

Beach Head Collection Point (BHCP) Toolbox

Part of the Environmental Incident Wildlife Response Plan:
Scarborough South Bay to Bridlington North Bay (encompassing the
Flamborough Head European Marine Site)

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Appended Documents

Appendix 1: Health and Safety Information for Volunteers and Staff during an Emergency Response

BHCP Appendix A: Volunteer Sign-in Sheet (additional copies available in ‘Action Box’)

BHCP Appendix B: Wildlife Casualty Admittance Record (use electronic version where possible)

BHCP Appendix C: BHCP Manager’s Incident Log Template

BHCP Appendix D: Establishing a BHCP Actions Checklist

BHCP Appendix E: Live-Stranded Wildlife Reporting Forms

BHCP Appendix F: Telephone Message Forms



Environmental Incident
Wildlife Response Plan

This Environmental Incident Wildlife Response Plan is coordinated by the Yorkshire Marine Nature Partnership and is the result of a partnership between various organisations. This plan will be implemented during environmental incidents which threaten the internationally-important wildlife within the Flamborough Head European Marine Site and surrounding beaches.

Updated July 2022

1 Lessons Learnt from Training Sessions

- Certain roles, such as the Receptionist and Action Box Stock Controller, should be filled as a priority during incident response
 - People fulfilling primary BHCP roles, including managers, should be easily identifiable. Role lanyards, badges or coloured hi-vis vests should be available and kept in Action Boxes;
 - Room plans for each BHCP (Scarborough Sea Life Centre and YWT's Living Seas Centre) should be established in preparation for an incident;
 - To aid equipment distribution and return, it was suggested that items be numbered. Two volunteers should be assigned the Action Box (one to record equipment going out and one to provide it to volunteers), equipment should also be organised into different sizes as soon as the Action Box is opened;
 - Returned equipment may be dirty, so a different system for volunteers to 'drop off' equipment ready for cleaning should be organised at the BHCP;
 - Laminated signs for each section in the BHCP would be helpful to avoid confusion. If resources allow, a volunteer on the door would also aid with the flow of people and prevent unauthorised people from entering.
 - Volunteers should sign-in to the BHCP before requesting equipment, and sign-out after equipment has been returned.
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2 Health and Safety Information

All volunteers and staff must be familiar with the health and safety guidance. Please read the appended document carefully.

3 Establishing and Running a BHCP

Where required, BHCPs will be established by the RSPCA, directly supported by staff from each facility. In the majority of cases, YWT Living Seas Centre and/or Scarborough Sea Life Centre will be set-up as BHCPs or Forward Holding Centres, should demand require a larger response. Additional BHCPs may be established at other locations within the local area, such as community halls, where necessary.

During an emergency incident, the BHCP must be closed to the general public and, under the guidance of an RSPCA Wildlife Officer, prepared to receive wildlife casualties. At this stage, small numbers of volunteers may be required to assist in the set-up of equipment and general preparation of the BHCP. BHCP Managers should also prepare for other volunteers to present themselves (when requested to do so), by ensuring that sign-in sheets, health and safety information, weather updates and survey/recovery equipment are available.

Additional volunteers will be requested to attend a specific location or BHCP by their volunteer organisation. BHCP Managers will be informed to expect an approximate number of volunteers and receive guidance from WRMG about which areas survey volunteers should be deployed to, based on the information available.

BHCP Managers should ensure that no survey volunteers are deployed to a location without a Survey Volunteer Supervisor, who will act as a liaison between the BHCP and any Local Authority Beachmasters conducting beach cleaning operations on site. Surveyors should be deployed in groups of five (four surveyors and one supervisor). Recovery Volunteers may extract small wildlife from beaches in pairs, as long as both are trained and sufficiently capable.

Every BHCP Manager should appoint a deputy who must be able to establish and maintain the operation of a BHCP in the Manager's absence. During significant incidents, it will be necessary for the deputy to take on managerial responsibilities in partnership with the BHCP Manager to ensure efficiency and continuity.

4 BHCP Manager Actions

Upon being notified that a BHCP is required, the BHCP Manager should ready their facility to receive wildlife casualties and volunteers. The specific actions required will depend on the facility, however all Managers should ensure that the following actions are completed:

- Confirm that the facility is available to be used as a BHCP and notify any relevant internal staff.
- Following advice from the WRMG, contact BHCP volunteers and request that they attend to assist in the set-up of the facility. Volunteer attendance may be staggered to ensure the number of volunteers is proportionate to the severity of the incident.
- Locate the 'Action Box' and assign a volunteer to act as Stock Controller. This volunteer must check the contents of the box and log any equipment removed and returned.
- Appoint a volunteer to operate a 'Reception' desk, ensuring that all volunteers sign in and out of the BHCP, return any survey forms and read the health and safety guidance. A second volunteer should record wildlife casualties coming into the BHCP, ideally using the electronic form.
- Work with other volunteers to arrange equipment and furniture under the guidance of an RSPCA Wildlife Officer assigned to the BHCP.
- Make weather and tide information available to those working in the BHCP (ideally on a whiteboard or similar) and assign a volunteer to regularly update the information.
- Ensure there are at least two volunteers to answer phone calls into the BHCP. Each volunteer should be briefed in how to deal with various scenarios, from Survey Volunteers calling in live-stranded wildlife to media enquiries.
- Ensure regular updates are shared with the WRMG, at least once a day, following the template in Section 4.
- Maintain accurate records of any financial expenditure incurred.

