



xfordshire
Take Action...



**EMERGENCY
RECEPTION CENTRE**



**OXFORDSHIRE
COUNTY COUNCIL**

Welcome

Welcome to this Emergency Reception Centre which is managed by the local authority. The manager of the reception centre is easily identified by their high-visibility vest.

The purpose of the reception centre is to offer immediate assistance and help you identify suitable accommodation while the current incident means you cannot return home. Light refreshments, toilets and information will be available.

If you do decide to leave the centre, please leave contact details at the reception desk in case we need to contact you.



Registration

Please register as soon as possible. A member of staff will fill in a form so we can record who is in the reception centre. We may share this information with partner agencies if necessary.

- **Medication:** if you require any medication, please inform the staff when registering.
- **Pets:** we ask you to care for your pets and do not leave them unattended.

What next?

If you are unable to return to your home, the best option is to contact relatives or friends to see if you can stay with them.

If you have insurance, contact them to see if they will arrange accommodation for you. We may be able to provide you with a phone line.

If you still require assistance with accommodation:

Please speak to the Housing Officer at the Emergency Reception Centre as soon as possible. Please remember that this will be assistance to find basic accommodation.



Children

Whilst at the Reception Centre, children remain the responsibility of the parents or carers.

Please tell us if you need help contacting local schools and nurseries. In some circumstances it may be safer for children to stay in school until the end of the school day. Please remember that schools are well equipped to look after children.

Friends and family

Telephones may be available to help you contact your next of kin, depending on the incident.

Other requests

If you require a place to practice your religion or you need a quiet area, please ask a member of staff. Please understand that this is an emergency and we cannot always accommodate all requests.



What you can do

- If you have any questions, please ask.
- If you have any problems, please tell us.
- Please respect other Reception Centre users.
- Please respect the staff; they are trying to make you as comfortable as possible. Many are volunteers, giving up their time to assist during this incident.
- If you leave the reception centre, please let reception know.

Information

Our staff will provide regular updates when information is made available.

If possible, tune into local radio stations as they may be providing information.

BBC Oxford - 95.2 FM

Jack FM - 106 FM

Jack FM 2 - 107.9 FM

Banbury Sound - 107.6 FM

Post-Incident Assistance

Should you feel that you require further assistance once you have left the Reception Centre please contact either:

Oxfordshire County Council:

01865 792422

Or your local District Council:

Oxford City: 01865 249811

Cherwell: 01295 227001

West Oxfordshire: 01993 861000

South Oxfordshire: 01491 823000

Vale of White Horse: 01235 520202

For Health Issues:

Please contact your GP surgery or the NHS on 111

For updates on the on-going situation

<https://www.oxfordshire.gov.uk>

Need more information?

Oxfordshire County Council

Emergency Planning Team

01865 323765

www.oxfordshire.gov.uk/emergencyplanning

emergencyplanning@oxfordshire.gov.uk

**This leaflet has been produced by Oxfordshire County Council's
Emergency Planning Unit**



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