



# Sandwell MBC

## Rest Centre Plan

In the event of activation turn to [54](#)



## Foreword

In the event of a major emergency or incident the council may be called upon to support the emergency services in the evacuation of local residents and visitors to the borough. This would be to a place of safety on a temporary basis for their protection. This duty amongst others is placed on the council, and detailed in the Civil Contingencies Act 2004.

Sandwell Council intends that Emergency Planning arrangements will be in place in order to provide support as quickly as possible and that the staff & organisations responding do so in a safe, knowledgeable and caring manner. This plan is therefore 'owned' by all of the participants enabling them to fulfil their role effectively and discharge their responsibilities during an evacuation.

During major emergencies, it has been proven that preparation and effective joint working is key to an effective response, this document provides clarity in terms of roles and responsibilities and is a key element of the council's emergency management framework.

Emergency Planning is a continuous process. Responders are encouraged to review these procedures periodically and confirm current arrangements are adequate or propose any amendments to the Resilience Team.

**Alice Davey**

Director – Borough Economy, Sandwell Council

## Item Record Table

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<b>Superseded Documents</b>	Sandwell Rest Centre Plan 2015-2017		

## Authorisation

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

## Distribution

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

Distribution Method (inc. URL)	Date Uploaded
<i>Resilience Direct / Council Website</i>	

## Amendments

Date of Change	Description of Change	Version
<i>09/2014</i>	<i>Initial Plan Created</i>	<i>1</i>
<i>06/2018</i>	<i>Review / update</i>	<i>2</i>
<i>15/01/2019</i>	<i>Various amendments</i>	<i>2.1</i>
<i>June 2019</i>	<i>Final Amendments</i>	<i>2.2</i>
<i>June 2023</i>	<i>Review / update</i>	<i>3</i>

Comments on factual accuracy or proposals for amendment are welcomed by the RU at [emergency\\_planning@sandwell.gov.uk](mailto:emergency_planning@sandwell.gov.uk).

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

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## Section 1 Introduction

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

The statutory responsibility for housing the homeless rests with the council and Sandwell Council maintains plans to deal with such eventualities. Sandwell Council has a “duty of care” commitment and will support the caring for the homeless in a major emergency.

### Purpose Of the Plan

This document provides a framework for the setting-up, staffing and management of local authority Rest Centres within the Borough of Sandwell and is intended to provide guidelines to support all agencies that may have a role within a Rest Centre.

## 1.1 Aim and Objectives

### Aim

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

### Objectives

- to activate a prearranged call out system in response to the council’s Resilience Team or Emergency Services requesting the opening of a designated Rest Centre.
- to identify and maintain the resources required for the establishment and running of a Rest Centre.
- to provide a welcoming, safe and comfortable environment where evacuees will feel supported and cared for, taking into account the differences in our communities, including those of age, race, gender, disability and faith.
- to provide appropriate staffing levels bearing in mind the needs and numbers of the evacuees.
- to establish and maintain adequate communications with all relevant agencies,
- to activate the necessary procedures to ensure the safe departure of all evacuees prior to the closure of the Rest Centre.
- to close the Rest Centre, following discussion and direction from the appropriate authority.

## 1.2 Strategic Overview

### Level of Service

When preparing this plan, Sandwell Council has acknowledged it will:

- provide temporary accommodation for those evacuated within the Borough of Sandwell.
- provide for short term Rest Centre accommodation, keeping this arrangement under constant review, providing longer term accommodation where necessary.
- acknowledge that the emergency services may use any building as a survivor reception centre initially.
- arrange to transport the evacuees from the initial survivor reception centres to the designated Rest Centre if this building is not suitable for their needs in the medium to long term.
- endeavour to set up the designated Rest Centre, ready to receive evacuees within 2 hours of being notified that it is needed.
- provide 2 levels of response at the Rest Centre. For all evacuations, a basic core service will be provided. For those with further needs this will be enhanced by the delivery of additional services such as overnight accommodation.

### Mutual Aid

There are informal mutual aid agreements between neighbouring Local Authorities. For example, if there is a major incident which exceeds the resources of a single local authority, neighbouring local authorities agree to assist.

## Section 2 Types of Rest Centre

There are many designated Rest Centres within Sandwell, chosen because they have basic facilities for a short-term stay. Some of these have capacity for a large number of people, with many rooms, good catering, and communication systems. Others are of a smaller community centre size with a central hall and minimal catering facilities.

All centres have been assessed by the Resilience Team as to their suitability.

### Rest Centre

A Rest Centre is a building designated for the temporary accommodation of evacuees displaced by an incident. It serves as a place of safety for those who have been evacuated and are uninjured. For many people, rest centre accommodation will be their last resort and indeed many will seek lodging with family and friends. Wherever possible this should be encouraged; pre-existing support networks will generally offer more social, emotional, and practical support than can be provided in a Rest Centre.

The Rest Centre will be managed and staffed by the British Red Cross (BRC) and assisted by council staff as appropriate; under certain circumstances the police may also assist. Whilst the building is being used as a rest centre, all normal health, safety and security procedures must be followed, such as fire and evacuation plans.

Other centres that may be opened during an emergency include:

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

The majority of designated Rest Centre facilities would also be suitable for use as the above; the main differences will be the users and the support services provided.

### Survivor Reception Centre (SRC) / Rest Centre transition

A survivor reception centre may be set up by the Police as soon as an incident occurs. Once the Police have completed their investigations i.e. taking witness statements etc, the council may decide to use the SRC as a Rest Centre if evacuees require temporary shelter. This may be preferable to the Council as it could speed up the whole process and enable a smoother transition. For example, this approach would mean avoiding transportation of evacuees to another location which could elongate the process and create unnecessary distress.



