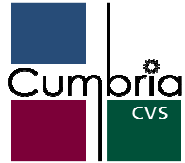


## MAXIMISING THE ROLE OF THE THIRD SECTOR AND COMMUNITY GROUPS IN FLOOD RECOVERY

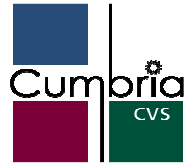
### INTRODUCTION

This document has been prepared by Cumbria CVS and combines the recommendations from research into the role of the third sector in flood recovery<sup>i</sup> and Cumbria Resilience Unit (CRU) recovery phase debrief report<sup>ii</sup>. This was undertaken to illustrate the similarities in the findings of both reports that relate to third sector and community involvement in recovery. In order for these recommendations to be taken forward action needed has been allocated to communities, third sector organisations and statutory agencies in Cumbria. Actions are split into the following areas: Leadership, volunteering, collection of offers, communication, well-being, funding and community recovery groups.

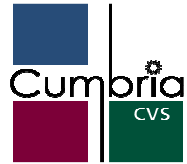
<b>Recommendations to maximise the role of the third sector in flood recovery            Distributing responsibilities to communities, third and statutory sector in cumbria<sup>iii</sup></b>			
<b>1. Leadership</b>	<b>Community</b>	<b>Third sector</b>	<b>Statutory</b>
Plans should be developed to clearly define lines of accountability and leadership to staff support centres. Guidance for this protocol is already in existence as part of Cumbria Emergency Assistance Centre plan, prepared by Cumbria County Council. Although this guidance refers to the acute			Cumbria County Council (CCC) is working to clearly illustrate lines of accountability and leadership at support centres established following a major incidence to provide support and advice for people.  The centres are led and co-ordinated by district councils



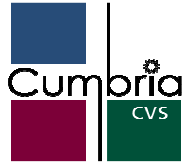
<p>stage of an emergency it clearly has a role in defining responsibilities as recovery begins.</p> <p>Plans need to be drawn up to clearly illustrate the wider operational multi agency recovery response, that state co-ordination responsibilities and organisations role's (third sector and statutory).</p> <p>Support centres should be open for as long as necessary or as need dictates and progress a community is making in recovery.</p>			<p>with administrative and logistical support from CCC and third sector partners. Registration, trading standards, building control, insurance, homelessness and signposting to services.</p> <p>Community Recovery Committees (CRC) are set up by CCC to assist in impact assessment of a community following a major event such as flooding to reflect community concerns, feelings and initiatives and assist in informing the wider community.</p>
<p>Wider public dissemination of the recovery process and how it works should be undertaken in order to raise awareness and manage expectations.</p>		<p>ACTION with Communities in Cumbria, Cumbria CVS, Cumbria County Council, Environment Agency are part of a Communities Sub Group part of Cumbria Local Resilience Forum.</p> <p>The Power for Change: Emergency and Recovery Planning for Communities - In May 2012, ACTION with Communities in Cumbria in collaboration with Cabinet Office, Cumbria County Council, Cumbria CVS and Environment Agency held a conference aimed at community groups and officers with an interest in emergency and recovery planning to make</p>	



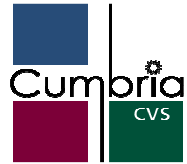
			<p>communities more resilient in an era of climate change.          Download the event briefing paper and speak presentations at:  <a href="http://www.cumbriaaction.org.uk/what_we_do/community_emergency_planning">http://www.cumbriaaction.org.uk/what we do/community emergency planning.</a></p>
<p>The workings of the Welfare sub group should be reviewed to ensure good communication with and support to the on-the-ground activity.</p>			<p>Recovery Co-ordinating Group (RCG) have in place a Cumbria Recovery Structure for managing recovery within communities. Previously the interests of organisations representing communities have been combined within a Health &amp; Welfare sub group, but the range of partners and priorities is too broad.</p> <p>The Cumbria Recovery Structure can be found on p.35 of Cumbria Resilience Unit de-brief report on the Cumbrian Floods November 2009, Learning from Experience, recovery phase de-brief report.</p> <p><a href="http://www.cumbria.gov.uk/eLi">http://www.cumbria.gov.uk/eLi</a></p>



