



# **HOMELESSNESS AND FEEDING PLAN**

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**HOMELESSNESS AND FEEDING PLAN****SECTION 1 - FRAMEWORK****1.1 Introduction**

The Council has a statutory duty to exercise a priority need for accommodation to a person who is homeless or threatened with homelessness as a result of an emergency such as flood, fire or other disaster {Section 189 (1)(d); Housing Act 1996}.

A sudden need to provide temporary accommodation and emergency feeding may be an effect of any emergency. It is the responsibility of the Local Authority, together with a range of other organisations to provide care, warmth, food and shelter for the public affected. In many cases evacuees will be able to look after themselves by, for example, staying with friends and relatives, and will not therefore require Local Authority help. However, plans must be in place for those who will require Local Authority assistance. The type of care necessary will vary according, for example, to the number of people involved, the scale of the emergency and the likely duration.

**1.2 Aim**

The aim of this Emergency Homelessness and Feeding Plan is to outline how Dartford Borough Council, its Housing Service, Kent County Council, the emergency services and appropriate voluntary agencies contribute to both the long and short-term care of persons made homeless as the result of an emergency.

**1.3 Objectives**

The objectives of this Plan are to:

- (a) define the responsibilities of all involved
- (b) list individuals within those organisations together with their call-out details
- (c) provide a comprehensive list of premises available for short and long-term accommodation of homeless persons
- (d) describe the role of Dartford Borough Council in co-ordinating the various organisations called upon to assist
- (e) describe how emergency feeding may be provided to homeless persons, emergency services and other personnel involved
- (f) provide the basis upon which Dartford Borough Council will respond to a sudden or extraordinary event involving homelessness within its area

**1.4 Method**

**Short-term homelessness** - the aim is to care for evacuees for a maximum of 48 hours in Rest Centres, using premises identified in the Kent County Council Rest Centre Directory – West Kent.

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**Long-term homelessness** - the aim is to care for evacuees in private sector, publicly owned or other suitable accommodation. In extreme cases consideration may need to be given to extending the use of Rest Centres beyond 48 hours.

### 1.5 **Activation**

Dartford Borough Council maintains an Emergency Co-ordination Plan, which sets out its co-ordination role in any major emergency. It contains the agreed Outline Responsibilities for the Borough Council and its constituent services, Kent County Council, statutory organisations and voluntary agencies.

This plan may be used: -

- as an integral part of the Borough Council's Emergency Co-ordination Plan, or
- as a 'stand alone' plan when invoking the whole corporate plan is not necessary

Should it be necessary to activate, or consider activating, solely the Homelessness and Feeding Plan it is essential that the Tenancy Services Manager (or authorised substitute) is informed immediately. The Tenancy Services Manager will ensure that the Managing Director (or authorised substitute) is notified as soon as possible who will jointly appraise the impact of the emergency on the local community and where they consider it appropriate arrange for the opening of rest centres in liaison with Kent County Council Emergency Planning Unit and Social Services. This will allow an early assessment of the situation in order that: -

- Consideration can be given to involving other Council services
- Corporate and public expectations and demands can be identified, anticipated and responded to within appropriate timescales.

### 1.6 **Organisations Involved**

The following organisations will potentially be involved in 'people care' as a result of major emergencies. Their agreed primary responsibilities in respect of those made homeless are listed below. However occasions will inevitably arise when certain agencies will identify additional matters, which they will need to deal with according to the circumstance of the incident (e.g. Environmental Health may need to give advice other than for Rest Centres). This is not an exhaustive list; requests for additional sources of specialist advice and support (ranging from the military, commercial organisations and utilities through to smaller voluntary agencies) may be requested through the KCC Emergency Planning Unit.

