

Working together during an emergency response

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British Red Cross

Responding in 2017

In 2017, our staff and volunteers worked tirelessly to:

Support people in crisis

- Provide humanitarian assistance and first aid at the scene
- Set up rest centres and create safe spaces for those concerned for loved ones
- Support the NHS, including with hospital discharge, deploying our ambulances and the provision of mobility aids
- Accompany those bereaved to the mortuary and provide welfare assistance
- Trace loved ones and reunite families
- Give emotional and psychological help.

Signpost to other organisations

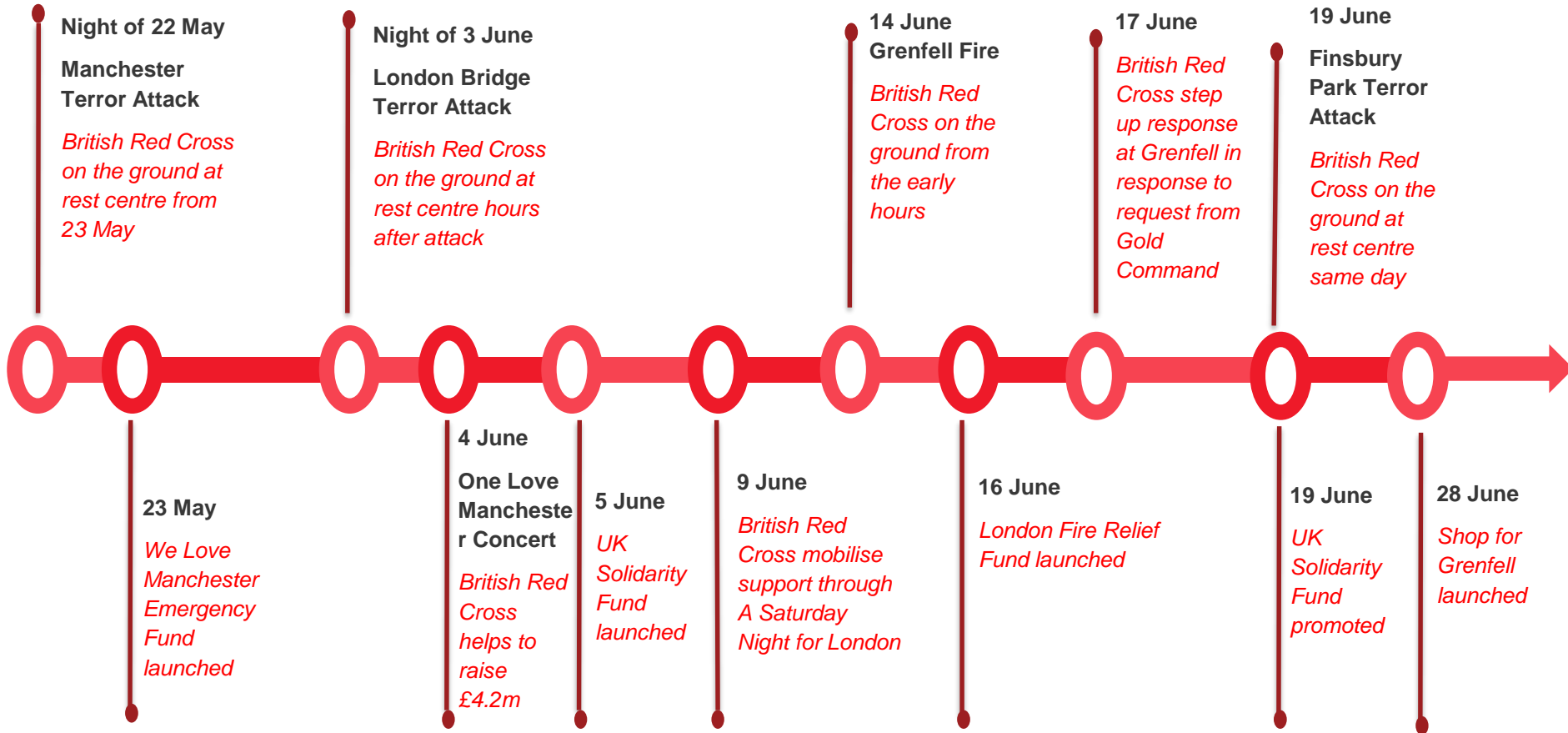
- Provide a platform for kindness
- Engage the public to donate, such as the Shop for Grenfell, We Love Manchester Concert and Saturday Night for London initiatives
- Raise over £30 million in donations
- Co-ordinate fundraising and distribution efforts
- Work with businesses moved to support to victims and families.