## **Spontaneous Rest Centres**

There may be occasions where spontaneous rest centres may be opened by the public. During an incident where residents require evacuating from their homes, nearby places of worship/community centres may decide to offer their support to shelter the evacuees in their building. Depending on the circumstances, the council may not get involved with managing the spontaneous rest centre, particularly during short-term shelter. However, if overnight stay is required, the Resilience Team may activate Rest Centre Liaison Officers and British Red Cross to manage the centre and provide bedding if required.

## **2.1 Scenarios requiring Rest Centres**

When a Rest Centre is being established, it will be helpful to consider the types of incidents and scale which may dictate the structure of the service to be provided.

### **a) Short term evacuation**

This can be evaluated as being precautionary rather than necessary, for example a chemical spillage, unsafe building structure or unexploded bomb. Short term would be assessed as the need to provide a safe location for assembly of evacuees, without the requirement of significant welfare provision, whilst the responding agencies close the incident.

### **b) Medium term evacuation**

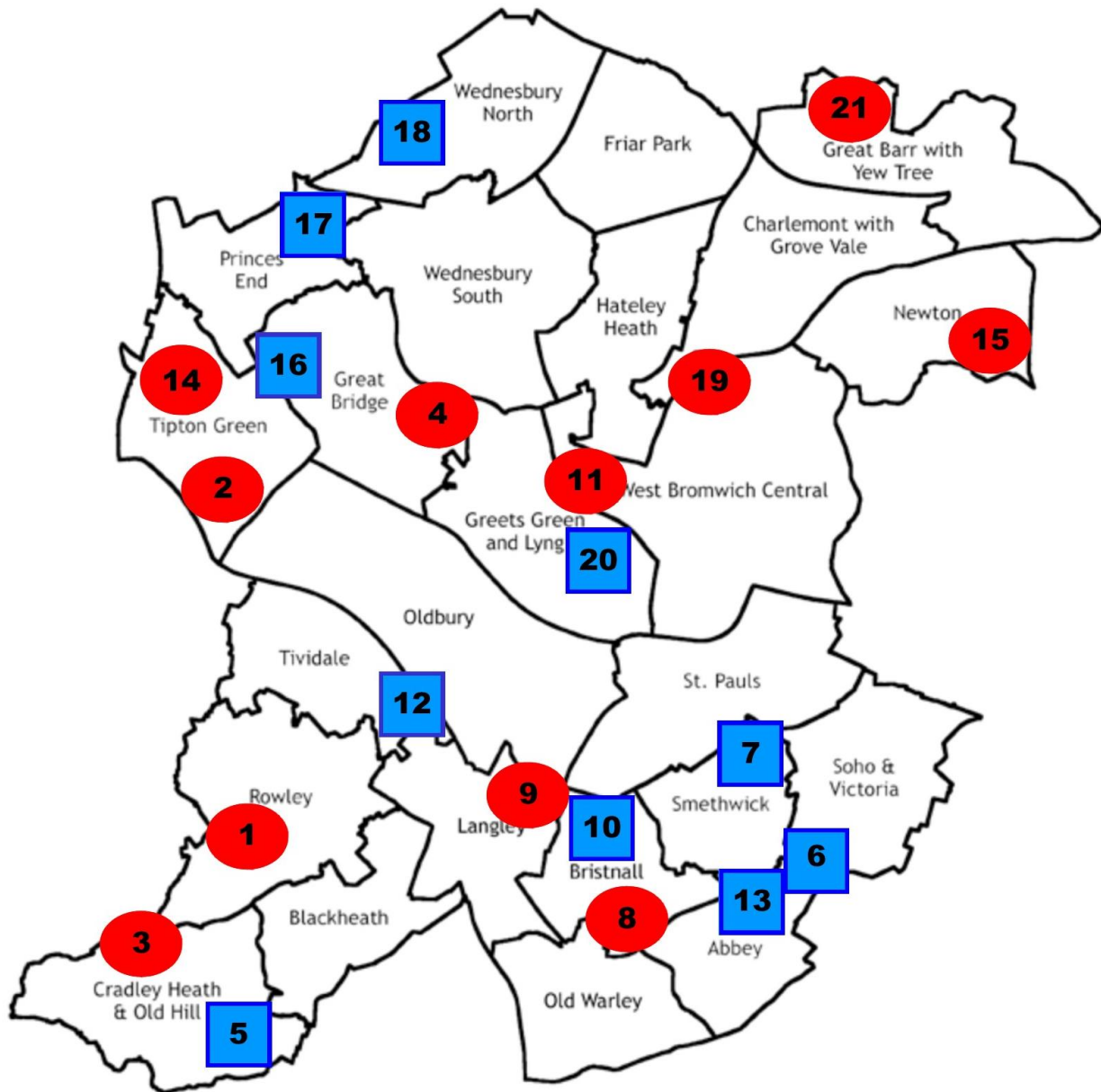
This would be in the event of a major incident which could involve fatalities and the potential for further loss of life, injuries or damage to property, for example, a rail crash or large fire. The centre may need to adopt a longer-term approach to cope with the aftermath and provide for survivors, as well as the needs of friends and relatives. The duration of the incident could be unknown; however, additional support services may be required, such as the provision of multiple meals, psychological care or medical support but not requiring overnight accommodation.



### **c) Long term evacuation**

In some cases, for example, flooding or explosion, evacuees may be unable to return to their homes for days, weeks or even months. Arrangements would be made for overnight and ongoing accommodation at a more suitable location, as part of the council's response. It would also be necessary to provide a long-term service, to the evacuees and the wider community. This two-phase approach would use the Rest Centre building firstly for the immediate response, and in the long term as a Humanitarian Assistance Centre.

