



South East Regional Voluntary Sector Sub Group

...

A guide to engaging the voluntary sector in emergency response and recovery

Version 1 (April 2008)

Aim:

**To promote the voluntary sector and provide an
overview of the services that are available**

Objectives:

- **To identify which organisations can provide particular services within the South East of England**
- **To highlight considerations that should be taken into account before engaging the voluntary sector in response and recovery activities**

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INTRODUCTION

This document has been adapted from the East of England Regional Voluntary Sector Working Group guide of the same name. The South East Regional Voluntary Sector Sub Group would like to thank the East of England Voluntary Sector Working Group, for allowing us to tailor their document to fit our needs.

“In some circumstances, emergencies can overstretch the resources of the emergency services, local authorities and other local responders. The value of additional support from the voluntary sector has been demonstrated on many occasions”¹

The Civil Contingencies Act (CCA) recognises that the voluntary sector has an important role to play in supporting the statutory services and further stresses that “responders should be aware of the kinds of services the voluntary sector can offer before making plans to involve them”.

(Emergency Preparedness)

The purpose of this guide is to support the CCA guidance in promoting and raising awareness of the potential voluntary sector contribution within the South East region. The guide provides an overview of the services that may be available from the various organisations and also highlights considerations that should be taken into account when engaging the voluntary sector in response and recovery activities.

Primarily, this guide is intended to assist Category 1 and 2 responders to engage the voluntary sector in planning, training and exercising activities in order that the voluntary sector can maximise their contribution to responding to emergencies. The voluntary sector offer is in support of the appropriate authorities and does not replace their own duties to respond in an emergency.

The guide is also intended to provide external bodies and other relevant partner organisations with increased awareness about those voluntary sector organisations that have a presence within the South East region and about what they may be able to offer.

The nature, range and scale of services offered by the voluntary sector may alter depending upon the context of the emergency situation at the time. This guide is not intended to be a detailed explanation of the voluntary sectors’ potential contribution and involvement to emergency response, nor does it cover all elements of the voluntary sector that operate within the South East. Whilst this guide is a standalone document in itself, reference should also be made to Local Resilience Forum (LRF) emergency plans and arrangements, plus LRF voluntary organisations’ policy documents. A map detailing the LRF Voluntary Sector Sub Groups in the South East Region is at Appendix 1. A list of other complementary guidance is also noted within Appendix 2.

Disclaimer: This guide is owned and maintained by the South East Regional Voluntary Sector Sub Group (VSSG) and was compiled using information provided by its member organisations. Additional organisation and generic information was taken from websites and local reference documents of the voluntary sector organisations and is valid as at the time of writing.

¹ *Emergency Preparedness (Home Office), p154, Chapter 14*

SECTION 1: Factors to consider when engaging with the voluntary sector

Under the CCA regulations, Category 1 responders are expected to include the voluntary sector within planning, training and exercising processes.

“Category 1 responders who include the voluntary sector in their local planning arrangements will make the overall response more effective throughout the community”
(Emergency Preparedness)

The Voluntary Sector Engagement Guidance Note issued by the National Voluntary Sector Civil Protection Forum suggests a list of factors to be considered by Category 1 responders when engaging with voluntary sector organisations during an emergency. This list is replicated below. A link to the full document is included at Appendix 2.

ELEMENT	ISSUES FOR CONSIDERATION
Existing arrangements	<ul style="list-style-type: none"> • What existing arrangements has the voluntary organisation entered into? • What priority will the new partnership be given? • Will the other arrangements have any impact on the level of support the voluntary organisation is able to provide i.e. if there are duplicate demands? • Are existing arrangements formal e.g. MOU, contract? • Is the contribution of the organisation included in existing local plans?
Personnel	<ul style="list-style-type: none"> • What is the personnel capacity of the voluntary organisation i.e. numbers, skills? • Is the estimate of the emergency response realistic? • Would the capacity be impacted by time of day, day of week, nature of emergency? • Is the organisation able to call on a mutual aid facility?
Services and activities	<ul style="list-style-type: none"> • What types of services and/or activities does the organisation provide? • Do these services and/or activities respond to a likely need in an emergency? • Do these services and/or activities complement or supplement similar services and/or activities provided by another organisation? • Is there flexibility in the organisation's emergency response capability?
Payment of Costs	<ul style="list-style-type: none"> • Will the Category 1 responder be expected to meet or contribute to costs incurred by the voluntary organisation during: <ol style="list-style-type: none"> i. The planning phase e.g. volunteers' involvement in training and exercising. ii. The response phase e.g. if the emergency is a protracted one. iii. The recovery stage e.g. aftercare – Humanitarian Assistance Centre.

Insurance	<ul style="list-style-type: none"> • Does the voluntary organisation provide insurance for its volunteers on a daily basis? Does it provide insurance for its volunteers in an emergency response; if so is the cover appropriate/adequate? • Does the Category 1 responder's insurance cover include volunteers undertaking tasks on its behalf?
Training and Exercising	<ul style="list-style-type: none"> • What training programmes does the voluntary organisation have in place? • What additional joint training would the voluntary organisation and/or Category 1 responders want to undertake? • Could voluntary organisations contribute to the delivery of training? • To what extent would the voluntary organisation be involved in exercise programmes i.e. planning, operation, review and evaluation? • Will there be assistance with funding for the costs of training and inclusion in exercises? • Is there any opportunity for internal/external accreditation of standards in training?
Provision of Equipment/Resources	<ul style="list-style-type: none"> • What equipment/resources does the voluntary organisation have? • What additional equipment will the Category 1 responder provide? • Who is responsible for replacing equipment damaged during an exercise or live event? • Does the equipment/resource comply with legislation and regulations? • Is the equipment/resource compatible with that used by other organisations part of a response?
Notification Procedures	<ul style="list-style-type: none"> • Does the plan include robust notification procedures agreed by the voluntary organisation? • Are other LRF partners aware of these arrangements?
Command and Control Issues	<ul style="list-style-type: none"> • Who is responsible for tasking of individual volunteers? • Does the organisation have a capability to support its personnel during and after the response?
Role in Lessons Learned Process	<ul style="list-style-type: none"> • What mechanisms will be put in place to involve the voluntary organisation in de-briefs/lessons learned process?

