

Community Hubs

Summary notes from Community Hub workshop

What is being offered – what is a Community Hub?

- Box with instructions in it. 'Team in a box'.
- Not new. Established in New Zealand in response to earthquakes, in sparsely populated areas. Rolled out to other countries in the world.
- Turns upside down the notion that 'someone will come and help/sort things out'. But if the lights go out, and if there is flooding or a bad storm, it's not necessarily someone's job to sort it out, if not a danger to people or property. And even if it is, might take people a long time to attend – particularly if the emergency is widespread.
- It is NOT a place of shelter for people who have to leave their homes. That's not what it is. It is a place to co-ordinate activity and exchange information.
- It's NOT a replacement for a community emergency plan. It's a good stop gap.
- It's a COMMUNITY hub. It's important that the administering body shares information with the community, as it is a community asset. It's important that the community takes an interest in it.

Where can it be? Anywhere! Any community building (church, hall, pub, gazebo, private home) It can be more than one place if you are a large rural community.

Who? Anyone! No co-ordinated group is required, but you need to create the plan together as a community.

What is involved? There are various 'officer' roles; strategic, operational, and comms.

- **Hub Supervisor** Oversees the hub
- **Information officer** Coordinates information coming in
- **Needs and Offers** Someone who matches up needs with the facilities that exist
- **'Welfare'** signposting, support, comfort
- **Facilities manager** keeps the facilities running
- **Receptionist** Welcomes people

Setting it up:

Very simple to set up. You fill out a questionnaire and then get given the Community Hub box of cards. When completing the questionnaire (below) there are a lot of questions asked about access to toilets, parking etc. None of these things are necessary, but you are asked just for information purposes – i.e. if Emergency Services need to attend etc. It's just for info. Doesn't preclude you from applying.

Admin process:

There is some duplication of process - you have to fill out the same info twice – once for DCT and again for Devon and Cornwall something organisation.

Here is the form to fill out:

https://www.surveymonkey.com/authoring/preview?sm=H6q8zZsuJoJ3rlgW6kz_2F_2FnzL7PFwGkK2HurLVfCMNPg_3D&guest_referrer=%2Fshare%2Fbf9ee6e9-f9bb-4cb5-a986-81cbee2c2f7b

And here are the questions on the form.

1	Name of Community Emergency Hub	
2	Community Emergency Hub address	
3	Postcode	
4	What3Words location	
5	District Council Area: East Devon South Hams Teignbridge Torridge West Devon Mid Devon Exeter North Devon Torbay Plymouth	
6	Building Owner (parish Council, hall association, private etc)	
7	What is the building's capacity (as per fire certificate or similar)	
8	Is there disabled access? Y/N	
9	Is there a first aid kit Y/N/Other	
10	Are there toilets? Y/N	
11	Are there showers? Y/N	
12	Is there heating? Y/N	
13	Is there a kitchen? Y/N	
14	Is there wifi? Y/N	
15	Is there a printer? Y/N	
16	Does the building have a generator or alternative power supply? Y/N	
17	Is the building on mains electricity supply?	

	Y/N	
18	Does the building have mains gas supply? Y/N/O	
19	How many Car parking spaces are available? Put zero if there is no car park	
20	Is building insurance in place? Y/N/Don't know	
21	Point of contact for the Community Emergency Hub (name)	
22	Point of contact phone number	
23	Point of contact email address	
24	Are keyholder contact details displayed outside the building? Y/N/O	
25	What is the access mechanism for the building? (E.g key, lockbox, code, other)	
26	Any other information you'd like to add?	
27	Are you happy to take part in publicity to promote the Community Emergency Hubs? (EG photos of the box handover or a case study?) Y/N	
28	Name of person completing the form	
29	Email	
30	If you represent an organisation (eg council, village hall, community group etc) please give the name.	

