

**Action plan to take forward recommendations to maximise the  
role of the third sector in community recovery**

**Cumbria CVS**



*July 2012 Communities Sub Group of the County Resilience Forum (CRF) agreed to monitor progress in taking forward combined recommendations from Cumbria CVS research into the role of the third sector in flood recovery and Cumbria Resilience recovery phase debrief report from the November 2009 floods.*

*Responsibilities in taking the recommendations forward are assigned to community, voluntary (third sector) and statutory sector groups or organisation working to improve community resilience to unexpected disasters, in Cumbria.*

<b>1. Contact with major organisations</b>		
<b>Recommendation</b>	<b>Action</b>	<b>Progress</b>
Active dissemination of results, maximising opportunities to promote recommendations.	Big Lottery Fund, Tessa Wiley attended launch event 08/12.  Letters sent with report to:	07/12/11 – Presentation Cumbria Voluntary Agencies Committee (CVAC), administered by Cumbria Resilience Unit

	<p>NCVO, VSNW , NAVCO, NAVCA,</p> <p>Cumbria County Council neighbourhood Teams – Allerdale, South lakes, Carlisle and Eden and Copeland.</p> <p>Local Authority Emergency Planning Officers that liaise with Cumbria Resilience Unit.</p> <p>NW Funders Forum</p> <p>National Flood Forum</p> <p>Volunteer Cornwall</p> <p>Gloucester Voluntary Services,</p>	<p>(CRU) on report recommendations</p> <p>08/12/11 – Launch event Christ Church rooms, Cockermouth. 40 attendees including Big Lottery Fund, statutory organisations and larger third sector bodies in Cumbria.</p> <p>Research recommendations matched with recommendations from CRU recovery phase de-brief report and presented to Communities Sub Group of CVAC , for that group to consider taking forward.</p> <p>Work being used to inform seminar being run by Cumbria CVS at the Communities Sub Group conference, 'The power for change: Emergency and recovery planning for communities', 16<sup>th</sup> May.</p> <p>Presentation to Action4Health conference on research findings and community resilience 24<sup>th</sup> April 2012.</p> <p>Churches Together in Cumbria to distribute copies of report to:</p>
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		<ul style="list-style-type: none"><li>• Social responsibility forum</li><li>• Local Churches Together groups</li><li>• Churches Together Newsletter March 2012 reference to research</li></ul> <p>VSNW newsletter reference to research and link to CVS website.</p> <p>Cockermouth Lions distributed research to other groups within Cumbria. Requested permission to distribute report to wider network of national Lions Club. Felt research was excellent bringing together and representing the work of local community groups such as the Lions.</p> <p>July 2012 Communities Sub Group of the County Resilience Forum (CRF) agreed to monitor progress in taking forward combined recommendations from Cumbria CVS research into the role of the third sector in flood recovery and Cumbria Resilience recovery phase debrief report from the November 2009 floods.</p>
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		<p>September 2012 formal presentation to the wider County Resilience Forum</p> <p>Responsibilities in taking the recommendations forward are assigned to community, voluntary (third sector) and statutory sector groups or organisation working to improve community resilience to unexpected disasters, in Cumbria.</p> <p>Sept 2012 formal presentation with CCC, Area Support Team to CRF on role of the voluntary sector and maximising community and voluntary sector engagement in recovery.</p>
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<b>2. Support for flood action groups in towns and rural parishes</b>		
<b>Recommendation</b>	<b>Action</b>	<b>Progress</b>
Where a flood action group has been	Environment Agency	Meeting with Environment Agency agreed

<p>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>Contact to establish opportunities for partnership working and level of engagement with FAGs.</p> <p>Link needed into CVAC, Communities Sub Group to advise on work of Cumbria CVS with communities – groups set up, governance, project planning and funding.</p>	<p>would promote services CVS can offer to groups. Agreed groups need to be self identified and at a stage where looking for advise on how to proceed and organise themselves.</p> <p>Progress made with Communities Sub Group. Matching of CVS recommendations and CRU wash up notes completed.</p>
<p>Clarity is needed as to whether flood action groups 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. The Northern Flood Group have concluded at present there are four common key issues that communities need help with tackling/lobbying – Insurance, Flood Defence Funding, Water Act and Drainage and Restoration /Recovery (Best Building Practice Standards). Flood action groups need to be effectively tackling these issues at a local level.</p>	<p>As above.</p>	<p>Cumbria CVS continues to support the NFAG but needs to define role as a pressure group or undertaking tasks. Next conference to be arranged in the autumn of 2012.</p> <p>Cumbria CVS will continue to support the NFAG group to enable it to become stand alone.</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 as stand alone groups.</p>	<p>Engagement with Action with Communities in Cumbria whose work as part of the Big Lottery Fund project is to work within rural communities as regards resilience planning.</p>	<p>ACT working with Cumbria CVS to take CVS and CRU recommendations in recovery forward via the Communities Sub Group.</p>
<p><b>3. Communication</b></p>		
<p><b>Recommendation</b></p>	<p><b>Action</b></p>	<p><b>Progress</b></p>
<ul style="list-style-type: none"> <li>Information regarding the available statutory and third sector services should be simplified. County Council flood bulletin and e-</li> </ul>	<p>Link in Communities Sub Group of CVAC to ensure messages as regards communication are incorporated into their work.</p>	<p>ACT working with Cumbria CVS to take CVS and CRU recommendations in recovery forward via the Communities Sub Group.</p>

