



COMMUNITY EMERGENCY HUB

A Place for Communities to coordinate, converge and help each other during and after an emergency.

A community hub aims to:

- Provide helpful information.
- Create a safe space where members of the community can help each other.
- Solve problems with what the community has available.

This guide provides information on how to set up and run an emergency community hub.

ABOUT THIS GUIDE

Adapt the information in this guide to the emergency and the facility.

Some posters are included which can be displayed for visitors to the hub

This guide can be tailored to your community emergency hub to include specific details. Where a community has gone through a Community Response Planning Process, there is more detail about how to solve local problems with the local resources available. In communities that have not yet been through this process, there are questions which may assist in finding solutions.

CONTENTS

General Information:

Background on
community response
during an incident.

Page

Accessing the Hub:

Getting into the hub and
finding equipment

Page

Teamwork:

Getting organised and
choosing roles.

Page

Setting up:

How to make the best
use of space

Page

Before Opening up:

Making sure everyone
understands what they
are doing.

Page

Your Communities Response:

Understanding related
local ideas, community
risk, and assets

Page

Recovery:

Future considerations

Page

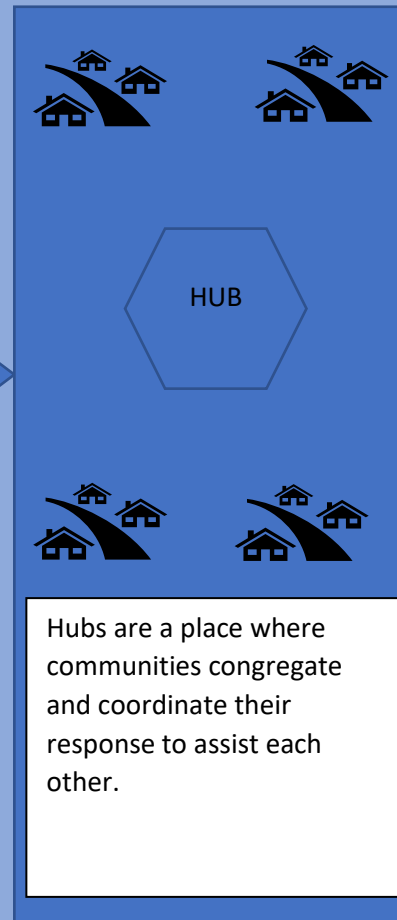
Community Hubs- general information.

It is not just Category One responders who react to incidents, councils, volunteers and community members also can have a part to play.

STEP 1 tackle issues close to home



STEP 2 Go to Community Hub



STEP 3 Link in with your local incident management team.



EXPECTATIONS

COMMUNITY HUB

Open up during an incident, providing a safe place for members of the public to help each other.

Provide information so that your community knows how to help each other and stay safe.

Link in with Local Authority for coordination.

Escalate issues and concerns by exception to LA

Be willing to link in with other CAT 1 responders.

Provide basic welfare to the community during an incident and solve problems using what your community has available.

LOCAL AUTHORITY

Ensure community hubs are listed on Google Maps.

Ensure information on Community Hubs is listed on Local Authority website.

Support Community groups to identify Assets.

Support Community Groups to write bespoke response plans.

Provide generic response paperwork.

Provide training and exercising of plans.

Provide an online platform to link groups together.

Organise regular meetings for all community groups to link in together.

Link in with community groups during incidents to identify response needs and Gaps, escalating when appropriate.

HOW?

OPEN HUB

PHONE FALKIRK COUNCIL
CALL CENTRE

PRIORITY NUMBER
01324 5031117

ASK FOR RESILIENCE

Or alternatively email
Resilience@falkirk.gov.uk

PROVIDE SITUATIONAL
AWARENESS- ANY ISSUES,
GAPS and SUPPORT NEEDS
using a 3 minute brief



Partner Agency Highlight Report

Name of Partner / Agency – **COMMUNITY**

The purpose of this form is to encourage individuals and groups to structure briefings and other information sharing opportunities around the What?, Now what?, So what? format.

What?

Now What? (e.g. What does that mean? How can the situation be interpreted?)

So What? (e.g. So what do we need to do?)

ACCESSING HUB (insert Name of Hub, Address and Postcode)



FACILITY MAP TO BE INCERTED HERE

FACILITY CHECKS

OUTSIDE

ARE THERE ANY POTENTIAL RISKS TO HEALTH AND SAFETY?

ANY ACCESS ISSUES?

FLOODING

SLIPPING/TRIPS or OBSTRUCTIONS

ICE/SNOW

ANY ENVIRONMENTAL CONCERNS?

FIRES NEARBY

SMELL OF GAS

LEAKING SEWAGE

EXPOSED ELECTRICAL WIRES

IS THE HUB LOCATED ON A FLOOD PLAIN?

If the area is not safe, find another location. Leave a note to say where you are relocating to and why.

Link in with Falkirk Council as it is possible that they will be able to share on public communications or via elected members any updates you have provided.

ENTERING THE HUB

- Anyone with keys to the hub can open a hub for the community when it is needed.
- A hub can be open during a large scale incident (affecting infrastructure and requiring multi-agency response) or a small scale incident (involving a specific area and one service response.)
- Each hub has a number of keyholders identified who live within walking distance of the hub. These are people who have existing access to the hub- such as building owner, board of trustees, member of community resilience group, Community Council, Elected members. These people will open up during a significant incident.
- Depending on your facility you may have to enter codes for deactivating alarms.
- Depending on your facility you may access the key via a lockbox.

