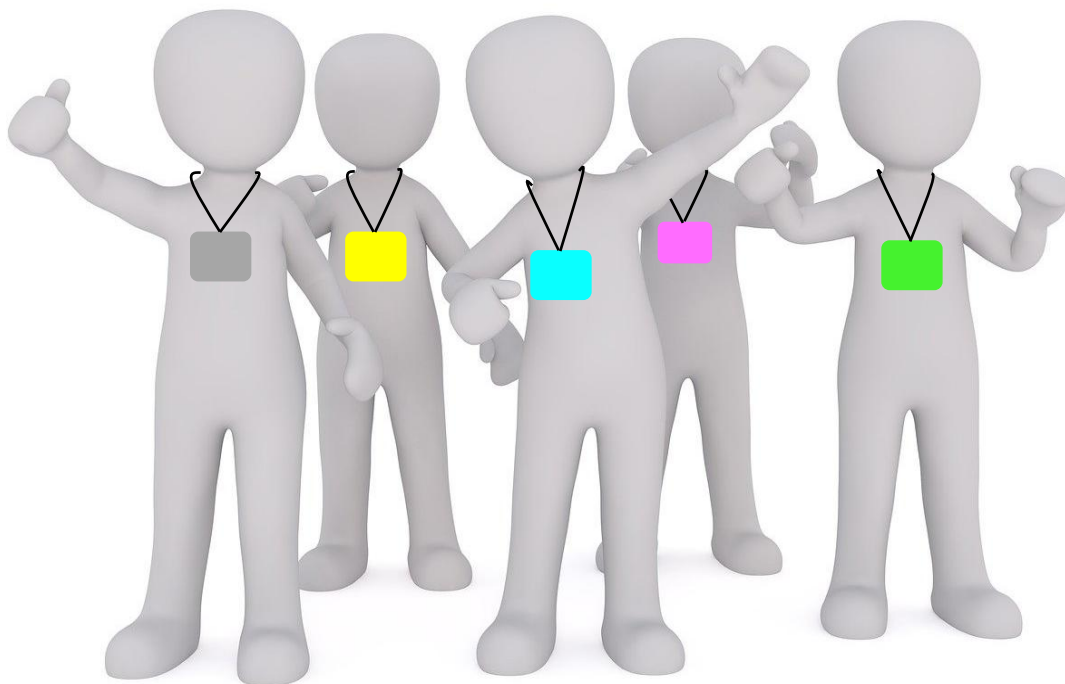




Community Emergency Hubs Guide



THE OBJECTIVES OF THIS GUIDE ARE TO:

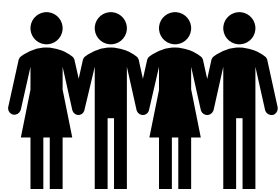
- **Provide a template for your community to help itself in an emergency.**
- **Help your community during an emergency using your own resources and expertise.**
- **Provide a safe gathering place for members of the community to support one another.**
- **Provide a geographic location for information sharing between community members and the responding agencies.**

About this guide

Communities have successfully operated community emergency hubs in a range of situations, and this guide draws on that experience. The approach described here is not the only way to establish or run a community emergency hub.

This guide is intended as a suggestion to help communities think about how they might set up and run a community emergency hub during an emergency. Every community is different, and the information in this guide may not cover all circumstances, risks, or requirements for your local area.

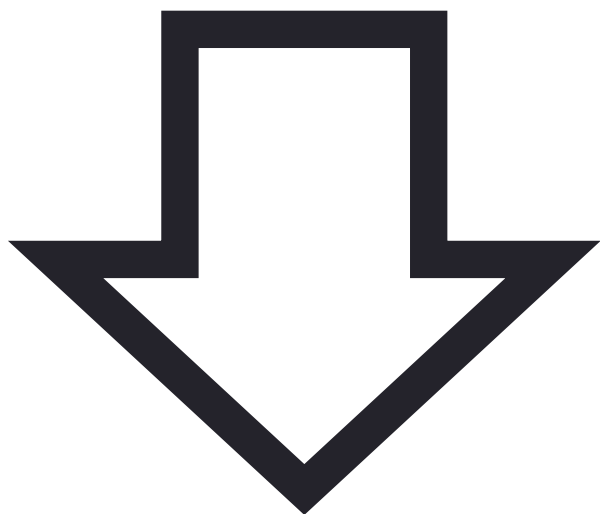
Users of this guide must ensure that any activities they undertake comply with all relevant laws, regulations, and safety requirements and work with any building owners to ensure compliance with risk assessments.



Acknowledgements

This guide is based on the work developed by Wiltshire and Swindon Local Resilience Forum; we acknowledge their creation of the original model and thank them for granting permission for its use.

What's in this guide?



This guide is designed to help you set up and run the Community Emergency Hub. Although in an ideal world everyone would read the whole guide, it is designed that you can easily skip to the part that is pertinent to you or your community at that time.

Section 1



**WORKING AS PART OF
A TEAM**

Section 2



SETTING UP THE HUB

Section 3



**YOUR COMMUNITY
RESPONSE**

Section 4



RECOVERY

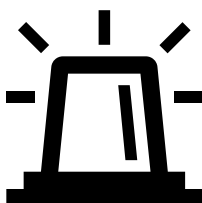
Incidents and Emergencies

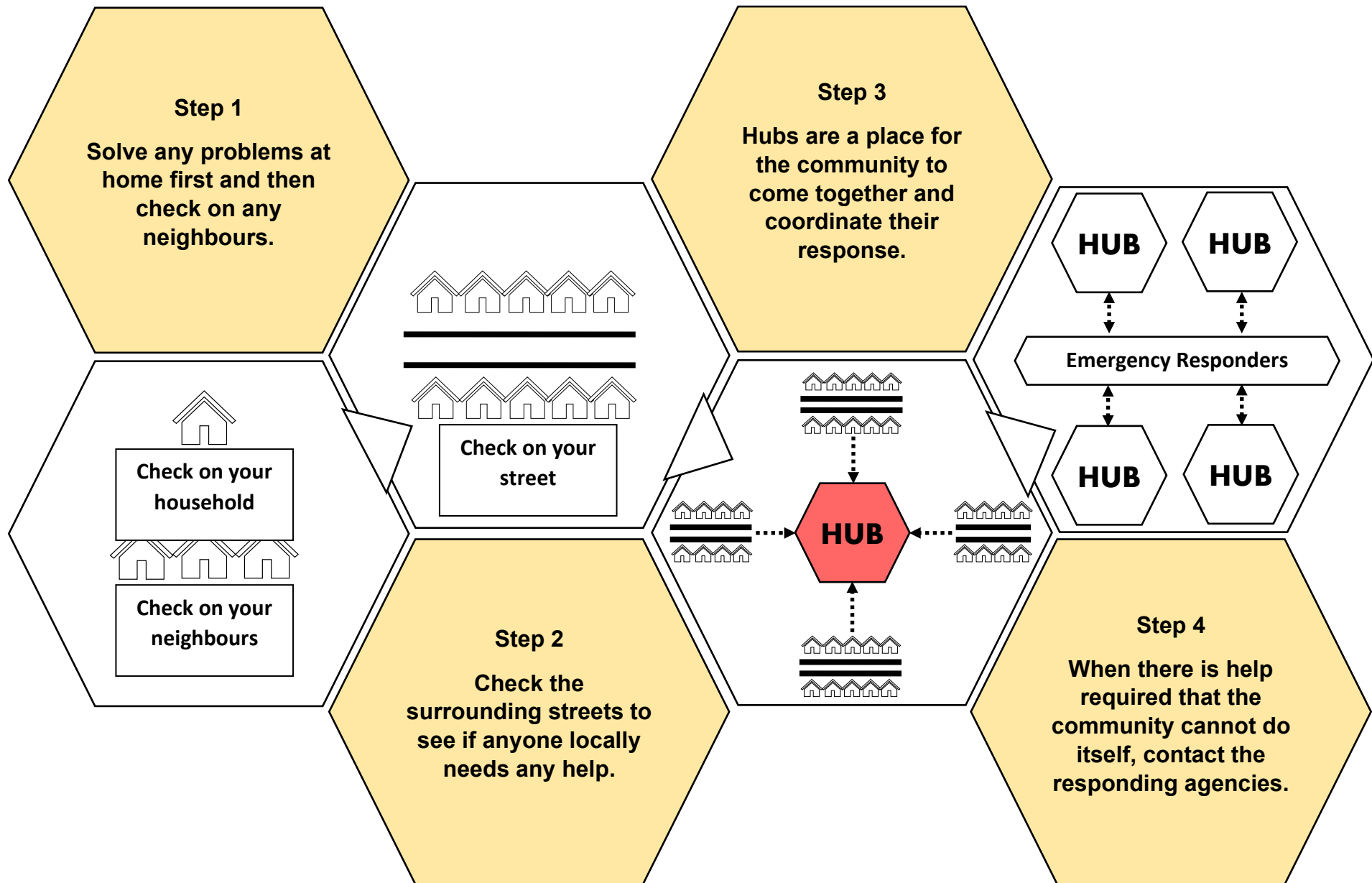
During incidents, emergency services, local authorities and all associated responders need the help of local communities to manage the incident and to achieve the best possible outcome.