SECTION 2: Services available – a summary

Emergency Preparedness, the Civil Contingencies Act guidance, identifies “...the voluntary sector can provide support in a number of generic areas”², specifically:

- Welfare
- Social and psychological aftercare
- Medical support
- Search and rescue
- Transport
- Communications
- Documentation
- Training and exercising

In keeping with the CCA guidance³, Section 3 of this document gives examples of specialist services that fall within the generic areas identified and also provides details about what those services may entail, using the following categories⁴:

- *Welfare*
- *Social and psychological aftercare*
- *Medical support*
- *Search and rescue*
- *Transport and escort*
- *Communications*
- *Documentation/administration*
- *Financial services*
- *Equipment and resources available*

This guide further identifies which voluntary sector organisations may be able to provide those services for emergency response and recovery related activities.

Accompanying documents are also available to provide a fuller picture of what each organisation can offer, including a Capabilities Mapping and profiles of VSSG member organisations.

Note: This document does not contain an exhaustive list of services that may be available. The nature, range and scale of services offered by the voluntary sector may alter depending upon the context of the emergency situation and the resources available at the time.

Not all services may be available from all locations. The exact contribution from the various voluntary sector organisations should be clarified as and when each emergency situation arises. Organisations can generally provide a flexible offer and may have access to mutual aid on a cross-border, national or even international basis.

² Chapter 14, p157

³ Annex 14A: Examples of voluntary sector activities in support of statutory services.

⁴ Training and exercising has not been included within the categories of this document

SECTION 3: Services available by organisation

Welfare Services		
Specialist Services Available	Details of Service	Who
Staffing and/or management of emergency centres	Providing volunteers to staff or manage various types of centres; Rest Centres, Family and Friends Reception Centres, Survivor Reception Centres, Humanitarian Assistance Centres, Temporary Mortuaries	CRUSE ⁵ Red Cross Salvation Army St John Ambulance WRVS Faith Communities
Feeding and 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	Salvation Army WRVS Faith Communities
Clothing	Sourcing and distribution of appropriate emergency clothing for those in need	Red Cross Salvation Army
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	Citizens Advice Bureau Red Cross Victim Support
Resettlement of affected populations such as evacuees	Providing practical and emotional support to individuals affected. May include providing such services as transport and escort, tracing and messaging, assisting individuals to access first aid services	Red Cross Salvation Army St John Ambulance Faith Communities
Support and comforting	Providing practical and emotional support through provision of telephone helplines, face-to-face meetings and/or visits. Services may include listening, befriending, providing spiritual or emotional support	CRUSE Red Cross Salvation Army Samaritans WRVS Faith Communities
Information and advice	Providing telephone helplines, drop in centres, individual visits, leaflet drops, mobile units and other single points of contact for the community. Signposting individuals to relevant specialist organisations and information	Citizens Advice Bureau Red Cross Salvation Army WRVS

⁵ Some volunteers trained to attend reception centres

Welfare Services		
Specialist Services Available	Details of Service	Who
Refugee services	Providing practical and emotional assistance to vulnerable asylum seekers and refugees, including orientation services, peer befriending, emergency support and provisions	Red Cross Salvation Army Faith Communities
Home care and support services	Enabling regaining of confidence and independence through the provision of offering companionship, assistance with shopping/collecting prescriptions, etc	Red Cross WRVS Faith Communities
Bedding/Blankets	Sourcing and distributing appropriate bedding e.g. blankets, sleeping bags	Red Cross St John Ambulance
Hygiene resources and advice	Sourcing and distributing of hygiene packs (e.g. wash kits/toiletries) and/or advice	Red Cross WRVS
Care of children	Offering support, friendship and practical assistance to families with young children	Red Cross St John Ambulance Faith Communities
Care of pets	Sourcing temporary re-housing of pets and/or livestock (i.e. after fire/flood) Providing information, advice and support or signposting to appropriate organisations	RSPCA The Blue Cross
Entertainment resources	Where applicable and practical assisting with activities at centres to keep children entertained/occupied (i.e. provision of games, colouring books and pens, DVDs)	Red Cross Faith Communities
Airports and other transport hubs	Meeting and greeting individuals; providing first-aid, provision of clothing, emotional support, etc	Red Cross Salvation Army St John Ambulance

Social and Psychosocial Aftercare Services

Specialist Services Available	Details of Service	Who
Befriending	Providing support and friendship to individuals on a one-to-one basis	MIND Red Cross Salvation Army Faith Communities
Providing longer term welfare/support	Giving emotional/practical support to individuals following the immediate response to and aftermath of an emergency	CRUSE Red Cross Samaritans Faith Communities
Listening	Providing a sympathetic ear for individuals affected by an emergency	CRUSE Red Cross Samaritans Salvation Army St John Ambulance Victim Support WRVS Faith Communities
Comforting	Providing comfort and support to individuals	Red Cross Salvation Army St John Ambulance WRVS Faith Communities
Group therapy	Offering support in a group environment, including art therapy, workshops, etc	CRUSE
Counselling	Listening and giving support and advice to those affected	CRUSE MIND Faith Communities
Advice - general	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)	Red Cross Faith Communities
Advice – specialist (bereavement)	Providing advice and guidance on how to deal with grief and bereavement	CRUSE
Advice - Spiritual and cultural	Providing appropriate pastoral care and guidance and/or multi-cultural advice, support and signposting	Salvation Army Faith Communities
Therapeutic care	Giving therapeutic massage (hand, neck and shoulder) to relieve stress and promote well-being	Red Cross
Skin camouflage	Camouflaging a range of disfiguring skin blemishes and conditions to improve confidence and independence.	Red Cross

Medical Support Services

Specialist Services Available	Details of Service	Who
Support to Ambulance Service	Providing crewed ambulances to support local Ambulance Services. Assisting with backfilling during major incidents	Red Cross St John Ambulance
First Aid and medical posts	Providing first aid and medical posts at various sites including; reception and rest centres, incident sites	International Rescue Corps Red Cross SARAID ⁶ St John Ambulance
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	Red Cross St John Ambulance
Auxiliary roles in hospitals	Assisting health professionals in hospitals	Red Cross St John Ambulance WRVS
Assistance with vaccination	Assisting with administration, distribution of vaccinations and/or public information relating to the need for vaccination	Red Cross St John Ambulance
Mobility aid equipment	Short-term provision of mobility aids to promote independence (e.g. Wheelchairs, walking sticks)	Red Cross
Assistance with medication provision	Arranging access to prescription and medication	Red Cross St John Ambulance

⁶All members hold basic First Aid certificates, plus some are qualified A&E doctors or paramedics.