5 BHCP Role Profiles

Role Profile: BHCP Managers

A BHCP Manager will have operational knowledge of the facilities and infrastructure available in either the Living Seas Centre or Scarborough Sea Life Centre. Furthermore, each manager must be comfortable supervising volunteers and have good organisational skills. BHCP managers should be able to work as part of a wider team whilst having the confidence to take decisions based on information received from WRMG, health and safety considerations and advice from partner organisations. Each manager will work closely with RSPCA Wildlife Officers to ensure appropriate wildlife care and smooth operation of the BHCP.

BHCP Managers will be responsible for:

- Overall set-up, running and break-down of BHCP, including the supervision of volunteers.
- Reporting regularly to the WRMG and maintaining communication with RSPCA Wildlife Officer and volunteers.
- Ensuring appropriate wellbeing and safety of their own organisation's volunteers and any additional volunteers assigned to them.
- Collating all completed survey sheets and casualty recording forms and submitting to WRMG Chair.
- Maintaining accurate records of financial expense relating to the operation of the BHCP (where appropriate/necessary).

Role Profile: BHCP Volunteers

BHCP Volunteers will assist the BHCP Manager in ensuring that the facility runs smoothly and efficiently.

It would be useful for BHCP volunteers to have operational knowledge of the venue in which they are assigned, however this is not essential. All BHCP volunteers must have good organisational and communication skills. Volunteers should be prepared to be flexible in their role in order to support the day-to-day running of the BHCP. Duties may include light manual work in order to assist in the set-up and break-down of the BHCP, alongside maintaining accurate records of wildlife casualties admitted and distributing equipment to other volunteers. All BHCP volunteers will report to the BHCP manager and support the work of the RSPCA Wildlife Officer.

BHCP Volunteers will be responsible for:

- Various duties but may include assisting in the set-up and break-down of the BHCP, distributing equipment, assigning volunteers to a beach supervisor, cleaning and simple maintenance of equipment and centre, accurate record keeping, wildlife care, updating weather/tide reports.

- Recording all wildlife casualties entering the BHCP, including where they are transported to and any first aid given.
 - The organisation and distribution of equipment to survey volunteers.
 - Signing volunteers 'in' and 'out' when they present themselves at the BHCP.
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6 BHCP Manager's Incident Log

Throughout active operations, it is good practice to maintain a log which summarises all actions and decisions carried out by the BHCP (see appended templates). In the first instance, this would include things like how many volunteers responded to the call for help; when the first wildlife casualty was admitted; whether additional resources had to be sought etc. Not only does this help record actions for reporting purposes after the incident, but it will help to complete the BHCP daily update report to the WRMG.

7 BHCP Daily Update Templates

At the end of each day of operation, the BHCP Manager should update the Wildlife Response Management Group (WRMG) via email, using the template list below. This email should also be shared with any persons acting as a second BHCP Manager to aid in hand-over, but should not be circulated any wider. In a significant incident, the WRMG may request more frequent updates.

1. Wildlife Casualties
 - a. How many have been admitted to BHCP in last 24 hours?
 - b. What kind of condition are they in? (oiled/distressed/injured etc.)
 - c. Which locations have they been collected from?
 2. Volunteers
 - a. How many volunteers have been involved in last 24 hours? (use the sign-in sheet)
 - b. Are there any particular locations with high numbers of stranded wildlife?
 - c. Any new information highlighted by volunteers on-site?
 3. Is the level of resource currently sufficient?
 4. Any questions/issues?
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8 Financial Controls

BHCP Managers must maintain records of any financial expenditure during an emergency response including any refreshments purchased, additional equipment procured and any other costs. All receipts/invoices must be kept and a summary of any financial expenditure shared with the WRMG Chair once a response has concluded. Each individual organisation will be responsible

for claiming any financial reimbursement from the polluter (where applicable). This is usually done through the Maritime and Coastguard Agency.

9 Media Enquiries

Any media enquiries received by the BHCP Manager or other staff/volunteers should be passed onto the WRMG at the earliest opportunity. The RSPCA will lead on any necessary media responses on behalf of the WRMG. No individual officer should speak to the media on behalf of the group without being specifically requested to do so.

No social media posts or responses to media requests regarding the emergency response should be published without WRMG agreement.