## **2.2 Rest Centre Locations**

**Sandwell**



-  **Community Centre**
-  **Leisure Centre**

<b>Rest Centre</b>	<b>Page</b>
1. Brickhouse Community Centre - Rowley Regis	13
2. Coneygre Youth Centre - Tipton Green	15
3. Cradley Heath Community Centre - Rowley Regis	17
4. Farley Park Community Centre - Great Bridge *	19
5. Haden Hill Leisure Centre - Cradley Heath and Old Hill	21
6. Hadley Stadium - Soho and Victoria *	23
7. Harry Mitchell Leisure Centre - Smethwick	25
8. Hurst Road Community Centre – Bristnall *	27
9. Langley Lodge Community Centre - Langley *	29
10. Langley Swimming Baths - Bristnall *	31
11. Lodge Road Community Centre - Greets Green and Lyng	33
12. Portway Lifestyle Centre - Tividale	35
13. Smethwick Swimming Centre - Abbey *	37
14. St Pauls Community Centre - Tipton Green	39
15. Tanhouse Community Centre - Newton	41
16. Tipton Leisure Centre - Tipton Green *	43
17. Tipton Sports Academy - Princes End	45
18. Wednesbury Leisure Centre	47
19. West Bromwich Community Centre - Charlemont with Grove Vale	49
20. West Bromwich Leisure Centre – Greets Green & Lyng	51
21. Yew Tree Community Centre - Great Barr with Yew Tree *	53

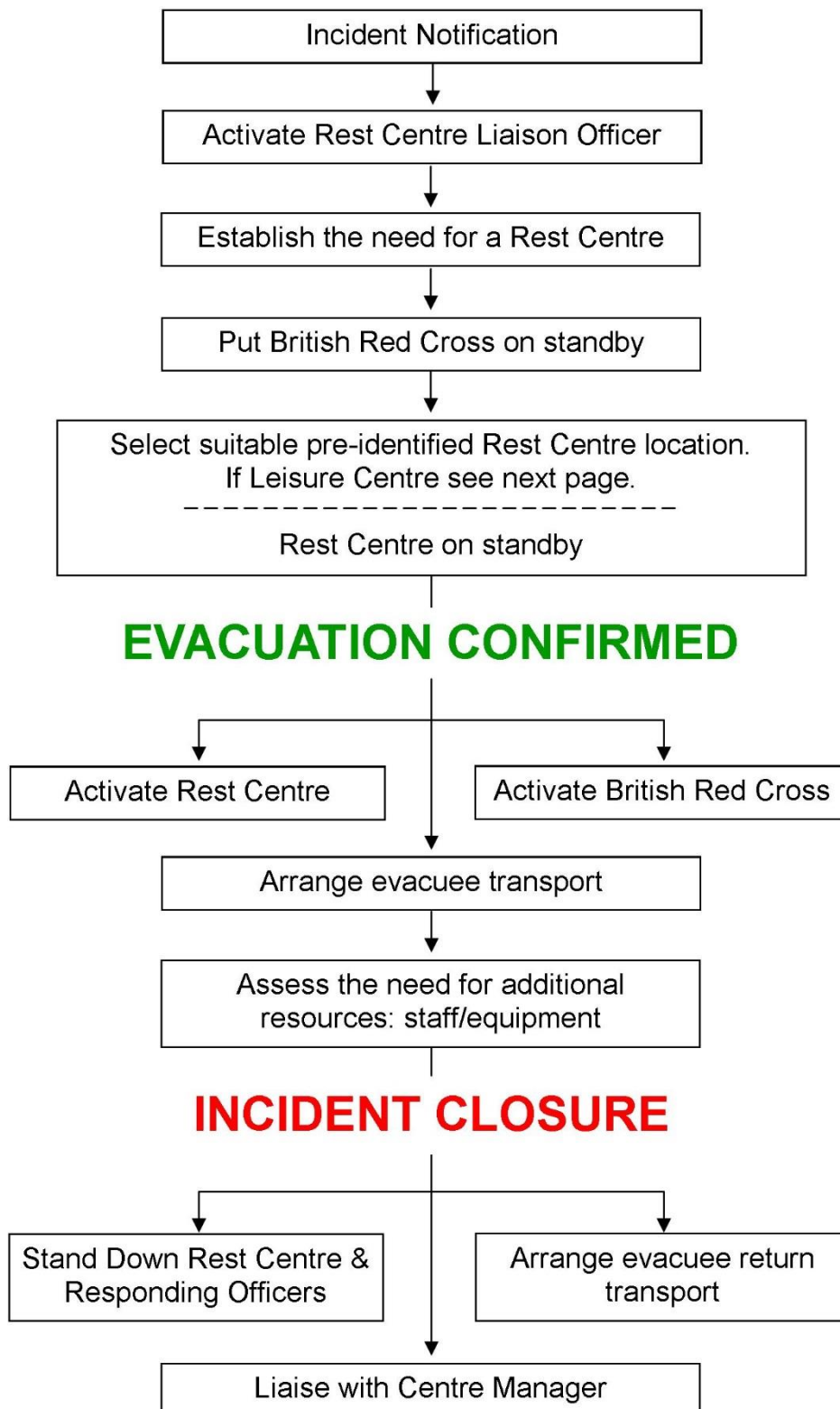
\* Not suitable for overnight accommodation.