Communities have many skills, resources and knowledge which are invaluable in emergencies. Whether this is helping yourselves or assisting the emergency services, anything you can provide is greatly received.

The Community Emergency Hubs are a great way of the community coming together, without the presence of emergency services, to help one another but also a quick and efficient way to communicate with the wider responding agencies. It is important to let your community know in advance that this resource exists and may be activated in an emergency, so people understand where to go for help, or how they can offer help themselves. Consider the best ways of sharing this information with the community to maximise awareness and engagement.

In an emergency, some people may need extra help or become vulnerable because of the situation. Therefore, it is important to carry out the checks on your neighbours and streets outlined on the next page.

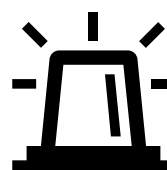




Wider response

Responding agencies (including the **Police, Fire and Rescue Service, Environment Agency, Utilities, NHS, and Local Authorities**) are likely to be very busy during a large-scale incident and will therefore need to prioritise where assistance is required and may not respond to every issue immediately. Despite this, it is vital that all life-threatening situations are continued to be called into 999.

- All hubs are provided with digital versions of the Community Emergency Hub Guide and Action Cards; these should be printed to ensure access even during power outages
- Work with your community to gather the essential equipment needed to support the establishment of your Community Emergency Hub. Items may already be available locally to borrow or be something you already have, while others will need to be purchased. Useful items include torches, wind up radios, hi-vis vests, lanyards, local maps, and items that can help keep people warm or provide immediate warmth when needed. Store these supplies together in a clearly marked box, along with the printed guide and action cards, either at your proposed hub location or another easily accessible site
- Some communities may have a small emergency group who run their hub; however, this is not essential, and the hubs are designed to be run by anyone in the community working with people they may not know
- Some other community groups may also activate in an incident; it's important that the hubs work alongside these groups as much as possible
- People working in the hub have no legal powers and cannot force anyone to do anything
- Emergency Services/responding agencies may communicate with the hub, but this will not always be the case



Facilities map

Every facility is different and embracing this concept is what makes the scheme unique. The Community Emergency Hub Box is flexible and designed to be transferable to a range of different locations within your community, however having pre-identified location(s) can assist in communicating where your community would need to go. There are no set requirements for a venue to be used as a Community Emergency Hub. However, you should consider the different needs and access requirements within your community.

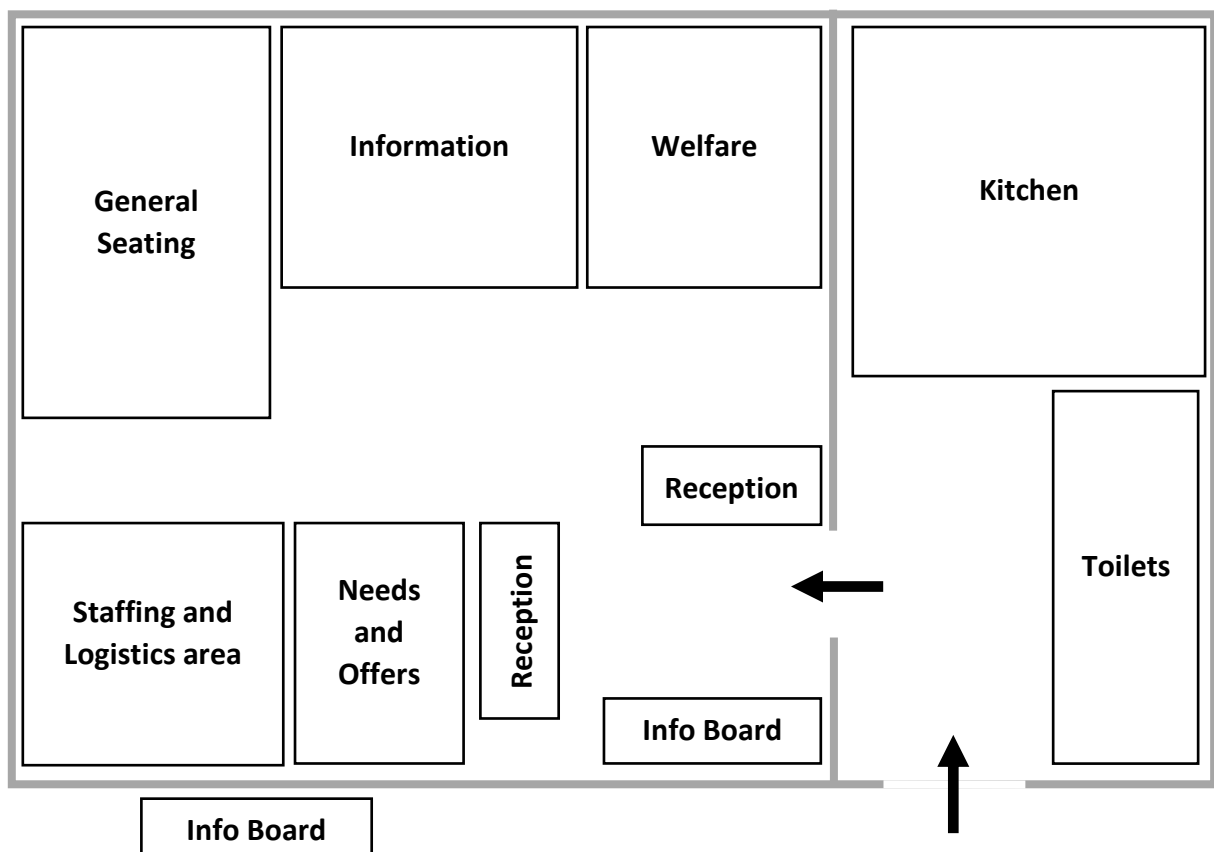
It is expected that they contain or at least have access to:

- toilets
- running water or the ability to store bottled water
- tables and chairs

It is advantageous if the venue has:

- disabled access
- heating
- electricity or potentially a generator
- a kitchen or drink making facilities
- games and books

Here is an example of how you might choose to set up a hub. This is only an example using a simple community hall style and it is up to your community to decide how to layout your sections.



Insurance and fire safety

Community Emergency Hubs are likely to operate from local venues such as village halls, community centres, faith buildings or other community or privately owned and operated premises and should have insurance, and appropriate risk assessments in place. If you are pre identifying a community emergency hub location, check with the building owner that the insurance, fire risk assessment and health & safety risk assessment is suitable for this purpose. The Community Emergency Hub Box is designed to be flexible and transferable to a range of different locations within your community, so this won't always be possible.

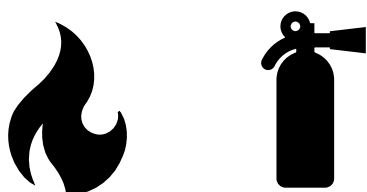
If the premises is regularly used by the community, it is likely that there is a fire evacuation plan pre-written, this should be found, read and understood by the volunteers. There may be extinguishers and fire blankets available for use, but these should only be used by those trained to use them, if in doubt evacuate and call 999.

When setting up the Hub check that any designated emergency exits in the plan are unlocked and clear from obstruction (and keep them free). To ensure safety, encourage people to avoid overloading power sockets with excessive extension lead and ask everyone to be mindful of using electrical equipment that appears unsafe, such as items with exposed wiring or improperly rewired plugs.

