



GUIDANCE NOTES AND KEY INFORMATION FOR INDEPENDENT NOT-FOR-PROFIT LOCAL COMMUNITY RESILIENCE TEAMS

Overview

A major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day to day activities.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from major incidents, it is good practice and deemed to be within the best interest of a community to identify hazards and make simple plans on how they could help and respond to them.

One key issue for communities when incidents happen, is understanding the vulnerability of our families, friends and neighbours throughout the emerging incident. Previous experience has shown that people who may not be considered vulnerable or in need of help during normal circumstances, can often and quite quickly, become vulnerable as a result of the effects of an incident. e.g. prolonged isolation.

Aim

To increase resilience within the local community through the development of robust co-ordinated arrangements that compliment those agencies responding to the incident.

Objectives

- Identify the risks to the community and relevant response actions.
- Identify vulnerable people/groups in the community.
- Identify resources on the community available to assist during an incident.
- Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Service and Local Authorities.
- Assistance Dumfries and Galloway Council's Resilience Team and Partners with situational updates relevant to your community as required.

Roles and Responsibilities of Team Members

The Community Response Team Co-ordinator should -

- Oversee the completion and updating of the Community Response Plan.
- Act as the main contact point for the Council's Ward Officers/Resilience Team locally and ensure that two-way communication is maintained.
- Communicate important messages to and from the community.
- Activate resources as required.

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

All members of the Community Response Team should:

- Reside in the community.
- Have good local knowledge.
- Be able to activate the support of the community.
- Ensure that the vulnerable are provided with additional assurance during an emergency.
- Ensure that communications are maintained within the community and the Council's Ward Officers/Resilience Team and Partners.
- Ensure that confidentiality is maintained where necessary.
- Maintain his/her own action log in the event of an incident.
- Have sufficient knowledge of the plan to deputise as co-ordinator when required.

The Deputy and other team members should support the Team Co-ordinator in carrying out their role.

Key Considerations

Who needs most help within the Community?

Vulnerable Residents within your Community

- Any personal data collected should be done so in accordance with General Data Protection Regulations and stored securely for the sole purpose of supporting vulnerable individuals for the duration of the incident response only.
- Personal information is confidential and should only be shared with emergency services and key partners as appropriate during the incident.

Logging Sheet Example

It is important to record all information during an incident. Completing a logging sheet is an easy way to ensure information is not lost. It can also help support / justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials

Mapping Suggestion

A Map of the local community could be attached highlighting any key buildings areas where support is being offered. Your local Ward Officer can help to supply a map if required.

Facilities and Response Agencies Contact Information Template

Service / Name	Telephone Number	Website	Additional Information

Communication Methods

- Use of Facebook, Twitter or other forms of Social Media
- Leaflet distribution throughout your community
- Community Newsletter or Bulletin

Always remember to follow [Government Advice and Guidance](#).

Insurance

To assist local resilience teams, Dumfries and Galloway Council have agreed with Keegan and Pennykid Commercial Insurance Brokers to cover the costs of a one-off insurance premium responding to the COVID-19 emergency for a period of up to 6 months.

To benefit from this, you must return your completed Quick Start Insurance Template and Quick Start Resilience Plan to SupportDG@dumgal.gov.uk for approval.

Please note that that the cover provided ONLY covers the names of volunteers and activities detailed within the plan. Any significant updates to the plan must be advised to us as soon as possible.

Use of own Vehicles

The Association of British Insurers announced on 27 March 2020 the following:

Support those who use their cars to help their communities. *If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.*

DISCLAIMER

The following key points should be considered prior to you completing this template:

- This document neither implies nor intends any formal role for villages, towns or any part of the community (collectively called the 'community') in the response to, or recovery from, emergencies.
- There is no role implied for the community in support of the emergency services in their response to incidents.
- The completion of the document template, in part or in full, is entirely voluntary and is the responsibility of the local community.
- While the local community has no formal role, there is widespread recognition of the value of planning from the lowest practicable level upwards to help cope with potential local emergencies.
- The need to complete any part of the template, or the requirement to include other relevant information, will depend on the nature and composition of the community and the likely hazards.
- Dumfries & Galloway Council Resilience & Community Safety or Ward Officers may provide advice and assistance where requested, and where relevant, to support the completion of the template.
- Dumfries & Galloway Council accept no responsibility for the content of the completed template.
- **The local community must submit a copy of the completed Quick Start Resilience Plan and Quick Start Insurance Template to SupportDG@dumgal.gov.uk for the Insurance to be validated.**
- Significant amendments to the completed template, especially changes in contact details, should be passed to SupportDG@dumgal.gov.uk as soon as they are known.