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<p>The third (voluntary and community) sector needs to work to develop a stronger presence in strategic planning for community recovery at a County level.</p>		<p>Cumbria CVS undertaking work to determine the remit of our emergency response role and an enhanced volunteer brokerage to include emergency planning. This will include engagement with other third sector partners whose charitable purposes will give them a role in recovery.</p>	

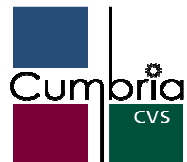


2. Volunteering	Communities	Third sector	Statutory sector
<p>Identify type of help likely to be needed in accordance with Cumbria Risk Register (very high, high and medium) and using third sector and statutory experience.</p>	<p>Within community emergency action plans</p>	<p>Undertake emergency/recovery response planning exercises to define resources available.</p> <p>Undertake work with communities around emergency and recovery planning to build resilience.</p>	<p>Cumbria County Council (CCC) and Environment Agency (EA) facilitate and work in partnership with third sector organisations to empower communities to have in place emergency action plans that reflect likely risks to the community.</p>
<p><b>Third sector organisations, with a remit for brokering volunteering:</b></p> <ul style="list-style-type: none"> <li>• share information on volunteering capacity and</li> <li>• co-ordinate themselves to systematically pick up and deploy all voluntary offers of help</li> <li>• Remit to match volunteering skill with demand               <ol style="list-style-type: none"> <li>1. Assist local groups with facilitating short term volunteering</li> <li>2. Capture medium and longer term opportunities</li> </ol> </li> </ul>			
<p>Local influx of volunteers</p>	<p>Responsive nature of volunteering to be managed locally</p>	<p>Local third sector organisations based within communities or established volunteer practices – Lions, Rotary, British Red Cross, Churches Together</p>	



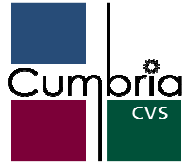
Capturing offers of time		Cumbria CVS facilitate matching of volunteering offers made via CCC phone number. Purpose to match skill with demand.	CCC to set up contact phone number to receive all offers of time and goods. Volunteered time offers transferred to CVS. Phone managed for as long as necessary or needs still being identified.
CVS – short term volunteering		Cumbria CVS looking to develop facilitating of short term one of volunteering opportunities that can easily be used following an emergency. Third sector use this service to promote volunteer vacancies	
CVS – Medium/Longer term		CVS and other third sector support organisations that already organise/facilitate volunteering opportunities to consider organisational response planning in the event of an emergency situation, and consider the management and co-ordination of volunteering resource.	

3. Collection of offers	Communities	Third sector	Statutory sector
<p>1. CCC Policy and Performance Unit, protocol for the collection and collation of offers and Impact Housing Associations system for collecting, storing and distributing donated goods recognised as essential services. Both need to be promoted widely.</p>		<p>Furniture and household goods sellers with systems in place to distribute to vulnerable households – Age UK, Impact, Living Well.</p>	<p>CCC – Utilise existing strong links to 3<sup>rd</sup> sector networks that distribute furniture and household goods to vulnerable households</p>
<p>2. Proactive work to capture offers of help from the private sector and industries.</p>		<p>Third sector source funding from private sector organisations.</p> <p>Organisations based locally source from local suppliers – for example soup kitchens, food banks and clothing needs source from local supermarkets and shops.</p>	<p>CCC source large donations of goods informed by local community recovery group and organisations working with affected households.</p>