<p>newsletters are an effective approach to promoting statutory and third sector services. These should be kept up to date.</p> <ul style="list-style-type: none"> <li>• Local newspapers should be used to pass on information regarding services, particularly in the first few days following an emergency.</li> <li>• In the event of an emergency (acute and recovery phase), local authorities should continue to ensure nominated Public Service Information Points (PSIP) are set up within their areas and promoted widely<sup>1</sup>.</li> <li>• Notice boards for neighbours and friends should be established at flood recovery centres to enable people to leave messages.</li> </ul>		
<ul style="list-style-type: none"> <li>• A community text messaging service should be established to connect households, and to advise</li> </ul>	As above	As above

<p>on new flood bulletins and ways that other, complementary information can be sourced. Neighbourhood Watch has a similar communication system, 'Voice Connect' that goes out regularly.</p> <ul style="list-style-type: none"> <li>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.</li> </ul>		
<b>4. Leadership and accountability</b>		
<b>Recommendation</b>	<b>Action</b>	<b>Progress</b>
<ul style="list-style-type: none"> <li>Protocols should be developed to clearly define lines of accountability</li> </ul>	<p>Link in Communities Sub Group of Cumbria Voluntary Agencies Committee to ensure messages as regards</p>	<p>ACT working with Cumbria CVS to take CVS and CRU recommendations in recovery forward via the Communities Sub Group.</p>

<p>and leadership to staff reception centres, during the acute stage and at the recovery centres.</p> <ul style="list-style-type: none"> <li>• The third (voluntary and community) sector needs to work to develop a stronger presence in strategic planning for community recovery at a County Level.</li> <li>• Churches Together's list of venues with facilities and key holders should be incorporated into local emergency plans.</li> </ul>	<p>communication are incorporated into their work to ensure Cumbrian Communities are resilient.</p> <p>Guidance for this protocol is already in existence as part of Cumbria Emergency Assistance Centre plan, prepared by Cumbria County Council. Centres should be jointly managed by local district authority and county council crisis support team.</p> <p>Although this guidance refers to the acute stage of an emergency it clearly has a role in defining responsibilities as recovery begins.</p>	<p>Letters sent with copies of research document sent to local authority Emergency Planning Co-ordinators and Cumbria County Council Neighbourhood Teams.</p> <p>Cumbria CVS to develop Emergency Plan for the organisation that includes volunteering strategy for short, medium and longer term opportunities. This will help develop a stronger presence in strategic planning for community recovery at a County level.</p> <p>Cumbria CVS formal member of Communities Sub Group to advise statutory agencies on recovery within communities. Involved in preparing conference on the 16<sup>th</sup> May, "The power for change: Emergency and recovery planning for communities".</p> <p>CTiC Prepared for Emergencies document completed that captures the systems they have in place to help their community recover from an emergency while continuing to provide pastoral care and support. Available on website May 2012.</p>
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## 5. Co-ordination of volunteers and offers of help

Recommendation	Action	Progress
<ul style="list-style-type: none"> <li>• Third sector organisations should co-ordinate themselves to systematically pick up and deploy all voluntary offers of help. This should be facilitated at a local level and designed to capture medium and long term voluntary support available in addition to short term emergency support.</li> <li>• Within flood recovery and reception centres there should be a desk that records all offers and all requests for help, with one organisation taking responsibility for this. As communities progress further into recovery these offers could be taken up.</li> <li>• Two free phone numbers should be</li> </ul>	<p>CVS to establish remit for co-ordinating short, medium and long term volunteering capacity following an emergency in the County.</p> <p><b>Short Term</b></p> <p>CVS to investigate support able to give to co-ordinate volunteering capacity at a local level - in partnership with local third sector groups.</p> <p>FAGs retain bank of local volunteers. CTiC and British Red Cross system to distribute short term offers of help.</p> <p><b>Medium and Longer Term</b></p> <p>CVS to investigate possible opportunities for capturing medium and</p>	<p>Project proposal in preparation that considers short, medium, long term managing of volunteer opportunities within an emergency situation. Not limited to flooding, could include winter friends or electricity cuts.</p> <p>Cumbria CVS to develop Emergency Plan for the organisation that includes volunteering strategy for short, medium and longer term opportunities.</p>