Search and Rescue Services

Specialist Services Available	Details of Service	Who
Mountain	Providing assistance to those lost and/or injured in mountains/fells/moorland. Also search and rescue in open country environments (stranded motorists on snowbound roads, missing persons, etc)	Mountain Rescue
Lowland	Providing search and rescue teams and equipment to locate lost or missing people in farmland, heaths and commons, woodland, marshes, etc	SARAID
Underground	Providing search and rescue teams and equipment to assist those trapped in tunnels and shafts, mines, caves	International Rescue Corps SARAID
Water	Providing search and rescue teams and equipment to assist those in peril in inland waterways, coastal, sea, and flooding incidents	International Rescue Corps RNLI MVS
Building collapse (USAR)	Providing search and rescue teams and equipment to assist those involved in building collapse, plane crashes, etc	NSARDA RAPID UK SARAID International Rescue Corps
Search and rescue dogs	Specialist trained search and rescue dogs for people trapped/missing in collapsed buildings etc	International Rescue Corps RAPID UK
Vehicle rescue and recovery	Use of specialist vehicles (i.e. 4x4) to assist in emergency situations	International Rescue Corps St John Ambulance
Animal rescue and welfare	Providing people and equipment for the rescue of trapped, injured animals and/or provision of shelters and re-homing services	RSPCA The Blue Cross
Specialist services	Members qualified in (a) HazMat, (b) CBRN, (c) Swiftwater rescue (d) Police Search Team trained (e) Structural and Mechanical engineers, (f) UN On Site Operational Co-ordination Centre (OSOCC) (g) Emergency/Contingency Planning and Disaster Management	MVS (c) SARAID

Transport and Escort Services⁷

Specialist Services Available	Details of Service	Who
Transport of evacuees/ displaced persons	Providing transport facilities to and from i.e. rest centres. Includes the provision of specialist transportation where applicable (i.e. disabled access)	MVS Red Cross St John Ambulance
Transport of injured persons	Providing transport facilities for those with minor injuries (i.e. to and from hospital or medical treatment facilities)	Red Cross St John Ambulance
Transport of friends and family, survivors	Providing transport facilities for friends, family and survivors of emergencies. Including appropriate provision of volunteers to accompany individuals or groups to provide practical and emotional support	MVS Red Cross Salvation Army St John Ambulance Faith Communities
Transport of animals	Providing transport facilities for animals	The Blue Cross

⁷ Generally, provision of transport and escort (accompanying) services would be undertaken on a short-term basis and, where applicable, would include the provision of specialist transportation (i.e. disabled access)

Communications Services

Specialist Services Available	Details of Service	Who
Radio communication provision to responders	Enabling communication through central points of communication when normal channels fail. Providing those responders affected with the use of/access to alternative communications technology	International Rescue Corps ⁸ RAYNET SARAID
Radio communication provision to communities	Enabling communication through central points of communication when normal channels fail. Providing those affected with the use of or access to alternative communications	RAYNET
Telephone and radio operators	Provision of volunteers to man telephone and/or radios, Police Casualty Bureau, Local Authority Helplines, etc	MVS Red Cross Salvation Army St John Ambulance WRVS
Vehicle provision	Provision of specialist and/or supplementary emergency vehicles to support a response	Red Cross Salvation Army ^{9,10} St John Ambulance
Interpreters and translators	Arranging access to interpreters and/or translators for those affected (foreign languages, sign language, etc) Signposting to other organisations where appropriate	Red Cross SARAID ¹¹ St John Ambulance Faith Communities
Provision of information to the public (warning and informing)	Assisting Government and Category 1 responders with public information, warnings, reassurance, recommendations, etc	Red Cross
Community participation and consultation	Training the public to respond to emergency situations (i.e. first aid public training)	Red Cross SARAID St John Ambulance
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	MVS Red Cross WRVS Faith Communities
Assistance in reaching BME community leaders	Providing contacts and assistance in reaching for local BME community leaders	Faith Communities

⁸ Generally compatible only with fire service UKFSSAR teams

⁹ Including mobile canteens and/or trailers

¹⁰ Some Salvation Army units have local Memorandums of Understanding with RAYNET for radio communications

¹¹ Asian

Documentation / Administration Services

Specialist Services Available	Details of Service	Who
Tracing and message services	Enabling restoration and maintenance of contact between families by carrying messages and helping to trace missing relatives	Red Cross Salvation Army
Assistance at casualty bureau and reception centres	Providing volunteers to carry out administration and reception duties, data collection and logging information from callers	Red Cross WRVS
Logging and recording information	Documenting incident and response activities	MVS Red Cross St John Ambulance WRVS
Reception and registration duties in emergency centres	Completion of relevant local forms/police forms both manual and electronic	Red Cross WRVS Faith Communities

Financial Services

Specialist Services Available	Details of Service	Who
Disaster funds	Establishing and administering disaster fund until trustees appointed. Providing information on how to apply to disaster funds	Citizens Advice Bureau Red Cross Faith Leaders

SECTION 4: Equipment and resources available by organisation

In addition to having access to a variety of skilled, trained and experienced volunteers, some of the voluntary organisations may be able to contribute physical resources to a response effort.