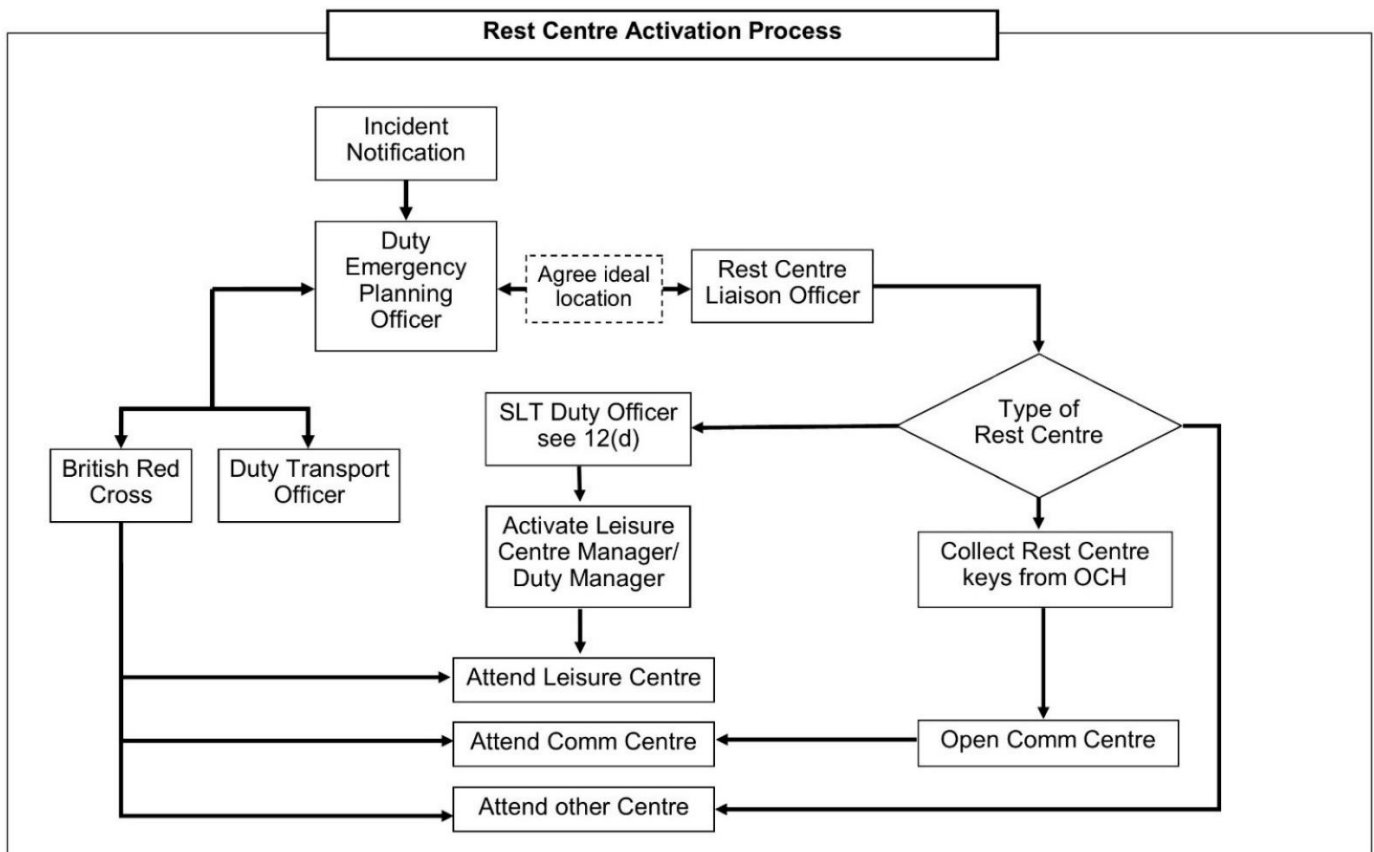
## 2.3 Rest Centre Profiles

The following  
pages (12-55)  
have been  
redacted

Rest Centre Operation

**2.4 Activation Procedures**





## Evacuation

In most circumstances, the Police and/or Fire Service have the responsibility for deciding to evacuate people. The Police should contact the council's Duty Emergency Planning Officer (DEPO) direct, or via Community Alarms. The Duty Emergency Planning Officer will then contact all agencies likely to be involved through the normal channels.

The Police will usually select an evacuation assembly point, inform the public of the situation and advise the Duty Emergency Planning Officer, or the local authority Forward Liaison Officer if already on site.

## Initial Actions

The Duty Emergency Planning Officer will assess the incident and seek information from responding partners on:

- name and details of emergency service contact, together with the control room incident reference number.
- location of the incident including postcode.
- its nature and estimated duration.
- the number of people actually or potentially involved, and their locality.
- the type of evacuees expected (any particular needs or requirements).
- transportation requirements.
- the length of time for which the Rest Centre facility is required, if known.
- the estimated time of arrival of the first evacuees at the Rest Centre premises.

## Choice of Rest Centre

Responsibility for deciding which premises will be opened as a rest centre lies with the Duty Emergency Planning Officer, after appropriate consultation. The choice of rest centre will depend on the information provided and their proximity to the scene of the incident (not within any established cordons). Once a decision has been made, the Duty Emergency Planning Officer will advise the Police.

## Notification

If an incident occurs and it is likely that a rest centre will be required, the DEPO will initially contact both the Rest Centre Liaison Officer (RCLO) and British Red Cross to place them on standby, as described below. This is so that preparations can be made to establish staff availability/resources and an ETA to the chosen rest centre in the event of activation.

- **Standby** – Establish availability. Partners should make their own preparation arrangements in case they are required to assist. For example, BRC will contact volunteers to check staff availability and vehicle availability if required.
- **Activate** – Evacuation has been confirmed and Partners should deploy staff/resources to the chosen rest centre. The DEPO will advise BRC what will be required, i.e. beds, staff assistance with running the Rest Centre etc.

