

Generic Evacuation Framework

For the West Mercia
Local Resilience Forum Area



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OVERVIEW

Purpose of the Framework

This framework provides generic guidance concerning the evacuation of human beings and their pets from their homes, businesses or the place where they are temporarily staying.

A requirement to evacuate, in full or part may be brought about by several of the identified risks within the West Mercia Community Risk Register which can be found at:

www.westmerciaprepared.org

Based upon the Community Risk Register and the real events (Summer 2007), the most likely risks where this framework may be called upon are associated with flooding, (see risks HL18 and HL20). The intention of the framework is to establish procedures to either, advise dispersal, shelter, or to evacuate where necessary all or part of the affected area, as a result of

- Fire or
- Explosion or
- Flood or
- Gas Leak or
- Bomb Threat or
- Any other emergency

2007 National Resilience Planning Assumptions - Background

The National Resilience Planning Assumptions (NRPAs) are derived from Governments national risk assessment. They have been developed to aid resilience planning of Category 1 and 2 responders at a local level. The planning assumptions set out estimates of the **consequences**, were the most significant risks facing the UK over the next **five years** to materialise.

The NRPAs are updated on an annual basis and changes are made when deemed appropriate. Evacuation and Shelter has now been included in the 2007 NRPAs, with the inclusion of:

- Planning Assumption for Displaced Persons, covering the evacuation and shelter requirements which lead from many of the highest risk scenarios.

This Planning Assumption has been reviewed and considered during the production of this framework. The NRPAs for Evacuation states planners should assume:

- Those who are vulnerable (e.g. the elderly, those with restricted mobility, sensory impairment etc) will need to be identified and assisted. They will need to be assessed rapidly and cared for and may require special transport and equipment to assist their removal to a place of safety.
- Once at temporary shelters, people will require a range of facilities (e.g. food, bedding, clothing, washing, medical etc) to be provided by Local Authorities with assistance from the voluntary sector.
- Security may become an issue in evacuated areas, and people should also be discouraged from returning home until it is safe. This may mean medium –term extra community policing/policing may be required for cordons
- In the medium term, many people will disperse to stay with relatives or friends but a proportion may need to be sheltered / moved to temporary accommodation.
- Full recovery from a serious event can take years and will involve significant resources with a wide spread evacuation likely to lead to interlinked economic, environmental, social and health dimensions.

Scope

This framework identifies a range of tactical options relative to evacuation but because every 'emergency' is a different event with its own unique aspects, the range of options cannot be said to be either exhaustive or complete. However, by following this range of tactical options, the persons charged with the responsibility for implementing an evacuation will be giving consideration to most known and anticipated issues.

This framework acknowledges that evacuation may be a staged process which may include the options of: Dispersal, Sheltering, Partial Evacuation or Full Evacuation.

The framework considers the evacuations of human beings and their domestic pets, the evacuation of farm, park or wild animals is outside the scope of this framework. Also outside the scope of this framework is an evacuation which includes any Chemical, Biological, Radiological or Nuclear element.

Scalability

The principles of this framework may be used for any scale of evacuation. The framework is intended to assist responding agencies at **Tactical** level, offering the planning processes necessary to invoke an evacuation. The planning processes remain consistent and constant throughout no matter what scale of evacuation is planned. Below is a table highlighting potential scales of evacuation.

Definition	Decision to trigger taken by	Resources likely to be required for this magnitude	Likely magnitude of people affected	Example
Small-scale/local evacuation	Incident controller or Bronze/Silver Commanders	Local responders	Up to 1,000	One or two streets evacuated as a result of major gas leak or small site-specific evacuation.
Medium-scale evacuation	Multi-agency Gold or Silver Commanders	Local responders possibly with some regional/national support	1,000–25,000	Evacuation or dispersal of parts of a city or large Industrial site, evacuation due to unexploded ordnance.
Large-scale evacuation	Multi-agency Gold Commander	Local responders with regional/national support	25,000–100,000	Evacuation in response to major chemical release or terrorist threat.
Mass (or wide-area) evacuation	National/Up to Gold Commander	Local, regional and national	More than 100,000	Evacuation in response to very significant fluvial flooding.

Source: Annex 2A Pg 48 HMG Evacuation and Shelter Guidance 2006

KEY PRINCIPLES

Information

This framework assumes that a Major Incident/Emergency has been or is being declared and the requirement to evacuate has been identified.

This Framework should be read in conjunction with the HM Government Evacuation and Shelter Guidance (Oct 2006). This document can be found on the UK resilience Website

<http://www.ukresilience-Evacuation and Shelter Guidance>

Sheltering

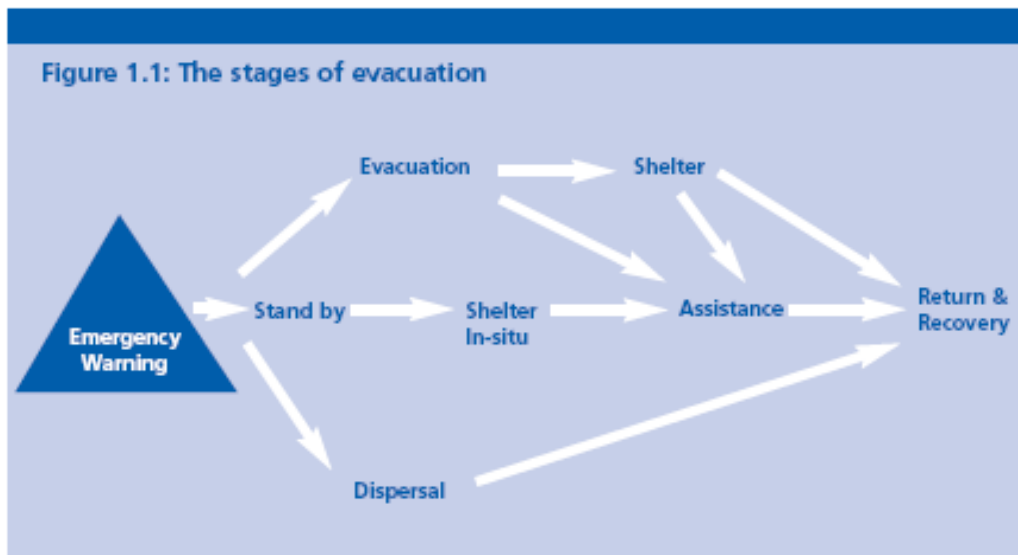
Sheltering from an event may be undertaken either in situ (within home or workplace) or following an evacuation to a designated site. In many cases a combined response may be required, with in situ sheltering recommended for some areas (ie those in the possible path of contamination), and evacuation recommended for areas which have more time before the danger (Flooding) materialises.

Evacuation

During a Major Emergency it may be necessary to Evacuate the public from their homes, workplaces etc. Evacuating a large number of people requires careful and extensive planning. Evacuation can take on a number of guises; Full Evacuation is taking everyone from an area of danger to a place of safety (e.g. rest centre). Partial Evacuation is moving specific groups of people e.g. the vulnerable away from immediate danger while others remain in situ and shelter.

Dispersal

Dispersal is simply directing people away from danger. It is a form of evacuation though may not require as much careful planning as full or partial evacuation.



Source: Chapter 1 Pg 4 HMG Evacuation and Shelter Guidance 2006

TRIGGER FOR THE ACTIVATION OF THE FRAMEWORK

The likely trigger for the activation of this evacuation framework is the belief that people's lives may be endangered by the emergence of a specific risk. Depending on the speed of build up in the prevailing emergency this may be planned and co-ordinated or spontaneous and dynamic. However when the trigger for activation comes about, it will be recorded as a policy or command decision by either the 'Gold' Commander/Strategic Co-ordinating Group or the 'Silver' Commander/Tactical Co-ordinating Group'. The record of the decision to evacuate should include the rationale behind the decision. In a spontaneous incident the decision may have been made dynamically by a bronze commander, in this case the decision and the rationale for the decision should be recorded retrospectively.

ROLES AND RESPONSIBILITIES OF KEY PLAYERS

Police

The primary areas of Police responsibility at a major emergency include:

- Saving of Life
- Co-ordination between Multi Agency responders around the scene
- The collation and dissemination of casualty information
- The identification of the dead on behalf of HM Coroner
- The prevention of crime

Fire and Rescue Service

The primary areas of the Fire and Rescue Service responsibility during a major emergency include:

- Life Saving through Search and Rescue
- Fire fighting and Fire Prevention
- The provision of specialist equipment e.g. High Volume Pumps

West Midlands Ambulance Service NHS Trust

The primary actions of the Ambulance Service during a Major Emergency include:

- Convey the incident medical team to the scene
- Establish and determine casualty reception / Triage and provide treatment areas on site
- Provide a focal point for all NHS and medical resources at the site

Local Authorities

The Local Authorities (District, County & Unitary) will undertake the following actions during a Major Emergency.

