From town halls to the high street: Societal resilience and preparedness in the public realm

Jamie Riley – November 2026



Truisms

‘Every emergency is ‘local’….



Hold Back the Floods

The Public Realm

What's happening out there?!



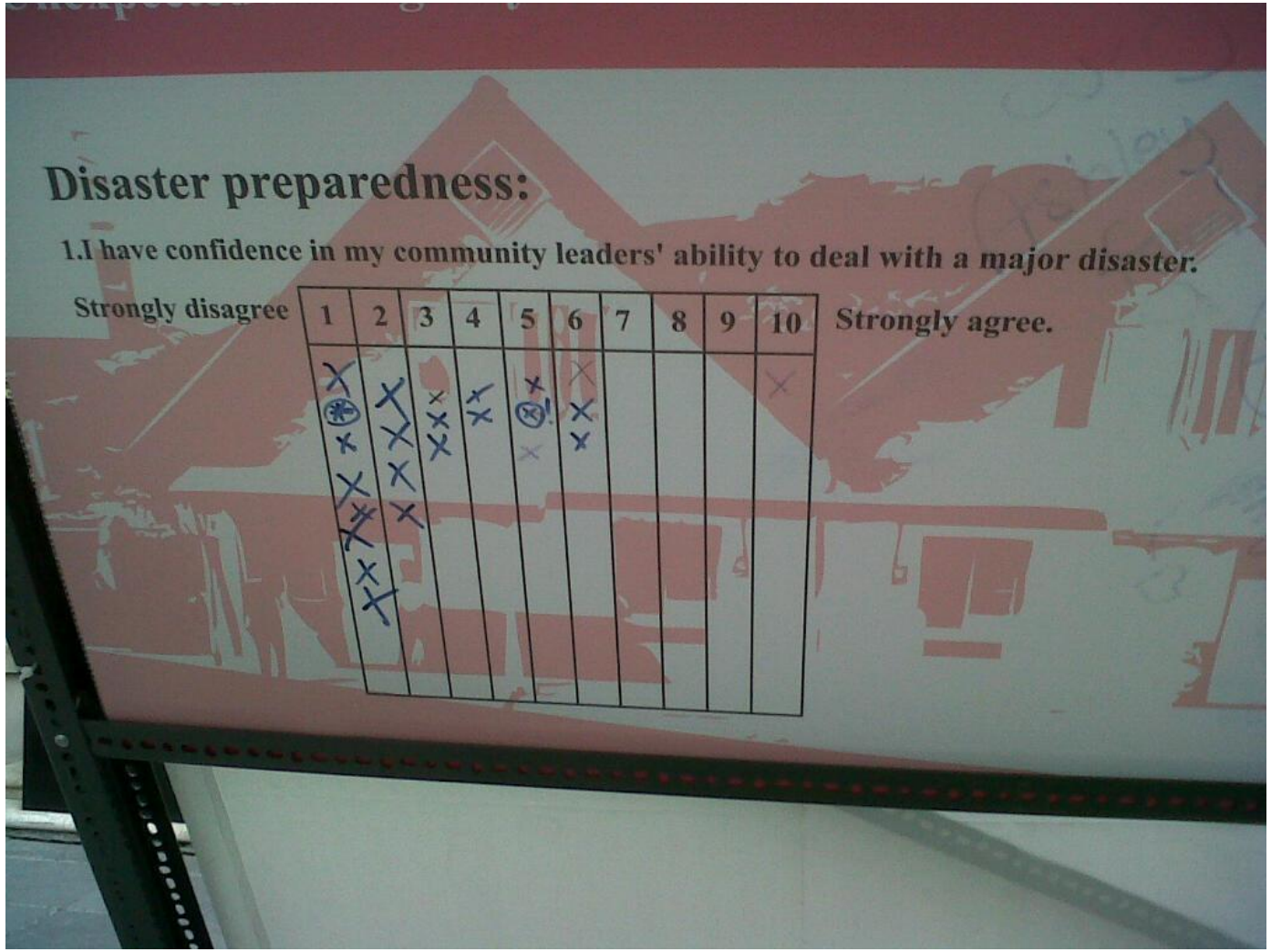
Societal Resilience

Societal resilience is a whole-of-society approach that enables individuals, communities, and organizations to anticipate, absorb, adapt to, and transform after major disruptions—such as climate change, pandemics, economic shocks, or geopolitical conflicts—while preserving collective values, rights and dignity



‘Don’t Fight the Scenario!’

