



*CUMBRIA BUSINESSES COMMUNITY VOLUNTARY CAPABILITIES PROTOCOL*

## Purpose of this protocol

The purpose of this guide is to support the Civil Contingencies Act (CCA) 2004 guidance in promoting and raising awareness of the potential voluntary contribution of the Business Community to emergency planning, response & recovery activities within Cumbria.

This guide: provides an overview of the voluntary services that may be available from Cumbria’s Business Community.

## General

In some circumstances, emergencies can overstretch the resources of the emergency services, local authorities and other local responders. The value of voluntary support from Cumbria’s Business Community has already been demonstrated on many occasions.

The protocol provides an overview of the voluntary services that **may** be available from Cumbria businesses. These services may only be available in certain circumstances but allows a first stage of potential resource identification for responders.

## Target Audience

Primarily, this protocol is aimed at responders within Cumbria Resilience Forum; however it may also be of use to other partner agencies to increase awareness about the business sector.

The content is intended to assist responders to engage with the Business Community in planning, responding and recovery activities in order that their contribution can be maximised.

## Terminology

In this guidance document the term Business Community can include voluntary and community organisations, local businesses, national businesses with resources in Cumbria and social enterprises

## Services Available

This protocol is not intended to be a detailed explanation of the Business Community potential voluntary contribution and involvement; nor does it cover all elements that operate within Cumbria. The voluntary support of the Business Community is in support of the appropriate authorities and does not replace the duties of the statutory authorities and emergency services to respond in an emergency.

The nature, range and scale of voluntary services offered by the Business Community may vary depending upon the context of the emergency situation at the time.

## Resource Directory

This protocol includes a Resource Directory which covers the potential voluntary support and resources which **may be** available to Cumbria Resilience Forum during a major incident. This is not a definitive guide but an initial guide for responders from where addition support may be sort. Contact details can be found in the Cumbria Emergency Communications Directory and are not included within the protocol.





*CUMBRIA BUSINESSES COMMUNITY VOLUNTARY RESOURCE DIRECTORY*

Review Sheet

Section 1: About your organisation

Organisation Competing:

Type of Organisation: Third Sector/Public Sector/Private Sector\*

(\* Please delete as appropriate)

Address :

Phone Number

Section 2: Contact/s within organisation

Name of Organisation Representative:

Phone Number

Email Address

Name of Organisation Representative:

Phone Number

Email Address

Address (if different from above):

Section 3: Organisation Offer

1. Volunteers: Would you organisation be willing to offer volunteers? Y/N

If Yes

Would the volunteers be:

* Staff
* Existing Volunteers
* Service Users
* Others (please specify)
1. Equipment or Specialist Support: Would you organisation be willing to offer Equipment or Specialist Support? Y/N
2. Infrastructure: Would you organisation be willing to offer short term use of carparks, buildings or other storage space? Y/N

Below the resources directory is split into three areas, please complete the areas relating to your answers in section 3.

## Section 4 Capabilities and Resources by Service Area

**4.1 Volunteer Activities**

Please Note: Activities will need to be risk assessed if volunteers are working with vulnerable individuals.

1. **Welfare Volunteering**

|  |  |  |
| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your volunteers would be willing to volunteer in the following areas** |
| Advice – Public Impacted by Incident | Providing advice and guidance on how to deal with distress relating to incident.Signposting to other specialist services (i.e. those dealing with grief and bereavement) |  |
| Befriending | Providing support and friendship to individuals on a one-to-one basis |  |
| Cleaning and Clearing | Helping individuals affected with cleaning and clearing (houses, gardens, community facilities and business premises) |  |
| Comforting | Providing comfort and support to individuals |  |
| Listening | Providing a sympathetic ear for individuals affected by an emergency |  |
| Refreshment Provision | Feeding of emergency responders and/or those affected by the emergency, taking into account culture-related considerations. Continuity of services i.e. meals on wheels |  |

1. **Administration Support Volunteering**

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| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your volunteers would be willing to volunteer in the following areas** |
| Assistance at Emergency Assistance Centres Reception | Providing volunteers to carry out administration and reception duties.  |  |
| Co-ordination of Convergent Volunteers | Co-ordinating local convergent volunteers who respond to emergency |  |
| Logging and recording information | Documenting incident and response activities |  |
| Tracing and message services | Enabling restoration and maintenance of contact between families by carrying messages and helping to trace missing relatives  |  |