- During the response to the emergency, provide support to the public and the emergency services
- When the emergency services withdraw, having stabilised the situation and concluded any investigations, to lead on Recovery of the community to a state of normality
- During an Emergency, dependent upon local arrangements in each administrative area the Local Authority can provide many key assets to assist, including:
 - Road closures and diversion routes
 - Evacuation Transport
 - Rest and Humanitarian Assistance Centres
 - Plant and Equipment
 - Temporary Accommodation and Housing
 - Media Liaison
 - Public Helpline

Health Sector

During a Major Emergency the Health Sector will play a lead role. The Health Sector includes representatives from:

- Strategic Health Authority
- Health Protection Agency
- Ambulance Service
- Primary Care Trusts
- Acute Trusts

Primary Care Trusts

- Will with other NHS partners mobilise and co-ordinate NHS resources in delivering health care support to those evacuated, either locally, within the LRF footprint or if necessary across the West Midlands Region.
- Will ensure the health care needs of those evacuated are provided, this includes consultation with a health care professional, replacement pharmacy items, loan or use of disability aids where practicable.
- Work with Local Authorities to ensure adequate accommodation and medical care is provided to relieve pressure in hospitals or placement of vulnerable individuals within the resources within the health and social care sector.
- Provide Public Health and Health Protection advice or services to those evacuated.

Environment Agency

The Environment Agency has lead responsibilities in response to flooding and events involving pollution, as well as a Regulatory role which may require it to undertake investigation and prosecute those responsible for polluting the environment. During flooding the Environment Agency is responsible for:

- Monitoring meteorological data and the flow of Rivers
- Issuing Flood warnings
- Issuing Flood advice
- Erection of Flood defences in conjunction with contractors where appropriate

KEY VOLUNTARY ORGANISATIONS

Each Local Authority has access to Key Voluntary organisations, which can be activated through the Emergency Planning Duty Officer. These organisations include:

Clergy or Chaplaincy

- Spiritual support and care for the Victims, Families of Victims, and Emergency Responders.
- Support to families in Rest Centres
- Other Supportive Roles

Salvation Army

- Moral Support
- Refreshments
- Personnel
- Counselling

St John Ambulance

- Medical
- Escort and Transport
- Care in the community – at rest centres
- Provide Welfare and Documentation services at Rest Centres

British Red Cross

- Medical Support
- Transport
- Welfare
- Social and Psychological aftercare
- Documentation

WRVS

- Support
- Assisting with Rest Centre activation, administration, registration and documentation
- Providing refreshments

Radio Amateurs Emergency Network (RAYNET)

- Assistance in establishing radio communications

MILITARY ASSISTANCE

Although neither a Category 1 nor Category 2 Responder under the Civil Contingencies Act, the military will, where possible, provide Military Aid to the Civil Community (MACC). There are 3 categories of MACC:

Category A - Emergency Assistance

Category A covers the provision of assistance in time of emergency such as a natural disaster or major emergency, where there is danger to life. Help when the danger to life is imminent will be cost free, although in less drastic circumstances a no-loss or full cost charge may be made.

Category B - Routine Assistance

Category B caters for the provision of routine assistance on special projects of significant social value to the civil community. Typically, tasks should require a small group of Service personnel for a short period, although larger quantities or longer periods may be considered if the justification is sufficiently strong.

Category C – Attachment of Volunteers

Category C provides for the full time attachment of volunteers to social service or similar organisations for specific periods. However, the length of each attachment will be judged on its merits, but the attachment may not exceed a period of one year.

TRANSPORT TO BE USED IN EVACUATION

Use of Public Sector Transport

Local Authorities will be able to identify what vehicles from within their fleet could be made available for evacuation. **See annexe 2 of appendices 2, 3, 4 & 5.**

Use of private sector transport

Local Authorities may wish to enter or have in place, contractual arrangements with the private sector transport providers in order to secure transport when necessary in an Emergency Situation. Where Local Authorities are unable to enter in to such arrangements as a minimum they will detail local transport providers who may be called upon in an emergency. **See annexe 2 of appendices 2, 3, 4 & 5** for details.

EVACUATION ROUTES

Bronze

Bronze - Traffic Management will be responsible for delivering a plan which will afford access as necessary to the scene or different locations within the theatre of operations. It will be necessary to determine a safe route in and out for use by responders.

It may be necessary to identify a separate, safe route for evacuees. It may be necessary to identify contingency routes should the environment be changing due to, for example, rising flood water. Whereas road evacuation and operating routes may represent the norm the Bronze - Traffic Management should also be minded to consider routes by air, water borne transport or railways. When devising evacuation routes the Bronze - Traffic Management should always be minded to consider that evacuees should eventually be returned to the properties they have left behind.

Shelter and Accommodation

Local Authorities are charged with co-ordinating the provision of care and welfare support in an Emergency situation utilising support from the voluntary sector. This framework is concerned with the initial 48 hour period following evacuation where evacuees remain in a Rest Centre. After this period the Local Authority under the Homelessness Act 2002 have a statutory duty to provide temporary accommodation for the evacuees. The Act states

“Local authorities must develop effective and practical joint working policies and procedures to address the needs of homeless people”.

Rest Centres

Rest centres will be identified 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 communications systems. Others will be small community centres with fewer facilities.

Local Authorities will identify rest centres within their areas and will have rest centre activation plans, which will be implemented as necessary.

Details of Rest Centre venues by area can be found in **See annexe 1 of appendices 2, 3, 4 & 5.**

MEDICAL RESOURCES

Local Authorities in partnership with their local Primary Care Trust will provide specific medical resources for the evacuees, which may include the following options.

- Assess health needs of evacuated people;
- Provide medical care for those with minor injuries at centres near the scene of an emergency;
- Arrange for the replacement of lost prescribed medicines,
- As directed by the Public Health Team, provide medical advice and information on the consequences of the incident;
- Provide a Health contribution to the welfare support of evacuees.

Detail of medical resources and relative contacts can be found in annexe 3 of appendices 2, 3, 4 & 5.

HUMANITARIAN ASSISTANCE CENTRES – HAC

Humanitarian Assistance may be provided through the establishment of a HAC set up on the instruction from the Strategic Coordinating Group.

The purpose of a HAC is to:

- Act as a focal point for information and assistance to bereaved families and friends of those missing, injured or killed, survivors, and to all those directly affected by and involved in, the emergency. This group is likely to include the friends and families of those missing and killed, survivors and the wider community.
- Enable those affected to benefit from appropriate information and assistance in a timely, co-ordinated manner.
- Where necessary, facilitate the gathering of forensic samples in a timely manner, in order to assist the identification process.
- Offer access to - and guidance on – a range of agencies and services – allowing people to make informed choices according to their needs.
- Ensure a seamless multi-agency approach to humanitarian assistance in emergencies that should minimise duplication and avoid gaps.

WARNING AND INFORMING

Whilst the potential need for evacuation is being monitored responders should be considering how potential evacuees will be warned and informed. Depending on the lead time to evacuation various methods of communication may be considered:

- Pre-identified address lists with contact details included
- Cascade systems
- Visiting addresses
- Use of media e.g. local radio/public service announcements
- Bull-horning (by hand, from vehicle or airborne)
- Use of community groups and systems
- Community Leaders / Councillors – in particular to meet the needs of diverse communities

ASSEMBLY POINTS

Assembly points may be needed for the evacuees, to gather further information and instructions in respect of what will happen next. These assembly points need to be situated away from the initial danger area and the evacuees need to be informed of these locations.

EXERCISING, PLAN MAINTENANCE AND TRAINING

De-brief and plan revision

Following the implementation of an evacuation, de-briefs will be held to identify the lessons learned. De-briefs where possible, should be structured with an identified output, which may lead to an action plan aimed at absorbing the lessons learned.

Plan Validation

Her Majesty's Government Emergency Preparedness – Guidance on Part 1 of the Civil Contingencies Act 2004, its associated Regulations and non-statutory arrangements: Annex 5 - Highlights that a plan is required to identify its validation (exercises) schedule.

Training required in connection with this Framework

Her Majesty's Government Emergency Preparedness – Guidance on Part 1 of the Civil Contingencies Act 2004, its associated Regulations and non-statutory arrangements: - Highlights that a plan is required to identify its training schedule.

The requirements of this framework will be trained to responders as follows:

- Multi-agency training and or exercises
- Sharing and cascading through organisational systems

- Specific training (e.g. West Mercia Constabularies Emergency Procedures In Command – EPIC course).

ACTION - POLICE COMMAND AND CONTROL - COMMAND STRUCTURE

Gold – Strategic

A 'Gold Commander' will or may have been appointed. A 'Gold' Strategic Coordinating Group (SCG) will have assembled or be in the process of assembling. The SCG has responsibility for strategy and provision of resource. The SCG, having considered the unfolding circumstances may make a strategic policy decision to evacuate an area in part or whole. This decision must be recorded and the rationale supporting the decision similarly recorded, the policy decision should be held in hard copy and wet signed by the Gold Commander or his/her nominee. In effect Gold/SCG has decided 'what is to be done'.

Silver – Tactical

A 'Silver Commander' will or may have been appointed. A 'Silver' Tactical Coordinating Group (TCG) will have assembled or be in the process of assembling. The TCG has responsibility for the implementation of the Gold/SCG decision and the identification of the tactics to be deployed in delivering the requirement. The TCG, having considered the unfolding circumstances may a decision to evacuate an area in part or whole. Silver/TCG will record a log of its decisions, the rationale behind those decisions and the nature of the intended tactical plan.