## Rest Centre Activation Timeframe

We aim to open a rest centre as soon as practicable and would expect to have a rest centre capable of receiving evacuees within 2 hours of a **request / notification**. However, a precise timescale cannot be given due to numerous influencing factors such as:

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

## Initial Evacuation Facility

In some situations, the Police may decide to open a nearby building as an initial evacuation facility, in order to get the evacuees quickly away from the incident to a place of safety, without reference to the Duty Emergency Planning Officer. If these premises are deemed suitable for longer term use by the Duty Emergency Planning Officer, staff and resources will be deployed to the site. If the facility is unsuitable, arrangements will be made to transport evacuees to an alternative rest centre.

### Rest Centre Key Location (Community Centres)

The Rest Centre bag is kept at Sandwell Council House (Oldbury) for ease of access. Sandwell Council House can be accessed 24/7. The Rest Centre bag contains all the keys and access instructions for all the community centres in Sandwell which are utilised as rest centres. The locker is located on the Ground Floor (please see access details and image below of location).

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**\*\*\* Confidential - for Rest Centre Liaison Officers & Resilience Team only \*\*\***

Locker Number: **REDACTED**

Locker Code: **REDACTED**

**\*\*\* Please REDACT this information if sharing the plan externally \*\*\***

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## 2.5 Rest Centre Management

### Roles and Responsibilities

The Roles and Responsibilities of parties involved in the management of a rest centre are outlined below; some areas of responsibility may overlap multiple roles or alter during the course of response as per the circumstances and availability. Multi Agency Roles and Responsibilities can be found in Appendix B.

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

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

### Forward Liaison Officer (FLO)

In the event that the FLO is at the Rest Centre rather than at the scene of the incident, they should assist in the completion of any tasks to support the operation.

- Ensure that the Duty Emergency Planning Officer is kept up to date to facilitate distribution of SitReps.
- refer media interest to the Police or the Local Authority Duty Press Officer.
- adhere to the control measures outlined in the Risk Assessment (Appendix C).
- complete all FLO roles and responsibilities as per attending the scene of an incident.
- Whilst reporting to the DEPO they may take direction from the Rest Centre Manager.

**Rest Centre Liaison Officer (RCLO)**

- Identify the most appropriate rest centre facility in consultation with the Duty Resilience Officer.
- ensure the Rest Centre facility is opened in as timely a manner as possible.
- locate the Rest Centre Box and administrative documentation at the premises.
- work with the British Red Cross to identify the facilities required at the Rest Centre and allocate the space available.
- If feeding is required, liaise with the local facility or the Salvation Army.
- maintain the security of the Rest Centre.
- ensure that the Duty Emergency Planning Officer is kept up to date to facilitate distribution of SitReps.
- ensure the following arrangements are satisfactory and monitored:
  - health and safety,
  - toilets facilities,
  - kitchen facilities,
  - traffic/car parking,
  - provision for pets,
  - availability of communications.
- refer media interest to the Police or the Local Authority Duty Press Officer.
- provide the staff and public with information as it becomes available, if appropriate.
- adhere to the control measures outlined in the Risk Assessment (Appendix C).

**Rest Centre Manager and Staff – British Red Cross**

- Conduct a dynamic risk assessment upon arrival.
- Ensure that you are clearly identifiable as the Rest Centre Manager and that all staff wear tabards and identification badges.
- initiate and maintain a Log Sheet to record decisions/actions.
- identify the required facilities at the Rest Centre and allocate the space available in accordance with identified requirements.
- conduct initial assessments on all evacuees and arrange for the provision of specialised services dependant on individual requirements or observations made.
- ensure all evacuees receive the care and attention appropriate to their needs.
- consider maintaining a rota of staff and volunteers for the duration of the incident.
- ensure refreshment arrangements are made.
- ensure the following arrangements are satisfactory and monitored:
  - toilets facilities,
  - kitchen facilities,
  - traffic/car parking,
  - provision for pets,
  - availability of communications,
  - health and safety.
- report any issues to the Duty Emergency Planning Officer.

- provide the staff and public with information as it becomes available, if appropriate.
- refer media interest to the Police or the Local Authority Duty Press Officer,
- record outgoing expenditure and incoming donations.
- adhere to the control measures outlined in the Risk Assessment (Appendix C).
- issue debrief forms to staff and evacuees, collect the forms before closure of the Rest Centre.

### **Facility Staff**

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

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

## 2.6 Tasks within Rest Centres

There are many different tasks that may need to be undertaken within a rest centre, the Rest Centre Manager should assign staff as required and ensure each task is completed effectively and efficiently.

### Reception

<b>Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintain sufficient staff in reception to ensure that all arrivals are introduced into the centre with minimum delay and that all departures are recorded.</li> <li>• Direct evacuees to the rest area and other facilities as required.</li> <li>• Provide information regarding refreshments, procedures and assist with general queries.</li> </ul>
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### Registration

<b>Roles and Responsibilities</b>	<p>The purpose of the registration procedure is to identify who is in the Rest Centre. This is of particular importance for the Police if the incident has involved casualties or there are people unaccounted for.</p> <ul style="list-style-type: none"> <li>• Issuing badges or tickets may aid in registration, evacuees should be invited in number order to minimise delays in reception and inconvenience for evacuees.</li> <li>• All completed Registration Forms should be retained by the reception staff unless forms are requested by the Police and then the self-carbonating copy will be kept and used as a reference. Ensure the forms are legible.</li> </ul>
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### Registration and Procedures for Children (not accompanied by parents or guardians)

