access), televisions and telephone lines • Provision of office equipment (including photocopiers and fax machines) • Provision of radios for use within the centre • Provision of furnishings including pictures, bins, notice boards, etc. • Provision and management of Fire Safety equipment 	
Ensure appropriate signage is displayed throughout the centre, taking into accounts the needs of disabled and sensory impaired visitors.	
Arrange for the cleaning of the facility	
Provision and management of robust security arrangements	
Establish a process for recording financial expenditure and a petty cash float, and that this is communicated to those involved.	
Establish an information point	

Ensure provision of car parking and accessibility to public transport	
Promote awareness of existing evacuation plans	
Ensure refreshment facilities are in place for staff members	
Provide access to Interpreters / literature in different languages if needed.	
Maintain a log	

HAC Manager

(appropriate person/role senior manager social care services city /county)

Role

- Operationally manage the day to day running of a HAC

Responsibilities

- Work to the HACMG
- Co-ordinate staff (voluntary organisations provide team leaders)
- Staff rotas
- Admin staffing resources
- Registration staff (social care workers) – triage system
- Liaison with Team Leaders from other organisations

Attend HACMG meetings	
Communicate the aims and objectives of the HAC to agencies within the centre	
Produce daily bulletins for staff and agencies within the HAC	
Arrange regular team leader meetings	
Coordinate the requirements for floor walking buddies and meters and greeters in line with visitor numbers	
Provided information to centre visitors about the agencies in the HAC and assistance they can offer.	
Regularly review the agencies in the centre	
Identify any additional resources or agencies required in the centre	
Maintain links with the Casualty Bureau, set up by the Police	
Provide information to the HACMG to allow re-assessment of the scale of the HAC operation and opening times for possible downscaling.	
Maintain a record of expenditure	
Maintain a log	

APPENDIX M. TEMPLATE PRESS RELEASE

Date

TITLE

Following the incident at a centre has been set up to provide information to families and friends who have been affected.

TheCentre will offer valuable support, care and advice to the survivors, families and friends of those who were involved. People can go there to find out information about their loved ones, to get translation services or to get emotional support.

In addition there will be the chance to meet other people who have been affected by the incident as well as being able to get the latest information about what has happened. There will also be the chance to identify any longer term needs for support, such as counselling or financial and legal support.

The Centre will be based at and will be open between and each day. Anybody attending will need to bring Everyone arriving at the centre will be given a security check (specifics TBC)

For more information about the incident please contact Nottinghamshire Police on XXX XXX XXXX. More information about the Centre can be obtained by calling XXXX XXXXXX or visit www.XXXXXXXXXXX

_____ from _____ said: "Our deepest sympathies go out to all those affected by _____.

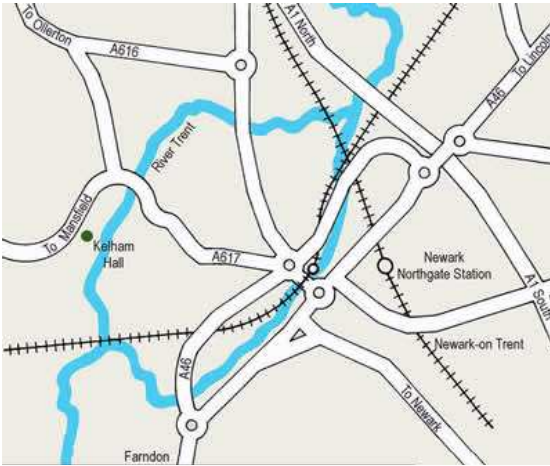
"We hope that the centre will provide a vital link for people to get the services and information they need during this difficult time."

ENDS

For media enquiries about the HAC please contact

APPENDIX N TEMPLATE LEAFLET

TITLE

<p>Location Map</p> 	<p>The Assistance Centre has been opened at will be open between the hours of</p>
--	---

Telephone: XXXX XXX XXXX (Notts Connect number)

WWW.....

<p>The Centre will provide:</p> <ul style="list-style-type: none">• Information about what has happened• Financial legal support• Emotional support• Advice on how to get further help and assistance
--

If you are worried about a loved one:

Casualty Bureau: Please call the bureau on [XXXX] to report someone missing. Upon calling, you will be given a unique reference number, which you should quote each time you call. The number is available 24 hours a day.

Please note, the Casualty Bureau only records information. It is not able to give information out about specific cases.

For more help or information:

NHS Direct: Health advice is available through the 24 hour helpline on **0845 4647**.

Other sources of advice:

British Red Cross - www.redcross.org.uk – has trained volunteers on standby to offer practical support and comfort to people affected by tragedies. Its UK switchboard is **0870 170 7000**.


