

Proposed Establishment of Emergency Contact Hub

1. Background

In August, I attended a briefing from Camella Town from Wiltshire and Swindon Prepared (wiltshireandswindonprepared@wiltshire.gov.uk) about Emergency Contact Hubs. A copy of the presentation slides is given as Appendix A.

In a disaster/emergency widespread damage to utilities, buildings, trees and roads is likely to cause issues across the county. Our emergency services will be dealing with the most urgent concerns, so often the local community will be the most immediate source of support and help for people.

An Emergency Contact Hub is a place for communities to go and help one another in an emergency. Examples can include floods, snow, storms, fires, power cuts and displaced people. It can be used as a warm hub, a cold hub, an evacuation point and for the distribution of bottled water.

Primarily they are designed so that community members can help themselves, but also have a linkage into the emergency services in the local area.

There are currently 50 designated Emergency Contact Hubs in Wiltshire.

2. What is an Emergency Contact Hub?

The fundamental purpose of the Emergency Contact Hubs is to make a community more resilient by enabling it to come together to help each other, but also by enabling the emergency responders and community groups to feed information to one another. For example:

- Police, Community Support Officer's (PCSO's) can visit the site with key updates and can then take back any urgent issues and feed them up the chain.
- Warmth and welfare can be provided within the hub to anyone that's needs it.
- Food and water can be dropped off at the site for residents/community in need.
- Activities to help in the incident can be coordinated at the hub.
- Community can come together with people in a similar position to themselves.

3. How is the Hub run?

In general, the hub is run by the community for the community. It uses the community venues themselves and is predominantly staffed by community volunteers. It's essentially a place for the community to come and help each other.

Each hub will have an emergency pack which will include:

- Hub Guide.
- Map of area.
- Lanyards and role cards.
- FAQs.
- Log book.
- Sticker for the window.
- Posters.

There are seven defined roles for the Hub:

- Hub Supervisor
- Information Officer
- Receptionist
- Public Information Officer
- Welfare Officer
- Needs and Offers Officer
- Facilities Management.

These roles are not pre-determined in advance – in an emergency, people with pre-designated roles may not be able to attend the Hub. Instead, the concept is that those members of the community who are able to help attend the Hub and organise the roles between them. The Hub, in turn, acts as a place where people in need can seek help, and the emergency services can attend to coordinate their local response.

4. Proposal

The proposal is that the Parish Council seeks to establish the Lansdowne Hall as an Emergency Contact Hub for Derry Hill and Studley and nearby settlements.

The Lansdowne Hall Committee have been contacted about this. They are supportive of the proposal, but have stressed that there is a pre-existing commitment with Wiltshire Council that the Hall be used as an emergency reception centre for Kingston House Care Home, in the event of evacuation. This commitment must be honoured: however, it is considered that the designation of the Hall as an Emergency Contact Hub would be complementary to this existing commitment.

The next step would be to invite Wiltshire and Swindon Prepared to brief a meeting of potential community volunteers in order to gauge interest and support for implementing the scheme. An initial budget of £50 is requested, to fund room hire and refreshments.

5. Recommendation

It is recommended that the Parish Council endorses the proposal to establish the Lansdowne Hall as a Community Hub for Derry Hill and Studley and surrounding settlements, and invites Wiltshire and Swindon Prepared to address a meeting of potential community volunteers, with an initial budget of £50 to be funded from the Public Participation Budget.