Silver/TCG is determining 'how it will be done'.

Bronzes – Operational

In support of Silvers/TCG tactical plan it is likely that a number of Bronze Commanders will be appointed. Each Bronze Commander will be responsible for discrete areas of the operation e.g.

- Rendezvous points
- Cordons
- Traffic Management
- Site management
- Logistics Management
- Media on site
- Health and Safety

This list is not exhaustive, there may be other Bronze designations required. Silver/TSG will have responsibility for ensuring that appropriate Bronzes are appointed to support the delivery of the tactical plan. In effect the Bronzes are 'doing it'.

Depending on the discrete areas of the operation, and in determining who (by organisation) is best to lead in the work area, it may be that Bronzes are appointed from different organisations. For example:

Bronzes could be appointed as follows:

Bronze – Transport and shelter of evacuees – Local Authority

Bronze – Road closure and signage – Local Authority

Bronze – 'Hot or Wet Zone' – Fire & Rescue

Bronze – Flood barriers – Environment Agency

It is essential that Bronzes coordinate their activity by close collaboration, probable co-locating at or near the scene.

Command location and systems

In order that the three levels of Command and Coordination can operate effectively appropriate structure should be created.

A 'Gold' Strategic Coordinating Group' (SCG)

Will meet at a suitable meeting or conferencing venue. The SCG may be supported by a Strategic Coordinating Centre which, depending on the scale of the event, includes all the supporting cells and structures required e.g. Intelligence, Media, Logistics, Personnel & resilience, Major Incident Room, Casualty Bureau etc. The SCG is responsible for determining its own requirements and implementing

them. One such location for both a SCG meeting venue and a SCC is West Mercia Constabulary HQ, Hindlip Hall near Worcester. WR3 8SP.

A 'Silver' Tactical Coordinating Group' (TCG)

Will meet at a suitable meeting venue which may as necessary be proximate to the scene of the event. Silver/TCG will similarly to Gold/SCG identify its support requirements and assemble those systems and structures. Suitable locations based upon past experiences have been West Mercia Constabularies Divisional HQs or other large Police Stations.

Bronzes

Will coordinate their activity by close collaboration, probably co-locating at or near the scene. In practice this will mean dynamically identifying a suitable local facility. Experiences of the past have seen small Police Stations, Schools or Community Halls used for this purpose. Bronze level communication may be supported and enhanced by calling upon the police held 'Bronze Radios' for distribution. There are 30 such Airwave Radios held at 6 locations in West Mercia; the police Stations at, Shrewsbury, Telford, Kidderminster, Worcester, Hereford and Police HQ Hindlip Hall.

THE EVACUATION PROCESS

The Decision Process

A decision to evacuate or shelter must be made quickly by the senior officers available using a '**Dynamic Risk Assessment**'. The result of the Risk Assessment will vary dependent on the type of hazard they are facing. It may be safer to shelter than evacuate. The types of hazard could include:

- Fire or
- Explosion or
- Flood or
- Gas Leak or
- Bomb Threat or
- Any other emergency

Risk based planning

Planning for evacuation and shelter must be flexible and risk based. It must be based on a Dynamic Risk Assessment of the affected area. Decisions should take in to account the risks of evacuation and review alternative solutions. When considering evacuation from key facilities or places e.g. hospitals, schools, shopping centres or any other pre-identified location, an evaluation of any pre-existing plans that may already be in place should be triggered. Planners will also wish to consider the advisability of triggering the implementation of any pre-existing Business Continuity Plans.

Risk Assessment

A Dynamic Risk Assessment needs to be concluded quickly and efficiently. The main players that would probably be involved in the Risk Assessment Process are:

- Senior officers of the Blue Light Services
- GOWM (Government Office West Midlands) In the case of pre notified evacuation
- Senior Officers of the Health Service

At the forefront of the Risk Assessment thought process should be the consideration of what type of evacuees are being evacuated? The type of evacuees may include:

- Residents of private homes
- Business Workers
- Tourists/visitors to the area
- The Stranded (People who are caught up in the area following emergency)

Once the decision to evacuate has been taken by the senior officers then the type of evacuation needed needs to be decided. The types of evacuation include:

Dispersal

A form of evacuation in which people are simply directed to move away from a particular location without the need for temporary accommodation.

Evacuation

Removal of people, and where appropriate other living creatures, away from an actual or potential place of danger to a safer place.

Shelter

Taking refuge or cover from an actual or perceived danger.

The policy decision, making it and recording it.

The policy decision to evacuate, once made should, be recorded as soon as possible. The record of the decision should reflect who was involved in making it and what the rationale was that led to the decision being made. The evacuation decision document **appendix 1** may be used to formally record the decision in hard copy though cognisance should also be taken of the fact that existing Silver/Tactical groups may have their own unique decision recording templates.

Early establishment of a Communications and Media facility

It is likely that a Communications and Media Cell, almost certainly Multi-Agency, will have already been established. If for any reason this is not the case, Gold/SCG should cause such a cell to be created as soon as possible in this phase.

Communication of the evacuation needs to be disseminated to all as quickly and effectively as possible. These methods include:

- Media messages
- Radio Communications Citinet Shopping Radios
- Personal Address systems (shopping centres)
- Contact to Licensed premises – Pub Watch Scheme
- Police Air Support –
- Cascade systems
- Visiting addresses house to house
- Use of media e.g. local radio/public service announcements
- Bull-horning (by hand, from vehicle or airborne)
- Use of community groups and system
- Community Leaders – in particular to meet the needs of diverse communities

Identification of transport routes, in/out safety

See Evacuation Routes. A Bronze – Traffic Management should be appointed who will identify safe transport routes in and out of the theatre of operations.

Identification of RVPs and marshalling areas

A Bronze – Rendezvous Points and Marshalling (this may be a combined role or two separate roles depending on the scale of the operation) should be appointed who will identify and manage the required RVPs and Marshalling areas.

Identification of helicopter landing site(s)

A Bronze – Airborne Coordinator should be appointed who will identify such sites or will assist Silver/TCG in their identification. The manager of West Mercia Polices' Central Counties Air Operations Unit (CCAOU) may be an appropriate Bronze for this function. Once such sites are identified the Bronze will consider requirements regarding site security and management.

Using the evacuation check-list

An Evacuation checklist is provided in **Appendix 1**. Responders are encouraged to use the checklist to quality assure their operation.

Advice to those about to be evacuated

Depending on the lead time to evacuation, the potential evacuees should be given appropriate advice as necessary which will be influenced by the potential time they will remain evacuated and the arrangements for their reception. Advice issues may include:

- Their pets and arrangements to evacuate (bedding, cages, food)
- What may be carried (a bag of essential, a case, nothing)
- Taking valuables
- Securing properties
- Bringing mobile phones, chargers, laptop computers to facilitate communication
- Where they will be evacuated to
- For how long they will be evacuated

Diversity

The term diversity will represent different things to different people and organisations. Understanding each other's differences and treating each other with respect is the foundation for providing the best possible service to our communities.

For example West Mercia Constabulary identifies that there are six strands of diversity, any of which can and do link and overlap: They are race, religion or belief, gender, sexual orientation, age and disability. (<http://www.westmercia.police.uk/aboutus/diversity.htm>).

One of the principle aims of the diversity strategies of partner agencies is to ensure that people are treated fairly and in a manner that they would want to be treated. This principle is important in the context of evacuation and shelter. Not everyone in our communities will see things the same way.

There may be individuals who are less able than others, possibly through age, illness or infirmity. In planning evacuation in whatever form (dispersal, sheltering in situ or evacuating to another place), planners need to consider how these issues will impact on people's ability to be evacuated or to sustain themselves whilst sheltering.

Planners and/or Commanders may wish to consider appointing a person to the role of Diversity Champion in the process. That person will take advice and guidance from the various available sources.

The interim Pitt Review (Learning Lessons from the 2007 floods – an independent review by Sir Michael Pitt) highlights an interesting case study concerning diversity – 'Flood rescue of a carer and three men with learning disabilities' (Chapter 5, The Emergency Response, page 73). http://www.cabinetoffice.gov.uk/thepittreview/interim_report.aspx

Planners/Commanders may want to consider this case study as just one example of an operational diversity issue.

Vulnerable people

Within our communities there are individuals who may be vulnerable for many reasons. This would include elderly, young, infirm or sick people; those who have learning disabilities or are isolated (by geography or by choice) or through ethnicity or language or any combination of these. Where evacuation and/or shelter is being planned vulnerable people will need to be identified, seen and provided with an appropriate level of support and assistance.

Maintaining an up-to-date list of the vulnerable people in all our communities will be difficult, given that the population is transient. However, it should be acknowledged that there are many organisations who do know of our communities' vulnerable people through their professional contacts. Those organisations should be called upon to share information and in doing so, identify which people are currently known to be vulnerable and in need of help.

In identifying those people reference should be made to **Cabinet Office – Identifying People who are Vulnerable in a Crisis**, this guidance highlights how organisations will be able to keep a list of lists, i.e. lists of lists explaining where vulnerable can be found:

<http://www.ukresilience- Vulnerable People Guidance>

Consideration of cultural/language issues that may be relevant

Preparatory or 'quick time' warning and informing activity may reveal cultural and/or language issues that may reflect the make up of the community. These issues should be taken into consideration as the warning and informing activity progresses.