Disaster Action - www.disasteraction.org.uk - All members of Disaster Action have themselves been affected by major disasters. The website provides advice, information contact details for further help – Disaster Action does not run a 24 hour phone line, but there is always an answering service.

If you require a large print copy or an alternative version please contact

_____ (number TBC)

APPENDIX O TEMPLATE POSTER

TITLE

<p>Location Map</p> 	<p>The Assistance Centre has been opened at will be open between the hours of</p>
--	--

Telephone: XXXX XXX XXXX (Notts Connect number)

WWW.....

<p>The Centre will provide:</p> <ul style="list-style-type: none">• Information about what has happened• Financial legal support• Emotional support• Advice on how to get further help and assistance
--

AVAILABLE IN OTHER LANGUAGES/FORMATS

APPENDIX P. HAC TEMPLATE REGISTRATION FORM

insert name of emergency] Assistance Centre Registration Form	Ref. Number _____
--	----------------------

Date & time of first visit: _____ Form completed by: _____

Title Miss/Mrs/Ms/Mr _____

Caller or Visitor's Forename: _____

Surname: _____

Date of birth: _____

Address: _____

Post Code: _____ Telephone: _____

E-mail _____ Mobile: _____

SURVIVOR BEREAVED OTHER

If other, please give details: _____

.....

If caller or visitor is concerned about another person:

Person they are concerned about:

Forename: _____

Surname: _____

Address: _____

Post Code: _____ Telephone: _____

E-mail _____ Mobile: _____

SURVIVOR BEREAVED OTHER

If other, please give details: _____

Relationship to caller or visitor, e.g. Partner/ Husband/ Brother: _____

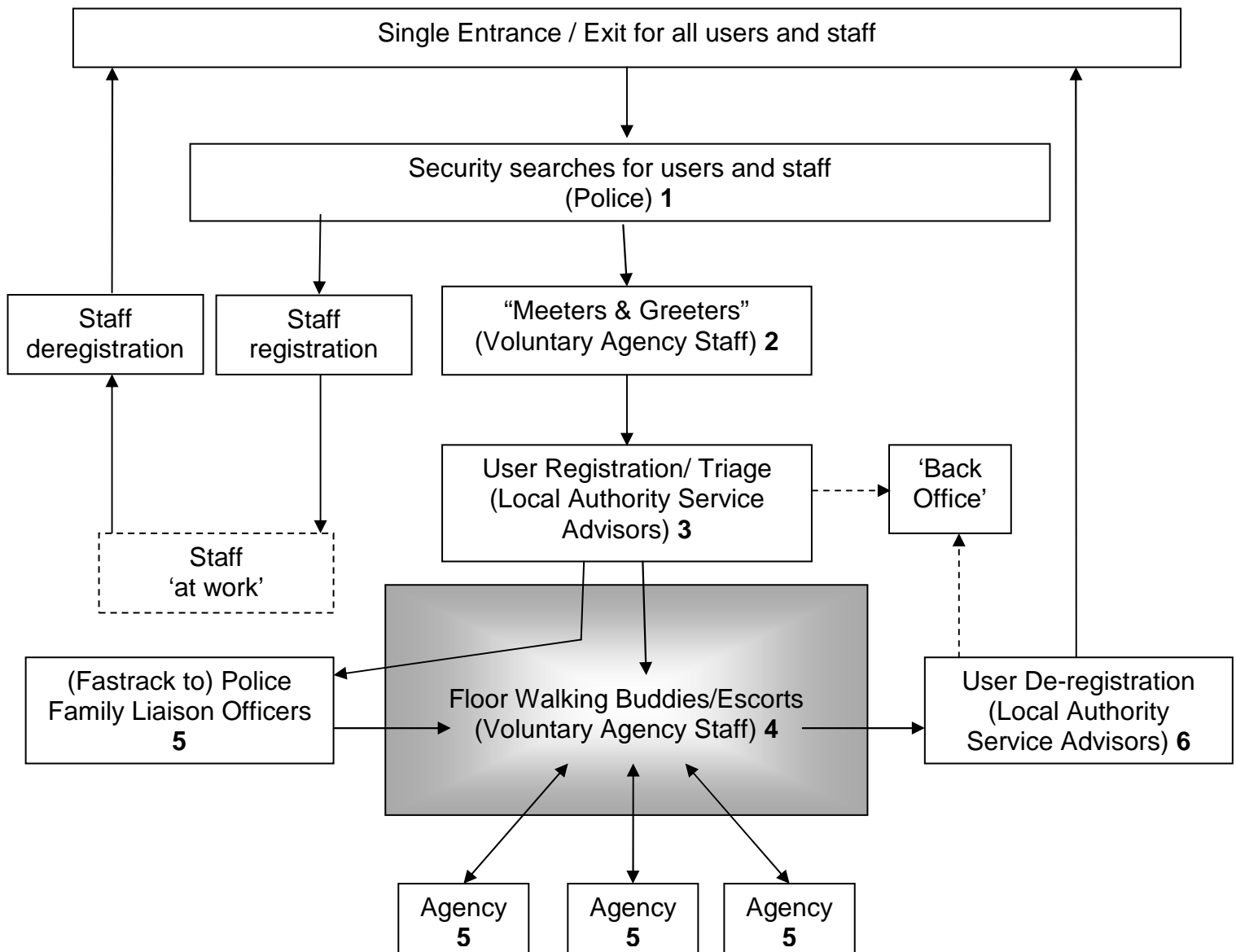
Please make clear to caller or visitor that 3rd party needs to contact the centre before any assistance can be offered (to 3rd party).