Play a strategic role

- Work collaboratively with statutory services and governmental organisations, including as part of the strategic Gold Command at the Grenfell Tower
- Manage public information communications in the aftermath of the events.

Providing direct support

We provided rapid on the ground support, responding quickly to help those in need and support the police, ambulance service and local authorities....



Lessons from 2017

- Learnings report: *Harnessing the power of kindness for communities in crisis*
- A year of listening, learning and engaging
- Collaborating widely to shape a more effective, human-centred response to future emergencies

8 human-centred principles

Putting people first

Principle 1: People should expect that their crisis needs are central to the way emergency response is designed and implemented, wherever they are in the UK.

Principle 2: People should expect a coordinated and high quality response in and after an emergency.

Principle 3: People should be supported in their local communities and local communities should be empowered to respond.

Ensuring people can access the support they need

Principle 4: During and after an emergency, people should be able to access the support they need quickly and feel safe and confident to do so, with their dignity preserved.

Principle 5: During and after an emergency, people should have access to social and psychological support as well as the practical help they need.

Harnessing kindness following a major incident

Principle 6: People should know how best to give their financial support in an emergency and be supported to do so. They should be assured that their donations will go to people affected quickly, simply and equitably.

Principle 7: People should be supported to give in ways that will help the most vulnerable.

Continued support following emergencies and creating resilient communities

Principle 8: Following an emergency, communities should be supported to recover and become stronger and more resilient to crises in the future.