1. **Professional Skills Volunteering**

|  |  |  |
| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your volunteers would be willing to volunteer in the following areas** |
| Advice – specialist (bereavement) | Providing advice and guidance on how to deal with grief and bereavement |  |
| Assistance In Reaching Black And Minority Ethnic Community Leaders | Providing contacts and assistance in reaching for local Black and Minority Ethnic community leaders |  |
| Assistance in Reaching Hard to Reach/Vulnerable Persons Or Individuals | Making contact with vulnerable individuals and groups either directly or signposting individuals to specialist organisations where appropriate |  |
| Community Participation and Consultation | Training the public to respond to emergency situations (i.e. first aid public training) |  |
| Interpreters and Translators | Arranging access to interpreters and/or translators for those affected (foreign languages, sign language, etc)Signposting to other organisations where appropriate |  |
| Financial and Legal Advice | Providing financial advice about entitlements, grants, loans, claims, etc in relation to disaster appeals.Signposting individuals to appropriate organisations and channels of information |  |
| First Aid Qualified Individuals | To support at Reception Centre and offer additional first aid support to agencies present. |  |
| Telephone and Radio Operators | Provision of volunteers to man telephone and/or radios, Police Casualty Bureau, Local Authority Helplines, etc |  |
| Therapeutic care | Giving therapeutic massage (hand, neck and shoulder) to relieve stress/promote well-being |  |
| Logistics and community intelligence | Providing logistics support to control centres and gathering, analysing and reporting on community intelligence |  |

 **4.2 Equipment (with specialist support as required)**

1. **General Equipment**

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| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your businesses would be willing donate or provide on loan the following**  |
| Catering Equipment | Electric boilers/rings, gas boilers/rings and all equipment required to provide on-site hot meals |  |
| Entertainment Resources | Where applicable and practical assisting with activities at centres to keep children entertained/occupied (e.g. provision of games, colouring books and pens, DVDs) |  |
| Lighting | Portable emergency lighting (available for shelters) |  |
| Generators | Portable generators |  |
| Mobility Aids | Walking frames, walking sticks, wheelchairs, rolators, wheelchairs, commodes, bed-pans, bath seats |  |

1. **Communications Equipment**

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| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your businesses would be willing donate or provide on loan the following** |
| Radios | Hand held radios, base stations and associated equipment (i.e. aerials, masts, etc) |  |
| Specialist Communication Vehicles | Provision of specialist and/or supplementary emergency vehicles to support a response |  |
| Satellite Communications | Satellite communications equipment |  |

1. **Medical/First Aid Support**

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| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your businesses would be willing donate or provide on loan the following** |
| Assistance with Medication Provision | Arranging access to prescription & medication  |  |
| Assistance with vaccination | Assisting with administration, distribution of vaccinations and/or public information relating to the need for vaccination |  |
| First Aid and Medical Equipment | First aid kits |  |
| First Aid and Medical Posts | Providing first aid and medical posts at various sites including; reception and rest centres, incident sites |  |
| Mobility Aid Equipment | Short-term provision of mobility aids to promote independence (e.g. Wheelchairs, walking sticks) |  |
| Provision Of Field Hospitals /Supplementary Treatment Centres | Supply and set-up of field hospitals or mobile/supplementary treatment centres at incident sites or to supplement existing facilities |  |
| Veterinary Care | Veterinary hospital facilities for the treatment of domestic animals. Providing financial assistance for the emergency treatment of companion animals by local veterinary practices |  |

1. **Vehicle Access and Specialist Transportation**

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| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your businesses would be willing donate or provide on loan the following with suitably qualified driver.** |
| Ambulances | Ambulance vehicles; front line, 4x4s |  |
| Boats (including Inflatable) | Boats for accessing flooded, cut-off areas |  |
| Forklift trucks | All-terrain fork-lift truck equipment |  |
| Large Good Vehicles  | HGV and non HGV vehicles for moving resources |  |
| Mini Buses | Mini Buses and other mutli passenger vehicles to help move responders or community members. |  |
| Mobile First Aid Units | Vehicles used to provide temporary mobile first aid facilities and treatment centres |  |
| Mobile Control Units | Vehicles/units for use as mobile communication and control (command) units |  |
| Non Ambulance Specialist Vehicles | Such as DPV (Disabled Passenger Vehicle), MPV (Multi-purpose vehicles) or 4x4 vehicles |  |
| Transport of Animals | Providing transport facilities for animals |  |

**4.3 Infrastructure (with specialist support as required)**

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| --- | --- | --- |
| **Specialist Services Available** | **Details of Service** | **Please indicate if your businesses would be willing offer access to the following infrastructure.** |
| Housing of Pets | Sourcing temporary re-housing of pets and/or livestock (e.g. after fire/flood). Providing information, advice and support or signposting to appropriate organisations |  |
| Distribution Point | Distribution of appropriate emergency welfare items for those in need |  |
| Meeting Points (vehicle parking) | Designated muster points/other premises for usage when converging or for rendezvous points (either for people or for vehicles) |  |
| Muster Point | Car Park for the parking and resource allocation of responders assets (mostly HGV vehicles) |  |
| Shelter | Tents, air shelters or large sheets of plastic sheeting for use with provision of emergency temporary shelter |  |
| Storage of welfare items such as clothing, food and toys. | Storage of appropriate emergency welfare items for those in need |  |
| Temporary Reception Centre | A safe location for responders to take rest and refreshments. |  |