APPENDIX Q ACTION LOG

[insert name of emergency] Assistance Centre Action Log - [insert name of agency]	Ref. Number _____
--	----------------------

Please note: The date, time and name of the staff member or volunteer providing assistance should be noted against each entry on this action log.

APPENDIX R. HAC USER FLOW CHART



1. Security searches as deemed necessary dependant on incident type
2. "Meters & Greeters" hand out HAC pack with "User Guide" and "Expectations" document. They will also field any general questions regarding the use of the HAC.
3. Self carbonating **registration form** completed by 'Service Advisors', 1st copy into HAC pack, 2nd copy to 'back office' for inputting/filing. 'Service Advisors' note users reference number on a self carbonating HAC **action log**, both copies together into HAC pack.
4. HAC pack passed with the service user to a 'Floor Walking Buddy/Escort' who accompanies the service user between agencies.
5. ANY AGENCY that 'deals with' a service user should make a brief note of the salient points/actions in the users **action log**, remembering that this log may be seen by other agencies. In addition to this, agencies will responsible for maintaining their own detailed records and passing this information 'back to base' as appropriate.
6. De-registration ensuring that 1st copy of the **action log** leaves with the service user and 2nd copy to 'back office' for inputting/filing and marrying up with copy of registration form.

APPENDIX S. USER GUIDE

LRF

Nottingham and Nottinghamshire
Local Resilience Forum

Name of incident Assistance Centre

Welcome to the *Name of incident* Assistance Centre. This centre has been set up to provide information, support, guidance and advice to anyone who has been affected by *name of incident*.

Depending on the nature of the incident you may have gone through a **security search** along with everyone else. This is to ensure the safety of everyone using this centre.

You will now be **registered** and some basic details will be taken. Whilst we will make every effort to keep bureaucracy to a minimum in order to provide the best service you may be required to give information more than once.

You are free to use the *Name of incident* Assistance Centre as you wish. There are agencies on site to provide **emotional support**, and both **practical** and **financial advice**. There are also quiet areas, refreshment facilities and internet access. Whilst using this centre you will be **shown around** by a buddy who will be able to advise you on the services available.

If a **family member has died** you will be assigned a Police Family Liaison Officer who will be from the investigation team. They will gather information and evidence, provide advice and update you in relation to the investigation

If you **witnessed the incident**, have **information you think may be relevant** or wish to **report someone missing** you should ask to speak to a Police Officer, who will record this information in a private room.

Areas have been set aside for **quiet contemplation and prayer**. If you would like to speak to a representative from a particular faith please ask a member of staff who will see if one is available.








If you have young children with you and wish to see someone without them a **crèche** facility is available.

Every agency you see will keep its own records but will also make a brief note of any information or advice given on your **action log**. When you have finished using the centre you will be asked to de-register. You will keep one copy of your action log and the other one will be kept at the centre.

You can return to use the services at this centre as many times as you want to. Please remember to bring this pack with you each time.

Behavioural Responsibilities & Expectations

We recognise that this is a difficult time for everyone who has been involved in or affected by this incident. We would ask that you are considerate of the needs of others using this facility and help our staff in providing a service that is fair, efficient and delivered to the best of our ability.

	<p>Respect. We ask that you comply with requests, co-operate with instructions and refrain from acts of violence, inappropriate behaviour or using abusive language towards our staff or other service users. If you fail to comply with the above, we have a right to withdraw our service and report you to the police.</p>
	<p>Unattended items. Please don't leave bags or personal possessions unattended at any time. Any unattended items should be reported to a member of staff immediately and may be removed. A 'left luggage' facility will be available for anyone wishing to check in larger items.</p>
	<p>Smoking. As with all public buildings smoking is not allowed anywhere inside this facility. We will endeavour to provide an outside smoking area close to this building.</p>
	<p>Mobile phones. For the comfort of all those using this centre we would ask you to turn all mobile phones to silent and refrain from using them in the 'main area'. Mobile phones can be used in the private rooms and cafeteria. We ask that you respect other peoples privacy, therefore taking photos, including with mobile phones, is not allowed in the centre.</p>
	<p>Food & Drink. Please be careful when carrying refreshments around the building and please limit food to the cafeteria area. Please report any spillages to a member of staff immediately. Alcohol is not allowed within this centre.</p>
	<p>Media interviews. Members of the media may be interested in speaking to people who have been involved in or affected by this incident. In order to respect the privacy of those that do not wish to be interviewed, if you would like to speak to the media please advise a member of staff who will put you in contact with a Press Officer.</p>
	<p>Data Protection Act 1998. The information provided by you may be used by the Local Authority, Police and other appropriate agencies to assist in assessing and meeting your needs. It may include medical and other personal details and may be shared with appropriate professionals and service providers.</p>