#### (a) **Dartford Borough Council**

Overall responsibility for: -

- alternative or transit accommodation (Rest Centres)
- transport of evacuees
- emergency feeding
- welfare of the homeless
- re-housing if required

#### (i) **Leisure and Community Services**

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- general responsibility for ensuring those emergency feeding and sudden demands for temporary accommodation are dealt with.
- (ii) **Housing Services**
- In Liaison with KCC Education & Libraries and Social Services Directorates, identify and establish Rest Centres for short term accommodation
  - Arrange for, or provide advice and assistance in respect of, long-term accommodation needs.
- (iii) **Highways and Transportation Services**
- Transport of evacuees, homeless persons and other resources as required.
- (iv) **Environmental Health**
- Advice on relevant issues, including setting up and running of Rest Centres.
- (b) **Police**
- Determine the need for evacuation
  - Direct or take evacuees to an Evacuation Assembly Point near the site
  - Appoint Liaison Officer to the Borough Emergency Centre
  - Appoint liaison Officer(s) to the Rest Centre(s)
  - Ensure liaison with the Rest Centre Manager
  - Assist with reception arrangements if necessary
  - Ensure/advise on documentation of evacuees
  - Where appropriate establish communication with Casualty Bureau
  - Obtain situation reports from Police Silver Control
  - Attend regular Rest Centre management liaison meetings
- (c) **KCC - Emergency Planning Unit**
- Co-ordinate County Council resources in support of the Borough Council
  - Appoint liaison officer to the Borough Emergency Centre
  - Appoint liaison officer to Rest Centre(s) if necessary
  - Provide the link between the Borough Council and external resources
- (d) **KCC - Education & Libraries Directorate**
- Provide a management representative at the Borough Emergency Centre
  - Make available education premises as appropriate for temporary accommodation
  - Liaison with Social Services Directorate and any Housing Department involved
  - Make provision for use of school meals catering service
  - Make arrangements for heating, lighting and sanitation services in education premises involved
- (e) **KCC - Social Services Directorate**
- Provide a management representative at the Borough Emergency Centre

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- Arrange opening, set-up and personnel support to Rest Centres
- Arrange, when requested, debriefing, counselling and psychological support for those involved in the emergency
- Co-ordinate the activities of all agencies and organisations in those services
- Without risk to their own staff, arrange support for those affected by an emergency who remain in their own homes
- Arrange support for those who may become resident in another local authority area
- Manage activities of any Social Services establishments involved
- Arrange support for other residential establishments involved
- Arrange admission to residential establishments of persons affected by the incident as appropriate

(f) **Job Centre Plus (formerly the Benefits Agency)**

- Will be mobilised by a call from the County Emergency Planning Officer
- May issue Crisis Loans and grants to people affected by the emergency
- Will issue replacement documentation

(g) **National Health Service**

- Will be mobilised by a call from the County Emergency Planning Officer
- May deploy Ambulance Service paramedics or Hospital Mobile Medical Teams for the medical screening of survivors at Survivor Receptions Centres
- May deploy Community Nurses to Rest Centres to provide a health contribution to the support of evacuees
- May provide a replacement prescription medicine service

**The involvement of the range of voluntary agencies (including those listed below) may be arranged via the County Emergency Planning Officer.**

(f) **Women's Royal Voluntary Service**

At the request of the County Emergency Planning Officer: -

- Provide volunteers to provide a range of welfare roles in support of the Local Authority
- Assist in the registration of evacuees
- Assist in care and feeding (but not food preparation or cooking) of evacuees

(g) **British Red Cross Society**

At the request of the County Emergency Planning Officer: -

- Support the emergency services and social services with trained personnel at Rest Centres
- Assist in registration of evacuees
- Provide information and sign posting to other organisations and agencies as necessary
- Provide first aid and routine medical health care
- Assist with special needs, personal care or specialist treatment (e.g. diabetic, asthmatic, regular dressings and prescribed medicines)

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- Assist with social and leisure pursuits for adults and children
- Provide transport and escort service
- Make available wheelchairs, commodes and other home nursing items from the Red Cross Medical Loan Service
- Provide and serve light refreshments as appropriate
- Provide the Red Cross International Tracing and Message Service if requested
- Arrange for briefing and debriefing of British Red Cross Society members involved in the incident