Time of day, day of week, season of year – timing of evacuation

Responders and in particular Commanders will wish to consider the timing of any evacuation. Where a spontaneous incident dictates that evacuation must take place immediately this consideration may not be possible. Where there is some lead time Responders/Commanders will consider in detail the timing of the evacuation including:

- Time of day, sufficient daylight is required to start and finish the evacuation
- Day of the week may influence resourcing and other factors
- Seasonal influences will determine the prevailing weather and associated risks

The weather

Depending of the prevailing weather, Responders/Commanders will wish to consider the implications of evacuating in hot/cold and/or wet/dry weather. Such considerations may influence:

- Advice regarding clothing to be taken
- Provision of particular clothing at reception
- Requirement for hot or cold fluids to drink
- Need for thermal blankets
- Consideration to the needs of pets due to the weather

Phasing the evacuation

Responders/Commanders will wish to consider the phasing of an evacuation where there is sufficient time to do so. It may be necessary to consider prioritising those in greatest need of evacuation or those who are more vulnerable than others. Considerations may include potential evacuees who are:

- In greatest danger of harm
- The old
- The young
- The sick and infirm
- People with disabilities
- Within closed communities
- The more robust, healthy and self-sufficient

Where Responders/Commanders prioritise evacuee groups, policy decision records should be recorded.

Rest Centre

See Shelter section for further information regarding rest centre activation.

Security

Once evacuated, the security of evacuees properties and possessions will become a significant issue. All reasonable steps should be taken to prevent the theft or damage to evacuees property whether it be personal property or property within businesses. Responders/Commanders will wish to consider strategy and tactics to safeguard property which may include:

- Anti crime/looting strategies
- The need for cordons to prevent encroachment on evacuees property (potentially inner and outer cordons)
- Preventative patrolling
- Providing re-assurance to evacuees and their friends and families

Recording evacuee details

It is regarded as 'best practice' to record evacuee details. The speed and scale of the evacuation will dictate how this is achieved acknowledging that a spontaneous, dynamic evacuation may require a retrospective recording strategy to be implemented. If the event is a Major Incident/Emergency it may be necessary to implement Casualty Bureau procedures, particularly if the event has included missing

persons, casualties or fatalities. At a simple, small scale evacuation it may be possible to record all required details with the adopted procedures of the Local Authorities Rest Centre arrangements.

Refusal to evacuate – keeping appropriate records

Other than under The Terrorism Act 2000 there is no statutory power to enforce an evacuation. It is possible that individuals may refuse to evacuate against responders advice. Where this happens an appropriate record should be made within official record keeping systems e.g. a log of events or a police officers note-book. The record should include who the person is, who may be with them (including pets) and what their reasons are for refusing to evacuate. Where possible this refusal could be recorded on film e.g. utilising a police evidence gathering teams recording equipment or even by the use of a responders camera mobile phone or Dictaphone.

Casualty Bureau and Major Incident Unit

Should an incident involve a significant number of fatalities or missing persons, there may be a requirement to open a Casualty Bureau (CB), this facility will be responsible for the recording and managing of personal data relating to victims involved.

The Casualty Bureau would be based at West Mercia Police HQ Hindlip Hall, Worcester, where the infrastructure is currently in place. CB would provide significant assistance towards dealing with both public and relatives enquiries.

The responsibility for the opening of a CB would be that of Gold (SCG). It would be activated by a functional bronze, who would be responsible for the sourcing of a team of trained volunteers, thereafter, they would be responsible for the day to day management of the facility. Procedures also exist for the deployment of hospital document teams, to assist with the identification of the dead and injured.

Should the event result in a number of fatalities and injured persons, it may be necessary to implement an investigation. This would require Gold (SCG) to appoint a Senior Investigating Officer (SIO) to manage the investigation, with a view to:

- 1) Secure and preserve evidence, in relation the any criminal activity that may be suspected.
- 2) The call for a significantly detailed enquiry after the event to support e.g. a Public Enquiry.

This investigation would be conducted by West Mercia Constabularies Major Incident Unit (MIU), located at a pre designated location within the force area.

EVACUATION FROM MOTORWAYS AND TRUNK ROADS

The Highways Agency has responsibility for motorways and some designated trunk roads. Evacuation from these roads should it be necessary will be conducted against the same standards and practices highlighted in this Framework, but in addition will conform to the Highways Agency's Emergency Customer Welfare Policy and Guidance, details of which can be found at **Appendix 6**.

WORKING TOWARD A NEW NORMALITY

Decision to Return

Once the decision that the need for shelter and or evacuation has ended, and it is safe for people to return, the safe to return message needs to be relayed to everyone by as many means as possible. See communications section for methods of communications available to use.

Return and Recovery

The return of evacuees may be a complex issue, which may have considerable safety consequences for the public. The return of evacuees needs to be controlled and co-ordinated by the senior officials at Gold Control and Silver Tactical Group. Transport once again may be required to assist and the Local Authority and Private Transport contractors may be able to assist with this (see transport section). The welfare and psychological needs of the evacuees need to be considered also. Adult and Social Care services and the Emergency Response Team of the Local Authority may be able to assist with these needs. Police Community Support Officers may also be able to assist.

It is imperative during re-occupation to consider people's likely reactions to the damage to their homes and possessions and the need to provide appropriate emotional advice and support. This again would most likely come from the services of the Local Authorities adult and social care team, and the Emergency Response team. For those properties that are not in a habitable condition and are likely to remain that way for some time, the owner/residents of the property are likely to require Crime Prevention advice, as there will be a need to secure the properties for this time.

Gold/ strategic co-ordination is likely to require the creation of a Recovery Working Group who will adopt national and local best practice guidance in the co-ordination of all aspects of the recovery process.

APPENDICES

- 1. Evacuation Decision Document**
- 2. Herefordshire**
- 3. Shropshire**
- 4. Telford & Wrekin**
- 5. Worcestershire**
- 6. Highways Agency Emergency
Customer Welfare Policy and
Guidance**

APPENDIX 1

EVACUATION DECISION DOCUMENT

INCIDENT

TIME DATE.....

POLICE SILVER/GOLD COMMANDER

The Purpose of Evacuation

Evacuation may not always be the most appropriate response to a threat. The purpose of evacuation is to move people and, where relevant, living creatures, away from an actual or potential danger area to a safer place.

In all cases the overall priority must be the safety of the public and emergency responders. This must be the focus of the decision making process and other factors e.g. commercial considerations must not be permitted to interfere in achieving this objective.

Decision to Evacuate

The decision to evacuate will normally be taken by the police incident commander following advice from other agencies including the fire service. In the case of mass evacuation it may be appropriate for this decision to be taken at Strategic (“Gold”) level.

Power to Evacuate

Generally speaking there is no statutory power (save the provision under Section 34 Terrorism Act 2000 to designate a cordoned area) to enforce an evacuation. Police officers have a common law duty and power to take all reasonable steps to save/preserve life and have legal powers within Common Law and Section 17(i)(e) of the Police and Criminal Evidence Act 1984 to enforce an evacuation.

Risks

It should be recognised that many buildings provide significant protection against various hazards and when deciding whether to evacuate it should be considered if the population maybe safer indoors.

Examples of where evacuation may be counterproductive include circumstances where flooding is limited to ground floors and refuge is better sought in the higher floors of buildings. The risks involved in evacuation must be balanced against the potential advantages of other public protection measures available. Consideration should always be given as to whether other methods would suffice. Where appropriate this may include partial evacuation of a building or area as a quicker/safer alternative.

In the case of properties identified at being at risk of catastrophic flooding evacuation will be undertaken.

Factors to be Considered

The following factors should be considered (see attached checklist to assist in this process). They are not in any order of priority.

- How, and can, all persons in the affected area be warned?
- Consider the need to address any potential language/culture issues that may affect communication with sections of the public.

- Evacuation is likely to be a lengthy process and must be considered at an early stage.
- What alternative protection methods are available?
- The likely time-scale required to complete.
- The type of incident and threat posed.
- The likely duration of the incident.
- The risks involved in evacuation.
- Have assembly areas and alternatives been identified?
- Are assembly points appropriate? It may be safer to send persons home (particularly where large numbers involved)
- The place where it is intended to evacuate to must be considered a safer place.
- The extent to which the population are likely to self-evacuate.
- The size and nature of the vulnerable section of the community.
- The options available for warning and informing the public.
- Resources available.
- Transport to be used (where necessary both persons and animals). Consideration must be given to vulnerable sections of the community who may require specialist transport and support.
- Where appropriate, funding arrangements for transport should be agreed beforehand.
- Possible evacuation routes.
- Availability of rest centres.
- It is vital, that so far as possible, a record is kept of all decisions, rationale and other options considered.
- Arrangements must be made to ensure that details of evacuees are appropriately recorded at rest centres etc. in support of any Casualty Bureau arrangements. Where necessary this should extend to those sheltering in internal evacuation areas
- Consideration should also be given to those who may refuse to evacuate. Where practicable a written record should be kept and consideration given to obtaining a signed indemnity or pocket book entry.
- Animals are highly likely to be an issue. Early liaison with local authorities and others (preferably in the planning stage) to address potential problems.
- The time e.g. day or night is likely to have a significant effect on the population distribution. In certain areas the season or time of year is also likely to have an effect on both resident and transient populations .
- The weather (prevalent and forecast).
- Whether a phased evacuation is feasible, giving priority to those most at risk.
- Security – evacuation may increase the opportunity for criminal activity – inner and outer cordons should be established and action taken to reassure those evacuated.