Equipment and Resources Available	Details of Resources	Who
Bedding	Blankets, sleeping bags, etc	Red Cross
Ambulances	Ambulance vehicles; front line, 4x4s	International Rescue Corps Red Cross St John Ambulance
Other vehicles	DPV (Disabled Passenger Vehicle), MPV (Multi-purpose vehicles), fully equipped major incident trucks, vans, minibuses, 4x4 vehicles	International Rescue Corps Red Cross St John Ambulance
Radios	Hand held radios, base stations and associated equipment (i.e. aerials, masts, etc)	International Rescue Corps RAYNET Red Cross SARAID St John Ambulance
Clothing	Emergency clothing for adults and children	Red Cross
First Aid and medical equipment	Defib equipment, first aid kits, major incident first aid kits, oxygen	Red Cross St John Ambulance
Mobility aids	Walking frames, waking sticks, wheelchairs, rolators, wheelchairs, commodes, bed-pans, bath seats	Red Cross
Catering equipment	Electric boilers/rings, gas boilers/rings and all equipment required to provide on-site hot meals	WRVS
Shelter	Tents, air shelters	Red Cross St John Ambulance WRVS
Hygiene Packs	Washing kit, soap, shampoo, toothpaste, toothbrushes, flannel	Red Cross
Plastic sheeting	Large sheets of plastic sheeting for use with provision of emergency temporary shelter	Red Cross
(Inflatable) Boats	(Inflatable) boats for accessing flooded, cut-off areas	International Rescue Corps MVS Red Cross RNLI

Equipment and Resources Available	Details of Resources	Who
Mobile first aid units	Vehicles used to provide temporary mobile first aid facilities and treatment centres	Red Cross St John Ambulance
Mobile control units	Vehicles/units for use as mobile communication and control (command) units	RAYNET Red Cross St John Ambulance
Satellite communications	Satellite communications equipment	International Rescue Corps Red Cross SARAID
Lighting	Portable emergency lighting (available for shelters)	SARAID WRVS
Generators	Portable generators	International Rescue Corps SARAID St John Ambulance ¹² WRVS
Forklift trucks	All-terrain fork-lift truck equipment	Red Cross
Field hospital equipment	Portable shelter and equipment for use as field hospital/treatment centre	Red Cross St John Ambulance ¹³
Technical SAR Equipment	Search and rescue equipment to locate missing, trapped or injured persons (e.g. sound location units, thermal image equipment, CO ₂ detection systems, flexible camera systems, timber and concrete chain saws, disc cutters, electric demolition hammers, hand tools, etc)	International Rescue Corps RAPID UK SARAID
Search and rescue dogs	Trained search and rescue dogs for people trapped/missing in collapsed buildings etc	RAPID UK
Stationery	Assorted emergency stationery items (administration boxes)	Red Cross St John Ambulance WRVS
PPE (Personal Protective Equipment)	Hard hats, high visibility vests, etc (for individual volunteers)	International Rescue Corps Red Cross SARAID St John Ambulance

¹² Limited for own use

¹³ Limited

Equipment and Resources Available	Details of Resources	Who
Premises / accommodation	Designated muster points and other premises which could be used for converging or for rendezvous points (either for people and for vehicles)	MVS Red Cross St John Ambulance
Water Filtration Equipment	Equipment to enable the filtration of water	SARAID

SECTION 5: Voluntary Organisations - National

Asterisked* organisations are those represented within the South East Regional Voluntary Sector Sub Group (VSSG) and/or local resilience forum voluntary working groups.

<p>ALSAR (Association of Lowland Search and Rescue)*</p>	<p>The principal aims of the organisation are:</p> <ul style="list-style-type: none"> • To promote and co-ordinate adequate search and rescue arrangements in the lowland areas of the United Kingdom and its offshore islands. • To assist and advise statutory bodies in lowland search and rescue work. • To promote and encourage discourse and co-operation between any and all search and rescue organisations in the United Kingdom. <p>ALSAR is also active in developing and promoting standards of best practice for Lowland SAR units as well as providing help and guidance to new and/or developing units.</p> <p>ALSAR has a Memorandum of Understanding (MOU) with the Mountain Rescue Council (MRC) and seeks to maintain close links with such organisations and their goal is to ensure that all lowland areas of the UK have access to a specialised lowland SAR unit.</p> <p>ALSAR local groups cover all of the South East except Surrey. http://www.alsar.org.uk/</p>
<p>Blue Cross</p>	<p>The Blue Cross is a registered UK animal welfare charity which aims to:</p> <ul style="list-style-type: none"> • Ensure the welfare of animals by providing practical care • Highlight the benefits of companionship between animals and people • Promote a sense of respect and responsibility towards animals in the community <p>Through its network of 11 animal adoption centres, The Blue Cross rehomes thousands of animals each year. The animal hospitals provide a vital service to members of the community unable to afford private veterinary fees, whilst the mobile clinic service contains a lot of equipment to diagnose and treat animals for straightforward problems.</p> <p>www.bluecross.org.uk</p>
<p>British Red Cross *</p>	<p>The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.</p> <p>www.redcross.org.uk</p>
<p>Church of England</p>	<p>As the national and established church the Church of England has a parish system that covers every home in the country administered by 43 separate Dioceses. Each Diocese has a nominated person responsible for Emergency Planning, providing a useful contact point for access to other churches/denominations and other faith communities.</p> <p>www.cofe.anglican.org</p>

<p>Citizens Advice Bureau *</p>	<p>The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice from over 3,000 locations, and by influencing policymakers.</p> <p>Citizens Advice and each Citizens Advice Bureau are registered charities reliant on over 20,000 volunteers and need to raise funds to provide these vital services. The majority of our advisers are trained volunteers, helping people to resolve nearly 5.5 million problems every year.</p> <p>All Citizens Advice Bureaux in England, Wales and Northern Ireland are members of Citizens Advice, the national charity which sets standards for advice and equal opportunities and supports bureaux with an information system, training and other services.</p> <p>www.citizensadvice.org.uk</p>
<p>Cruse Bereavement Care *</p>	<p>Cruse Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services</p> <p>www.crusebereavementcare.org.uk</p>
<p>IRC (International Rescue Corps)</p>	<p>The International Rescue Corps (IRC) is an independent (i.e. non-governmental funded) United Nations Registered disaster rescue service. The IRC is a registered charity, supported entirely by donations from the public and sponsorship from industry. The prime function of the IRC is as a First Phase rescue team, principally casualty location and extrication.</p> <p>Formed in 1981 in the aftermath of the Italian Earthquake, the Corps became operational in 1985 and has since undertaken numerous missions at home and across the world. UK missions have included; gas explosions, train crashes, searches for missing persons, floods and tornadoes. In many cases, missions are co-operative efforts working alongside other agencies.</p> <p>www.intrescue.org</p>
<p>MIND (National Association for Mental Health)</p>	<p>Mind is the leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress by:</p> <ul style="list-style-type: none"> • Advancing the views, needs and ambitions of people with mental health problems • Challenging discrimination and promoting inclusion • Influencing policy through campaigning and education • Inspiring the development of quality services which reflect expressed need and diversity • Achieving equal rights through campaigning and education <p>Mind also has a network of over 200 local Mind associations throughout England and Wales. Our LMAs offer supported housing, crisis helplines, drop-in centres, counselling, befriending, advocacy, employment and training schemes, and other services.</p> <p>www.mind.org.uk</p>