Cllr John Barnes

Appendix A – Presentation from Wiltshire and Swindon Prepared



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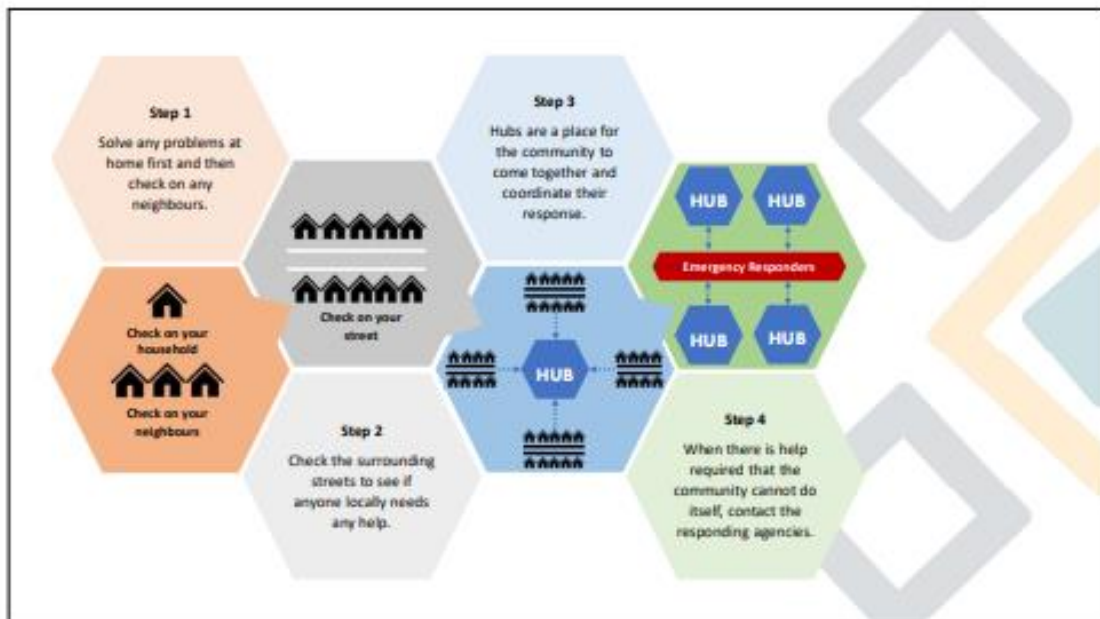


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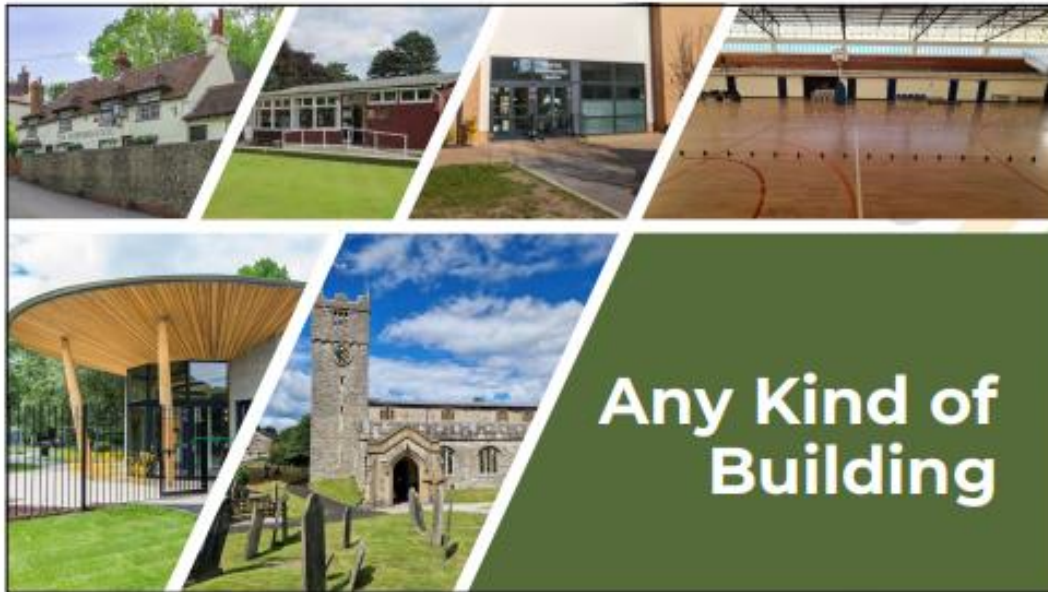
What is our solution?



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Defined Community Emergency Group?