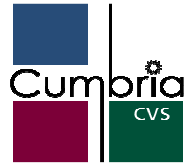


<p>3. At each support centre desk to facilitate and record requests for help and offers received.</p>		<p>Contact third sector organisations with remit in helping communities affected to attend the Community Recovery Committee.</p> <p>Locally based third sector groups</p>	
<p><b>4. Communication</b></p>	<p><b>Communities</b></p>	<p><b>Third sector</b></p>	<p><b>Statutory agencies</b></p>
<p>Data sharing protocol for Cumbria to be developed for use during an event where life is in danger.</p>	<p>Representation on Community Recovery Committee (CRC).</p>	<p>Representation on Community Recovery Committee (CRC).</p> <p>Cumbria CVS to contact third sector organisations with a remit to help and support communities who need to have input into the CRC.</p>	<p>Establish and organise and secretariat for community recovery committee</p> <p>CCC protocol in place to be shared across all agencies. In the event of an emergency data collected in Cumbria is owned by CCC and basic contact details can be shared by service organisations.</p>
<p>Community Recovery Committees (CRC) are set up by CCC to assist in impact assessment of a community following a major event such as flooding to reflect community concerns, feelings and initiatives and assist in informing the wider community.</p>			

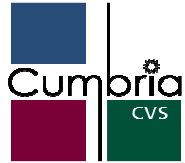




<p>E-bulletin or newsletter produced by one organisation that is regularly updated and available in different formats (printed, email, website). Discourage organisations from producing leaflets to promote services by ensuring above route is efficient and easy to use.</p> <p>Public Service Information Points (PSIP) to be set up in local authority areas and promoted widely.</p>	<p>Reflect community concerns, feelings and initiatives to bring to the attention of the CRC and issues e-bulletin needs to pick up on.</p>	<p>Reflect third sector services, concerns, feelings and initiatives to bring to the attention of the CRC to be promoted through the e-bulletins.</p>	<p>Focus on providing information should be via daily e-bulletin and flood newsletters. CCC to ensure information as up to date as possible.</p> <p>Local authorities to ensure PSIP are in most suitable location identified by the CRC.</p>
<p>Clarity required on the number of community text messaging services available in Cumbria, number of households reaching and likely interconnecting text messaging services i.e. Environment Agency, Neighbourhood Watch.</p>	<p>Sign up to Cumbria Community Messaging System run through Neighbourhood Watch</p> <p><a href="http://www.cumbrianeighbourhoodwatch.co.uk/">http://www.cumbrianeighbourhoodwatch.co.uk/</a></p> <p>Sign up to EA Flood Warning Direct</p> <p><a href="http://www.environment-agency.gov.uk/homeandleisure/floods/38289.aspx">http://www.environment-agency.gov.uk/homeandleisure/floods/38289.aspx</a></p>	<p>Sign up to Cumbria Community Messaging System run through Neighbourhood Watch</p> <p><a href="http://www.cumbrianeighbourhoodwatch.co.uk/">http://www.cumbrianeighbourhoodwatch.co.uk/</a></p> <p>Sign up to EA Flood Warning Direct</p> <p><a href="http://www.environment-agency.gov.uk/homeandleisure/floods/38289.aspx">http://www.environment-agency.gov.uk/homeandleisure/floods/38289.aspx</a></p>	<p>Cumbria Community Messaging System run through Neighbourhood Watch Community and Environment Agency (EA) flood warning direct is the messaging services CCC and LA in Cumbria would use.</p>

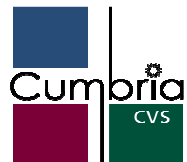


<p>Multi-agency communications group agreed in advance of an emergency to reinforce partnership approach and consistency of messages.</p>			<p>Local Resilience Forum (LRF) has a structure in place to maintain a multi-agency communications group. This group to provide press releases to CRU members.</p>