(h) **St. John Ambulance Brigade**

At the request of the County Emergency Planning Officer: -

- Arrange collection, storage and maintenance of equipment to meet the needs of persons accommodated at Rest Centres
- Provide nursing and first aid skills to assist with minor medical problems
- Provide equipment required for a basic medical/sick room at Rest Centres
- Manage a separate area to deal with minor injuries and dressings
- Provide for the special needs of Stoma, diabetic, asthmatic patients and those requiring regular medical care
- Assist with child care
- Establish a pet liaison service (particularly for the elderly) whose health and welfare may be affected by worries over pets
- Provide 'listening skills' trained personnel
- Arrange for debriefing of own personnel as appropriate

(i) **RSPCA**

At the request of the County Emergency Planning Officer: -

- Assist with transport and boarding of evacuated animals
- Assist with registration and care of animals at Rest Centres
- Provide advice and support to evacuees reluctant to part with pets
- Establish feeding regimes for animals left behind
- Provide effective relief to animals which may be suffering
- Enforce animal welfare legislation as required

## **SECTION 2 - ACTION**

### **2.1 Introduction**

This section outlines how the Borough Council, and in particular Housing Services, will co-ordinate with other Borough Council services and organisations in the response to homelessness occurring as a result of a major emergency. The level of response will vary depending on the scale of the emergency and the number of actual or anticipated homeless persons.

For example, the Managing Director (or his deputy) in his capacity as Borough Emergency Co-ordinator, may cause the Emergency Co-ordination Plan to be activated resulting in individual Services or groups of Services operating under specific Service Plans with all Borough Council involvement being co-ordinated from the Borough Emergency Centre).

Alternatively, should only a limited response be required individual Services or Groups of Services may be required to act in accordance with their plans but without the Borough Emergency Centre being opened as overall co-ordination is unnecessary.

Whichever option is implemented it is important that an accurate record of all actions undertaken and decisions reached, together with the reasons for those decisions and who was involved in making them, is kept. At the close of the emergency all documentation, including written messages, actions and minutes of meetings must be retained and not destroyed as these will come within the Rules of Disclosure and may be evidence at any subsequent inquiry.

There are two main elements to the Borough Emergency Centre - the Emergency Management Team and the Emergency Operations Team.

### **2.2 Emergency Management Team**

The structure, purpose and staffing of the Emergency Management Team are explained in Section 2, paragraph 4.3 of the Emergency Co-ordination Plan. The Director of Community Services is a member of the Team.

### **2.3 Emergency Operations Team**

The structure, purpose and staffing of the Emergency Operations Team are explained in Section 2, paragraph 4.3 of the Emergency Co-ordination Plan. Housing Service staff identified as members of the Emergency Centre Operations Team are listed in Annex A and their duties and responsibilities listed in Annex B.

When the Borough Emergency Centre is opened and evacuation/homelessness is a factor, nominated Emergency Operations Team personnel will, as soon as practicable, attend the Borough Emergency Centre and undertake their duties.

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## **HOMELESSNESS AND FEEDING PLAN**

(When homelessness and/or evacuation has occurred, or may occur, but the incident does not warrant setting up the Borough Emergency Centre, this plan may still be initiated by the Tenancy Services Manager (or authorised substitute)

### **2.4 Process and Co-ordination**

Numerous factors will affect the scale and type of response to sudden homelessness including, for example, weather, location, age of those involved and the type of incident. A definitive list of factors to be considered is not possible, but the following are key points: -

- The number of persons involved - this information may be obtained from the Information Officer (when the Borough Emergency Centre is operating) or other organisations e.g. the Police
- Is a Rest Centre required? If so an early decision on location is important, reference should be made to the KCC Rest Centre Directory – West Kent, held by the County Emergency Planning Unit
- Contact KCC Social Services Directorate for provision of Rest Centre Manager and support staff
- Maintain contact with Rest Centre Staff
- Maintain contact with representatives/liaison officers of other organisations involved
- Facilitate the provision of resources to the Rest Centre(s)
- Monitor situation and, in conjunction with the other organisations involved, arrange for Rest Centre(s) to be closed when appropriate
- If the emergency is protracted, consider the requirement for long-term accommodation.