NSARDA (National Search and Rescue Dog Association)	<p>NSARDA is an umbrella organisation for Air Scenting Search Dogs in the UK. Its members are the Search and Rescue Dog Associations which are located throughout the UK. Each of the individual Search and Rescue Dog Associations (SARDA) is a voluntary organisation responsible for training and deployment of air scenting search and rescue dogs to search for missing persons in the mountains and high moorlands of Britain as well as the lowland, rural and urban areas.</p> <p>www.nsarda.org.uk</p>
RAPID UK	<p>RAPID-UK (Rescue And Preparedness In Disasters) exists to provide experienced disaster response personnel anywhere in the world when required and to facilitate sustainable training and mitigation programmes in disaster prone countries. RAPID-UK have amongst the most experienced disaster response personnel in the UK with 20 years experience. RAPID-UK are part of the British government response and are accredited to INSARAG the United Nations International Search and Rescue Advisory Group.</p> <p>www.rapidsar.org.uk</p>
RAYNET *	<p>RAYNET (The Radio Amateurs' Emergency Network) is the UK's national voluntary communications service provided for the community by licensed radio amateurs. The organisation was formed in 1953 following the East Coast floods, when radio amateurs provided emergency communications. We can provide a flexible communications service for major civil emergencies or related exercises and also safety communications for large-scale local community events including marathons, long distance cycle rides and air fetes.</p> <p>www.raynet-uk.net</p>
RNLI *	<p>The RNLI is a charity that provides a 24-hour lifesaving service around the UK and Republic of Ireland. Our lifeboat service in the UK receives no government funding.</p> <p>Since the RNLI was founded in 1824, its lifeboats have saved more than 137,000 lives. In 2007 RNLI lifeboats rescued 7,715 people - an average of 22 people per day. The wet summer weather meant that the RNLI's Flood Rescue Team and volunteer lifeboat crews were particularly active inland, rescuing another 200 people in flood hit areas across the UK during the summer months. RNLI lifeguards responding to 8,201 incidents and assisted 9,883 people during the summer season.</p> <p>The RNLI also aims to save lives by changing attitudes and behaviour among people who use the sea regularly. It also educates children and young people on how they can help and stay safe on or by the sea.</p> <p>www.rnli.org.uk</p>
RSPCA *	<p>The RSPCA is a registered charity that receives no lottery or state aid. Since its humble beginning in 1824 - as the Society for the Prevention of Cruelty to Animals - the RSPCA has worked tirelessly to promote kindness, prevent cruelty and alleviate suffering for animals. Our inspectors prefer to educate rather than prosecute. They watch the treatment of animals in transit, in markets, pet shops, boarding kennels and farms and offer help and advice about their care. Inspectors and ACOs are also an emergency service for injured, trapped, or stranded animals and in 2004 they carried out 12,560 rescues.</p> <p>www.rspca.org.uk</p>

<p>Salvation Army *</p>	<p>The Salvation Army is a denomination of the Christian Church and is the largest provider of social care in the UK, after the Government. The Salvation Army has resources of property; trained personnel and purpose built mobile units which are equipped to be self-sufficient at the incident site. Response to emergencies includes the following: Providing on site refreshments and emotional support to responders at the incident site, providing support to individuals at any designated Rest Centres or Humanitarian Assistance Centres, providing support to family members and friends at the Mortuary Viewing Area and acting as the conduit for relevant faith support, providing personnel for the Support Helpline set up following an emergency.</p> <p>www.salvationarmy.org.uk</p>
<p>Samaritans *</p>	<p>Samaritans is a confidential emotional support service for anyone in the UK and Ireland. The service is available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.</p> <p>There are the 202 Samaritans branches in the UK and Republic of Ireland with a total of 17,000 trained volunteers. Samaritans in England get involved with lots of different outreach projects within the local community. Specific projects depend on individual branches and local community needs. Examples of projects we are involved in include talking at schools, offering support at festivals and visiting hospitals.</p> <p>www.samaritans.org.uk</p>
<p>SARAID (Search and Rescue Assistance in Disasters)</p>	<p>SARAID is a Registered UK charity and NGO dedicated to trying to save the lives of innocent victims of disaster as well as relieving human suffering around the world regardless of colour, creed, religion and political persuasion. Staffed entirely by unpaid volunteers and funded solely by public donations, SARAID on call 365 days a year, always ready to provide a specialist trained Urban Search and Rescue and Disaster Response Team free of charge to any country in need of assistance. SARAID are registered and recognized as full members of the UN INSARG - International Search and Rescue Advisory Group. When disaster strikes, time is of the essence. It is therefore essential that the SARAID team is well trained, well equipped and able to deploy quickly to the site of any disaster around the world.</p> <p>www.saraid.co.uk</p>
<p>St. John Ambulance *</p>	<p>St. John Ambulance is the UK's leading provider of First Aid training and services, with 44,000 fully trained volunteers across the UK. They train more than 250,000 first aiders every year to cope with first aid emergencies both at work and in the home. St John Ambulance responds to hundreds of local incidents and major accidents each year. We play a crucial role in supporting the emergency services when help is needed. Volunteers respond quickly, providing vital help when major emergencies, road accidents, weather incidents and fires occur. Whatever happens, from setting up an evacuation centre to attending a major accident, we will be ready to respond.</p> <p>www.sja.org.uk</p>