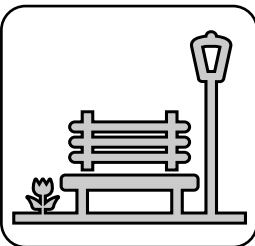
Waking watch

The Community Emergency Hub is not intended to provide overnight accommodation. However, in the unlikely event that it is necessary to keep the hub open overnight to offer a safe place for people to sleep, additional fire safety arrangements must be put in place to ensure the safety of all occupants. It is unlikely that the building will have a fire alarm system designed for waking people who are asleep. Two volunteers should be nominated to remain awake throughout the night, either continuously or on a shift basis. Their role would be to raise the alarm and wake the occupants in case of a fire occurring and the building needing to be evacuated. It is important they have access to all parts of the building, so a fire does not go undetected.

You will also need to consider what additional support certain people may need to evacuate or to be alerted, i.e. which of the occupants may need support with walking or are hard of hearing and may need physical rousing.

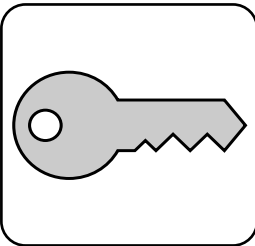


Accessing the Hub



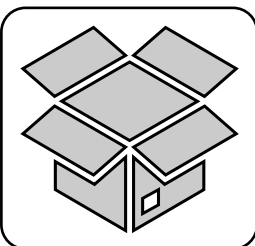
Check the environment is safe

Are there any potential hazards nearby that might threaten the facility or cause concerns for visiting community members? If the area looks unsafe, identify an alternative location.



Locate the keys

Identify how to open the facility. Does it have a key box or a number for the key holders on the outside? We ask all hubs to have an easily identifiable method for activation that is obvious to members of the community.



Locate the Hub Pack/Box

All hubs should have a guide and action card pack and/or box of essential equipment. All hubs are asked to keep this in an easily identifiable and accessible location, that should be marked on a noticeboard as you walk in.



Identify a safe working place

Some hubs might be more than one room. It's important you identify the most appropriate space to use consider health and safety. Ideally there should be disabled access and some segregation between areas, with easy access to facilities.



Clean up

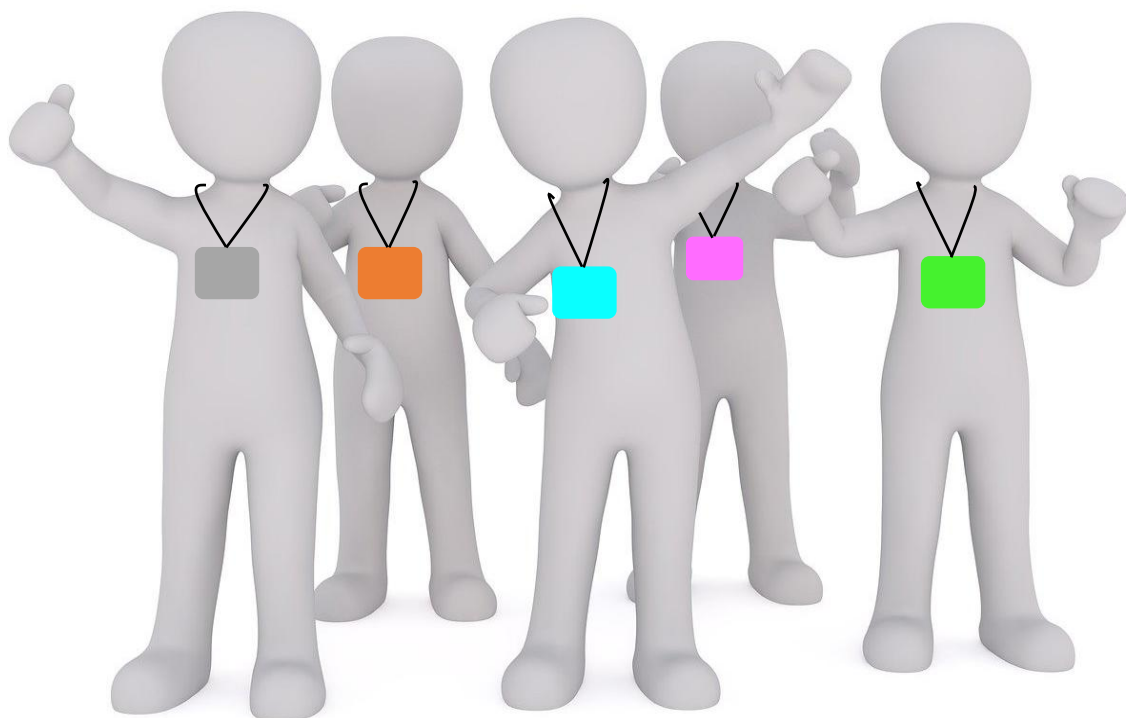
Make sure the hub is clean and tidy before opening, move any furniture or tables that are obstructive. Ensure all walkways are clear.

SECTION 1

Working as part of a team

In this section:

- Bring everyone together
- Assign roles
- Hub Supervisor
- Information Officer
- Receptionist
- Public Information Officer
- Need and Offers Officer
- Welfare Officer
- Facilities Manager
- Role handovers



Bringing everyone together

Once the hub is ready, it's important that a group of volunteers come together to understand the roles and activities required. Some hubs will have a pre-identified group who all know one another and are used to working with each other, while others will be completely new to each other and have never volunteered in an emergency before. Either way, the group should come together and form a response group and work out how to respond to the task at hand and proactively support the local community.

You are here to:

- Provide information to your community so they know what is going on and how to stay safe
- Understand what is happening locally by gathering information
- Help your community using your local knowledge and information
- Provide a safe place for the community to come together

One of the key aspects is to make sure everyone has a clear understanding of the overall situation as this can then help them make better and informed decisions.

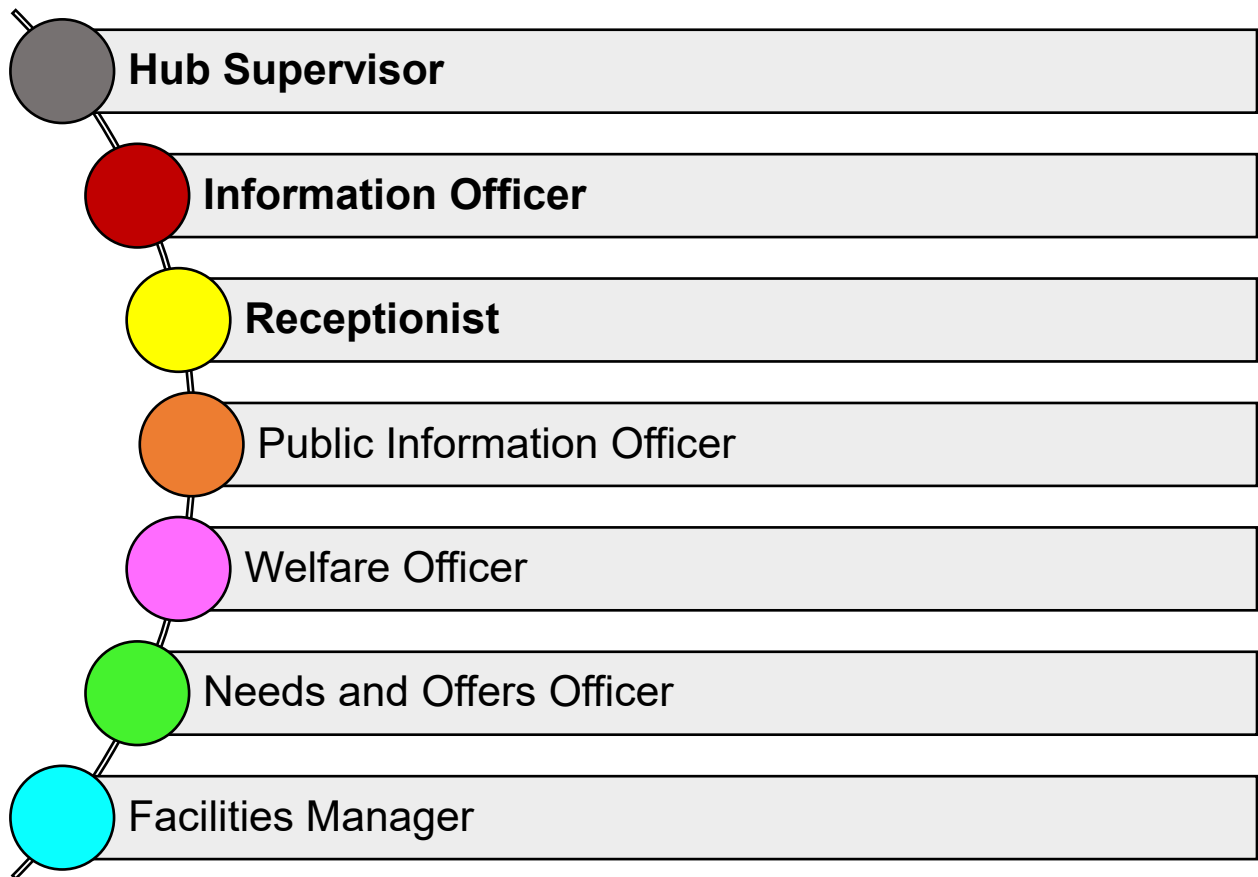
Safety is the number one priority. If you cannot do something safely, do not do it. If a situation is life-threatening, phone 999.