### **2.5 Rest Centres**

KCC Social Services have outline responsibility for managing Rest Centres at the request of the Borough Council and will provide a team as soon as practicable after being alerted. However, in some circumstances, for example until Social Services can attend, it may initially be necessary for Housing Services staff to open and manage the Rest Centre. When the Rest Centre is first opened a mobile telephone must be available to provide temporary communication until a more permanent facility is established.

Additional information and guidance can be found in KCC's Guidelines on Managing Rest Centres, Rest Centre Directory – West Kent and Guidelines for the Provision of Psychological Care in Emergencies.

### **2.6 Registration of Evacuees**

**HOMELESSNESS AND FEEDING PLAN**

It will almost certainly be necessary to record the details of evacuees accommodated at Rest Centres. If a large number of persons are involved, or where a large number of public enquiries are expected, the Police may open a Casualty Bureau at Police Headquarters where details of evacuees, injured, survivors etc. will be collated. Police officers or voluntary agency staff, for example members of the WRVS, may carry out or assist with registration. Rest Centre Boxes are held in the Emergency Centre at the Civic Centre and at Wardona Court in Swanscombe. The Contents of these boxes is reproduced at Section 3.7 of this plan. An example of the Casualty Bureau Survivor/Evacuee registration form is at Section 3.4 of this plan.

Survivor Reception Centres for uninjured survivors are usually managed by the Police often, but not always, in a separate building to the Rest Centre. The Police may seek Local Authority assistance in identifying suitable premises and personnel to support this function.

**2.7 Provision of Resources for Care of Homeless**

The basic Rest Centre requirements are:

- |           |          |         |                        |
|-----------|----------|---------|------------------------|
| shelter   | warmth   | food    | sleeping accommodation |
| first aid | clothing | support | information            |

It should be anticipated that some individuals will have special needs, e.g. medications, funds and assistance if infirm or aged.

The Borough Council holds limited resources, but additional resources may be available from: -

|                               |   |
|-------------------------------|---|
| Rest Centre Premises          | - KCC Education & Libraries Directorate<br>- Premises listed in the Rest Centre Directory - West Kent   |
| Emergency Feeding             | - Emergency Feeding contracts with commercial companies, KCC Education & Libraries Directorate school meals provider and the Salvation Army (via County Emergency Planning Officer)                           |
| Rest Centre Manager and Staff | - KCC Social Services<br>NB: The responsibilities of Social Services are discharged in support of the Borough Council therefore any assistance required must be specifically requested by the Borough Council |
| Rest Centre Support Staff     | - Women’s Royal Voluntary Service, Red Cross,<br>- Salvation Army, Women’s Institute and other voluntary agencies (via County Emergency Planning Officer)   |
| Beds & Bedding                | - Kent County Council (via County Emergency Planning Officer)   |

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|   |   |
|---|---|
| Personal items for Rest Centre Occupants, e.g. toiletries | - Kent County Council (via County Emergency Planning Officer) |
|   | - Local purchase  |

## 2.8 **Emergency Feeding Service**

### 2.8.1 **Schools**

KCC Education and Libraries Directorate have outline responsibility to make provision for a catering service for the feeding of large numbers of homeless persons and personnel involved in emergency operation where requested to do so by the Borough Council. This reflects the fact that schools will often be a preferred option for rest centre use. The Education and Libraries Directorate have contractual arrangements with school meals suppliers to respond in an emergency. In the event that Borough Council premises are used any on-site caterer must be the first option to provide emergency feeding.

### 2.8.2 **McDonalds and Safeway**

KCC County Emergency Planning Officer has negotiated arrangements with both Safeway and McDonalds for the provision of food (see 2.10.2 and 2.10.3)

## 2.9 **Emergency Feeding - Not Involving Homelessness**

### 2.9.1 **KCC Education & Libraries Directorate**

KCC Education & Libraries Directorate has designated certain school kitchens to provide meals in emergencies. It must be emphasised, however, that these kitchens should only be used when the Borough Council has specifically asked for assistance in providing food: -

- for the public who are not accommodated in Rest Centres
- when local alternatives (restaurants, cafes etc.) are not available

A school kitchen selected might be in a location unaffected by the incident and therefore its use for this purpose may seriously affect its continuing primary responsibility to produce school meals.