- Recovery – early consideration should be given to the recovery phase and re-occupation.
- Assistance of other agencies, both statutory and voluntary.

Mass Evacuation:

In the case of mass evacuation Central Government may have a role in:

- i. Arranging the broadcast of warnings and information on national radio and television.
- ii. Providing military and other resources to assist in warning and informing.
- iii. Using influence in the transport industry to secure mass transport.
- iv. Providing military resources to assist with routing of evacuees and traffic control.
- v. Co-ordinating the resources from local authorities further a field.

West Mercia Local Resilience Forum
Generic Evacuation Framework

	YES/NO	COMMENTS
Is the nature and severity of the threat known?		
Is the extent and nature of the threatened area known?		
Have all relevant agencies been alerted and informed as fully as currently possible?		
Have arrangements been made for the relevant agency/agencies to monitor the threat?		
Has the time required for evacuation been estimated?		
Would other (non-evacuation) methods of public protection be adequate, e.g. shelter?		
Are there any reasons why evacuation might do more harm than good?		
Has the strategic level response, (evacuation or non-evacuation), been decided?		
Is evacuation necessary for the entirety of the threatened area, and if not, has the area to be evacuated been established?		
Has the overall evacuation strategy, (immediate <i>en masse</i> or phased), been established?		
Is the local availability of all necessary resources adequate?		
If not, have <i>adequate</i> arrangements been made for the acquisition of further resources from elsewhere by mutual aid?		
Has the evacuation strategy been co-ordinated between agencies?		
Has the overall command structure, (strategic, tactical and operational), been established?		
	YES/NO	COMMENTS
Has each agency involved arranged to mobilise/secure all necessary resources relevant to it, (either locally or via mutual aid)?		
Have all agencies involved reported that they have deployed their resources effectively?		
Are all agencies constantly monitoring their progress and efficiency, and re-assessing their priorities?		

West Mercia Local Resilience Forum
 Generic Evacuation Framework

Are adequate warnings/information/instructions being issued to the public?		
Have inner and outer cordons been established?		
Has adequate mass transport been acquired, and has this been allocated appropriately?		
Have sufficient rest centres been opened, staffed and stocked?		
Have effective registration schemes been established to keep track of the evacuees?		
Have all special needs among the population been identified, and are they being addressed effectively?		
Has an information centre been established?		

DECISION

DATE TIME

REASONS FOR
 DECISION

.....

AGENCY REPRESENTATIVES

Incident: _____

Decision: _____

Date: _____

Sign: _____

Print Name: _____

POLICE INCIDENT COMMANDER

FIRE AND RESCUE SERVICE

AMBULANCE SERVICE

LOCAL AUTHORITY

ENVIRONMENT AGENCY

HEALTH SERVICE

OTHER AGENCIES AS APPROPRIATE

APPENDIX 2

HEREFORDSHIRE

ANNEXES

- 1. Rest Centres**
- 2. Transport**
- 3. Medical**

ANNEXE 1 (Appendix 2)

Rest Centre Locations

Hereford City

Leominster

Bromyard

Ledbury

Ross-on-Wye

Kington

VENUE	ADDRESS	CONTACT NO	CAPACITY
HEREFORD CITY			
Hereford Leisure Centre	Holmer Road, Hereford, HR4 9UD	01432 278178	1200 (Sitting) 700 (Sleeping approx)
Council Chamber "Brockington"	35 Hafod Road, Hereford, HR1 1SH	01432 260000	200
Hinton Youth Centre	21 Ross Road, Hereford, HR2 7RJ	01432 275755 or 01432 276780	200
LEOMINSTER			
Leominster Leisure Centre	Coningsby Road, Leominster, Herefordshire, HR6 8LL	01568 612540	350 (Sports Hall) 50 (Dance Studio)
Bridge Street Sports Centre	Bridge Street, Leominster, Herefordshire, HR6 8EA	0845 24 10 972	500
BROMYARD			
The Bromyard Centre	Cruxwell Street, Bromyard, HR7 4EB	0845 24 10 980	300
LEDBURY			
Ledbury Youth Centre	Bye Street, Ledbury, Herefordshire, HR8 2AG	Via Youth Services 01432 383372 or 07792 880180	100

ROSS-ON-WYE			
Ross-on-Wye Youth Centre	Hill Street, Ross-on-Wye, Herefordshire, HR9 7AD	Via Youth Services 01432 383372 or 07792 880180	100
Larruperz Community Centre	Grammar School Close Ross-on-Wye, Herefordshire	01989 565465	300 (Main Hall) 70 (in each of 2 large rooms) Other smaller rooms available
Whitchurch Memorial Hall	Whitchurch, Nr Ross-on-Wye		200 (spread between 2 rooms)
KINGTON			
Kington Youth Centre	Lady Hawkins School, Kington, Herefordshire, HR5 3AG	Via Youth Services 01432 383372 or 07792 880180	60

We also have access to the High Schools, although it is preferred they are only used outside of school times.

ANNEXE 2 (Appendix 2)

TRANSPORT

During an evacuation transportation is likely to be required. Herefordshire Council has a Public Transport Section that can assist with this co-ordination 24 hours a day.

The Section has access to a variety of vehicles via contacts with private hire companies:

Vehicles include:

- Buses
- Mini Buses
- Cars
- Disabled Access Vehicles

To access this service, please contact the:

**Duty Emergency Planning Officer on-call system via
01432 260000 (24 hrs).**

ANNEXE 3 (Appendix 2)

Medical Resources

Various medical resources may be required to provide treatment to evacuees at different locations, persons injured during the evacuation, people requiring psychological support or for the provision of medication or replacement medication.

Medical services can be provided by:

- Hospitals (large and small)
- GP surgeries
- Dentists
- Psychological Support
- any other medical services.

To access these services during and out of office hours please contact:

**Office Hours – Herefordshire PCT
01432 344344**

**Out of Hours – Herefordshire PCT
01432 355444
(Hereford County Hospital Switchboard
and ask for PCT On Call Manager)**

APPENDIX 3

SHROPSHIRE

ANNEXES

- 1. Rest Centres**
- 2. Transport**
- 3. Medical**

ANNEXE 1 (Appendix 3)

Rest Centre Locations

The County of Shropshire (excluding Telford & Wrekin) has a total of 44 Rest Centres within it's boundary. The breakdown of which is as follows:

District	No of Rest Centres	Minimum Capability	Maximum Capability	Total Capability for District/ Borough
Bridgnorth DC	10	50	150	1035
North Shrops DC	10	120	330	2015
Oswestry BC	13	80	250	1660
Shrewsbury & Atcham BC	3	400	700	1700
South Shrops DC	8	200	750	3750

ANNEXE 2 (Appendix 3)

Transport

During an evacuation, transportation is likely to be required. Shropshire County Council has an Passenger Transport Service that can assist with this co-ordination 24 hours a day.

The Unit has access to a variety of fleet vehicles as well as having contacts with private hire companies, vehicles include:

- Buses
- Mini Buses
- Disabled Access Vehicles
- Cars

To access these services you must contact

**Shropshire Fire & Rescue Fire Control on
01743 260 290**

**and ask them to page your name and contact details to the
Shropshire County Council Emergency Planning Duty Officer**

ANNEXE 3 (Appendix 3)

Medical Resources

Various medical resources may be required to provide treatment to evacuees at different locations, persons injured during the evacuation, people requiring psychological support or for the provision of medication or replacement medication.

Medical services can be provided by:

- Hospitals large and small
- GP surgeries
- Dentists & Opticians
- Pharmacists
- Public Health and Health Protection Specialists

To access these services during and out of office hours please contact:

01743 454 907

and ask for the Shropshire PCT Director on call to be contacted.

Psychological Support is available through the Shropshire and Telford & Wrekin Care and Psychological Support initiative. To gain access to this services must contact Shropshire Fire & Rescue Fire Control on 01743 454 907 and ask them to page you name and contact details to the Shropshire County Council Emergency Planning Duty Officer giving your name and contact details.