Assign roles

You may find it easiest to appoint a **Hub Supervisor** as the first action. This might help initially with organising the rest of the team. Having a Hub Supervisor will also ensure that the group concentrate on the whole task at hand from the very beginning. As you start to organise the overall team you might find it's appropriate to change the person in the Supervisor role.

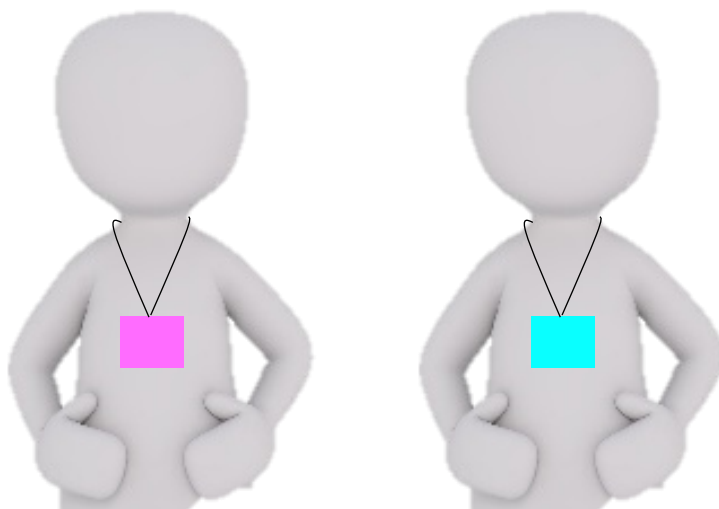
What are the roles?

Below are some suggestions of possible roles. You do not need to follow these; however, we have highlighted in **BOLD** the ones we feel are most important. Dependant on the numbers of people you have available, you may need to double up on roles (hold more than one role each), or you might have multiple people carrying out a role together.



Role lanyards

Each role has a corresponding lanyard, which we ask the volunteer to wear to make them conspicuous and easily identifiable. The lanyard has the role/volunteer title on one side with the key tasks on the back.





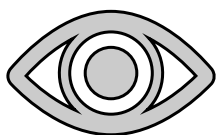
The Hub Supervisor oversees all activities in the hub and makes sure it runs as safely, effectively, and efficiently as possible.

This includes making sure that all roles are being carried out and that everyone in the team is properly supported. The Supervisor must also ensure that key decisions and actions are discussed with the group and, where possible, a consensus is reached. This is a community run scheme and therefore no one person has overall control. However, it is important that effective and informed decisions are made during a crisis.

Key responsibilities

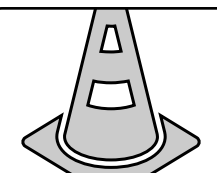
- Coordinate the response in the hub
- Run/hold regular meetings with all volunteers, even if there is no update
- Keep an action and decision log
- Ensure welfare of all volunteers
- Deal with media enquiries where possible

Key tasks



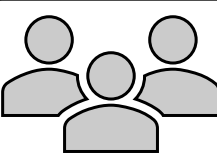
Oversight

Make sure that all roles are allocated to volunteers that best suit their preferences and skill sets. Ensure that no-one feels isolated and is not doing a role that they do not want to.



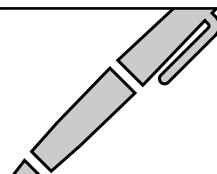
Resources

All volunteers will need to have the correct equipment to undertake their role. This covers equipment from tables to pens and paper alongside additional staffing. If the role needs more help (if more staffing is required it's the Supervisor's responsibility to help locate this).



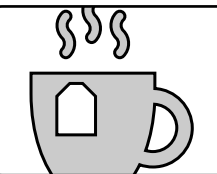
Meetings

Regular meetings will need to be held so that the volunteers are aware of the current situation and future requirements of the hub/incident.



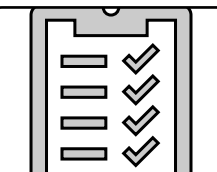
Keep a record

Make sure a record of decisions and actions are kept – this is just so you can look back at what you did. We will not ask for these records, however it's useful to have them to contribute to subsequent learning.



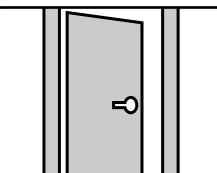
Welfare

It's important that all volunteers are kept well fed and hydrated alongside given breaks. Volunteers in a crisis tend to be keen to work hard for extended hours and forget to take breaks and eat/drink. The Supervisor will need to ensure welfare is a key part of the hub and should be supported by welfare officer.



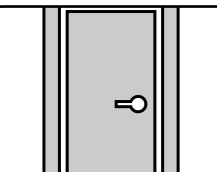
Register

It's important to keep a register of who is working and when. This helps for record keeping and understanding when people need breaks. It is not required to keep a register of community members who use/visit the hub.



Closing up and opening the hub

When the hub is closed for the night, the Supervisor must ensure it is locked and then reopened the following day if required. Signage may need to be put up highlighting the hubs opening hours (this may also need to be passed to any responding agencies you are working with).



Shutting down the hub

When the community feel the hub is no longer needed, the Supervisor must ensure the hub is shut down and packed away. Should you be liaising with any multi-agency organisations it will be important to notify them that you are also closing.

Working with the Media

The Media are an important part of any incident and will be managed by the statutory responding agencies. If media arrive at the Community Emergency Hub, it is recommended they are directed to statutory organisations. The supervisor should consider what you allow the media to see of the hub, it is crucial they are managed effectively to protect the privacy of individuals who may be at the hub. Permission should be sought from individuals before they are filmed or if they are clearly identifiable in the background. You should be aware of data protection laws, like GDPR and ensure no personal information is released to the media.

	
WHAT CAN I SHARE?	WHAT CAN'T I SHARE?
Anything the media can see (as if they were a member of the public).	Any personal information or details about your community. <i>Some individuals may choose to share their details.</i>
General Information (it's busy, it's really quiet, we've had lots of offers of assistance).	Addresses or contact information of the community.
Public Information you have received from the emergency responders.	Details of deaths or injuries.
	Details on people homes.

Legal Information

In general, you do not have any special legal powers when working as part of the hub. Legal regulations or law does not prohibit community proactiveness. However, it's important that as a community group you operate within the law. You must ensure safe working practices and work to promote and ensure health and safety within the hub.



The Information Officer is vitally important in the hub structure. The aim of this role is to coordinate 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.

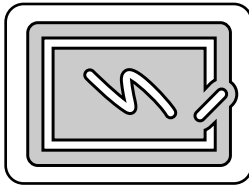
The Information Officer will need to ensure not only that all information is collected but that all relevant matters are displayed to the community. It is up to the volunteer group how this is done, but a common method will be to use display boards in/outside the hub. It may also be relevant to post certain information on community boards, or social media sites if appropriate.

If requests for information are made from responding agencies it is the role of the Information Officer to relay these to the Supervisor.