When the Borough wishes KCC Education & Libraries Directorate to activate a designated school kitchen the request must be made via the County Emergency Planning Officer who holds the relevant details of schools and District Schools Officers.

## 2.10 **Feeding of Emergency Workers and Volunteers on Site**

### 2.10.1 **Kent County Council**

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**HOMELESSNESS AND FEEDING PLAN**

It may be necessary to provide food and drinks to emergency workers at the scene of an incident including Borough Council employees, emergency services personnel and volunteers. KCC County Emergency Planning Officer has arrangements with McDonalds and Safeway to provide food in those circumstances. These arrangements can be implemented on the Borough Council's behalf and any invoice sent to them for settlement.

**2.10.2 Safeway "Crisis Purchasing"**

In the event of a civil emergency requiring the issuing of foodstuffs to survivors and/or rescuers, the County Emergency Planning Officer is authorised to obtain necessary supplies on a credit basis 24 hours per day, 365 days per year. Under no circumstances can pharmacy, petrol, liquor, cigarettes or tobacco products be purchased. This is a national scheme only accessible via the County Emergency Planning Officer.

**2.10.3 McDonalds Emergency Feeding Arrangements**

During emergencies the County Emergency Planning Officer can also implement an arrangement with McDonalds to provide hot food from a menu of Main Meals (Big Mac Meal or Chicken Sandwich Meal) and Breakfast (bacon and egg, or sausage and egg sandwich). Vegetarian food is also available.

The County Emergency Planning Officer holds a list of participating stores, their opening times and managers name. The Borough will need to provide a named individual with some form of authorisation to collect meals, which could be from more than one store if there are large numbers.

## **DUTIES OF HOUSING SERVICES EMERGENCY CENTRE OPERATIONS TEAM REPRESENTATIVES**

The Emergency Centre Operations Team comprises nominated representatives of each Borough Council service involved in the response.

The role of representatives is to provide not only professional expertise to assist in strategic and operational decision making, but also a link between the Emergency Centre Operations Team and their respective Directorates.

The Emergency Centre Operations Team will also include representatives from other agencies and departments to provide similar assistance and links.

Emergency Centre Operations Team members will: -

- Attend the Borough Emergency Centre
- Take up their respective positions in the Emergency Centre and check that the necessary equipment (e.g. telephone and stationery) is available for immediate use
- Establish contact with their respective Directorate
- Give professional advice to the Borough Emergency Co-ordinator
- Identify issues with which their Directorate can assist
- Respond to requests with advice and/or material support as appropriate
- Maintain liaison with representatives of other Directorates and agencies
- Seek additional support from respective Directorates as necessary.

**ANNEX C****REST CENTRE - KEY POSTS****1 Rest Centre Manager**

Provided by: KCC Social Services  
Reports to: Borough Emergency Co-ordinator

**1.1 Responsibilities**

- Attend the nominated Rest Centre as soon as possible
- Ensure Rest Centre is available for use as soon as possible
- Ensure that it is staffed, equipped and managed effectively to care for evacuees/homeless
- Maintain a strategic overview of Rest Centre operations
- Ensure that a log of events, actions taken and decisions made in the Rest Centre (e.g. expenditure, injuries sustained, demands or ill-feeling by evacuees, damage caused) is maintained and passed to the Borough Emergency Centre on conclusion
- Maintain liaison with the Borough Emergency Centre
- Keep the Borough Emergency Co-ordinator informed
- Identify additional assistance, intervention or resources required