<p>arranged to capture donated goods and donated services and voluntary help.</p> <ul style="list-style-type: none"> <li>• A lead organisation should take responsibility for co-ordination of volunteers at a local or county wide level; this responsibility should be recognised in the Cumbria emergency and recovery structure.</li> <li>• A system for collecting, storing and distributing donated goods by Impact Housing should be recognised as an essential service. This system should be agreed and documented so that it can be repeated in the future.</li> </ul> <p>Welfare support for volunteers should be considered by third sector organisations that rely on volunteering capacity. The immediate nature of having to deal with households undergoing trauma can be a challenging experience for even the most experienced volunteers.</p>	<p>long term volunteering capacity during recovery.</p> <p>Flood Friends – bank of offers for flooding Last Minute Heros – bank of volunteers</p> <p>Pilot CVS Volunteer training on managing stress and trauma – “Dealing with raw situations”</p> <p>Link in with CRU to establish if co-ordination of volunteering could become more formalised within the Emergency Plan for Cumbria.</p> <p>Cumbria CVS to approach Impact.</p>	
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6. Data Protection		
Recommendation	Action	Progress
<ul style="list-style-type: none"> <li>Clarity is required on data protection during an emergency situation, allowing for recognition that the level of data required by third sector organisations to distribute services is limited to contact details.</li> <li>A database of personal details given voluntarily, of anyone who wishes to register with it should be created, to ensure anyone at risk will receive support.</li> </ul>	<p>Link in Communities Sub Group of Cumbria Voluntary Agencies Committee to ensure messages as regards data protection are incorporated into their work to ensure Cumbrian Communities are resilient.</p> <p>If follow broad principals in an emergency it is unlikely sharing of data will be found unlawful.</p> <ol style="list-style-type: none"> <li>Would it be unfair to the person to disclose their information</li> <li>What would they expect in an emergency</li> <li>Acting for their benefit and in the public interest to share this information</li> </ol>	<p>ACT working with Cumbria CVS to take CVS and CRU recommendations in recovery forward via the Communities Sub Group.</p>

## 7. Funding

Recommendation	Action	Progress
<ul style="list-style-type: none"><li>• Blanket emergency funding should be viewed as necessary to support 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.</li><li>• Means tested funding should be readily available in the short, medium and long term.</li><li>• Flood Action Groups or other representative community groups should be kept informed regarding:<ol style="list-style-type: none"><li>1. the level of funding received across their communities</li><li>2. justification of spend, and</li><li>3. how the funds will be spent</li></ol></li></ul>	<p>Work with Cumbria Community Foundation to develop protocol amongst funders and sharing of information on spend.</p>	<p>Meeting held with CCF to discuss draft protocol. Draft protocol being prepared.</p>

A protocol to encourage the sharing of information on spend should be developed across all third sector organisation that receive donations via national or county wide networks.		
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8. Community well being		
Recommendation	Action	Progress
<ul style="list-style-type: none"> <li>• There should be recognition of the importance of the third sector in providing emotional support and practical help throughout recovery. Associated with this is a need to acknowledge that a community will never return to absolute normality following such an emergency, and to strive for such is unnecessary.</li> <li>• Communities continue to experience trauma long after an emergency event. Mainstream support services provided by statutory and third sector organisations should to be aware of this, and tailor support services accordingly.</li> <li>• Informal on-going community</li> </ul>	<p>Link in with CRU and Communities Sub Group.</p>	<p>ACT working with Cumbria CVS to take CVS and CRU recommendations in recovery forward via the Communities Sub Group.</p> <p>Presentation to Action4Health in April around what makes a community resilient, specifically around health and well-being.</p> <p>CTiC Prepared for Emergencies document completed that captures the systems they have in place to help their community recover from an emergency while continuing to provide pastoral care and support. Available on website May 2012.</p>

<p>support should be encouraged to help people who do not access formal support. Churches Together Street Angels provide an informal support service that is ongoing and closely connected to the flood advice centre. This system should be agreed and documented so that it can be repeated in the future.</p> <ul style="list-style-type: none"> <li>• Media attention should be controlled to ensure a balance between promoting the damage to ensure access to funding and the intrusiveness of this kind of attention and how it can affect people.</li> <li>• Local knowledge and views must be harnessed to help recovery.</li> </ul>	<p>16<sup>th</sup> May, “The power for change: Emergency and recovery planning for communities” session from radio and TV broadcasters on ‘managing the media’.</p> <p>Link in with Communities sub group to ensure concept of local knowledge within community group essential element in informing policy.</p>	
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