Key responsibilities

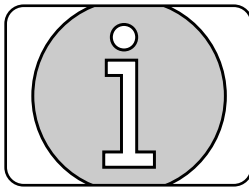
- Collect and display current and accurate information on the situation board. Rely on trusted, reliable sources of information such as local authority and emergency services websites and official social media channels.
- A situation board can be an easel, a white board, or even paper stuck to the door
- Be the main source of information for the hub
- Display maps of the local area, stick dots can be added to show points of specific interest
- Display key information and upcoming weather

Key tasks



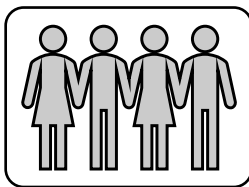
Situation Board

- Display current information on the board.
- Display maps of the local area.
- Display key utility information and upcoming weather.



Keep tabs on what information you need to know

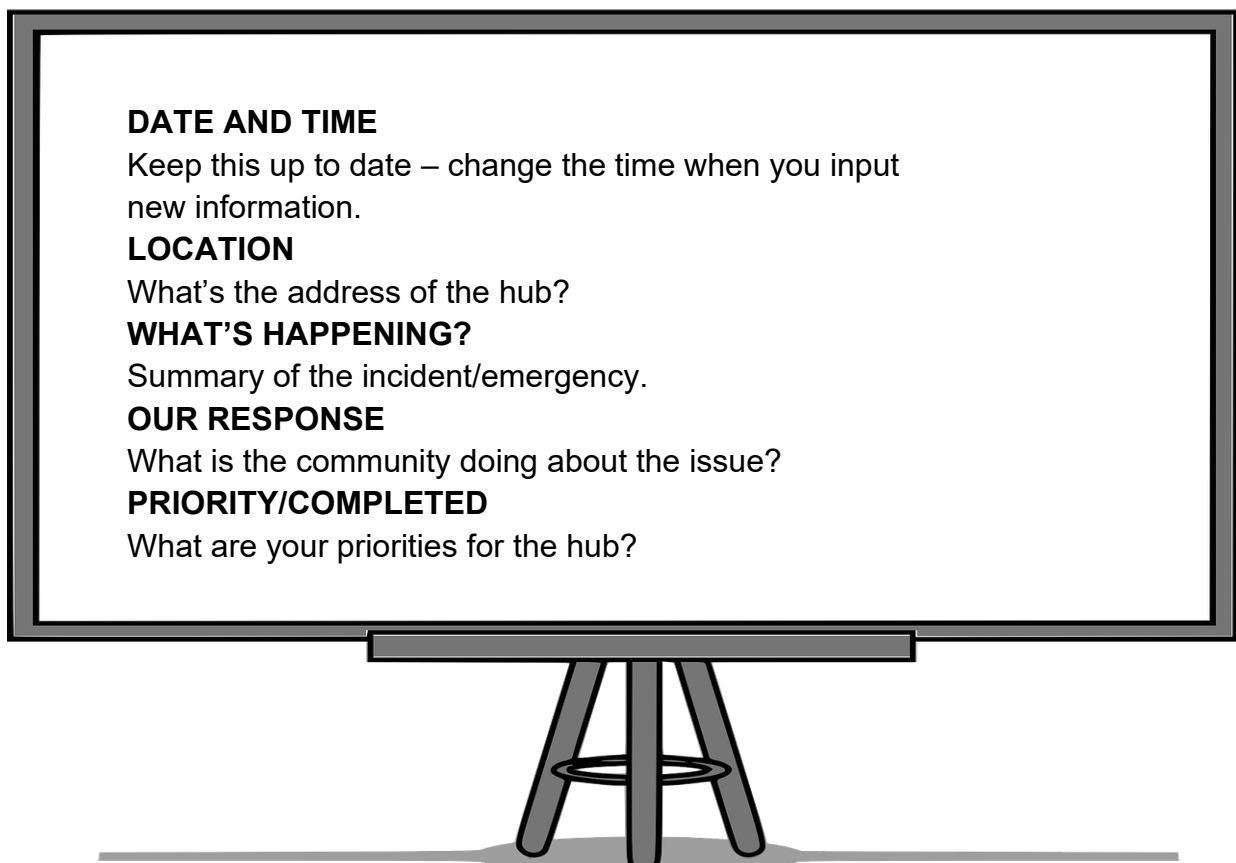
- What information do you require to get a better overview of the situation.
- Is there a specific area of the community you haven't heard from?



Manage all information and any volunteers

- Be the main source of information for the hub.
- Manage any extra information, volunteers and any related tasks.

Suggested SITUATION BOARD layout





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.

Key Tasks



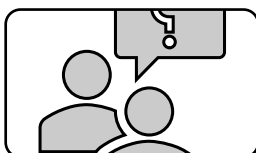
Greeting people

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

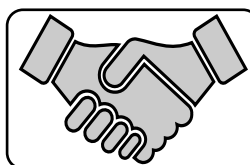
If you don't know the answer, be honest and direct them to someone who might be able to help.



Sometimes the Information Officer might require some extra help and therefore this role has been created. However, in a small-scale incident it likely the Information Officer may be able to complete much of this work themselves.

The key part of this role is ensuring the situation board is kept up to date (as described under the Information Officer page).

Key tasks



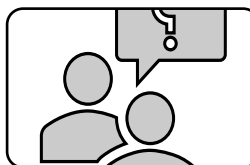
Situation Board

Depending on how busy the hub is, it might be required to help out with the situation board. This could be keeping it up to date or collecting some information.



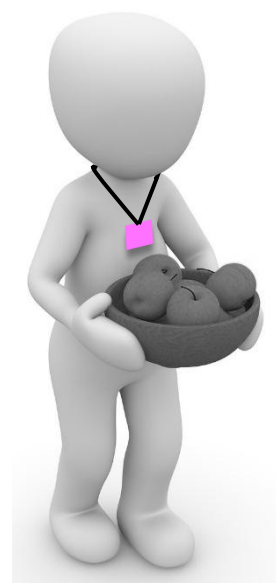
Assist with media enquires

Help the Supervisor out with any media enquiries. Remember, you can only give out publicly available information. Where possible direct media to statutory organisations.



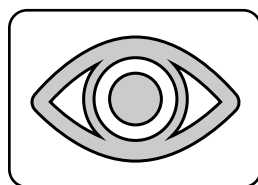
Display any leaflets or posters

Conspicuously display any posters or leaflets that might help the community during the incident.



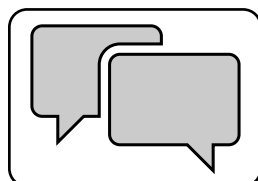
People will use the hubs for many different things including help with specific tasks. However, one regularly neglected area of assistance can be general welfare. People often just need someone to talk to and comfort them.

Key tasks



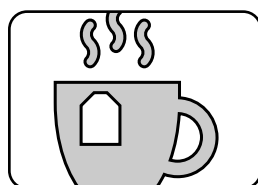
Be visible

Being visible and approachable is important, as people need to know where to easily find you and feel comfortable in your presence.



Provide comfort

Providing comfort comes in a variety of different forms and can simply be just having a conversation with someone or listening to their concerns. Either way, comforting community members is a vital part of response.



Refreshments

If refreshments are provided, it's important these are easily accessible and available.

Providing comfort

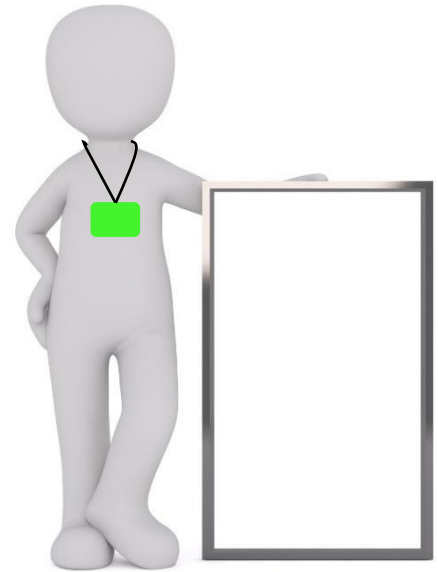
Providing comfort is as simple as just having a conversation with the member of the community or helping them to air any of their issues. This should involve listening to them and then providing any information about the situation and helping them with their practical needs. It's important that you understand you are not a counselling service and that you do not try to delve into anyone's personal issues.