TEAM WORK

- Gather everyone together and discuss why you are there and what you aim to achieve from opening the hub.
- Gather together the information that you already have.
- Discuss if there is any other information which you need and from where you would be able to access this information.
- Appoint a Hub Supervisor to consider both immediate needs, any community assets and any future challenges and considerations. A supervisor may change depending on the size of the incident and those involved in the response.
- **MAKE SURE EVERYONE KNOWS WHO THE SUPERVISOR IS AND THAT THEY ARE EASILY IDENTIFIABLE.**
- Assign other roles. Roles are divided into priority roles and Secondary roles. Priority roles should be assigned first with secondary roles being assigned if there are enough volunteers to do so.

PRIORITY ROLES

HUB SUPERVISOR

INFORMATION
COORDINATION

PUBLIC
INFORMATION

RECEPTION

SECONDARY ROLES

NEEDS AND
OFFERS

COMMUNITY
SPACE

COMMUNICATION

FACILITY
MAINTAINANCE

ROLE LANYARDS

Lanyards for each key role are included in the community Emergency Hub Kit. These hang around the neck of the volunteers responsible for that position.

The Lanyards have the position titles on the front to identify the role to other people in the hub. The lanyards also include a list of tasks on the back to remind the person of what tasks they need to do.

COMMUNICATIONS

HELLO, I AM RESPONSIBLE FOR

- **Receiving information over communication channels**
- **Sharing information**

COMMUNICATION RESPONSIBILITIES

- **Set up a communications areas**
- **Set up Radio/ phone/ laptop for receiving and sending communications**
- **Contact Emergency Contact Centre and ask for Resilience and inform them that the hub is open and ask for any situational updates.**
- **Keep a record/log of any communications occurring.**
- **Pass on information received onto Information Coordination Team**
- **Maintain contact with any groups out gathering information.**

COMMUNITY SPACE

HELLO, I AM RESPONSIBLE FOR

- Creating a space where people can be around others for general support and company
- Where people can wait for help, information or resources
- Where people can offer some assistance or wait for a task to be allocated to them

COMMUNITY SPACE RESPONSIBILITIES

- Set up a community space
- Help people find information or assistance within the hub.
- Assist distressed people but do not try to counsel.
- Make tea and coffee and other refreshments available if possible
- Keep a record of any key actions or decisions you or your team make

PUBLIC INFORMATION

HELLO, I AM RESPONSIBLE FOR

- **Setting up a notice board so that people can make informed decisions**
- **Maintaining noticeboard with up-to-date information**

MIP

PUBLIC INFORMATION RESPONSIBILITIES

- **Display important information and advice relevance to the community**
- **Work with the information Coordination team to identify information that would be of interest to the public**
- **Maintain and update the notice board as needed.**
- **Ensure notice board is easy to read**
- **Ensure people reading the notice board do not cause an obstruction**

RECEPTION

HELLO, I AM RESPONSIBLE FOR

- Creating a reception area at the front entrance of the Hub.
- Providing a friendly welcome to visitors coming to the hub and directing them to relevant areas of the hub, according to their needs.
- Ensuring volunteers are easily recognisable by a lanyard, coloured vest, or name tag.

RECEPTION RESPONSIBILITIES

- Greet people as they come in the door, and direct them to the part of the hub that can best deal with their needs.
- Always stay calm- expect people to be upset and frustrated.
- Be honest, if you don't know the answer, try and connect them with someone who might know, or ask them to wait while you find out.
- Keep the area clean and tidy
- Make sure that the reception area is easy to identify with signage.

HUB SUPERVISOR

HELLO, I AM RESPONSIBLE FOR

- **Overseeing everything that is happening in the hub to ensure it all runs efficiently and meets its objectives.**
- **Making sure that basic needs are met.**
- **Ensuring that everyone volunteering in the hub is cared for.**

HUB SUPERVISOR RESPONSIBILITIES

- **Oversee the running of the hub.**
- **Ensure everyone has what they need to complete their role.**
- **Organise regular link ins with everyone to ensure everyone is working as a team.**
- **Keep a log of any actions or decisions being made.**
- **Ensure volunteers are taking regular breaks, food and drink.**
- **Create a volunteer rota to avoid burnout.**
- **Link in with Resilience team at Falkirk Council for updates or to request equipment/additional support/ provide updates.**
- **Closing of the hub.**

NEEDS AND OFFERS

HELLO, I AM RESPONSIBLE FOR

- Linking up the needs and offers – linking people in need of assistance with other people who can offer help.
- Updating the Needs and offers board to link up problems with solutions

NEEDS AND OFFERS RESPONSIBILITIES

- Set up a display for advertising needs and offers.
- Ensure all offers are dated, with a time stamp, and are clearly described.
- have any named person and contact details related to the offer available.
- Update as needed.
- Check that needs and offers are not doubled.
- Escalate any needs or offers which need to be.

INFORMATION COORDINATION

HELLO, I AM RESPONSIBLE FOR

- **Collecting, Confirming, and sharing information.**
- **Providing everyone with a clear picture of what is happening in the community and the wider area so the right help can be provided**
- **Using the information gathered to prioritise the hub activities**

INFORMATION COORDINATION RESPONSIBILITIES

- **Create and maintain the situation board and display maps with gathered information**
- **Determine information needs. What do you need to know?**
- **Organise the collection of information within the hub.**
- **Organise groups to go out to find further information in the community.**
- **Ensure the hub supervisor and Public information person is updated regularly.**
- **Create (sitreps) situational reports that can be relayed back to the Emergency Control Centre Falkirk Council.**

MY ROLE IS

HELLO, I AM RESPONSIBLE FOR

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**KEY ACTIONS LINKED TO MY
ROLE ARE**

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