<b>Roles and Responsibilities</b>	<p>If a child or young person (defined as a person aged up to 18-year-old) is taken to the Rest Centre from an educational establishment or similar group, the following principles apply:</p> <ul style="list-style-type: none"> <li>• He/she should be accompanied and supervised by a member of staff or responsible adult from the establishment or group, taking into consideration recommended child to adult ratios.</li> <li>• The accompanying adults/staff should notify parents/guardians in accordance with the existing policy for emergency closures.</li> <li>• Some form of register should be provided to Rest Centre staff.</li> <li>• Each child should be identified against the register by accompanying staff and then complete the normal registration process.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Consideration should be given to the welfare of children in a potentially stressful public environment – use of a separate room where possible.</li> <li>• Parents/guardians should bring some form of identification with them when they arrive to collect their child from the Rest Centre.</li> <li>• The accompanying adults should notify rest centre staff if they are aware of the possibility of the child being released to an inappropriate adult.</li> </ul>
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### Vulnerable Adults and Children

<p><b>Roles and Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• If unidentified or unaccompanied children or vulnerable adults arrive at a rest centre then assistance should be sought from the Police, likely in partnership with the Emergency Duty Team. Effort should be made to identify the child or adult and contact their parent or guardian. Consideration should also be made regarding making a referral to the Sandwell Children’s Trust for unaccompanied children, as well as notifying the Emergency Duty Team.</li> </ul>
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### Cleaning

<p><b>Roles and Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Complete ongoing cleaning and tidying of facilities during rest centre operation.</li> <li>• arrange for the disposal of waste from the Centre.</li> <li>• all rest centre facilities should be returned to their original layout before the premises are vacated.</li> </ul> <p>It is at the Facilities Staff discretion if further assistance is required to clean and tidy the Rest Centre areas.</p>
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### Feeding

<p><b>Roles and Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• To be provided through the Salvation Army or procured through Duty Emergency Planning Officer.</li> <li>• Inform the DEPO of any shortfall in your resource requirements or problems with feeding arrangements.</li> <li>• provide light refreshments and/or meals for those accommodated and rest centre staff, as required.</li> <li>• British Red Cross may provide light refreshments (tea/coffee) but will not provide meals.</li> <li>• ensure good hygiene standards are maintained in feeding and food preparation areas.</li> </ul>
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**Security**

<p><b>Roles and Responsibilities</b></p>	<p>Consideration must be given to ensuring appropriate security measures are introduced at the Rest Centre. It is recommended that the reception desk be set up near the main entrance to the Rest Centre to control access once the Rest Centre is established.</p> <ul style="list-style-type: none"> <li>• Allocate which entrances and exits are to be used, this will help maintain the security of the Rest Centre.</li> <li>• the Police may be prepared to assist by maintaining a presence.</li> <li>• alternatively, the DEPO may be able to arrange a security contractor to attend, if required.</li> <li>• In the short-term EPO's may be available to assist.</li> <li>• issuing registration ID cards to evacuees during the initial registration process will assist in controlling subsequent access to the Rest Centre.</li> <li>• Public Order issues are a matter for the Police.</li> <li>• where possible, a secure, lockable area for the valuables of both the Evacuees and the Rest Centre staff should be provided. Items should be labelled before storage.</li> </ul>
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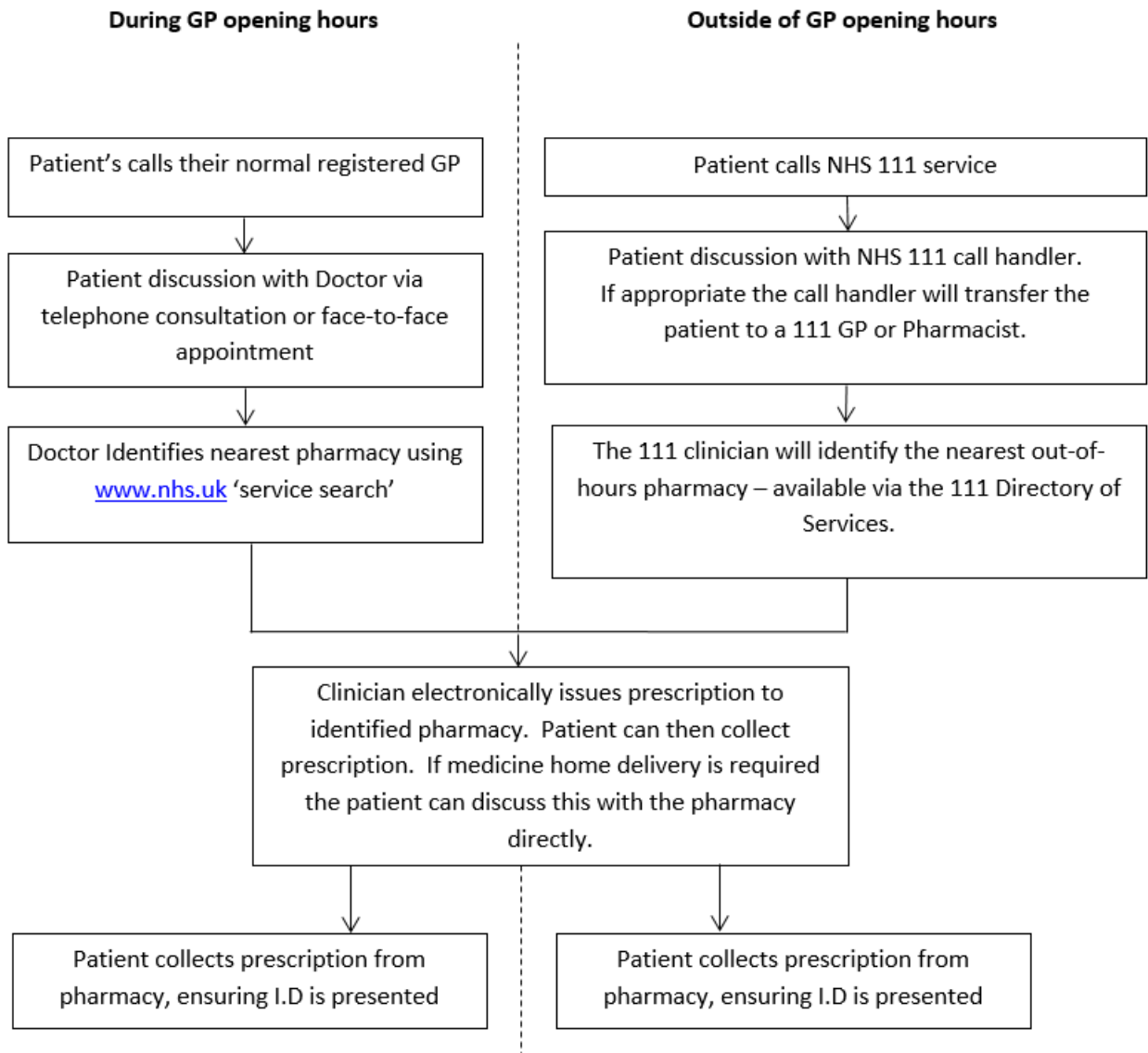
**Information Provision to Evacuees**

