
From: TOBY.GOULD@london-fire.gov.uk
Sent: 19 June 2017 23:27
To: Barradell, John; slove@westminster.gov.uk; awoodman@Westminster.gov.uk; mary.harpley@hounslow.gov.uk; carolyn.downs@brent.gov.uk
Cc: tim.shields@hackney.gov.uk; Andrew.Meek@haringey.gov.uk; ESpragg@redcross.org.uk; JOHN.HETHERINGTON@london-fire.gov.uk; Sawyer, Mark
Subject: Friends & Family Reception Centre specification update from LB Hackney

All,

Please see below progress from LB Hackney re. the friends and relatives reception centre specification. This is a starting point with more to follow tomorrow.

I am aware Andrew Meek is working on a user experience document overnight to add to this picture.

Copied to Emma Spragg, Andrew Meek, John Hetherington.

Kind regards
Toby

Toby Gould
Deputy Head of London Resilience | LONDON RESILIENCE
E: toby.gould@london-fire.gov.uk
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-----Original Message-----

From: Tim Shields [<mailto:Tim.Shields@Hackney.gov.uk>]
Sent: 19 June 2017 23:06
To: GOULD, TOBY
Subject: Fwd: Olympia FFRC

Toby

Here is a start on the requirements.

More detail to follow in the morning.

Tim Shields
Sent from my iPhone

Begin forwarded message:

From: Peter NG <Peter.NG@Hackney.gov.uk<mailto:Peter.NG@Hackney.gov.uk>>
Date: 19 June 2017 at 22:52:35 BST
To: Tim Shields <Tim.Shields@Hackney.gov.uk<mailto:Tim.Shields@Hackney.gov.uk>>
Subject: Olympia FFRC

Tim

As requested the following is a quick take on work done this evening in relation to the space requirement. I will do a fuller report and forward this on afterwards.

The group did a walk-through of the process from a Family Liaison Officer (FLO) point of view and discussed possible extra things that will need to be in place, assuming Olympia is being used, but will need to be considered for any location identified.

On arrival there will need to be some form of security and registration process.

The feel was that once the FLO has delivered the family they will be registered and then handed to a suitable person to ensure that they get to all necessary agencies and groups (possibly utilising British Red Cross / St Johns or Salvation army). There may also be returning people (having been with the FLO) who may wish to seek advice or just company from similar bereaved people. These will go through registration and be assigned a person if required to ensure they are seen by the appropriate agency.

There will need to be some form of refreshment area to serve hot and cold drinks and possibly snacks/ food appropriate for all faiths.

There will be a requirement for a both quiet reflection areas (for those wishing to grieve in private) and also faith rooms (male and female to allow for faith requirements) to allow prayers.

There will also be a requirement for faith representatives to address any faith issues (possibility of deceased not being able to be buried within normal times etc) and also to offer faith assistance.

Each identified group would possibly need up to 4 break out areas to ensure no unnecessary backlog (some families may have several family members lost which could take time to deal with) so possibly each area having 2 small areas (capable of dealing with a family of 4) and 2 larger areas (capable of a family of about 10) these areas - taking a wild guess - would be about 4m x 4m (small area) and 8m x 4m/6m (for a larger area)

Including the above the following agencies were identified as possibly being needed (this was almost a duplication of the Westway Centre) and would need confirmation as to size and number of areas required.

Victim support

Local Authority

Housing Needs

Schools

Benefits

Adult and Children's services

Department for works and pensions

Health

Central & North West London NHS Trust

CLCH

West London CCG

GP services

Met Police

FLC & FLO's

Coroners requirements (not present at meeting to say what)

Cruise

Salvation Army/ British Red Cross

Faith Groups (not present at meeting to say what)

ATOC/TFL

Assistance to get families both to and from the Centre.

Numbers were discussed and it was felt by the FLO's that a general ballpark figure of approximately 200 people could be attending the centre at any one time but this number is at best a guess.

Hope this is of assistance and I will do a more thorough job so you have a bit more detail in the morning.

Regards

Peter

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