Victim Support *	<p>Victim Support is the national charity which helps people affected by crime. Victim Support is the independent charity, which helps people cope with the effects of crime. We provide free and confidential support and information to help you deal with your experience. We provide free and confidential support to help you deal with your experience, whether or not you report the crime. As the laws and systems affecting victims and witnesses differ across the UK and Ireland, there are separate Victim Support websites for: England and Wales. Victim Support also works to promote and advance the rights of victims and witnesses.</p> <p>www.victimsupport.org</p>
WRVS *	<p>The WRVS provides teams of trained volunteers to support the welfare needs of the community and statutory services in times of emergency. Support is available 24/7 365 days a year. We work with other charities and organisations, local authorities and the NHS, meeting needs in communities throughout England, Scotland and Wales to help people in need who may otherwise feel lonely or isolated.</p> <p>www.wrvs.org.uk</p>

SECTION 6: Voluntary Organisations - Regional and Local

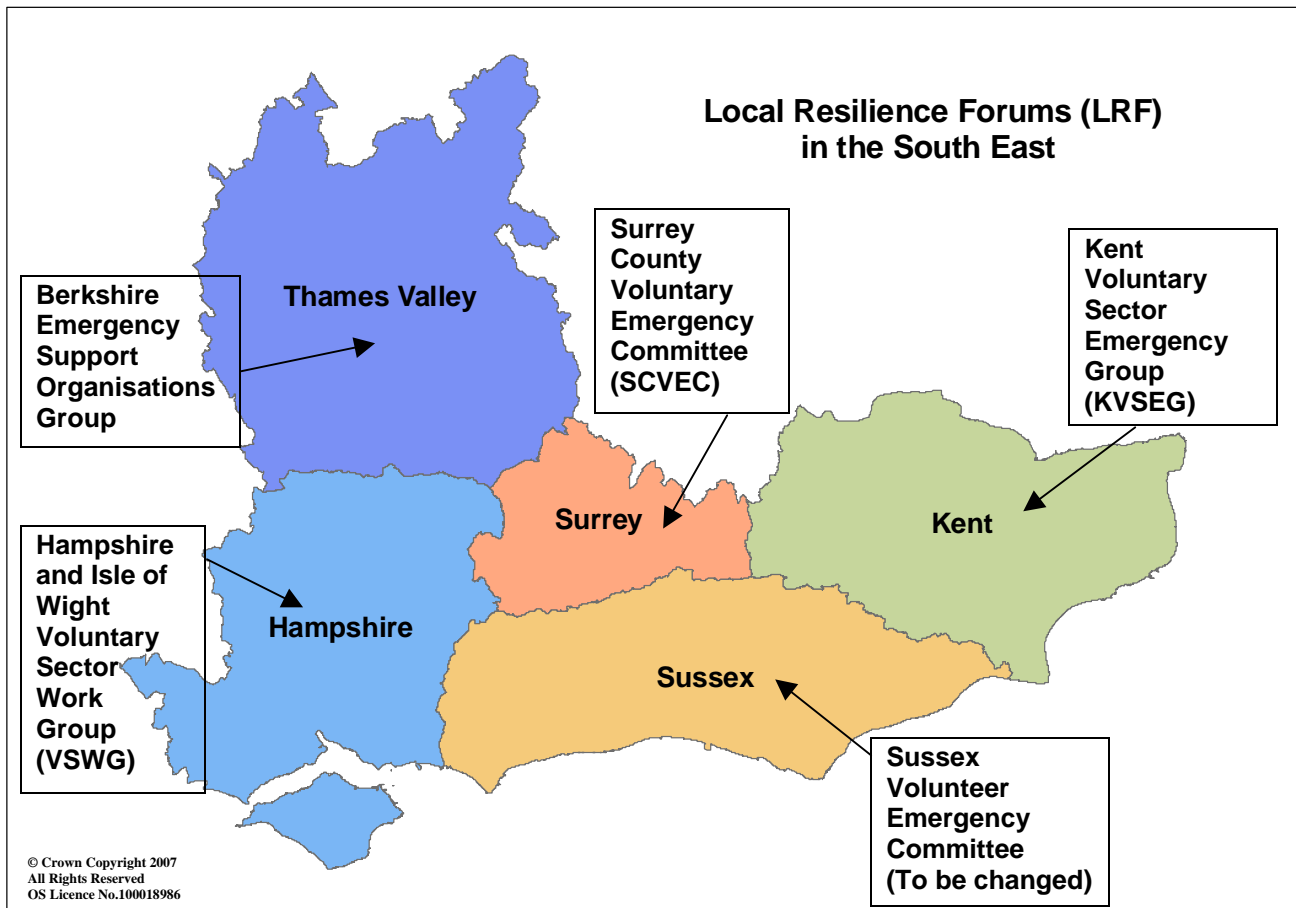
<p>Bux & Oxon 4x4 Response group *</p>	<p>Bux & Oxon 4x4 Response group provide a volunteer stand-by service at the behest of Bucks County Council's Emergency Planning team. In the case of a major incident involving a serious threat to life, the response will be in tandem with the front-line emergency services. They provide skilled 4-wheel drive vehicle owners, and provide a safe, off-road/bad weather transport capability to the rescue response for whatever purpose it may be required. They provide safe transportation of people and materials to areas affected by bad weather, localised flooding, snow etc and severe weather reconnaissance. Most have radio communications. They train and exercise with Buckinghamshire Emergency Planning Team and other volunteer organisations so all are sufficiently trained and familiar with each other's capabilities and requirements to operate safely and effectively under their own initiative, harmoniously and in close proximity.</p> <p>www.borg4x4.org/</p>
<p>Church In Society *</p>	<p>Church in Society acts as the co-ordinator for the Kent faith communities' emergency plan. Under the plan, clergy and lay people will be available to offer pastoral and spiritual support to anyone affected by an emergency or critical incident.</p> <p>Faith groups included in the plan are: Anglican Dioceses, Catholic Archdiocese, Baptist Union, Methodist Church, Religious Society of Friends (Quakers) Salvation Army, United Reform Church, Muslim Community, Hindu Community, Sikh Community, Jewish Community, Baha'i Community and Buddhist Community. There are also links with Janis, Pagans, Parsis, Rastafarian, Shinto and Jehovah's Witnesses.</p> <p>www.churchinsociety.org</p>
<p>Council for Voluntary Services*</p>	<p>The Council for Voluntary Services is a community based organisation providing and maintaining a register of Voluntary Organisations and Individuals who can be called upon to assist the Emergency Services, Local Authority and the KVSEG members in the event of a Major Emergency in Kent.</p> <p>www.navca.org.uk/</p>
<p>Hampshire and Berkshire 4x4 Response Group (HB4x4RG)</p>	<p>HB4x4RG are a voluntary organisation formed as part of the National 4x4 Response Network.</p> <p>Staffed entirely by volunteers, HB4x4RG can provide a service to the community in times of need, when driving conditions are severe (such as the recent flooding or to aid in the rescue of stranded animals, etc) or when the emergency services need to access somewhere only a modified 4 -wheel drive vehicle could safely venture (such as a soft beach or muddy track or field). They are on call 24 hours a day, 7 days a week and 365 days a year to provide this assistance.</p> <p>www.hampshire4x4response.co.uk www.berkshire4x4response.co.uk</p>