- In short you don't need a defined Community Emergency Group
- Works on the basis that the community might not know one-another
- There is no community sign up required



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Risks this covers?

Everything!

- Floods
- Snow
- Storms
- Fires
- Power Cuts
- Displaced People



The collage consists of five images: 1. A street completely flooded with water, with a car partially submerged. 2. A street covered in a thick layer of snow, with a utility pole in the foreground. 3. A street with large trees and branches fallen across it, blocking the way. 4. A street with power lines sagging and some down, with snow on the ground. 5. A multi-story building that has been severely damaged by fire, with significant structural damage and debris.

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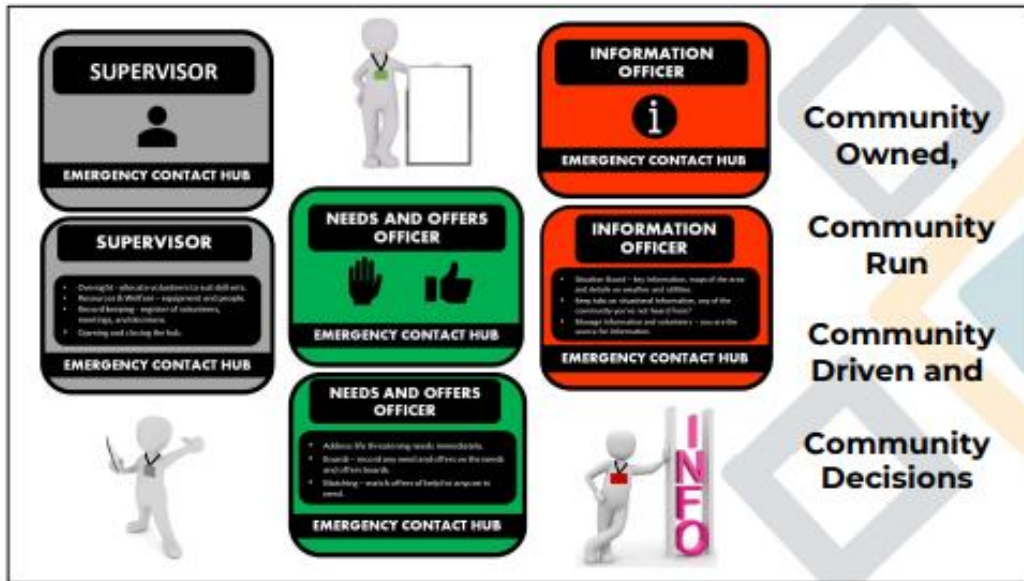
How it works for the community



- Hub Supervisor
- Information Officer
- Receptionist
- Public Information Officer
- Welfare Officer
- Needs and Offers Officer
- Facilities Management

The image shows five 3D white human figures standing in a line, each wearing a different colored name tag: orange, blue, purple, green, and light green. To their right is a vertical list of seven job roles, each in a colored box that matches the name tag colors of the figures.

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Link in with the Responders

- All responders trained on the scheme
- Written into plans and processes
- Health Care staff visit the site
- PCSO's regularly 'pop in'
- Utilities use for information and distribution
- Communications



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Link with other plans and processes

This can be the one stop shop for Emergencies

- Warm Hub
- Cold Hub
- Evacuation Point
- Water distribution sites



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Communications



The collage includes:

- A logo for 'EMERGENCY Contact Hub' with a house icon.
- A sign that says 'This venue is an EMERGENCY Contact Hub' with a QR code.
- A news article titled 'Wiltshire emergency hub plans recommended to councils'.
- A news article titled 'Emergency hubs for major disasters to be set up in Wiltshire'.
- Several informational brochures and leaflets with icons for fire, flood, and other hazards.

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Packs

Every hubs gets:

- Hub Guide
- Map of area
- Lanyards and role cards
- FAQs
- Log book
- Sticker for the window
- Posters



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Costs?

- Very little
- Costs for:
 - Lanyards
 - Window Stickers
- Printing of:
 - Logbooks, Posters,
 - Guide, Role cards,
 - Maps



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Thank You

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