**1.2 Key Duties****1.2.1 Staffing**

- Identify staffing needs for the Rest Centre (24 hr. periods)
- Arrange, via the Social Services Representative if necessary, for staff to be drafted in
- Ensure a record is kept of all staff (including Borough Council and Volunteers) and their hours of duty
- Ensure that staff are aware of their roles and deploy accordingly
- Monitor staffing levels, equipment and facilities and inform the Borough Emergency Centre of any additional requirements
- Plan ahead for staff welfare (e.g. rest breaks) and shift changes - stagger personnel changes to provide continuity
- Ensure arrangements to brief on-coming staff
- Keep staff informed of development of the incident and changes in the Rest Centre (e.g. time-scales, additional facilities proposed)

**1.2.2 Rest Centre**

- Ensure that gas, water, electricity, heating, telephones (public and official) are made available/switched on
- Notify the Borough Emergency Centre when the Rest Centre is or will be operational
- Ensure that secure property storage is available for staff and evacuees

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- Deal with media and dignitaries who may arrive (be aware of corporate approach to the supply of information)
- When the Rest Centre is no longer needed, and at the direction of the Borough Emergency Co-ordinator, close the Rest Centre and arrange for it to be returned to normal use as quickly and efficiently as possible
- Report any building or utility defects, which may have occurred.

### 1.2.3 Evacuees

- Ensure that each person accommodated is recorded on the appropriate registration form
- Ensure that any special needs (medication, infirmity etc.) are identified and addressed
- Ensure that each person leaving the Rest Centre and their destination is recorded on their registration form
- Ensure copies of registration forms are transmitted to the Police Casualty Bureau (via police liaison officer if appropriate)
- Ensure evacuees are kept informed (e.g. time-scales, developments in the incident, rest centre facilities available or planned)
- Report to the Borough Emergency Centre when all evacuees have left

## 2 Rest Centre Administrator

Provided by: KCC Social Services  
Reports to; Rest Centre Manager

### 2.1 **Responsibilities**

- To handle all administrative matters at the Rest Centre
- To keep the Rest Centre Manager of all administrative matters, particularly difficulties being encountered
- To ensure that Rest Centre Staff have administrative support for their roles

### 2.2 **Key Duties**

- Maintain a log of events, actions taken, decisions made in the Rest Centre (e.g. expenditure, injuries sustained, building defects)
- Obtain and provide stationery equipment to staff
- Provide adequate seating in waiting areas
- Ensure different areas are appropriately signposted and a plan of the centre layout and its facilities is displayed
- Ensure First Aid equipment is available
- Arrange provision of information bulletins for evacuees
- Review the welfare needs of evacuees
- Ensure any special needs are attended to
- Attend Rest Centre Manager's briefings
- Arrange refreshments and relief for Rest Centre staff
- Ensure that all visitors to the Rest Centre are greeted and directed appropriately

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**HOMELESSNESS AND FEEDING PLAN****3 Rest Centre Communications Officer**

Provided by: KCC Social Services  
Reports to: Rest Centre Manager

**3.1 Responsibilities**

- To ensure that communications into, within and from Rest Centre are provided

**3.2 Key Duties**

- Receive and relay messages on behalf of the Rest Centre Manager
- Ensure a log is kept of all verbal communications
- Ensure sufficient official communications lines and that they are limited to authorised use
- Ensure provision is made for access to public telephones by evacuees
- Ensure Rest Centre Manager is kept aware of current information

**4 Rest Centre Care Supervisor**

Provided by: KCC Social Services  
Reports to: Rest Centre Manager

**4.1 Responsibilities**

- Supervision of Key Workers
- The initial reception of evacuees/homeless

**4.2 Key Duties**

- Make initial contact with persons arriving at Rest Centre
- Make preliminary assessment of their needs
- Provide them with information and reassurance
- Allocate groups of evacuees to Key Workers
- Supervise Key Workers in their dealings with evacuees
- Arrange for any special needs to be met
- Receive and action information received from Key Workers regarding changing needs of evacuees
- Liaison with other organisations (including the voluntary sector) to meet the needs of evacuees with regard to food, clothing, bedding etc.
- Keep Key Workers up to date with events.