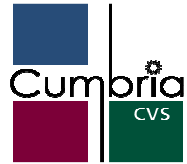


<p>Local newspapers and radio should be used widely, particularly in the first few days following an event, to pass on information about recovery, services available and where to find out more information.</p> <p>Attempts need to be made to control media attention by encouraging community groups and support centres to have a designated communication person/s.</p>	<p>Community groups, parish or flood action groups use local press to provide information updates.</p> <p>Designated person to liaise with the media.</p>	<p>Third sector groups use local press to provide information updates.</p> <p>Designated person from each organisation to liaise with the media.</p>	<p>LRF maintain multi-agency communications group. Use local press as well as national media to release information updates.</p> <p>Group to use social media sites such as face book and twitter.</p>
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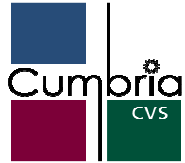
5. Well-being	Community	Third sector	Statutory
<p>Households living in areas that have been or are likely to be flooded, need to take some degree of personal responsibility, By registering to receive Environment Agency flood warnings they will be aware of the likely risks and changing weather patterns in their local area.</p>	<p>Community members take self responsibility and engage with emergency planning within their communities</p>	<p>ACT and Cumbria CVS attend Communities Sub Group to arrange events to support communities – 16<sup>th</sup> May - The Power for Change.</p>	<p>Environment Agency to continue to promote text and email flood warning systems available</p>



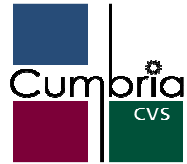
<p>In aiding community recovery, local knowledge and views must be harnessed, in an effective way to demonstrate a response to recovery that has been informed by that information.</p> <p>Consider effective ways of measuring successes that are meaningful to affected communities.</p>	<p>Representation on Community Recovery Committee (CRC).</p>	<p>Representation on Community Recovery Committee (CRC).</p>	<p>Representation on Community Recovery Committee (CRC).</p>
<p>Welfare provision is much more than what the statutory social care agencies can provide. There should be recognition of the importance of the third sector in providing emotional support and practical help throughout recovery.</p>			<p>Emergency plan for Cumbria to reference the role of third sector community groups in enabling community recover.</p>



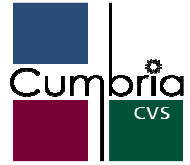
<p>A review of the Supporting people section of the Cumbria Emergency Plan need to be undertaken, which reflects the recovery specifics of the welfare response. Communities continue to experience trauma long after an emergency impacts within their local level. Mainstream support services provided by statutory and third sector organisations should be aware of this, and tailor support service accordingly.</p>			<p>Supporting people plan has been reviewed.</p>
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6. Funding	Community	Third sector	Statutory
<p>Clarity and guidance is needed from Government on what Belwin will cover and its use during recovery (which funds can be applied for and the format of the application).</p>	<p>The Belwin scheme funding applies to the acute phase of an emergency. When formal handover from Police back to County Council has taken place Belwin is no longer applicable. Formal handover could become a staged process prior to formal handover to ensure the first couple of weeks and emergency and into recovery support are funded.</p> <p>The Bellwin scheme of emergency financial assistance to local authorities may be activated in any case where an emergency or disaster involving destruction of or danger to life or property occurs and, as a result, one or more local authorities incur expenditure on, or in connection with, the taking of immediate action to safeguard life or property, or to prevent suffering or severe inconvenience, in their area or among its inhabitants. There is no automatic entitlement to financial assistance: Ministers are empowered by Section 155 of the Local Government and Housing Act 1989 to decide whether or not to activate a scheme after considering the circumstances of each individual case.</p>		
<p>Where Third Sector Groups wish to reclaim costs for work undertaken during the acute and recovery phases a commissioning organisation has to be agreed and a contract signed up front. A protocol has been compiled by CVAC that provides guidance.</p>		<p>Third sector groups with a charitable role during the acute stage of an emergency and into recovery to source contract to be signed up front</p> <p>CVAC to provide advice to third sector groups on the commissioning organisations and the type of contract that needs to be signed up front.</p>	<p>Cumbria Resilience Forum (CRF) support CVAC to provide this information to third sector groups whose charitable aims dictate they would seek to have a role in either the acute or the recovery stages following an emergency.</p>