‘Doing it *with* them as opposed to doing it *to* them’



‘The Cycle’

- Here we go…again
- Moments in the sun
- The Honeymoon Period
- Everything and Nothing



pool

Enter our competition to win a wind-up radio

LGA Guide

‘Every councillor has a vital role to play in building local resilience’

LGA: A councillor’s guide to civil resilience – October 2025

The Balancing Act: ‘damned if you do…’

What do alerts and warnings actually mean in the public realm?



NOTIFICATION



ACTIVATION

Liverpool City Centre Public Information Zone Map



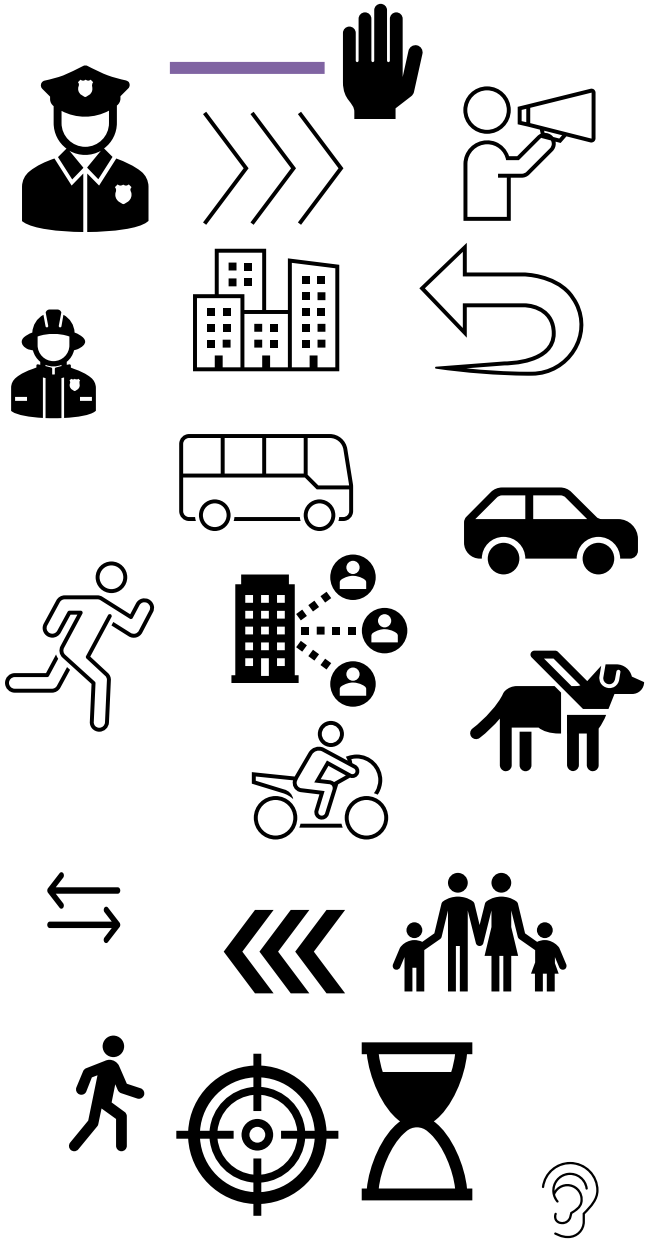
This map shows the city centre divided into different zones.

In the event of an incident/emergency, a number of organisations will work together to respond, provide information and assist you as quickly as possible. You may be asked to move from one zone to another, depending upon the nature of the incident.

During an incident, we will keep you informed via local media, social media accounts and public address systems.

North West Ambulance Service NHS — @NWAmbulance
Merseyside Police — @MerseyPolice
Merseytravel — @MerseyTravel
Liverpool City Council — @lpoolcouncil
Merseyside Fire & Rescue Service — @MerseyFire
NHS Liverpool Clinical Commissioning Group — @liverpoolccg





