



Emergency Contact Hubs

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Camella Town – National Power Outage
Officer



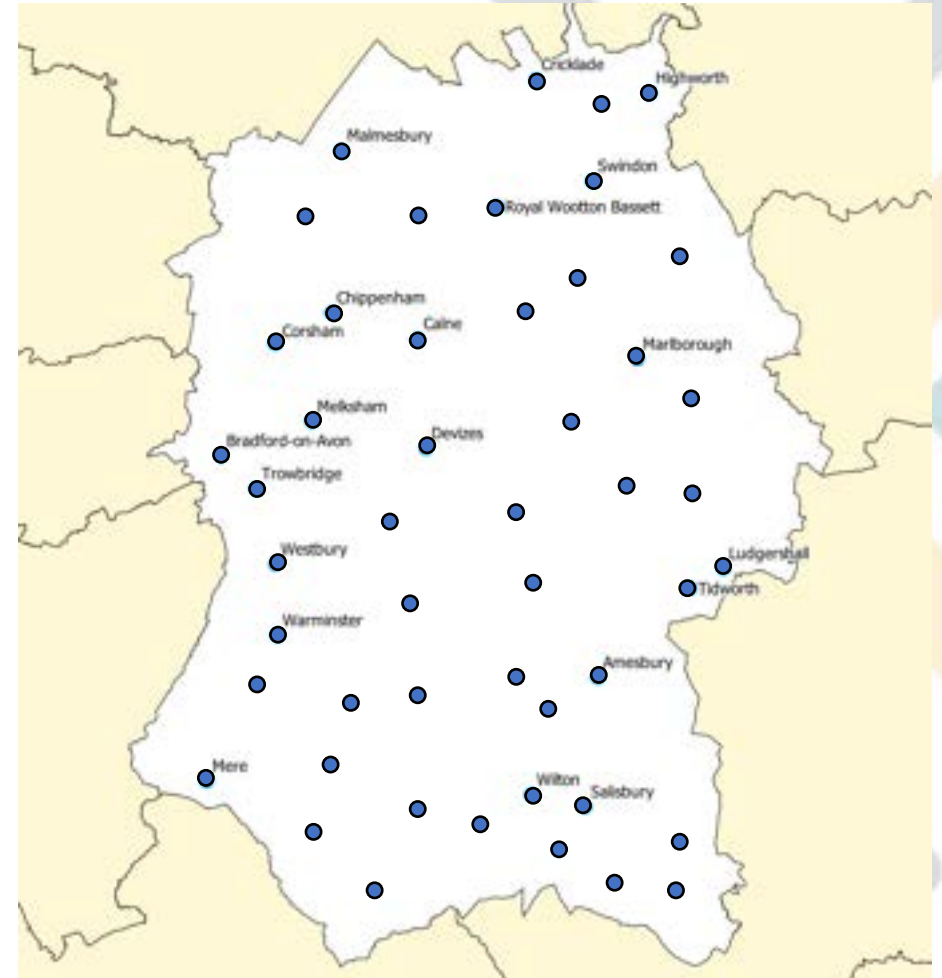
Wiltshire & Swindon Prepared

What are we trying to solve/ Why are we doing this?

- Gap between Responding Agencies and Communities
- A need to focus on Whole Society Resilience
- Put something in place in communities where there's no defined 'community emergency group'
- Communities want to help
- Keeping going the good work from Communities in Covid
- Wide variety of incidents we've had



What is our solution?



Step 1

Solve any problems at home first and then check on any neighbours.



Check on your household



Check on your neighbours



Check on your street

Step 2
Check the surrounding streets to see if anyone locally needs any help.

Step 3

Hubs are a place for the community to come together and coordinate their response.



HUB



HUB

HUB

Emergency Responders

HUB

HUB

Step 4

When there is help required that the community cannot do itself, contact the responding agencies.



**Any Kind of
Building**

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



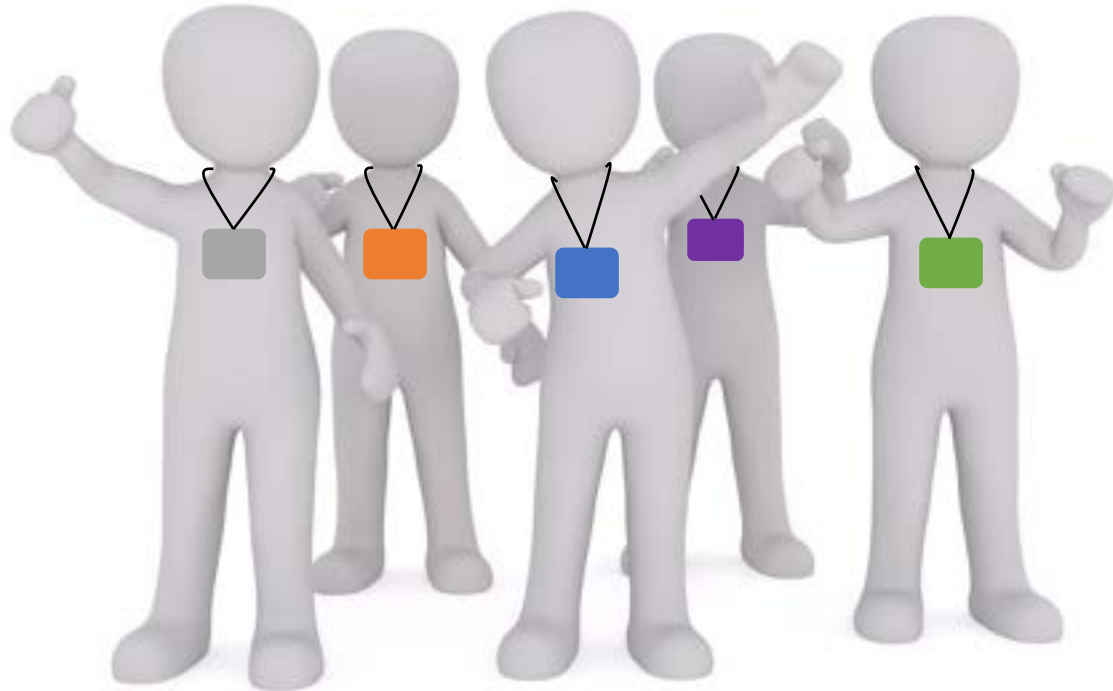
Risks this covers?