**5 Rest Centre Key Worker**

Provided by: KCC Social Services  
Reports to: Rest Centre Care Supervisor

**5.1 Responsibilities**

- care of evacuees within Rest Centre

**5.2 Key Duties**

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**HOMELESSNESS AND FEEDING PLAN**

- Care for a group of evacuees (10 maximum) allocated by the Care Supervisor
- Ensure special needs are identified and inform Care Supervisor if not already aware
- Act as a focal point for information (to and from) support and reassurance for that group
- Report signs of anxiety, disturbance or difficult behaviour to the Care Supervisor
- Advise Care Supervisor of needs of that group regarding food, clothing, bedding, funds etc.

**6 Liaison Officer - Borough Council**

Provided by: Dartford Borough Council  
Reports to: Borough Emergency Co-ordinator

**6.1 Responsibilities**

- Point of contact for the Borough Council at the Rest Centre
- Information flow between Rest Centre and Borough Emergency Centre

**6.2 Key Duties**

- Arrange and co-ordinate Borough Council staff operating at the Rest Centre
- Inform Borough Council staff engaged in evacuation issues when the emergency is over
- Co-ordinate the stand-down of Borough Council staff
- Liaison with Rest Centre Manager
- Continually assess overall Rest Centre operation, anticipating any further demands on the Borough Council
- Ensure that the Borough Emergency Centre is aware of the scale of Rest Centre operations, in particular unresolved problems
- Ensure that a log is maintained in order that a record of activities and decisions is available

**7 Homelessness Officer - Borough Council**

Provided by: Dartford Borough Council  
Reports to: Borough Emergency Co-ordinator

**7.1 Responsibilities**

- Managing the Borough Council's overall response to dealing with persons made homeless by the emergency

**7.2 Key Duties**

- Arrange for Rest Centres to be opened in exceptional circumstances (e.g. should KCC Social Services not be available)
- Arrange transport for evacuees
- Identify and prioritise long-term accommodation needs if required
- Inform Housing Manager or senior Housing Services representative in Emergency Centre Operations Team of identified needs

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**HOMELESSNESS AND FEEDING PLAN**

- Liaison with RSPCA and Voluntary Agencies regarding pets and animals
- In extreme incidents consider requesting neighbouring Districts reciprocal re-housing arrangements be invoked

## **MEDIA ARRANGEMENTS**

In the event of a major emergency the interest and response of the media will be immediate and intense.

The larger or more 'newsworthy' the incident the greater will be the response from local, national and international television, radio and press. They will bring large amounts of equipment to broadcast unedited and live worldwide, and record for subsequent transmission, endeavouring to do so in the shortest possible time frame.

Experience at previous emergencies repeatedly demonstrates that pressure exerted by the media will impose considerable demands. Whilst those demands need to be addressed they clearly must not divert resources and attention from the primary task of responding efficiently and effectively to, in the case of this plan, people care.

It should be borne in mind that broadcasters understandably seek the human angle to any event and will frequently wish to interview, for example, evacuees and members of the responding agencies including Rest Centre staff. The Rest Centre Manager will need to be aware of such direct approaches from the media and whilst there are considerable benefits in co-operation with the media, the wishes, comfort and emotions of evacuees and homeless must be recognised. It is also important to be aware of any corporate or joint agency policy pertaining at the time in respect of what information is released and when.

Dartford Borough Council's Media Plan sets out how its Press Officer will respond to the media on behalf of the Authority. Initially this will be a joint agency activity co-ordinated by Kent Police Media Services and could be conducted from an identified media briefing centre away from the scene, or a media briefing point near to the site. Such arrangements ensure that factual material is provided in a co-ordinated way with the agency having responsibility for particular aspects of the response dealing with those specific issues.

It is extremely important to avoid speculation, give information that could cause unnecessary alarm and distress to evacuees and relatives or comment on matters not within one's remit, which in this case is providing care and support to people in time of great personal stress.