Date: _____

BHCP Appendix A2: MUST be completed by Survey Supervisor

NAME	No. of Vols in Group	Survey Location	Mobile Phone No.	Briefing Complete?	Survey Sheets Submitted?

Privacy Notice: The details you provide on this form will only be used for the purposes of effectively responding to a single emergency incident and will be deleted once the response has been stood down. The information provided will only be used to maintain communication between yourself, as a Survey Supervisor, and the Wildlife Response Management Group or Beach Head Collection Point. Your details will not be shared with any other organisation, except in an emergency to secure the safety of yourself and other volunteers.

Date: _____

BHCP Appendix A2: MUST be completed by Survey Supervisor

NAME	No. of Vols in Group	Survey Location	Mobile Phone No.	Briefing Complete?	Survey Sheets Submitted?

Privacy Notice: The details you provide on this form will only be used for the purposes of effectively responding to a single emergency incident and will be deleted once the response has been stood down. The information provided will only be used to maintain communication between yourself, as a Survey Supervisor, and the Wildlife Response Management Group or Beach Head Collection Point. Your details will not be shared with any other organisation, except in an emergency to secure the safety of yourself and other volunteers

BHCP Appendix B: Wildlife Casualty Admission Record – Only use when electronic version is unavailable

2. Transference						
Box No.	Collected By	Taken To	Date	Time	General Alertness	Additional Notes
E.g.	RSPCA	RSPCA - East Winch	21/09/17	16:50	Quiet but reactive	
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

BHCP Appendix C: Manager's Incident Log

					Log No:
Date		Time		Manager	
Brief Summary of Actions and Decisions:					
					Log No:
Date		Time		Manager	
Brief Summary of Actions and Decisions::					
					Log No:
Date		Time		Manager	
Brief Summary of Actions and Decisions::					
					Log No:
Date		Time		Manager	
Brief Summary of Actions and Decisions::					

BHCP Appendix D: Establishing a BHCP Action Checklist

BHCP Manager's Initial Actions

When a request to establish a BHCP at your facility has been received...

- Request the attendance of BHCP volunteers from your organisation (other organisations will do the same)
- Locate the Environmental Incident Wildlife Response Plan 'Action Box' and prepare volunteer sign-in sheets (Appendix A)
- As first volunteers arrive, assign the following actions:

BHCP Volunteer Initial Actions

A. Identify at least two individuals to act as BHCP Reception.

These volunteers will be the first contact for all volunteers and staff coming into the BHCP. Duties will include supervising volunteers signing in and out and recording wildlife casualty admissions (ideally on the spreadsheet in Appendix B).

B. Identify at least two individuals who are able to answer telephone calls into the BHCP.

Volunteers should use the live-stranded casualty reporting forms to record accurate information and forward to the RSPCA Wildlife Officer for action. Any media enquiries should be passed to the BHCP Manager.

C. Identify one individual to act as a stock controller for the 'Action Box'.

This volunteer should familiarise themselves with the contents of the box and ready the equipment for use. In certain circumstances, it may be useful to take out items and place on tables so that volunteers can easily access the equipment and information, however the stock controller should remain in close proximity of the equipment.

D. Identify one individual to maintain weather information.

The volunteer should find accurate weather and tide forecasts for the day and display in the BHCP either on a whiteboard or a printed sheet. These should be updated throughout the day.

E. Other volunteers should prepare the facility for use i.e. work with the RSPCA Wildlife Officer to structure rooms/tables, make-up cardboard boxes and prepare towels/newspaper etc.

BHCP Appendix E: Live-Stranded Wildlife Reporting Forms

					Report No:
Date:		Time:		Completed By:	
Species	No. of Individuals	Oiled?	Injured?	Mobile?	
Location (please record as much detail as possible)					
RSPCA Wildlife Officer Informed?					

					Report No:
Date:		Time:		Completed By:	
Species	No. of Individuals	Oiled?	Injured?	Mobile?	
Location (please record as much detail as possible)					
RSPCA Wildlife Officer Informed?					

					Report No:
Date:		Time:		Completed By:	
Species	No. of Individuals	Oiled?	Injured?	Mobile?	
Location (please record as much detail as possible)					
RSPCA Wildlife Officer Informed?					

BHCP Appendix F: Telephone Message Forms

Date:		Time:		Call Taken By:	
Message:					
NB: Do not use these forms to record wildlife live-strandings. Use Appendix E forms instead.					
Call-back Required?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, record the contact details below.					
Name:					
Phone Number:					

Date:		Time:		Call Taken By:	
Message:					
NB: Do not use these forms to record wildlife live-strandings. Use Appendix E forms instead.					
Call-back Required?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, record the contact details below.					
Name:					
Phone Number:					

Date:		Time:		Call Taken By:	
Message:					
NB: Do not use these forms to record wildlife live-strandings. Use Appendix E forms instead.					
Call-back Required?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If yes, record the contact details below.					
Name:					
Phone Number:					