When providing comfort, it's **important to:**

- Help people feel in control in making their own decisions
- Listen respectfully to them
- Encourage them to think about where any extra support can come from (family and friends)
- Take note of what they need
- Remain supportive and do not take anything they say personally

When providing comfort, **avoid:**

- Ordering people around/ telling them what to do
- Tell them it will all be fine, when it might not
- Being distracted - give them your full attention
- Separating them from their friends and family
- React to their emotions personally



As with any incident, the community will require different help for different situations, at the same time there will be plenty of people willing to help in any way they can.

There is a requirement for somebody to organise these different needs and requirements. One way to do this is to split the two into two different “boards” – Needs and Offers. Therefore, one person might come and offer some assistance with clearing debris from a storm, and another community member may come in asking for help to clear the footpath to their home.

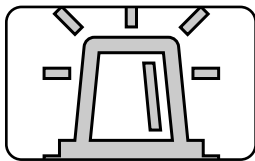
It's imperative that someone manages this situation and matches key needs to offers. There will no doubt be many “needs” that we do not have “offers” of assistance for and this will then lead to matching responses to available resources or by escalating to emergency responders.

Life threatening needs:

- Contact the emergency services immediately on 999!
- Make sure the hub Supervisor is made aware
- Pass information to any multi-agency responders on the scene

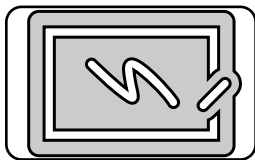


Key tasks



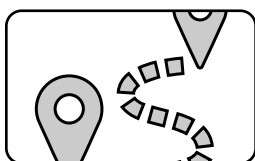
Address life threatening needs immediately

Immediately contact the emergency services on 999!
Make the hub Supervisor aware.



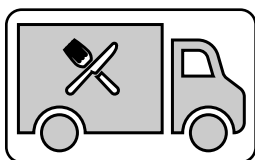
Needs and Offers Boards

Set up a needs and offers board.
Record any needs or offers on separate sections.



Match Offers and Needs

Match any offers of help with anyone in need. This may include contacting each person to arrange the assistance.



Significant Offers

In some cases large offers may be made (from places like supermarkets). Work with the Supervisor to decide what to do with such offers.

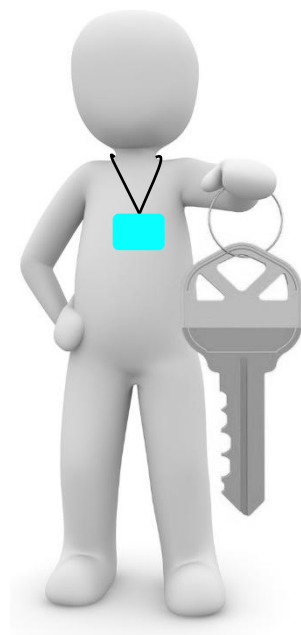
NEEDS AND OFFERS BOARDS

Consider the use of needs and offer boards – **these are large boards that the public can see that identify needs and offers**. However, these do not need to be conspicuously displayed. Ensure that you record the time and dates of needs and offers, along with the people's contact details (not to be put on the display boards). If anyone is only available at certain times, it's also important to record this detail.

Match offers and needs

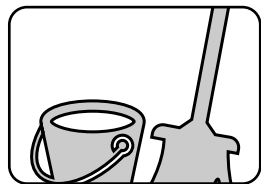
Match the offers and the needs of the community – try to group both to ease the process. Also, to encourage those offering help to have a broader remit. For example, it's better to have a general offer of help to clear debris, rather than a specific offer of help to clear branches on a footpath.

KEEPING THE BOARDS UP TO DATE IS VITAL TO ENSURE ACCURACY AND TO AVOID DOUBLE COUNTING.



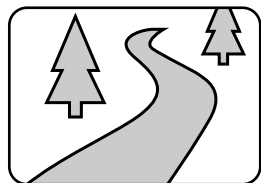
Keeping the facility clean and tidy might not seem overly important, but you'd be surprised how important this is. Keeping it clean and tidy will also ensure that it is safe for the public and that people feel comfortable in the building.

Key tasks



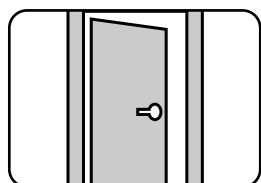
Clean and tidy

Keeping the building clean and tidy, cleaning up any debris and rubbish making sure that people don't slip or trip on anything.



Walkways and paths

Keeping footpaths clean and clear around the building. This could be just making sure they aren't obstructed or might involve clearing some ice and snow around the main entrance.



Opening and closing

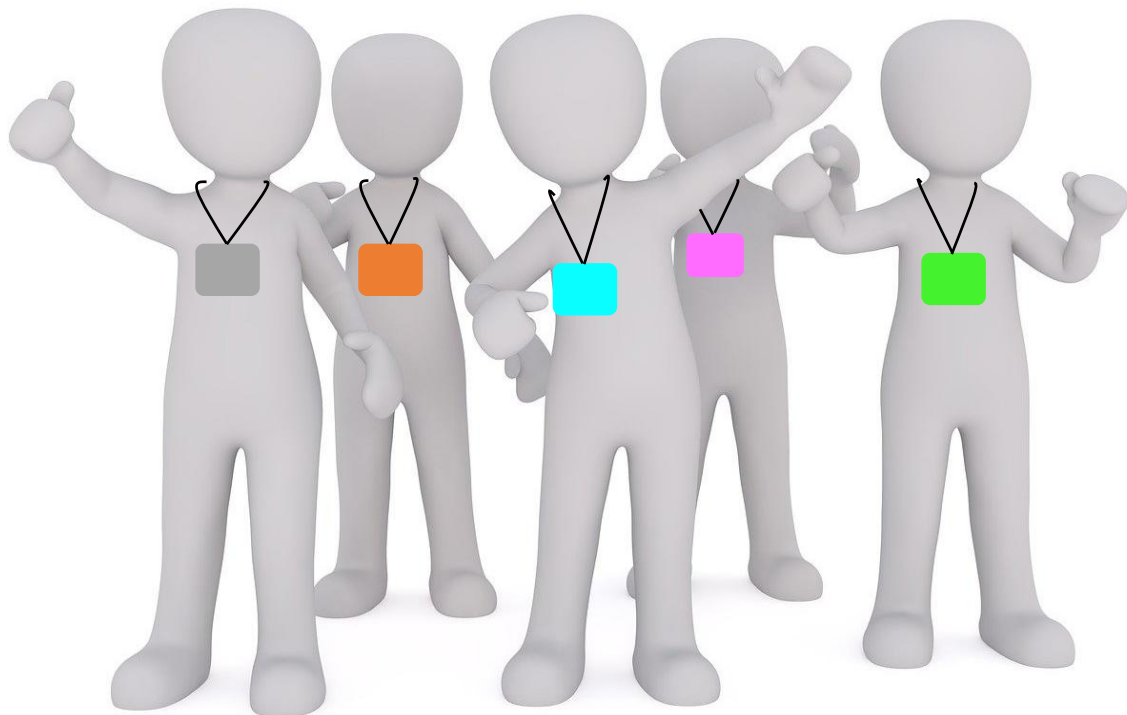
It's not necessarily the Facility Managers responsibility to open and close the hub, but the arrangements need to be known by FM.

SECTION 2

Setting up the Hub

In this section:

- Making sure all roles are filled
- Set up the Situation Board
- Set up areas within the Hub



Setting up the Hub

Once roles have been assigned, it's important that the hub is set up. Each role can set up their own area, however some might require more help than others. The Supervisor should coordinate this process. Not all roles need to be filled prior to activation; roles can be assigned on the day using the easy-to-follow action cards.