**HOMELESSNESS AND FEEDING PLAN**

**Example of Casualty Bureau Survivor/Evacuee Form**

**SURVIVOR / EVACUEE FORM**

**CASUALTY BUREAU**

|                               |  |
|-------------------------------|--|
| Casualty Bureau Reference No. |  |
|-------------------------------|--|

**SURVIVOR/EVACUEE**

Use BLOCK CAPITALS and black ink

|         |  |
|---------|--|
| Surname |  |
|---------|--|

|             |  |
|-------------|--|
| Forename(s) |  |
|-------------|--|

|                           |  |
|---------------------------|--|
| Reception/Rest Centre No. |  |
|---------------------------|--|

**This form may be used for other injured persons (refer to briefing)**

**SURVIVOR/EVACUEE** (delete as appropriate)

|         |                   |
|---------|-------------------|
| Surname | Maiden/Other Name |
|---------|-------------------|

|           |  |                                   |
|-----------|--|-----------------------------------|
| Forenames | Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female | Date of Birth<br>(or approx. age) |
|-----------|--|-----------------------------------|

|                 |
|-----------------|
| Contact Address |
| Post Code       |

|   |
|---|
| Telephone Contact No. (repeat back to caller) |
|---|

**LOCATION AT TIME OF INCIDENT**

|  |
|--|
|  |
|--|

**LOCATION OF THAT PERSON NOW**

|  |
|--|
|  |
|--|

**DESTINATION**

|  |
|--|
|  |
|--|

**NEXT OF KIN**

|                |  |                |           |
|----------------|--|----------------|-----------|
| To be informed | <input type="checkbox"/> Yes <input type="checkbox"/> No | If Yes by whom | Time/Date |
|----------------|--|----------------|-----------|

**PERSON COMPLETING THE FORM**

|         |        |              |
|---------|--------|--------------|
| Surname | ID No. | Organisation |
|---------|--------|--------------|

|      |      |
|------|------|
| Time | Date |
|------|------|

The following space is for Local Authority use only

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**HOMELESSNESS AND FEEDING PLAN**

Name .....

REGISTRATION No. ....

**SELF REGISTRATION FORM**  
**PLEASE WRITE IN BLOCK CAPITALS**

ARRIVAL TIME .....

DATE ...../...../.....

MY FULL NAME IS .....

MY FULL ADDRESS IS .....

.....

.....

MY DATE OF BIRTH IS ...../...../..... MALE (...) OR FEMALE (...) (Please tick)

HAVE YOU ANY PETS? YES/NO IF YES, WHAT TYPE .....

ARE THEY: - AT HOME( ) IN REST CENTRE ( ) WITH RSPCA ( )

OTHER ( ) ..... Please specify (Please tick)

HAVE YOU ANY OTHER MEMBERS OF FAMILY IN THE REST CENTRE?  
IF SO, PLEASE GIVE THEIR NAMES

.....

.....

.....

DO YOU HAVE ANY SPECIAL NEEDS THAT WE SHOULD BE MADE AWARE OF: -  
(Please tick)

Dietary ( ) Physical ( ) Counselling ( ) Religious ( )

Medical ( ) Financial ( ) Allergy ( ) Other ( )

Brief Details

.....



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**HOMELESSNESS AND FEEDING PLAN**

Name .....

REGISTRATION No. ....

**TEMPORARY REST CENTRE**  
**SPECIAL NEEDS FORM**  
PLEASE WRITE IN BLOCK CAPITALS

DATE ...../...../.....

MY FULL NAME IS .....

MY FULL ADDRESS IS .....

.....

.....

MY DATE OF BIRTH IS ...../...../.....      MALE (...) OR FEMALE (...) (Please tick)

**WHAT TYPE OF NEED**

DIETARY (.....)    PHYSICAL (.....)    COUNSELLING (.....)  
MEDICAL (.....)    FINANCIAL (.....)    OTHER (.....)

**BRIEF DETAILS:** .....

.....

.....

.....

**RECORDED BY:** .....      **TIME:** .....

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**ACTION RECORDED**

**PASSED TO:** .....      **TIME:** .....

**ACTION TAKEN:** .....      **DATE:** ...../...../.....

**NEED MET:**      YES (.....) NO (.....)      **TIME:** .....

**FURTHER ACTION WILL/WILL NOT BE REQUIRED.**

**IF YES, SPECIFY:** .....

.....

.....