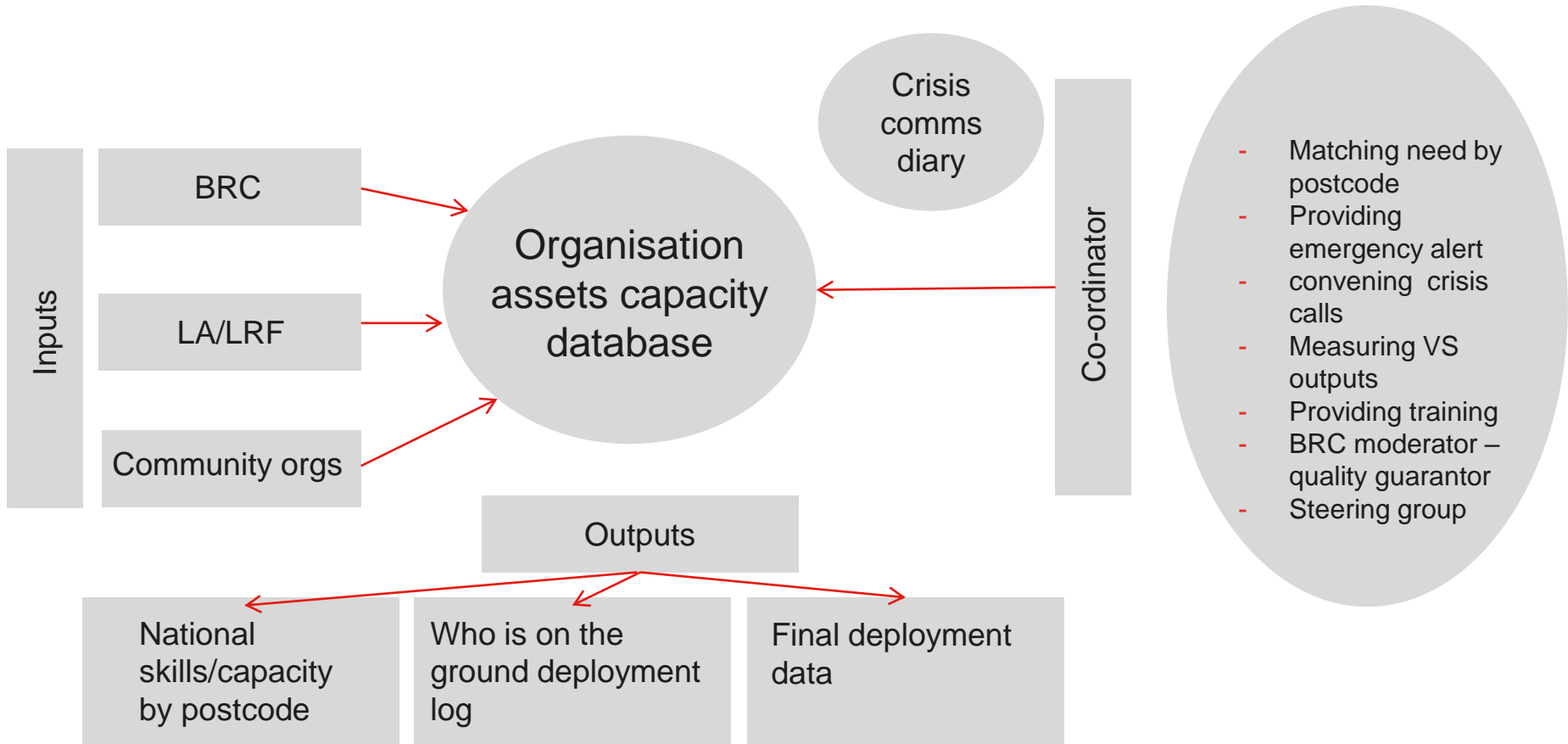
Action in 2018

- **Consultation** with people directly affected
- Partnering with Cruse Bereavement Care, the Samaritans and Victim Support to provide a **24/7 support phone line**
- Working with Charity Commission & VCS to develop **future response framework**
- New volunteering opportunity **Community Reserve Volunteers**

Emergency co-ordination network

- Platform built and activated in peace time to **enhance crisis preparedness**
- BRC **Moderator** – underwriter and quality guarantor
- Led by **Community Steering Group** and engaging all stakeholders to deliver relevant data
- To optimise **coordination – collaboration – communication** amongst emergency responders in an incident
- Provide simple infrastructure to enable immediate **evaluation of needs** to capacity
- Ability to **centralise information** to ensure clear and accurate activity to all engaged parties
- Provide **real time alert** to bring responders together to avoid duplication of efforts and match actual requirements

Emergency co-ordination network



How it works

The British Red Cross emergency co-ordination network (ECN)

The accuracy of the information your organisation provides as a member of the ECN will help us and your community in a crisis. If something happens in your area we will use this information to instigate a **Red Alert Call** that can bring us all together to ensure all needs are matched to deliver the best Humanitarian Care to our communities. **We will remind you to keep this updated annually.**

What we stand for:

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary service
- Unity
- Universality

Click here to help
your community

co-ordination – collaboration – communication

What we do:

- Emergency response
- Provide first aid education
- Support people to live independently
- Support refugees

Join the British Red Cross and Community Partners to help our communities in a crisis. The lessons we have learned show that cooperation, collaboration and communication are key to providing the humanitarian assistance our communities need. Working together with Statutory, National and Local voluntary bodies to provide the best humanitarian assistance to our communities

The power
of kindness

How it works

The British Red Cross emergency co-ordination network

What we need from you (DRAFT)

A crisis is not the best place to find out about each other. The lessons we have learned in 2017 show having a true partnership between Emergency Response providers and local community organisations can help our communities overcome dreadful events. Local organisations are best placed to understand the specific needs of their communities. By understanding the skills knowledge and physical assets that exist locally we can create a more effective emergency response provision that reflects local realities.

To do this we need:

1. Details of the skills and assets that your organisation can deploy in a crisis
2. A commitment that you will designate individual/s from your organisation as the go to person/s in a crisis
3. For your designated Community Group Partners to have watched a 10 minute training video
4. Attend an annual conference?
5. **Promote the site internally and externally and provide feedback and ideas how we can make it even more effective for the Voluntary Sector**

How it works

The British Red Cross emergency co-ordination network

What we will do

1. Maintain this site 24/7 to become the operational facilitator/portal between the Red Cross and your organisations in a crisis
2. Instigate call/s between the community and emergency response providers to map out real time requirements based on what can be delivered by you and what we can do to support the efforts within a coordinated approach
3. Provide data on humanitarian actions to statutory bodies to ensure needs are being effectively met and relevant information provided
4. Deliver news updates so there is a better understanding of how needs are being met or where gaps exist
5. Work with the emergency services and local authorities to ensure there is a single point of contact and voice to the authorities
6. Organise training for your organisation if requested at a partnership level

How it works (continued)

Example data form: (To be developed and coproduced with partners to ensure it accurately captures what is needed to effectively respond in an emergency)

Organisation Name:
CEO:
Key Activities:

Address:	Post Code	
Tel:	Email:	Fax:

Designated Community Group Volunteers:	
Names:	Names:
Email:	Email

Organisation Assets:		
Buildings	Deployable CGV	Financial
Languages	First aid	Psychosocial
OTHER		

