

Community Emergency Hubs

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Today's session

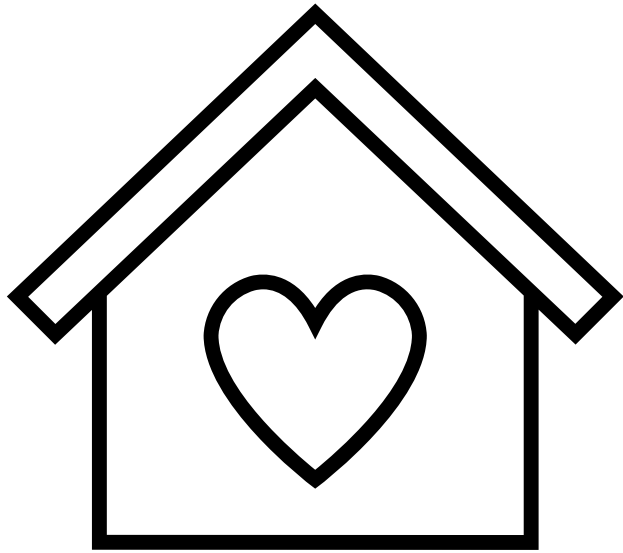
HUBS - WHAT, WHY AND HOW

SETTING UP A HUB

RUNNING A HUB

WHAT NEXT?

QUESTIONS



What is a Community Emergency Hub?

- ▶ A place for a **community** to coordinate its own efforts to help each other during and after a disruption such as a flood or loss of power.
- ▶ **Run by the community**, for the community and operated by local people who turn up (spontaneous volunteers).

Setting up a
hub

LOCATION

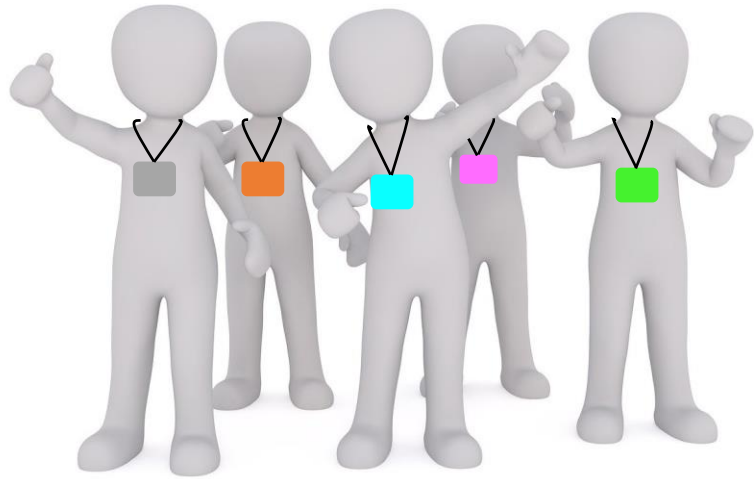
COMMUNICATION

COORDINATION

CONTENTS

Location





Communication

- ▶ You don't need a defined Community Emergency Group
- ▶ It works on the basis that the people who turn up might not know each other
- ▶ There is no community sign up required
- ▶ **But you DO need to involve the community in its creation**

Coordination

Activation -
first on
scene

Roles -
seven roles
to allocate

Team Roles

The Hub Supervisor oversees all activities in the hub and makes sure it runs as safely, effectively, and efficiently as possible.

The Receptionist welcomes people and provides information on what the hub is for and what it can/can't provide.

The Information Officer coordinates all information for the hub. This includes all information coming in from the community alongside the information that may come in from the local responding agencies. May be supported by a **Public information Officer**

Needs & Offers Officer matches people who need specific assistance with people or resources that can help them.

Welfare Officer supports people who need someone to talk to and comfort them.

Facility Manager keeps the facility clean and tidy and ensures that everything is functioning.



- ▶ Anyone coming to the hub should be welcomed and provided with information on what the hub is for and what it can/can't provide. The reception needs to be located near the front of the hub and be easily identifiable.



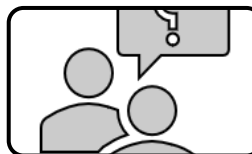
Greeting people

Be friendly and approachable and direct people to the areas or volunteers who can help with their query.



Stay calm

Expect people to be upset, emotional or frustrated, so remaining calm is vitally important as you are their first contact with the hub.



Be honest

If you don't know the answer, be honest and direct them to someone who might be able to help.

What next?

Ensure that key members of the community are on board

Identify a suitable location

Register your interest on the DCRF form

Collect the box and store it in a safe, accessible place

Register your hub using the DCIoS registration form

Questions



SARAH Act

In any negligence / breach of statutory claim that is brought where the court is determining the steps a defendant should have taken to meet the applicable standard of care, it will be required to have regard to whether:

- a) the alleged negligence/breach of duty occurred when the defendant was acting for the benefit of society or any of its members
- b) in carrying out the activity [...], the defendant had demonstrated a generally responsible approach towards protecting the safety or other interests of others and
- c) the alleged negligence/breach of duty occurred when the defendant was acting heroically by intervening in an emergency to assist an individual in danger and without regard to his own safety or other interests

There is no known instance when anyone, anywhere has been prosecuted for their actions in tackling an emergency.

INSURING SPONTANEOUS VOLUNTEERS

On insurance, consult the Cabinet Office (2019) publication: “Planning the coordination of spontaneous volunteers”.

Read the Cabinet Office guidance and consult your insurer to get advice on:

- > If guided spontaneous volunteers may be deemed as temporary employees as you task and guide them.
- > If your Public Liability Insurance may cover claims made against your organisation for any damage a spontaneous volunteer has caused.
- > If your Employer Liability Insurance may cover claims made against your organisation for injury to the spontaneous volunteer.
- > If your insurance is unlikely to cover anyone who acts recklessly or anyone who is entirely self-guided.

Source: National Consortium for Societal Resilience+: Spontaneous Volunteers - Briefing for Resilience Partners

For more information - [Getting volunteer insurance | NCVO](#)