APPENDIX 4

TELFORD AND WREKIN

ANNEXES

- 1. Rest Centres**
- 2. Transport**
- 3. Medical**

ANNEXE 1 (Appendix 4)

Rest Centre Locations

Newport

Telford

Wellington

ANNEXE 1 (Appendix 4) Rest Centres

TELFORD AND WREKIN COUNCIL REST CENTRES

VENUE	ADDRESS	CONTACT NO	CAPACITY
Newport			
Burton Borough School	Audley Avenue, Newport, TF10 7DS	01952 386500	200
Newport Cricket Club	Audley Avenue, Newport, TF10 7DS	01952 810403	60
The Church Hall	Wallshead Way, Newport	01952 810942	100
Telford			
Oakengates Leisure Centre	New Road, Wrockwardine Wood, Telford, TF2 7AB	01952 382810	300
Madeley Court Leisure Centre	Court Street, Madeley, Telford, TF7 5DZ	01952 382770	250

Hollinswood Infant School	Dale Acre Way, Hollinswood, Telford, TF2 2EP	01952 386920	40
Wrockwardine Wood School	New Road, Wrockwardine Wood, Telford, TF2 6JZ	01952 383300	300
The Pheonix School	Manor Road, Telford	01952 386700	1750
The Lord Silkin School	Grange Avenue, Stirchley, Telford	01952 387400	400
Wellington			
Wellington Civic & Leisure Centre	Larkin Way, Wellington, TF1 1LX	01952 382720	220

ANNEXE 2 (Appendix 4)

Transport

During an evacuation transportation may be required. Telford & Wrekin Council has a Transport Policy Management Unit that can assist with this requirement on a 24 hours a day basis.

The Unit has access to a variety of fleet vehicles as well as having contacts with private hire companies:

Vehicles available include:

- Buses
- Mini Buses (with and without disabled access)

To access these services please contact:

**Passenger Transport Officer on
07976 100266 or 07976 100233
who will assist with the request**

In the unlikely event of no contact using the above numbers the enquiry should be directed to the on call Emergency Planning Duty Manager via Shropshire Fire & Rescue Service Control on 01743 260290 and asking for the Telford & Wrekin Council EPDM to be paged. A contact telephone number must be given with this request.

ANNEXE 3 (Appendix 4)

Medical Resources

Various medical resources may be required to provide treatment to evacuees at different locations, persons injured during the evacuation, people requiring psychological support or for the provision of medication or replacement medication.

Medical services can be provided by:

- Hospitals large and small
- GP Surgeries
- Dentists & Opticians
- Pharmacists
- Public Health and Health Protection Specialists

To access these services during and out of office hours please contact:

**Office Hours – Telford & Wrekin PCT
01952 222322**

**Out of Hours -
01743 285620**

**(ask to be called by the Telford PCVT Director giving your
name, address and contact telephone number)**

APPENDIX 5

WORCESTERSHIRE

ANNEXES

- 1. Rest Centres**
- 2. Transport**
- 3. Medical**

ANNEX 1 (Appendix 5)

Rest Centre Locations

Bromsgrove

Redditch

Malvern Hills

Worcester City

Wychavon

Wyre Forest

ANNEXE 1 (Appendix 5) Rest Centre Locations

Bromsgrove District Council Rest Centres

VENUE	ADDRESS	CONTACT NO	CAPACITY
Hagley Clent & Belbroughton			
Hagley Community Centre	Worcester Road, nr Stourbridge	07891 365291	120-175
Haybridge Sports Centre	Barake Lane, Hagley	01562 882790	100+
Belbroughton Church Hall	Church Road, Belbroughton	01562 731090	100
Clent Parish Hall	Church Avenue, Clent	01562 730487	180
Romsley, Hunnington & Frankley			
Romsley and Hunnington Cricket Club	Bromsgrove Road, Hunnington, Nr Halesowen	0121 602 2085	100+
St Kenelms Church Hall	Bromsgrove Road, Romsley, Nr bottom of hill	01562 710344	80
Fairfiel, Bournheath and Dodford			
Dodford Village Hall	Priory Road, Dodford, Off Kidderminster Road	01527 831710	200
Fairfield Village Hall	Stourbridge road, Fairfield, main road near war memorial	01527 831960	80
Bournheath Village Hall	Claypit Lane, Bournheath	01527 872931	100+

Rubery			
Rubery Youth Community Hall	New Road, Rubery	0121 453 6549	100+
The Beacon Church Centre	Whetty Lane, Rubery	0121 604 8062	100
Rubery Leisure Centre	Holywell Lane, Rubery	0121 453 7716	100
Town Area North including Catshill, Blackwell & Norton			
Lickey Working Mens Club	Alcester Road, Lickey End, Bromsgrove	01527 878092	100
Catshill Methodist Church Hall	Golden Cross Lane, Catshill, between Eliza Gardens & Ash Drive	01527 836784	200
St Lukes Church Centre	Braces Lane, Marlbrook	01527 579619	120
Oak Apple Court Sheltered Scheme	Acorn Road, off Oak Road, Catshill	01527 557557 or 01527 871565 (out of office hours)	60
Town Area South including Charford, Sidemore & Town Centre			
Spadesbourne Suite	Burcott Lane, Bromsgrove, entrance at right hand side of council house	Via BDC Conral Room 01527 871565	100+
Dolphin Centre	School Drive, Bromsgrove	Via BDC Conral Room 01527 871565	100+
Gilbert Court	Gilbert Road, Charford, Bromsgrove	01527 557557 or 01527 871565 (out of office hours)	200
Crabtree Court	Parkwood Road, Sidemore, Bromsgrove	01527 557557 or 01527 871565 (out of office hours)	100+
Shenstone Court	Shenstone Close, Norton, Bromsgrove	01527 557557 or 01527 871565 (out of office hours)	50

Amphlett Hall	Bromsgrove Crown Close, Bromsgrove	01527 874665	50
Stoke Prior & Stoke Works			
Avoncroft Museum of Buildings	New Guesten Hall, Stoke Heath, Bromsgrove	01527 871158	200
Stoke Prior Village Hall	Hanbury Road, Stoke Prior, Bromsgrove	01527 831865	100
Cofton Lickey & Barnt Green			
Hills Court Conference Room	Rose Hill, Rednal, Bromsgrove	0121 457 8370	150
Lickey Parish Hall	Rose Hill, Rednal, Bromsgrove, near junction with Monument Lane	0121 445 1425	120
Friends Meeting House	Sandhills Road, Barnt Green, as you turn into Sandhills Lane from shopping area	0121 445 7377	100
Tardibigge, Finstall & Bentley			
Spadesbourne Suite	Sandhills Road, Barnt Green, as you turn into Sandhills Lane from shopping area		
Gilbert Court	Sandhills Road, Barnt Green, as you turn into Sandhills Lane from shopping area		
Finstall Village Hall	Alcester Road, Finstall, Bromsgrove	01527 875628	65
Bentley Village Hall	Manor Road, Upper Bentley	01527 545879	50
Tardibigge Village Hall	Church Lane, Tardibigge	01527 404069	50
Hopwood			
Westmead Hotel	Redditch Road, Hopwood	0121 445 1202	250
Hopwood Village Hall	Birmingham Road, Hopwood	0121 445 1663	80
Hopwood Community Centre	Redditch Road, Hopwood	0121 447 8016	60
Alvechurch, Beoley, Rowney Green & Portway			
Beoley Village Hall	Beoley Lane, Beoley	01527 63197	120

Rowney Green Peace Memorial Hall	Rowney Green Lane, Rowney Green	0121 445 2806	120
Alvechurch Village Hall	Bear Hill, Alvechurch	0121 447 7382	100
Tanyard Close Sheltered Scheme	Tanyard Close, Tanyard Lane, Alvechurch	Via BDHT 01527 557 557 or 01527 871 565 (out of hours)	50
Buckley Green Sheltered Scheme	Buckley Green, Crown Meadow, Alvechurch	Via BDHT 01527 557 557 or 01527 871 565 (out of hours)	50
Wythall, Hollywood & Majors Green			
Woodrush Youth Centre	Shawhurt Lane, Hollywood	01564 823 210	100+
Wythall Village Hall	Alcester Road, Wythall, near Chapel Lane	01564 826 640	120

REDDITCH BOROUGH DISTRICT COUNCIL REST CENTRES

VENUE	ADDRESS	CONTACT NO	CAPACITY
Kingsley Sports Centre	Woodrow Drive, Woodrow, Redditch, B98 7UH	01527 529724	500
Arrow Vale Sports Centre	Green Sward Lane, Matchborough, Redditch, B98 0EN	01527 500010	500
Matchborough West Community Centre	Clifton Close, Matchborough, West Redditch, B97 0HF	01527 534125	60
Windmill Community Centre	Rye Grass Lane, Walkwood, Redditch, B97 5YE	01527 544360	70
Batchley Community Centre	Cherrytree Walk, Batchley, Redditch, B97 6PB	01527 584881	60
Oakenshaw Community Centre	Castleditch Lane, Oakenshaw, Redditch, B98 7YB	01527 550488	85
Winyates Green Community Centre	Furze Lane, Winyates Green, Redditch, B98 0SE	01527 525179	60
Churchill Community Centre	Loxley Close, Churchill, Redditch, B98 9JL	01527 65668	200