Community Emergency Hubs

Rod Birtles

Devon Communities Together



Today's session

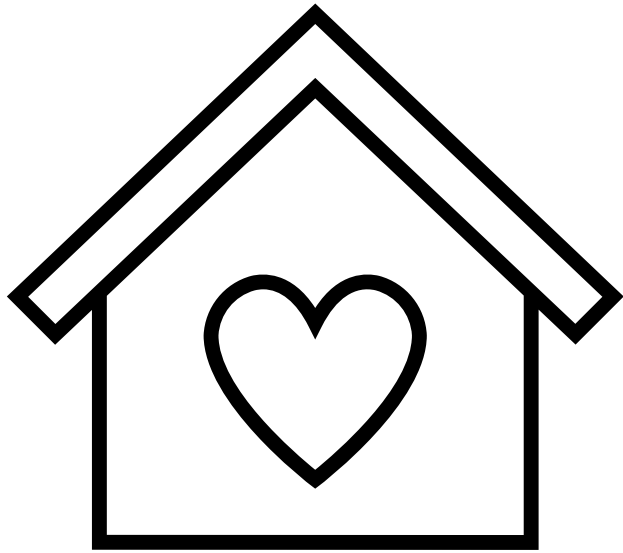
HUBS - WHAT, WHY AND HOW

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

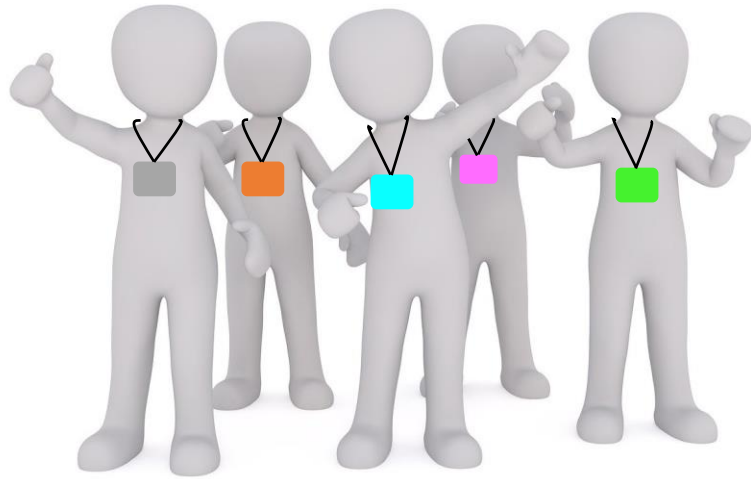
COMMUNITY

ACTIVATION

CONTENTS

Location





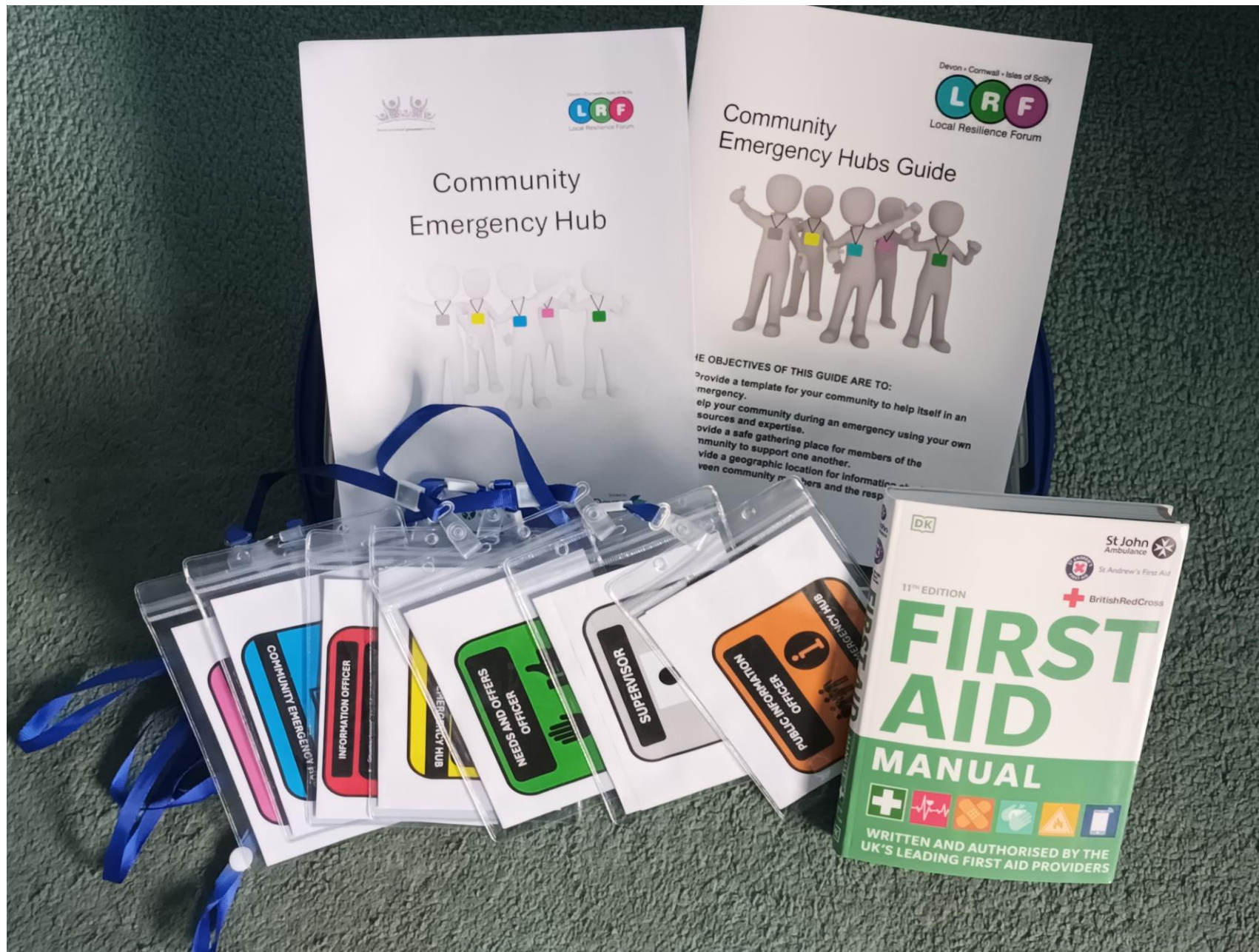
Community

- ▶ 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**

Activation

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 offers of help or resources.

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.



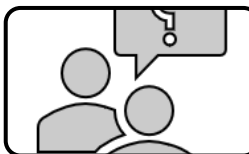
Greeting people

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



Thank you

Rod Birtles:

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<https://www.devoncommunities.org.uk/news/community-emergency-hubs>

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](#)