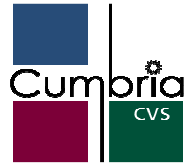
<p>Blanket emergency funding should be viewed as necessary to support ALL households in the first few days of recovery. There should be consistency in how this is applied, with households receiving equal levels of funding in all areas that have experienced the emergency.</p> <p>A protocol to encourage the sharing of information on spend should be developed across all third sector organisations that receive donations via national and county wide networks.</p> <p>Means tested funding to support vulnerable households should be readily available in the short, medium and long term.</p>		<p>Cumbria CVS jointly developing a protocol with Cumbria CCF for all organisations with a funding remit to sign up to in principal – Lions, Rotary, Siroptomist, Round Table.</p>	
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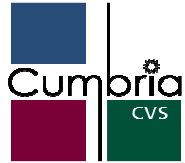
<p>Up to date, public information, should be available detailing the level of funding received across the County, priorities for spend and amounts given out.</p>			
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7. Community recovery groups	Community	Third sector	Statutory
<p>Community emergency plans need to be held and kept up to date by one organisation, in electronic format with main contact names.</p> <p>Work needs to be undertaken to raise awareness of emergency plans and response arrangements within communities and responders.</p> <p>Where a flood action group has been established as a practical tool for statutory agencies to work within communities, these groups should be supported and empowered to undertake their assumed duties. Support should include guidance on governance, business planning and funding.</p> <p>Clarity is needed as to whether FAGs are achieving this overall purpose to act as a practical tool for external agencies to engage with, and if in doing so they are representing the needs of the wider community.</p>		<p>ACT to roll out emergency planning in rural communities</p> <p>CVS to roll our response planning by third sector organisations whose charitable aims dictate they would seek to provide community support or services necessary in recovery.</p>	<p>Environment Agency to promote the formation of FAG which can undertake emergency planning within larger communities in Cumbria.</p> <p>Clarity needed as to how organisations can access information contained within community emergency plans and where these will be held.</p>



<p>It is important to ensure rural parishes are treated equally to larger communities and given opportunities to ensure their environment is protected. Parishes could form satellite groups connected to the main flood action groups, a natural cluster of rural parishes or stand alone group.</p>			
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## Abbreviations

ACT – Action with communities in Cumbria  
CCC- Cumbria County Council  
Cumbria CVS – Council for Voluntary Service  
CRC – Community Recovery Committee  
CSG – Communities Sub Group of LRF  
CVAC – Cumbria Voluntary Agencies Committee  
EA – Environment Agency  
LRF – Local Resilience Forum  
RCG – Recovery Co-ordinating Group

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<sup>i</sup> The role of the third sector in helping communities in Cumbria recover from the November 2009 floods, Cumbria CVS, Dec 2011, <http://www.cumbriacvs.org.uk/index.asp?ID=184>

<sup>ii</sup> Cumbria floods November 2009 learning from experience recovery phase debrief report, April 2011. Sections used for moulding are: Information collection and use, stakeholder Involvement, measuring success, funds and grants, offers of help, welfare, communications and community flood recovery groups, <http://www.cumbria.gov.uk/eLibrary/Content/Internet/533/561/4066711109.pdf>

<sup>iii</sup> **A community** is a group of people bounded by a geographical links, such as a village, settlement or district, and includes those brought together by lifestyle, religion, hobby, interest etc

**By third sector** we mean a range of organisations in the voluntary and community sector, including faith groups, sports groups and social enterprises.

**By statutory sector** we mean organisations that are set up, controlled and funded by the government, for example local and county councils and the Environment Agency.

**Parish and town councils (local councils)** serve their communities. They are not controlled or funded by central Government. Most parish councillors are volunteers and are not paid but can claim volunteer expenses.