<p><b>Roles and Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Assist with access to: <ul style="list-style-type: none"> <li>• Telephones (dependant on facility),</li> <li>• Notice board – displaying Rest Centre name, address and up to date information,</li> <li>• Local Map/A-Z.</li> </ul> </li> <li>• provide evacuees with information leaflet (Appendix D).</li> <li>• confirm the facilities that are available for evacuee use.</li> <li>• ensure staff are available to respond to information requests.</li> <li>• ensure that evacuees are regularly informed of the current situation.</li> </ul>
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**First Aid**

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



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

## 2.7 Additional Considerations

Consideration should be given to the following areas:

### Housing

If overnight accommodation is required, the DEPO will contact Housing Solutions to attend the Rest Centre.

### Crisis Care/Support

Immediate support for the public will be available via the Red Cross who will be on site and Sandwell Council's Social Care teams who are available 24 hours.

### Disability

All rest centres have accessible toilets and wheel ramp access to ensure that the needs of people with disabilities are met if possible. The Rest Centre staff should make all practicable efforts to support people with disabilities and any issues should be fed back to the DEPO.

### Protected Characteristics

The Equality Act 2010 provides protection from discrimination for protected characteristics. Rest Centre staff should consider reasonable arrangements where necessary to meet the needs of individuals. It is expected that all staff be sensitive and respectful to the dignity of members of the public and concerns are fed back to the DEPO.

### Pets

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

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

The council's Dog Wardens can be contacted via Serco's emergency contact number, held by the Duty Emergency Planning Officer. For further assistance contact could be made with the RSPCA or a local vet. To report a stray dog **call Noah's Ark on 0333 577 5070**. between 9am and 5pm Monday to Friday. Outside these hours, and on weekends or bank holidays, please call 01733 740426



## **Media**

A major incident will attract regional, national and possibly international media attention. During a major incident, West Midlands Police will implement the media element of their Major Incident Plan to manage such interest and will take the lead on dealing with the Media. It is recommended that the Local Authority Press Officer is advised of the incident at an early stage and will act as the co-ordinator of information about the Rest Centre.

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

- Locating the council's Duty Press Officer at the Rest Centre to handle inquiries, if media are on site.
- allocating a room or area for Press/Media; under no circumstances should they be allowed access to the Rest Centre facilities or the Evacuees.
- liaising between the Media and the Evacuees.
- providing support during any interviews.

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

## **Infection Control**

There may be occasions where rest centre managers may need to manage infection control in a rest centre building. This may include encouraging/promoting of hand washing, the use of hand gels and wiping down surfaces. In addition to this, the Public Health department may provide a Risk Assessment which will be based on the specific infection/disease. Furthermore, during a pandemic or a national infectious disease, rest centre managers/officers should adhere to any guidance set by the government.

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

## Faith Requirements

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

### Buddhism

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

### Christianity

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

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

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

### Hinduism

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

**Islam**

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

**Jehovah's Witnesses**

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

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

**Rastafarianism**

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

**Sikhism**

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

## 2.8 Rest Centre Stand Down

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

The following points will be considered prior to standing down the Rest Centre:

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

Closure will be easier and safer during daylight hours than in hours of darkness. If homes have been damaged or destroyed; in the short term, the DEPO or Housing Options Team will arrange for overnight accommodation at a hotel, longer term the relevant housing association or appropriate council services would assist in temporary accommodation or relocation.

### Stand Down Arrangements

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

The Evacuees at the Rest Centre will be informed of the incident stand down and rest centre closure by rest centre staff and Police Officers (depending on their presence).

The wider public will be informed of stand down of the incident via the local media; the council's Duty Press Officer will liaise with the Police regarding press releases.

## Closure Tasks

The following tasks should be completed prior to, during or shortly after the closure of a Rest Centre; by the appropriate persons.

The Duty Emergency Planning Officer (DEPO) will:

- inform the council's Duty Press Officer of the closure, and request they notify the local media,
- arrange for return transportation for the Evacuees,
- thank all internal and external staff involved for their help,
- check the contents of the Rest Centre box against the kit list and arrange to replenish items as necessary,
- arrange an initial debrief (debrief forms) or a formal debrief of the Rest Centre staff, as required.