Appendix T. FREQUENTLY ASKED QUESTIONS

Questions and answers about humanitarian assistance centres (HAC's)

Question 1	What is a HAC?
	A one stop shop where people who have been affected by an emergency incident can go to get information, advice and help.
Question 2	Who decided to open it?
	The Strategic Co-ordination Group (Gold) in consultation with the responsible Local Authority.
Question 3	What time will it be open?
	10am until 7pm every day.
Question 4	Why has this location been chosen?
	It is accessible by road and public transport and has facilities suitable to provide a range of services for people.
Question 5	How much is it costing?
	<p>Services at the HAC are free for members of the public.</p> <p>Any cost of setting up the HAC will be met by the local authority in the area where the emergency incident took place – either Nottinghamshire County Council or Nottingham City Council. We will not know the cost of providing the HAC until the centre has fulfilled its purpose and can be closed. However, the most important issue at this stage is to provide vital support for those people who need it.</p>
Question 6	What will the HAC provide?
	<p>A one stop shop where people can go to get information, advice and help. Staff at the HAC will signpost people to other services depending on their needs.</p> <p>For example, someone going to the centre could find out:</p> <ul style="list-style-type: none"> ➤ how to get counselling ➤ where they could stay temporarily if they could not use their home ➤ who to contact to learn more about casualties. ➤ Advice and support with practical problems. Insurance/benefits
Question 7	What will it not provide?

	It will not be a rest centre or place of shelter.
Question 8	Who can use it?
	Anyone who has been affected by an emergency incident can use the centre. Even if your home, family or friends have not been directly affected, you may still need support and are entitled to use the centre.
Question 9	How do I get there?
	Information will be provided about its location, access to transport systems and other relevant information at the time of opening the HAC Traveline: 0870 608 2 608.
Question 10	What if I can't get to the HAC?
	You can also find out about support available to you by contacting _____ or visiting www._____
Question 11	What other help is available?
	TBC – depending on the incident
Question 12	How long will the HAC be open for?
	It will be open as long as help is required. The centre may be scaled down after the initial wave of support, but help will still be available.
Question 13	What will happen when the HAC closes? Where will I go for Support?
	When the decision is made to close the HAC, alternative provision will be made for anyone who needs further assistance. This may involve opening a smaller centre, for longer term care and assistance, referral to other appropriate professionals or the continuation of a helpline number for people to contact for further information, advice and help.
Question 14	Where will those affected by an incident stay?
	The local authority will help to arrange accommodation for families and friends who come into the area and are unable to sort out their own accommodation. They will also meet any other needs such as transport to the HAC or site of the incident.
Question 15	When can we visit the site of the incident?
	It is likely that people will be taken to the site of the incident in small

	groups by police family liaison officers.
Question 16	How do I get information about casualties?
	A helpline number will be provided at the time of the incident.
For more information about HAC's, phone _____ or visit www._____	

APPENDIX U. INFORMATION SOURCES

- British Red Cross - www.redcross.org.uk
- Coroner's Officers - www.nottinghamcity.gov.uk
- Criminal Injuries Compensation Authority - www.cica.gov.uk
- CRUSE Bereavement Care - www.cruse.org.uk
- Department for Work and Pensions - www.dwp.gov.uk
- Disaster Action - www.disasteraction.org.uk
- NHS Direct - www.nhsdirect.nhs.uk
- Nottingham City Council - www.nottinghamcity.gov.uk
- Nottinghamshire County Council - www.nottinghamshire.gov.uk
- Nottingham & Nottinghamshire LRF - www.nottsprepared.gov.uk
- Nottinghamshire Police - www.nottinghamshire.police.uk
- Nottinghamshire NHS Trust - www.nottinghamshirehealthcare.nhs.uk
- The Salvation Army - www.salvationarmy.org.uk
- Victim Support - www.victimsupport.org
- UK Resilience – [www.ukresilience.info/preparedness/information sharing.aspx](http://www.ukresilience.info/preparedness/information%20sharing.aspx)
- WRVS - www.wrvs.org.uk