<p>Kent Search and Rescue *</p>	<p>The KS&R main role is in support of the emergency services, by providing a disciplined, organised and well-trained group of people to aid in the searching of a given area for persons/survivors involved in a major emergency. Immediate first aid and rescue/recovery may also be tasks that they will be requested to carry out.</p> <p>www.ksar.co.uk/</p>
<p>Maritime Volunteer Service *</p>	<p>The Maritime Volunteer Service is a national uniformed, voluntary maritime organisation with charitable status. With units based around the coast of the United Kingdom, part of its charitable status is to provide a disciplined body of people with the necessary skills to operate afloat and ashore in the event of a local emergency. In Sussex, units are based at Sovereign Harbour, Eastbourne and at the Port of Shoreham.</p> <p>www.mvs.org.uk/</p>
<p>South East of England Faith Forum*</p>	<p>The South East of England Faith Forum is a member of the Inter Faith Network for the UK. The Network was founded in 1987 to promote good relations between people of different faiths in this country. Its member organisations include representative bodies from the Baha'i; Buddhist; Christian; Hindu; Jain; Jewish; Muslim; Sikh; and Zoroastrian communities; national and local inter faith bodies; and academic institutions and educational bodies concerned with inter faith issues.</p> <p>The Network works with its member bodies to help make the UK a place marked by mutual understanding and respect between religions where all can practise their faith with integrity.</p> <p>In 2007, The Inter Faith Network published "Inter Faith Organisations in the UK: A Directory". This contains a page about each UK wide, national, regional and local inter faith body describing its work and giving its contact details.</p> <p>www.interfaith.org.uk</p>
<p>Sussex Churches *</p>	<p>Sussex Churches offer support to people of all denominations. They provide clergy at the scene to minister to the injured and others affected, liaising closely with the Police Incident Officer. They offer a ministry of support and comfort for relatives and friends of victims and others involved. This may take place away from the scene, for instance at a Rest or Reception Centre, hospitals, a temporary mortuary, or in individuals homes. Pastoral support of those involved in the response to the incident.</p>
<p>The Compassionate Friends *</p>	<p>The Compassionate Friends (TCF) is a nationwide charitable organisation offering support and care to bereaved families after the death of a child. This help is offered irrespective of the age of child, the cause of death, ethnic or social background. They provide a free befriending service for bereaved parents and their families, provided by trained and supervised volunteers. They also provide advice and information on practical matters to do with bereavement. Offer opportunities for contact with others through support groups. Continued long-term support is available through a network of nationwide contacts.</p> <p>www.tcf.org.uk/</p>

<p>TVP Multi-faith Chaplaincy *</p>	<p>Thames Valley Police has a team of chaplains from a range of faiths and denominations who respect and care for all members of staff, regardless of religious belief. Another important function of the Chaplains is to network with faith groups and communities. This is a where Chaplains can open doors for local and neighbourhood policing by building relationships with faith groups and their leaders. Faith is deeply entwined with community spirit and it is important that the service has access to these communities.</p> <p>Chaplains seek to support, comfort and counsel without prejudice or agenda and in complete confidence</p> <p>www.thamesvalley.police.uk</p>
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Appendix 1: South East Local Resilience Forum (LRF) Voluntary Groups

This map identifies the LRF voluntary groups within the South East region.



Appendix 2: Other Relevant Documents

The following guidance may be useful to refer to when planning and engaging with the voluntary sector.

1. *Preparing for Emergencies*, Chapter 14, The Role of the Voluntary Sector p154-159 (Cabinet Office)
www.ukresilience.info
2. *Emergency Response & Recovery*, Chapter 5, Care and treatment of people p34-42 (Cabinet Office)
www.ukresilience.info
3. *Humanitarian Assistance in Emergencies: Guidance on Establishing Humanitarian Assistance Centres*
www.ukresilience.info/upload/assets/www.ukresilience.info/hac_guidance.pdf
4. *The Needs of Faith Communities in Major Emergencies: Some Guidelines*
www.ukresilience.info/upload/assets/www.ukresilience.info/faith_communities.pdf
5. *Working Together to Support Individuals in an Emergency or Disaster* (British Red Cross publication)
www.ukresilience.info/upload/assets/www.ukresilience.info/working.pdf
6. *Protocols relating to financial transactions arising from involvement in major and pan-London incidents* (London Regional Resilience Forum, voluntary sector Sub Committee)
7. *Literature and Best Practice Review and Assessment: Identifying People's Needs in Major Emergencies and best practice in Humanitarian Response*. (Dr Anne Ayre, DCMS publication)
www.culture.gov.uk/NR/rdonlyres/58C7B307-4428-46FB-A185-D83CD2087854/0/haintheukfullreport.pdf
8. *Voluntary Sector Engagement Guidance Note*
www.ukresilience.info/upload/assets/www.ukresilience.info/voluntary_sector_guidelines.pdf
9. *South East Regional VSSG Capabilities Mapping* (please contact the author of this document)
10. *South East Regional VSSG Organisation Profiles* (please contact the author of this document)

Appendix 3: How the voluntary sector has been used (case studies)