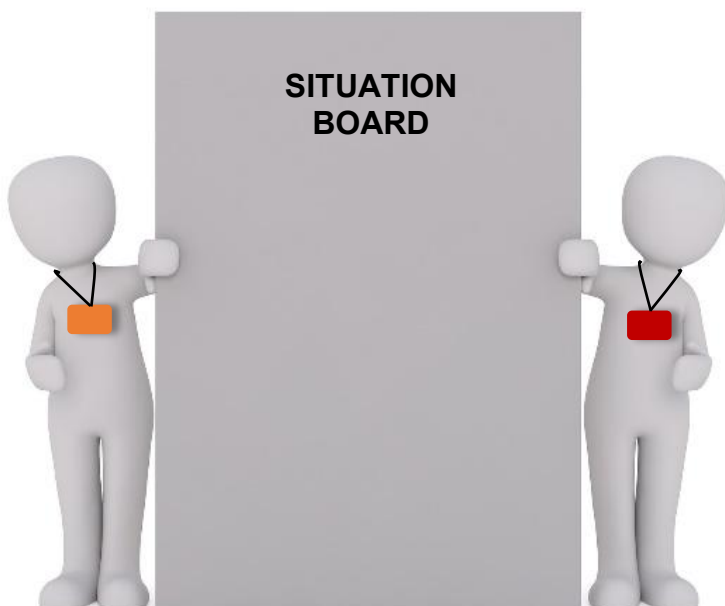
Make sure all roles are filled!

- Supervisor
- Information Officer
- Receptionist
- Public Information Officer
- Welfare Officer
- Needs and Offers Officer
- Facilities Manager



Set up the SITUATION BOARD

- The situation board maintains an overall picture of what is happening and is used to ensure the public can have a quick snapshot of the incident and community response.
- Should you have two boards, it can sometimes be useful to have one board inside and one outside (this will stop people coming in if they only want an update).

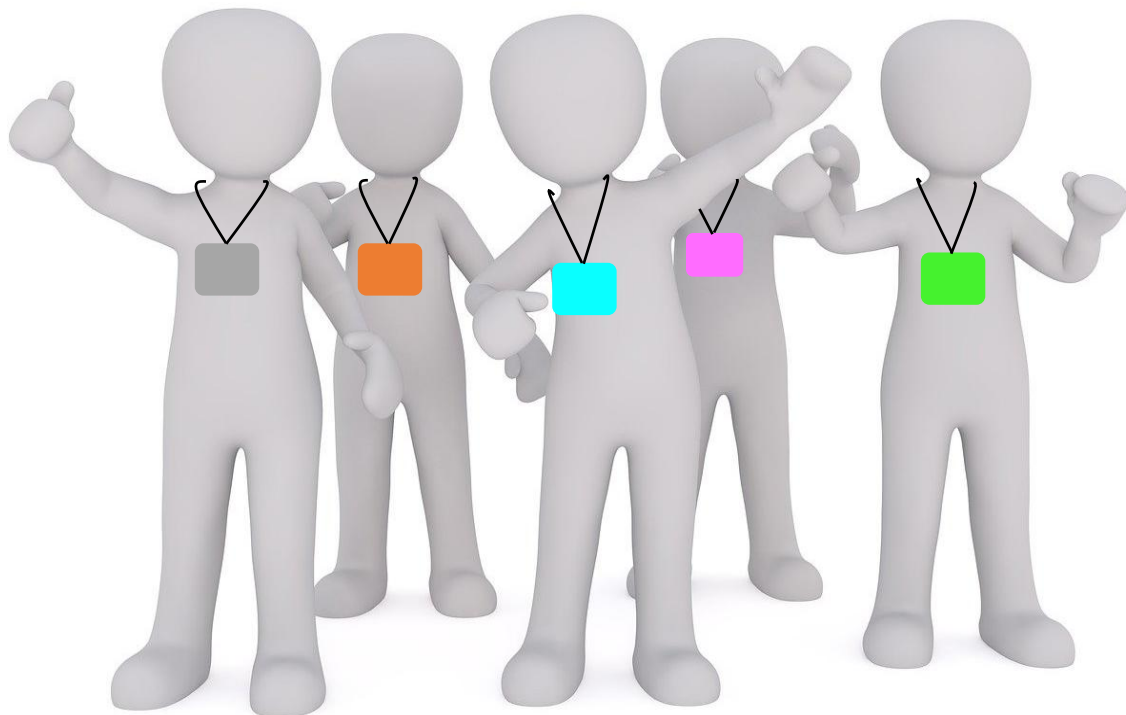


SECTION 3

Your community response

In this section:

- Local ideas and solutions
- Local resources
- Vulnerabilities
- Checking on people and local damage
- Medical assistance
- Shelter
- Water
- Food
- Sanitation
- Key resource statements



Local ideas and solutions

In an incident we are often able to think quickly on our feet and can make rapid decisions. However, it's also important to stop and think about what options are available and how they might help us. You may wish to do a practice activation of the Community Emergency Hub; this will help you identify what went well and what could be improved on during a real activation.



Community response plans

Your community might have a Community Emergency Plan, it might be two sides long or it might be 50. There's no right or wrong length – but no matter what size or format the plan is in, it is sure to have some helpful information within it. Use this plan to help you answer some of the questions that might come up, but don't panic if it doesn't contain the answer. That's what's so great about a community response, someone is bound to know the answer or be able to help.

Not all communities have an Emergency Plan – that's fine. Hopefully, this document will help with some prompts and answers to questions you might have. Use your volunteer group to come up with the solutions to the issues presented.

Asking questions and problem solving together is the best part of working in a community group.

LIFE THREATENING SITUATIONS

The main point is to not put yourself in danger, help if you can, but we don't want any extra casualties!

- **Attempt to contact the emergency services via 999 in an emergency!**
- If you are unable to contact 999, keep trying and see if there's anyone else available to help
- Sometimes the only thing you can do is make others aware of the hazard, making sure they stay away from the area – this could be done by conning off an area or even helping with an evacuation
- Should there be an emergency or dangerous hazard (once you've contacted the emergency services) report back to the Community Emergency Hub

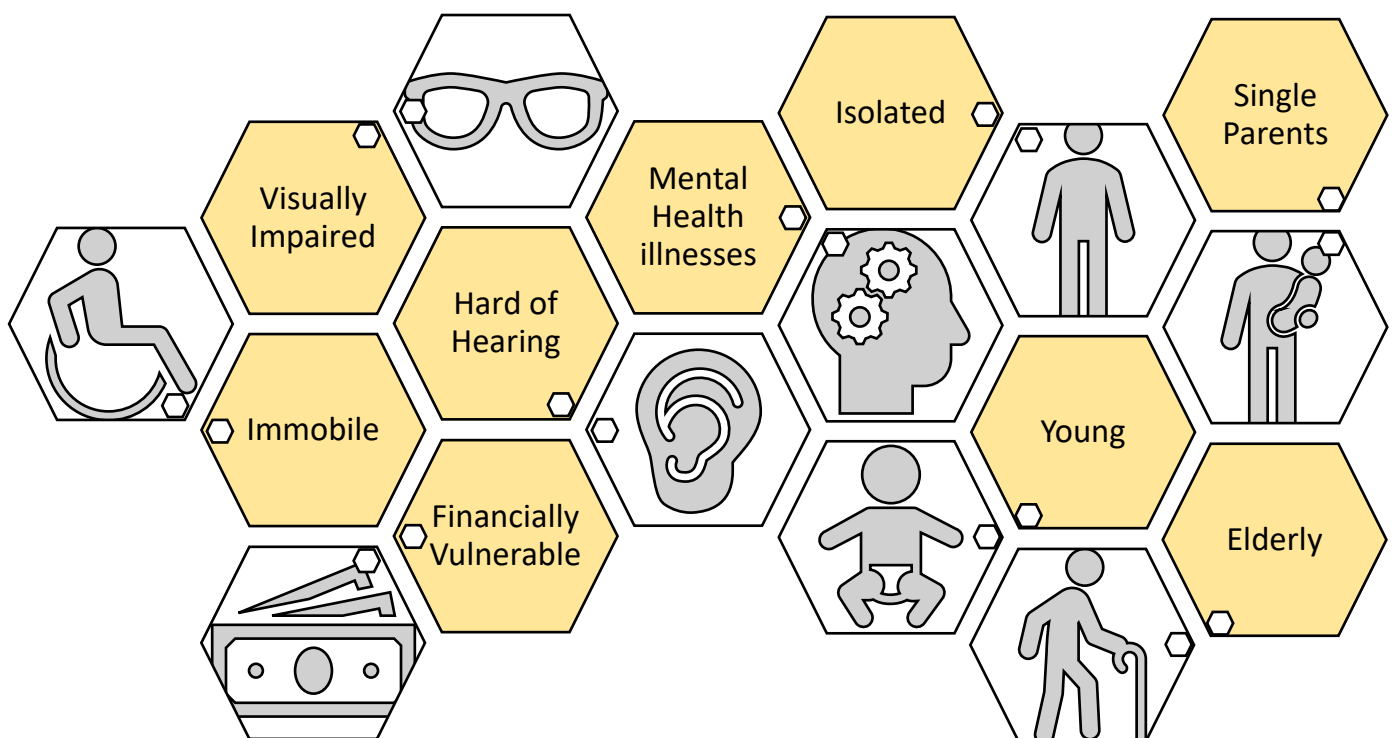
Local resources

During an emergency it's important to understand what local resources you might have in your area. This is a list of possible resources you might want to consider. There's a high chance that your community has some of these or you might be able to share them with another local area. It doesn't matter if you don't have them all, the list is there more as a prompt to trigger your thought processes.