The Rest Centre Liaison Officer, Rest Centre Manager and Staff (British Red Cross) will:

- notify the Evacuees of the closure and assist with any queries – signpost if required,
- hand out feedback forms to members of the public,
- ensure the Rest Centre is clean and every effort has been made to restore it to its original state at the end of the occupancy,
- return equipment and furniture to their original place
- all reports and records have been collated
- inform the DEPO when closure of the Rest Centre is complete
- submit all invoices as soon as possible directly to the Resilience Team.

Facility Staff will:

- compile a list of any breakages or damage to enable repair or replacement,
- submit all invoices as soon as possible directly to the Resilience Team.

## **Debrief Arrangements**

Every incident generates operational issues, and as a result, there may be areas to be addressed, both internally for each organisation and as part of the overall planning process.

Following a large scale or long-term evacuation the council's Resilience Manager will coordinate a multi-agency debrief with a view to validating the arrangements contained within this plan. Responders will hold their own operational debrief after an incident, and as required internal working procedures will be updated to reflect any issues encountered.

Where circumstances allow, the Rest Centre Team should be debriefed before they leave the Centre. Where this isn't possible, a debrief form (Appendix E) will be given to all staff involved at the earliest opportunity, to enable them to make any comments.

Arrangements will also be made to enable the general public to provide feedback and comment (Appendix F); this process may include Elected Members from the relevant areas.

## Appendix A Rest Centre Box Equipment List

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

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



## Appendix B Multi Agency Roles & Responsibilities

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

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

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

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

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

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

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

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

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

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

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

## Appendix C Risk Assessment

<b>DYNAMIC RISK ASSESSMENT TEMPLATE</b>	<b>ESTABLISHMENT: Designated Rest Centres</b> All designated Rest Centres are public buildings with current risk assessments covering their normal business activity. This risk assessment should be seen as additional to cover the change in purpose of the building.	<b>Risk Assessment Completion</b> Undertaken by: Date: Signed by: Review Date:
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HAZARD	RISK RATING	WHAT IS THE RISK? AND WHO MIGHT BE HARMED?		HOW IS THE RISK CONTROLLED?	WHAT FURTHER ACTION IS NECESSARY TO CONTROL THE RISK?
Hazard type/description	Likelihood x Severity = Risk Low (1,2,3) Medium (4,5,6) High (7,8,9)	List groups of people who are likely to be at risk from the hazards which have been identified		List the existing control measures (or where the information can be found)	List the issues linked to the hazard or risk and the action required to eliminate or reduce it. Take cost into account, unless the risk is high
HAZARD	RISK RATING	RISK	GROUP	CONTROL MEASURES	ACTION
<u>Transportation</u> Marshalling Area	4	Crush to board transport	Evacuees	Police/Forward Liaison Officer (FLO) on scene	
Boarding/ Disembarking	4	Slips, Trips and Falls	Evacuees	Accessible buses Police/FLO assistance	
Road Traffic Collision	4	Injury/Death	Evacuees	Use of appropriate transport provider/drivers	

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

## Appendix D Evacuee Information Leaflet

### First Aid

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

### Smoking

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

### Alcohol

Alcohol consumption is not permitted.

### Valuables

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

### Facilities

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

### Pets

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

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

### Cleanliness

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

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

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

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

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

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

## Rest Centre Guide



Please take some time to read  
the following information



## Welcome to your Rest Centre

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

### Why have I been asked to come here?

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

### What is this place?

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

### What's happening now?

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

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

### Why do you need my details?

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

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

### GDPR (General Data Protection Regulation)

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

### What do I do now?

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

the emergency continues we will provide you with main meals at the appropriate times.

### What about my personal needs?

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

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

### What about children?

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

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

### Can I leave?

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

### How can I get help and information?

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

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

## Appendix E Staff Debrief Form

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

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

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

What Service do you work for?

---

What was your role within the Rest Centre/Evacuation?

---

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

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---

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

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---

What improvements could be made to the centre/ response?

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

**COMMENTS ON YOUR EXPERIENCE:**

**NAME:**

**EMAIL:**

---

**ADDRESS:**

**PHONE NUMBER:**

---

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**THANK YOU**

## Appendix F Rest Centre Feedback Questionnaire

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

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

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



**Monitoring Information**

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

**Please Tick:**

<b>SEX:</b>	FEMALE	<input type="checkbox"/>	MALE	<input type="checkbox"/>		
<b>AGE:</b>	16-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>
	45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>	65+	<input type="checkbox"/>
<b>ETHNICITY:</b>	AFRICAN	<input type="checkbox"/>	BANGLADESHI	<input type="checkbox"/>	BRITISH	<input type="checkbox"/>
	CARIBBEAN	<input type="checkbox"/>	CHINESE	<input type="checkbox"/>	INDIAN	<input type="checkbox"/>
	PAKISTANI	<input type="checkbox"/>	DUAL HERITAGE	<input type="checkbox"/>	OTHER	<input type="checkbox"/>
.....						
<b>RELIGION:</b>	BUDDHIST	<input type="checkbox"/>	CHRISTIAN	<input type="checkbox"/>	HINDU	<input type="checkbox"/>
	JEWISH	<input type="checkbox"/>	MUSLIM	<input type="checkbox"/>	SIKH	<input type="checkbox"/>
	NONE	<input type="checkbox"/>	OTHER	<input type="checkbox"/>		
.....						
<b>REST USAGE:</b>	<b>CENTRE</b>	INDIVIDUAL	<input type="checkbox"/>	COUPLE	<input type="checkbox"/>	WITH CHILDREN
					<input type="checkbox"/>	

**DISABILITY:** Do you consider yourself as having a disability?

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

YES  NO

**COMMENTS ON YOUR EXPERIENCE:**

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

<b>NAME:</b>	<b>EMAIL:</b>
<b>ADDRESS:</b>	<b>PHONE NUMBER:</b>

**THANK YOU**