MALVERN HILLS DISTRICT COUNCIL REST CENTRES

VENUE	ADDRESS	CONTACT NO	CAPACITY
Abberley Village Hall	Abberley Worcestershire	01299 896 213	300
Alfrick Village Hall	Clay Green Alfrick, WR6 5ET	01886 832 049	130
Astley & Dunley Village Hall	Ridley's Cross, Astley, DY13 0RF	01299 879 336	150
Bayton Village Hall	Bayton Nr Kidderminster DY14 9NL	01299 832 249	150
Berrow & Pendock Village Hall	Berrow	01531 650 332	80
Broadheath Memorial Hall	Church Lane, Lower Broadheath, Worcestershire WR2 6QY	01905 640 131	135
Broadwas Village Hall	Stoney Ley Lane Broadwas, (off A44)	01886 821 127	130
Callow End Village Hall	Upton Road, Callow End Worcester WR2 4TE	01905 831 019	130
Castlemorton Village hall	Castlemorton Nr Worcester	01684 833 441	100
Clifton Upon Teme Village Hall	Hope Lane, Clifton,	01886 812 313	120
Earls Croome Village Hall	Earls Croome, Worcestershire	01684 592 421	100
Eastham Memorial Hall	Eastham, Worcestershire	01584 781 280	100
Great Witley Village Hall	Worcester Road, Great Witley WR6 9HR	01299 896 319	200
Guarlford Village Hall	Guarlford Worcestershire	01684 564 211	80
Hallow Parish Hall	Crown Lane, Hallow Worcestershire WR2 6LB	01905 640 980	120
Holt Heath Village Hall	Holt Heath Worcester WR6 6ND	01905 620 493	85
Holy Trinity Parish Hall	Link Top 65 Worcester Road Malvern	01684 567 385	50
Kempsey Village Hall	Kempsey Worcestershire	01905 820 130	100
Knighton on Teme Parish Room	Knighton On Teme	01584 781 445	80
Leigh & Bransford Memorial Hall	Sherridge Road, Leigh Sinton, Malvern WR13 5EF	01886 832 919	60
Little Witley Village Hall	Little Witley, Worcestershire	01886 888834	100
Longdon Village Hall	Bear Lane, Longdon, Nr Tewkesbury, Glos GL20 6AZ	01684 833 642	120
Mamble Village Hall	Mamble Nr Kidderminster, Worcestershire	01299 832 400	100
Martley Village Hall	Berrow Green, Martley, Worcestershire	01886 888 104	200
Poolbrook Village Hall	Poolbrook Road, Malvern, worcestershire	01684 563 917	100
Powick Parish Hall	Malvern Road, Powick, Worcestershire	01905 830 756	300
Rushwick Village Hall	Rushwick, Worcester	01905 424 903	150

West Mercia Local Resilience Forum
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Severn Stoke Village Hall	Severn Stoke, Worcestershire	01905 371 430	100
St Michael's Village Hall	St Michael's Nr Tenbury Wells off A4112 Opposite St Michaels Church	01584 811 542	
Stoke Bliss & Kyre Vale Village Hall	Stoke Bliss, Worcestershire	01885 410 604	50
Tenbury Community Centre	Off Teme Street, Tenbury Wells, Worcestershire	01684 810 118	160
The Salvation Army	62 Newtown Road, Malvern, Worcestershire	01684 578 078	75
Upton Memorial Hall	Old Street Upton upon Severn, Worcestershire	01684 592273	200
Upton Hill Centre	Milestone Road Upton upon Severn, Worcestershire WR8 0EN	01684 592 363	250
West Malvern Village Hall	145 West Malvern Road Worcestershire WR14 4AY	01684 560 989	50
	Sports Centres/ Three Counties		
Wyche Institute	Old Wyche Road, Malvern, Worcestershire	01684 560989	100
Three Counties Agricultural Society	The Showground, Blackmore Park Road, Malvern, Worcestershire WR13 6NW	01684 584 900	4x Buildings Total Capacity 3060
The New Hill Centre	Welland Road, Upton upon Severn, Worcestershire WR8 0SU	01684 592 363	250
Sport Martley	Chantry School, Martley, Worcestershire WR6 6QA	01886 888 999	75
Malvern Sea Cadets	Spring Lane South, Malvern Link, Worcestershire	01684 565 740	100

WORCESTER CITY COUNCIL REST CENTRES

VENUE	ADDRESS	CONTACT NO	CAPACITY
City Centre Community Centre	Midland Road, Worcester, WR5 1BB	01905 351 524	300
Comer Gardens Community Centres	Comer Gardens, Worcester	01905 425 734	50
Dines Green Community Centre	The Green Centre, Gresham Road, Worcester WR2 5QS	01905 429 628	200
King George Pavillion	Ash Avenue, Brickfields, Worcester, WR4 9TL	01905 21838	80
Lyppard Grange Community Centre	Ankerage Green, Warndon, WR4 0DZ	01905 616 841	225
Ronkswood Commuity Centre	Canterbury Road, Worcester WR5 1PJ	01905 359 578	200
Tolladine Community Centre	The Tolly Centre, Rowan Avenue, Worcester WR4 9QX	01905 20922	100
Warndon Community Centre	Shap Drive, Warndon WR4 9NX	01905 457 375	200
Nunnery Wood Sport Centre	Spetchley Road, Worcester WR5 2NL	01905 357 842	400
Perdiswell Leisure Centre	Bilford Road, Worcester WR3 8DX	01905 457 189	1800
Perdiswell Young Peoples Club	Perdiswell Park, Droitwich Road, Worcester WR3 7SN	01905 451 372	150
St Johns Sports Centre	Swanpool Walk, St Johns, Worcester WR2 4EL	01905 429 900	300
	Community Housing Venues		
Bilford Court	Southdown Road, Worcester, WR3 8HX	01905 754 196	68
Chelmsford Court	Newcastle Close, Ronkswood, Worcester WR5 1RD	01905 763 413	68
Himbleton House	Himbleton Road, St Johns Worcester WR2 6BE	01905 748 144	68
Rowan Court	May Avenue, Tolladine, Worcester WR4 9HA	01905 794 501	68
	Other Useable Sites		
St Peters Village Hall	St Peters Drive, St Peters Worcester WR5 3SW	Unknown	160

WYCHAVON DISTRICT COUNCIL REST CENTRES

VENUE	ADDRESS	CONTACT NO	CAPACITY
Abbots Morton Village Hall	Abbots Morton	01386 793 342	50
Badsey Rememberence Hall	Bretforton Road, Horsebridge Avenue, Badsey		160
Beckford Village Hall	Beckford, Tewkesbury, Gloucestershire	01386 881497	130
Besford Community Centre	Besford Court, Besford, WR8 9LZ	01386 556522	150
Birlingham Village Hall	Birlingham	01386 750173	80
Bishampton Village Hall	Broad Lane, Bishampton		220
Bradley Green Village Hall	Church Road	01386 791397	200
Bredon Village Hall	Main Road, Bredon	01684 772761	300
Bredons Norton Village Hall	Bredons Norton	01684 772475	60
Bretforton Village Hall	Main Street, Bretforton	01386 830922	100
Broadway Memorial Hall	Lifford, Memorial Hall, Lower Green, Broadway	01386 853688	300
Charlton Old School Room	Ryden Lane, Charlton		60
Childswickham Memorial Hall	Atkinston Street, Childswickham, Broadway	01386 858794	175
Church Lench Village Hall	Church Lench	01386 870520	100
Cleeve Prior Village Hall	Cleeve Prior	01789 778595	80
Crothorne & Charlton Village Hall	Crothorne, Main Street	01386 860814	50

Crowle Parish Hall	Church Road, Crowle, WR7 4AZ	01905 381369	200
Cutnall Green Memorial Hall	Cutnall Green		160
Cookhill Village Hall	Cookhill, Evesham Road	01527 892055	140
Defford Besford Village Hall	Harpley Road, Defford, WR8 9BL	01386 750880	50
Drakes Broughton Village Hall	Walcot Lane, Drakes Broughton, Pershore	01905 840554	100
Chawson Valley Community Association	The Barn, New Chawson Lane, Droitwich Spa	01905 778644	60
Elmbridge Village Hall	Elmbridge, Droitwich	01299 851646	80
Droitwich Spa Leisure Centre	Droitwich Spa	01905 774796768	285
Droitwich Spa Community Hall	Heritage Way, Droitwich Spa	01905 774258	120
Westlands Community Hall	Droitwich Spa	01905 776973	220
Eckington Village Hall	School Lane, Eckington	01386 750449	100
Elmley Castle Village Hall	Pershore Road, Elmley Castle, WR10 3HS	01386 710351	165
Ferry View	Evesham	01386 420817	100
Evesham Leisure Centre	Evesham	01386 421476	500
Yates Court	95-97 High Street, Evesham	01386 40006	100
Fladbury Village Hall	Church Street, Fladbury, Pershore, WR10 2QB	01386 861477	100
Three Parishes Hall	Grafton Flyford, Worcs	01905 391483	100
Great Comberton Village Hall	Great Comberton, Back Lane	01905 710256	60
Parish Rooms	Hampton Lovett, Droitwich	01905 779091	100
Hartlebury Village Hall	Waresley Court Road, Hartlebury		120