Emergency Contact Information

Liverpool Public Information Zones

KNOWLEDGE/CULTURAL QUARTER

Areas covered and responsible people

Area/ Organisation	Contact Name	Job Role	Contact Number	Mobile	Email

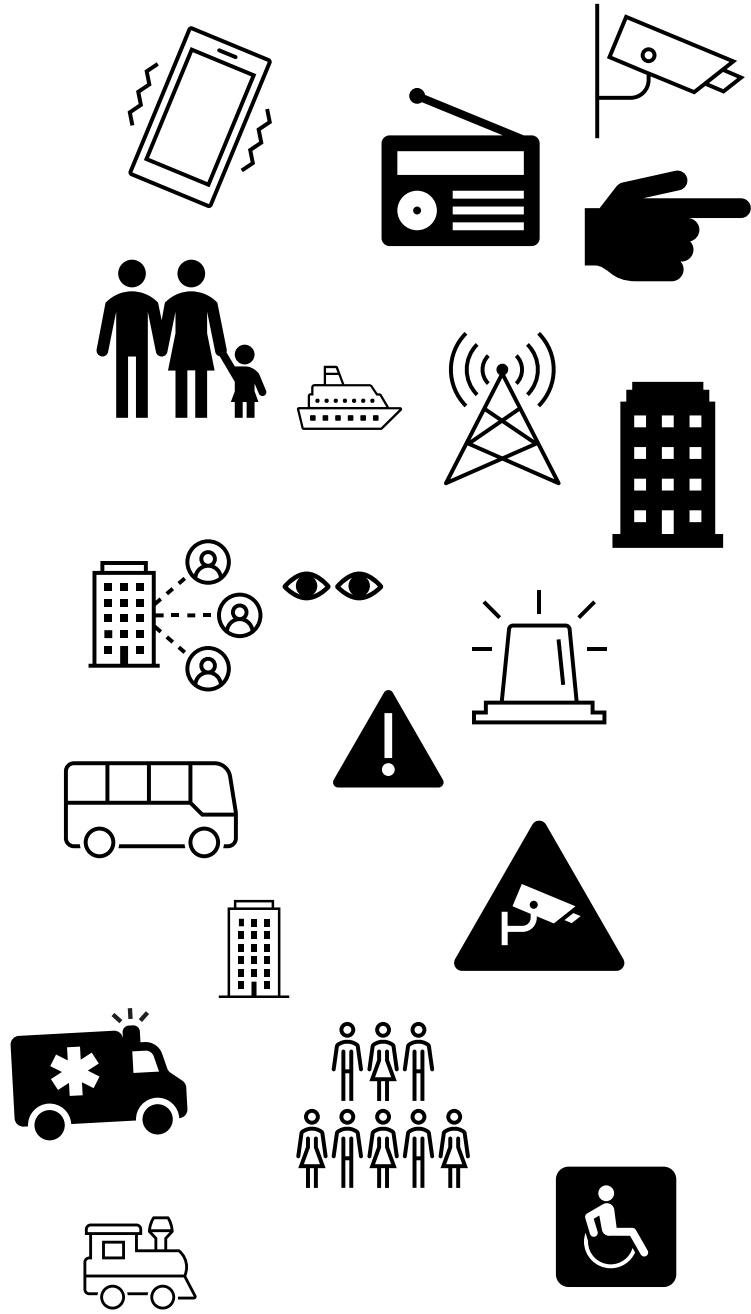
Areas with communication lines

The lead person notes above will have direct communication methods with the organisations below and would be able to communicate information in the event of any emergency situation.	