Local vulnerabilities

PEOPLE

During a community response it's important to identify potential vulnerabilities. Vulnerabilities are sometimes easy to see and at other times are completely blind to the eye. It's important to understand what vulnerabilities could be in your community. Some examples are shown below.



Consider the different groups and organisations available to you who work with vulnerable community members. These might be mother and baby groups, the local coffee morning, the local nurse, the local WI, or local places of worship.

Many people consider themselves to be vulnerable, but equally many also do not. Just because you are elderly, young, or a single parent does not mean you consider yourself to be vulnerable. Therefore, it's important we are careful not to call everyone "vulnerable" or put them in categories they do not associate with. Sometimes it's easier to think of people as those that might require extra help or "people at risk" rather than just vulnerable.

SAFEGUARDING

Community Emergency Hubs may support a wide range of people of all ages and backgrounds including those who could be vulnerable. If you are worried about the safety or wellbeing of a vulnerable adult, due to their disability, or age or a child, you should report your concerns to the Local Authority. If an adult or child is in immediate danger, call [999](#) and ask for the police. Contact details to report a safeguarding concern can be found in the back of this guide. It is good practice for those supporting the Community Emergency Hub to avoid lone working. For further advice visit your Local Authority website.

INFRASTRUCTURE

It's not just people who are vulnerable. Organisations or infrastructure can also be considered in this category. You might have buildings that are vulnerable to flooding as they are in a flood zone, or you might have a care home that's purely vulnerable as the staff can't get to it in a snowstorm.

Consider what infrastructure you have in your area and whether it may be vulnerable in the incident you are now experiencing, good examples are:

- Care Homes
- Doctors Surgery
- Schools
- Buildings near a river
- Nurseries

Medical assistance

Community members may sometimes need medical help and should always be directed to the most suitable professional medical care, for example by calling 999 or 111, or by assisting someone to attend a walk-in centre.

It is essential that anyone requiring urgent treatment is assessed by qualified professionals in a health care facility as soon as possible

Many community venues will already have a first aid kit available, so start by checking what's in place. If you have a community member with medical training or a first aid qualification, they can help by assisting in the initial care of a community member.

It is important to make sure your hub meets the relevant requirements under The Health and Safety (First-Aid) Regulations 1981 and has the correct arrangements and first aid kits in place. You can find useful guidance and resources on the Health and Safety Executive, Red Cross and St Johns Ambulance websites. These include free online materials and apps, as well as physical handbooks or quick reference guides that can be purchased.



	Minor cuts and grazes	Colds Bruises, Minor Sprains	Self care Stock up on medicines
	Minor illnesses Headaches	Bites and stings Stomach upsets	Pharmacy
	Feeling unwell? Anxious?	Unsure? Need help?	NHS 111 You can call us 24/7
	Long term conditions	Chronic pain Persistent symptoms	GP Advice
	Skin rashes and infections	Suspected broken limbs Minor scalds and burns	Urgent Treatment Centre Walk-in and book via 111
	Serious bleeding	Blacking out Choking, Chest pain	A&E or 999 Emergencies only

Shelter

In some instances, people's homes and places of residence may be damaged and it's important to ensure they have somewhere safe to stay whilst repairs are being undertaken.

Repairs: Although carrying out repairs on a neighbour's or local community residence is a fantastic help, it's important to remember that this must be done at no increase of risk to yourself or anyone else helping. Repairs must also be carried out by a responsible person to ensure they don't make the problem any worse.

Leaving property: Should anyone need to leave their home and it's not a danger to do so, they should consider picking up any blankets and bedding to ensure they are kept warm and comfortable in a neighbour's house. It is also important not to advertise which homes people have vacated, to ensure no opportunist criminals are given an open invitation.

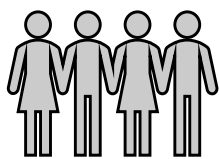
Shelter: Most people will stay with family or friends if possible when having to leave their home. It is normally a last resort to have to sleep in a hall, therefore consider all of those options first. The Local Authority will do their best to look after those made homeless, but any assistance by the community is incredibly helpful, especially in the immediate aftermath of an incident.

SECTION 4

Recovery

Recovery is something many of us forget about in an incident. All of the effort and resources are thrown into response and then many feel a huge sense of relief when it moves into recovery.

The recovery phase of an incident is coordinated by the Local Authorities, who will work with the affected communities and Town and Parish Councils to facilitate the recovery of the community. The size of the incident affects how long recovery may take or the scale of recovery. It's important you do not lose that great sense of community that has been created during the response as you move into the recovery phase and that that everyone still works and stays together and consolidates what they have built and achieved during response.



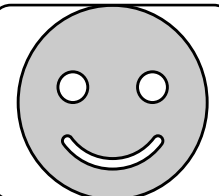
Working Together

- Keeping the great energy from the response going.
- Share and promote success stories between the community.
- Don't forget that people need help after the 'storm' has left.



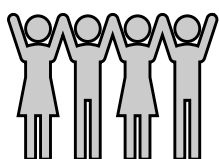
Staying Connected

- Build upon and cement existing and newly formed relationships.
- Maintain contact with anyone evacuated or in temporary accommodation.
- Set up email and/or whatsapp groups or phone 'trees'.



Wellbeing

- Give yourselves time to adjust and breath after the incident.
- Consider that everyone's needs are different.
- Rememeber, it's ok to ask for help.



Common Voice

- Look for common goals that will help the community.
- Come together to produce an action plan to move forward.
- Be inclusive - everyone's needs are different, make sure you don't dismiss anyone's.

Recovery is not a perfect art

Everyone does it differently and it is important to remember that recovery is as much a human aspect as it is a structural or environmental one. The Community Emergency Hub is likely to have stood down by the time of the recovery. However, the relationships formed and experiences had will run through into the recovery phase and should serve to make the community stronger.

REPORT A SAFEGUARDING CONCERN

Devon

- If you are worried about a child or young person, please call 0345 155 1071 or 0845 600 0388 (out of working hours).
- If you are worried about a vulnerable adult, please call 0345 1551 007 or 0345 6000 388 (out of working hours)
- <https://www.devonsafeguardingadultpartnership.org.uk/report-your-concern-devon-local-authority-boundaries/>

Cornwall

- If you are worried about a child or young person, please call 0300 123 1116
- If you are worried about a vulnerable adult, please call 0300 123 4131
- Out of hours please call 01208 251 300 to report concerns for any age person.
- <https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-homepage/>

Plymouth

- If you are worried about a vulnerable adult or child, please call 01752 668000.
- <https://www.devonsafeguardingadultpartnership.org.uk/report-your-concern-plymouth-local-authority-boundaries/>

Torbay

- If you are worried about a child or young person, please call 01803 208100 or 0300 456 4876 (out of working hours)
- If you are worried about a vulnerable adult, please call 01803 219700 or 0300 4564 876 (out of working hours)
- <https://www.devonsafeguardingadultpartnership.org.uk/report-your-concern-torbay-local-authority-boundaries/>

Isles of Scilly

- If you are worried about a child or young person, please call 01720 424483 or 01720 422699 (out of working hours)
- If you are worried about a vulnerable adult, please call 01720 424 470 or 01720 422699 (out of working hours)
- <https://ciossafeguarding.org.uk/>