Thames Valley Floodings July 2007

Throughout the Thames Valley region, voluntary agencies were called upon to assist the response to the floodings. This included the following support primarily relevant to the GOSE Region:

- Provision of welfare support at the Kassam Rest Centre and other rest centres in Oxfordshire including; practical and emotional support, registration, day care, transport, therapeutic care and mobility equipment
- On standby for other rest centres in Berkshire and Buckinghamshire
- Assistance at flooded homes and to stranded motorists
- South Central Ambulance Service (SCAS) support in Berkshire & Oxfordshire (including 4x4 ambulances)
- On standby to assist with communications
- Provision of refreshments to emergency workers
- Rescue of electrocuted man in flood water
- Launch of National Floods Appeal

Additionally organisations in the GOSE region were involved in providing mutual aid to other areas of the UK affected by floods as follows:

- Communications assistance in Gloucestershire to connect rest centres, etc
- Rest centre support and distribution of clothes/food in Gloucestershire and Wiltshire
- Ambulance support in Gloucestershire and West Midlands
- Provision of vehicles and crews to distribute water, hygiene packs, etc in Gloucestershire

Kent Earthquake April 2007

Following the earthquake, voluntary organisations were called on to provide support as follows:

- Practical and emotional support at a rest centre for evacuated families
- Assistance to EDF Energy vulnerable customers

Operation Daedalus September 2006

Two rest centres were set up by Local Authorities with support from voluntary sector organisations providing:

- Specialist transport to evacuees with restricted mobility
- Refreshments for evacuees and rest centre staff
- First aid at rest centre

Lebanon Evacuation July 2006

Voluntary organisations worked alongside local and airport authorities to provide assistance to evacuees from Lebanon in the form of:

- Counselling
- Meeting evacuees at Airports
- Practical and emotional support
- Foreign and Commonwealth Office support in Cyprus

London Bombings

July 2005

Voluntary sector organisations worked alongside Category 1 & 2 responders providing practical and emotional support to those affected both on the day and on a longer-term basis:

- Management and co-ordination of Family Assistance Centre (FAC) in conjunction with the Metropolitan Police & Westminster City Council
- Support at FAC: Befriending, Emotional support, Therapeutic Care and Refreshments
- Launch of Disaster Appeal in conjunction with Mayor of London
- Support of local Ambulance Services
- Provision of emergency vehicle
- Standby communications support
- Management of telephone support line
- Support at railway stations, hospitals, vigils, etc
- Assistance at rest centres set up due to other related incidents (evacuations, etc)
- Support at temporary mortuary
- Conducting of Church services

Appendix 5: How the voluntary sector has been used (exercising and training)

Members of the group have been involved in a number of exercises and incidents including:

Long Shadow May/July 2007

Exercise Long Shadow was a Tier 1 national exercise and formed a part of the National Preparedness Programme and annual exercise series. It was a Department for Business, Enterprise and Regulatory Reform (BERR) led exercise based on an energy scenario. The exercise was conducted in two parts: Regionally on the 16th May (tabletop exercise) and nationally on 4th and 5th July 2007, which lasted 36 hours.

The exercise was a strategic level simulation stretching from the top level Civil Contingency Committee (CCC) through to the Silver level of command in National Grid and across a wide range of industries.

Representatives from the VSSG contributed at the regional tabletop exercise that fed into the subsequent national exercise.

Winter Willow January/February 2007

Winter Willow was a large exercise involving local, regional and national government play. The first phase, Winter Willow 1, was a one-day, national, tabletop exercise. The second phase, Winter Willow 2 was a command post exercise involving local, regional and national play.

Winter Willow 1 was held on 30th January 2007. Winter Willow 2 took place on 16th, 19th, 20th and 21st February 2007. Regionally, Winter Willow 2 involved the five Strategic Co-ordinating Groups (SCG), GOSE and Strategic Health Authorities (SHA) and was attended by 354 players from a variety of different organisations.

The voluntary sector was involved at regional and national level. Regionally representatives from the VSSG sat on the Regional Civil Contingencies Committee (RCCC) and the Regional Civil Contingencies Committee (Officials) (RCCC(O)).

Black Crocus October 2006

Black Crocus was a Health Protection Agency led practical live exercise, run in conjunction with NHS colleagues and other partner agencies in order to enhance emergency planning and preparedness in Kent on 19 October 2006. The exercise involved the setting up of a mass dispensing centre to dispense treatment to the general public, who were played by volunteers, following a simulated release of a biological agent.

The volunteers, acted as 'casualties' of the incident, and were required to attend the dispensing centre, took part in the assessment procedures, and collected mock treatment in the form of tablets

Volunteers from VSSG organisations attended as players and volunteers.

Regional Gold Snap

February 2006

Exercise GOLD SNAP was a joint multi-level pan-regional test of preparedness for pandemic 'flu. It took place at Imber Court, Surrey on 3rd February 2006, attended by 135 players from 77 different organisations. Exercise GOLD SNAP was a 'table top' exercise held in three phases over the course of one working day. Players were faced with the developing scenario of a 'flu pandemic in the South East. This scenario was designed to aid the examination of links between local, regional and national structures.

Each phase represented a separate time slot in the development of a pandemic. The players sat on one of seven tables; a National table, a Regional table and five Gold tables representing the Gold co-ordinating groups for the Police Force areas of Kent, Hampshire and Isle of Wight, Surrey, Sussex and Thames Valley.

The VSSG was represented on the Regional Table.

Regional Gold Top

March 2005

Exercise GOLDTOP, held on the 10th March 2005, served as a pilot for the programme of regionally based events being organised by the Home Office and the Government Offices of the Regions, designed to deliver multi-gold training and exercising across the country. The event was attended by 98 people representing 52 organisations from local, regional and central agencies.

GOLDTOP was a 'table top' exercise and did not include any operational elements. There were seven tables involved; the five Gold tables, comprising individuals from the five Police Force areas of the South East, the Regional Table and the National Table. Players were faced with a developing scenario that indicated a co-ordinated attack on key nodes in the transport infrastructure of the South East. This scenario was designed to aid the examination of links between local, regional and national structures.

The VSSG was represented on the Regional Table.