Harvington Village Hall	Village Street, Harvington	01386 870255	100
Himbleton Village Hall	Church Lane, Himbleton	01905 391485	80
Honeybourne Village Hall	High Street, Honeybourne	01386 832215	130
Pavillion, Inkberrow Sports & Leisure Association	Sands Road, Inkberrow	01386 792797	80
The Victoria Hall	Kemerton	01386 725455	100
Kington & Dormston Village Hall	Kington	01386 792400	80
Little Comberton Village Hall	Little Comberton	01386 710011	80
Hill and Moor Parish Hall	Cherry Orchard Road, Lower Moor	01386 860982	100
The Littletons Village Hall	School Lane, Middle Littleton	01386 831186	120
Norton Parish Hall	Wadborough Road, Norton	01905 821556	275
Norton & Lenchwick Village Hall	Norton	01386 871991	100
Offenham Village Hall	Offenham, Pershore		80
Overbury Village Hall	Overbury	01386 725383	100
Pebworth Village Hall	Pebworth	01789 720165	200
Peopleton Village Hall	Main Street, Peopleton	01905 840911	100
Almonry Close	Abbey Road, Pershore	01386 420817	100
Cherry Orchard House	Pershore	01386 420817	100
Pershore Leisure Centre	King Georges Way, Pershore, WR10 1QU	01386 861180	300
Pershore Town Hall	34 High Street, Pershore	01386 556025	80
Pershore Youth Centre	King Georges Way, Pershore, WR10 1QU	01386 556025	50

Pinvin Memorial Hall	Main Street, Pinvin	01386 561409	80
Rous Lench Village Hall	Rous Lench	01386 792150	80
Salwarpe Village Hall	Salwarpe	01905 773696	120
Sedgeberrow Village Hall	Sedgeberrow	01386 881014	179
South Littleton Scout Hall	Long Hyde Road, South Littleton	01386 832402	60
Spetchley Old School	Spetchley, Worcester		50
Stoulton Village Hall	Stoulton, Worcestershire	01905 840807	70
Strensham Village Hall	Strensham, Worcestershire	01684 293685	65
Sytchampton Community Centre	Sytchampton	01905 620828	80
Upton Snodsbury Village Hall	Church Road, Upton Snodsbury, WR7 4NZ		80
Upton Warren Outdoor Education Centre	Worcester Road, Upton Warren	01527 861426	100
Whittington Village Hall	Church Lane, Worcester	01905 357612	100
Wychbold Village Hall	De Wyche Road, Wychbold	01527 861733	100
Wyre Piddle Village Hall	Wyre Piddle, Pershore	01386 552999	60

WYRE FOREST DISTRICT REST CENTRES

VENUE	ADDRESS	CONTACT NO	CAPACITY
Stourport Sports Club	The Kingsway Stourport on Severn DY13 8BQ	01299 877 200	100
Wyre Forest Glades Leisure Centre	Bromsgrove Street Kidderminster Worcestershire DY10 1PP	01562 515 151	2000
Stourport Sports Centre	Harold Davies Drive Stourport on Severn Worcestershire DY13 0AA	01299 822 308	500
Bewdley Leisure Centre	Stourport Road, Bewdley Worcestershire DY12 1BD	01299 402 595	100
Kidderminster Town Hall	Vicar Street, Kidderminster Worcestershire DY10 1DA	01562 732 158	530
Stourport Civic Hall	New Street, Stourport on Severn Worcestershire DY13 3SA	01562 732 158	540
Stourport Community Centre	Lickhill Road Stourport on Severn Worcestershire DY13 8SB	01299 822 748	200

ANNEXE 2 (Appendix 5)

Transport

During an evacuation transportation is likely to be required. Worcestershire County Council has a Passenger Transport Unit that can assist with this co-ordination 24 hours a day.

The unit has access to a variety of fleet vehicles as well as having contacts with private hire companies.

Vehicles include:

- Buses
- Mini Buses
- Cars
- Disabled Access Vehicles

To access these services please contact:

07852 321547
who will assist with this request

In the unlikely even of no contact at the above number the enquiry should be directed through the Emergency Planning on call system via:

07836 655932

ANNEXE 3 (Appendix 5)

Medical Resources

Various medical resources may be required to provide treatment to evacuees at different locations, persons injured during the evacuation, people requiring psychological support or for the provision of medication or replacement medication.

Medical Services can be provided by:

- Hospitals large and small
- GP surgeries
- Dentists
- Psychological support
- Any other medical services

To access these services please contact:

**Office Hours 0900 – 1700 Monday – Friday on
01905 760040**

**Out of Hours on 01886 834244 and ask
To speak to the on-call Public Health Doctor**

APPENDIX 6

Highways Agency - Area Management Memo No. – 94/07 Emergency Customer Welfare (ECW)

Introduction and objective

New arrangements and accompanying policy guidance have been developed by the Highways Agency (HA) relating to the provision of emergency welfare for persons, pets and livestock who become unavoidably detained and stranded on HA roads. These new arrangements will take effect from 1st October 2007.

The objective of this Area Management Memo is to:

- **summarise development of these arrangements;**
- **outline the new arrangements;**
- **introduce and provide a direct link to the HA's new national ECW policy guidance documents. (For full operational ECW guidance see Vol 1)**

Background

Traffic incidents, periods of increased demand and severe weather events are among the most common causes of delays which can result in persons, pet animals and livestock becoming stranded on HA roads.

The best way to reduce the impact of delays is to employ recognised incident management techniques and clear incidents as quickly as possible. However, there are occasions when severe congestion and extended delays are unavoidable and can result in causing unacceptable discomfort or suffering to those stranded. Under these circumstances, it could become necessary for 'on site' provision of basic emergency welfare, or in extreme circumstances, the evacuation of persons/animals from trapped vehicles to enable welfare support elsewhere.

In July 2006, following recommendations resulting from a detailed study, the HA Board gave its approval for the development and subsequent introduction of policy guidance and a service capability for delivery of basic, emergency welfare to stranded motorists.

As part of a staged approach to ECW, interim arrangements were introduced in January 2007, with British Red Cross offering to provide voluntary assistance to the HA as part of their existing remit. Since then, more formal arrangements have been developed for providing Emergency Customer Welfare (ECW) as described below.

National Policy Guidance

The Agency's national policy for Emergency Customer Welfare has been developed with wide-ranging internal HA and multi-agency consultation. Guidance on the policy is provided in 'Provision of Emergency Customer Welfare on Motorways and All Purpose Trunk Roads – National Policy Guidance' which can be accessed for viewing and download on both HA Portal and PartnerNET sites using the following links:

HA Portal: [Emergency Customer Welfare](#)

HA PartnerNET: [Emergency Customer WelfarePN](#)

This National Policy Guidance is divided into two volumes.

Volume 1: 'Key Guidance' provides key information required to implement the policy during an incident, including roles and responsibilities and lines of communication.
(In particular see Annexes A – E)

Volume 2: 'Supporting Information' provides further background information and additional advice on issues such as emergency preparedness and legal aspects.

Emergency Customer Welfare Provider

In HA Board Decision Paper HAB/06/99 it was recommended that welfare should be delivered by the HA in partnership with an established and recognised supplier; the primary advantage being to avoid the necessary creation of internal infrastructure and the retention and management of large stocks of perishable goods.

Certain voluntary organisations are commonly called upon nationally and internationally to provide emergency response services in a wide variety of circumstances. Following extensive enquiries, British Red Cross (BRC) and WRVS were eventually selected as the HA's preferred providers and found to offer the best prospect in terms of appropriate resource and experience. A Memorandum of Understanding (MOU) between the HA and both organisations will provide an appropriate level of agreement for British Red Cross and WRVS to act as the HA's National ECW Providers (NECWP).

Animal welfare

With support from DEFRA and Animal Health departments, the RSPCA have agreed to lead on all animal welfare issues and will respond to provide emergency welfare to pet animals or livestock who likewise become stranded on the HA Network. Existing arrangements in place between HA and RSPCA have been updated to incorporate this additional commitment.

Funding

Mechanisms have been identified to allow appropriate reimbursement of ECW providers by the HA. All payments will be subject to receipt of appropriate invoicing and justification. Full details are given in Volume 1 of the National Policy Guidance.

Continuous improvement

Following the introduction of national-level arrangements and policy the HA's Network Resilience Team (NRT) will initially monitor performance of BRC and WRVS over a period of 12 to 18 months. Subject to findings, ECW arrangements and aligning policy will then be reviewed. Work will continue with our National ECW Providers, partners and stakeholders to further improve robust and consistent standards of emergency welfare provision across the HA Network.

Note: A revised copy of this memo has been issued to appropriate external partners and stakeholders via the CCS Local Response Gateway.

GLOSSARY

CBRN

Chemical, Biological, Radiological and Nuclear

Dispersal

A form of Evacuation in which people are simply directed to move away from a particular location without the need for temporary accommodation

Evacuation

Removal of people, and where appropriate other living creatures, away from an actual or potential place of danger to a safer place.

Large Scale Evacuation

Evacuation of up to tens of thousands of people. These should be the focus of multi agency emergency planning given they are the 'reasonable worst case'.

Mass Evacuation

Evacuation of hundreds of thousands of people. There are very few scenarios in which this would be required. In evacuation planning the focus should be on flexible Generic Evacuation Planning that can either operate on a small scale or be scaled up to this level from lower level evacuation plans

Shelter

Taking refuge or cover from an actual or perceived danger.

Shelter in Situ

Sometimes known as 'shelter in place'. Situation where the safest place to take refuge or cover from an actual or perceived danger is the person's current location such as their own home, business or school. This equates to the 'Go In, Stay In and Tune In' advice developed by the independent National Steering Committee on Warning and Informing the Public as being the best general advice to give people caught up in most emergencies.