Emergency facilities on site

Description	Notes

Further information



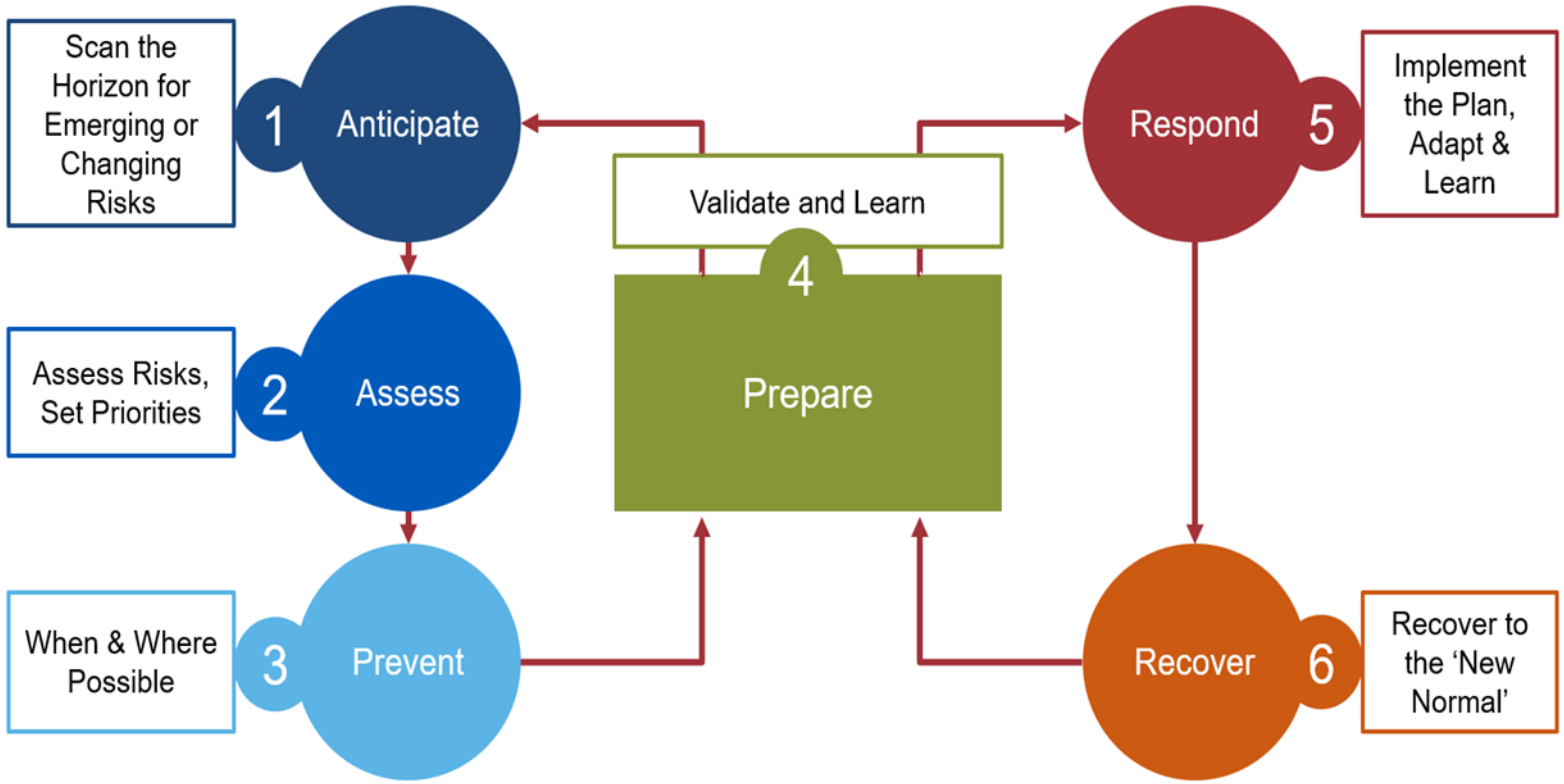
City Centre Emergency Response Planning

Discussion points and context

- *Incidents and Debriefs – Lessons Identified?*
- *Making smarter, risk-led decisions and contingencies*
- *Zone Ex and Martyn's Law*
- *City Centre Footprint – Regeneration*
- *Understanding: Your City Centre Locations, Neighbourhoods and Partnerships*
- *Shared Crisis Communication Settings and Platforms*
- *Co-operation and Information Sharing*

Back to Basics

Integrated Emergency Management (UK)



The concept of IEM is to build greater overall resilience in the face of a broad range of disruptive challenges.

Public Realm: Assets

- Networks
- Buildings
- Human Capital
- Physical Infrastructure
- Communication Platforms
- Etc, etc, etc …



Public Realm: Capabilities

- Plans
- Assessments/Checklists
- Workshops, Training and Exercising
- Policies
- Governance
- Advocacy



What the guidance says…



Category 1 Responders must put in place arrangements to:

- make the public aware of the risk of emergencies occurring and the planned response
- provide information and advice as necessary at the time of the emergency.

- A well-informed public is better able to react to an emergency and is able to help to minimise the impact to the community of disruptive events. Via using a variety of channels to provide appropriate information to:

✓ increase individual and community resilience against relevant risks, threats and hazards

✓ support and enable existing community resilience and expand and grow successful models of community resilience in other areas

✓ raise awareness and understanding of risks and local emergency response capabilities in order to motivate and sustain self-resilience.

Warning and Informing: Timelines

- **PUBLIC AWARENESS** (before the event) – informing and enabling awareness of the threats, risks and preparedness arrangements
- **PUBLIC WARNING** (at the time of the event or when one is likely) – alerting members of the community whose immediate safety is at risk by all appropriate means
- **INFORMING AND ADVISING THE PUBLIC** (during the event) – providing relevant and timely information about the nature of the unfolding event
- **RECOVERY PERIOD** (immediate and long term post event) - end of the emergency, support available and return to normal arrangements.

The most appropriate approach to public risk communication depends on the nature of the risk being addressed and the how it is evolving. At times it will be important **to reduce anxiety around risks**. At other times it will be useful to **manage awareness of risks to ensure key stakeholders and the public remain engaged with the issue** before an emergency arises and sometimes it will be necessary to raise awareness of those risks with which key stakeholders and the public are not engaging

‘I’m ready when you are…’

‘There is no such thing as a dumb question’



Liverpool City Council