Everything!

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



How it works for the community



Hub Supervisor

Information Officer

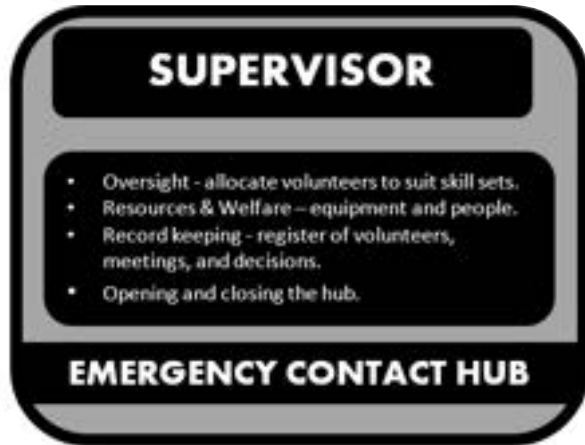
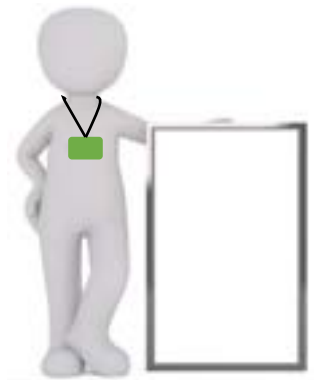
Receptionist

Public Information Officer

Welfare Officer

Needs and Offers Officer

Facilities Management



Community Owned,

Community Run

Community Driven and

Community Decisions

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



Link with other plans and processes

This can be the one stop shop for Emergencies

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



Communications

Example of when a hub might be used
Power Outage

- Community comes together to help one another.
- Community uses hub to avoid self-helping activities identifying and securing.
- Community shares out any tools and lights to most vulnerable.
- Community utilizes any heating resources for the hubs to keep as many warm as possible.
- Community works together to solve any local issues deemed appropriate for community response.
- Community can liaise with Power company and responders on site.

For more information please visit:
wiltshireandswindonprepared.org.uk/emergency-contact-hubs

EMERGENCY Contact Hub

Community Owned
 Community Run
 Community Driven

EMERGENCY Contact Hub

This venue is an:
EMERGENCY Contact Hub

Scan the QR code for more information on Emergency Contact Hubs or visit:
wiltshireandswindonprepared.org.uk/emergency-contact-hubs

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Wiltshire emergency hub plans recommended to councils

By Sarah

What is an Emergency Contact Hub?

In a disaster or emergency widespread damage to utilities, buildings, trees and roads are likely to cause issues across the county.

What's might you find at the Emergency Contact Hub?

- Warmth and shelter.
- Welfare provision (offering from a friendly team, someone to talk to, or a cup of coffee).
- Resources and volunteers to help respond locally in an incident.
- A pathway into the emergency services/ responding agencies.
- Coordination of the incident locally.

How are they run?

It's run by your community members. Some communities have a small emergency group who will initially enact the hub, but others will be run by anyone that turns up at them. Anyone in the community can help run or open them up.

When do the hubs open?

The hubs are only opened when the community has the need in an emergency. You do not need authorization from emergency responders.

For more information please visit wiltshireandswindonprepared.org.uk/emergency-contact-hubs or scan here

EMERGENCY Contact Hub

What is an Emergency Contact Hub?

Your local newspapers, magazine, billboard, website, or social media should have the highlighted destination for the hub. The building will also have a sticker in the window.

In a disaster/emergency widespread damage to utilities, buildings, trees and roads are likely to cause issues across the county.

Our emergency services will be dealing with the most urgent concerns. As your local community will be the most immediate source of support and help.

An Emergency Contact Hub is your communities place to go and help one another in an emergency. They are filled around whatever your community wants them to be, but primarily they are designed so that community members can help themselves, but also have a link to the emergency services in your local area.

your Emergency Contact Hub is:

Scan for more information on Emergency Contact Hubs

SolburyJournal

Home | News | Local News | Regions | Wiltshire

Emergency hubs for major disasters to be set up in Wiltshire

By Sarah

Packs

Every hubs gets:

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



Costs?

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



Thank You

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