Building Resilient Communities

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Marketing pre 2000

- Businesses manufactured goods for the mass not the individual – (any colour - black)

- IBM Computers didn't have a help desk / customer care point until 1993

- Relationship is no longer the product but the target group – HOG

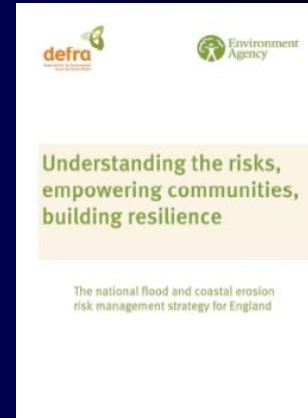- Creating a community of loyalty – Tesco

Developing a Relationship

- Relationship is not just about telling or promoting our work and services -

- A Relationship is aligning our Local Authority to our Community needs

- Relationship is community led –

- Community is essential to our future, they matter.

Flooding is a people issue

- People get hurt

- Communities get damaged

- People want to be listened to

- They want you to care

National Strategy 'Guiding Principles'

Understanding the risks, empowering communities, building resilience

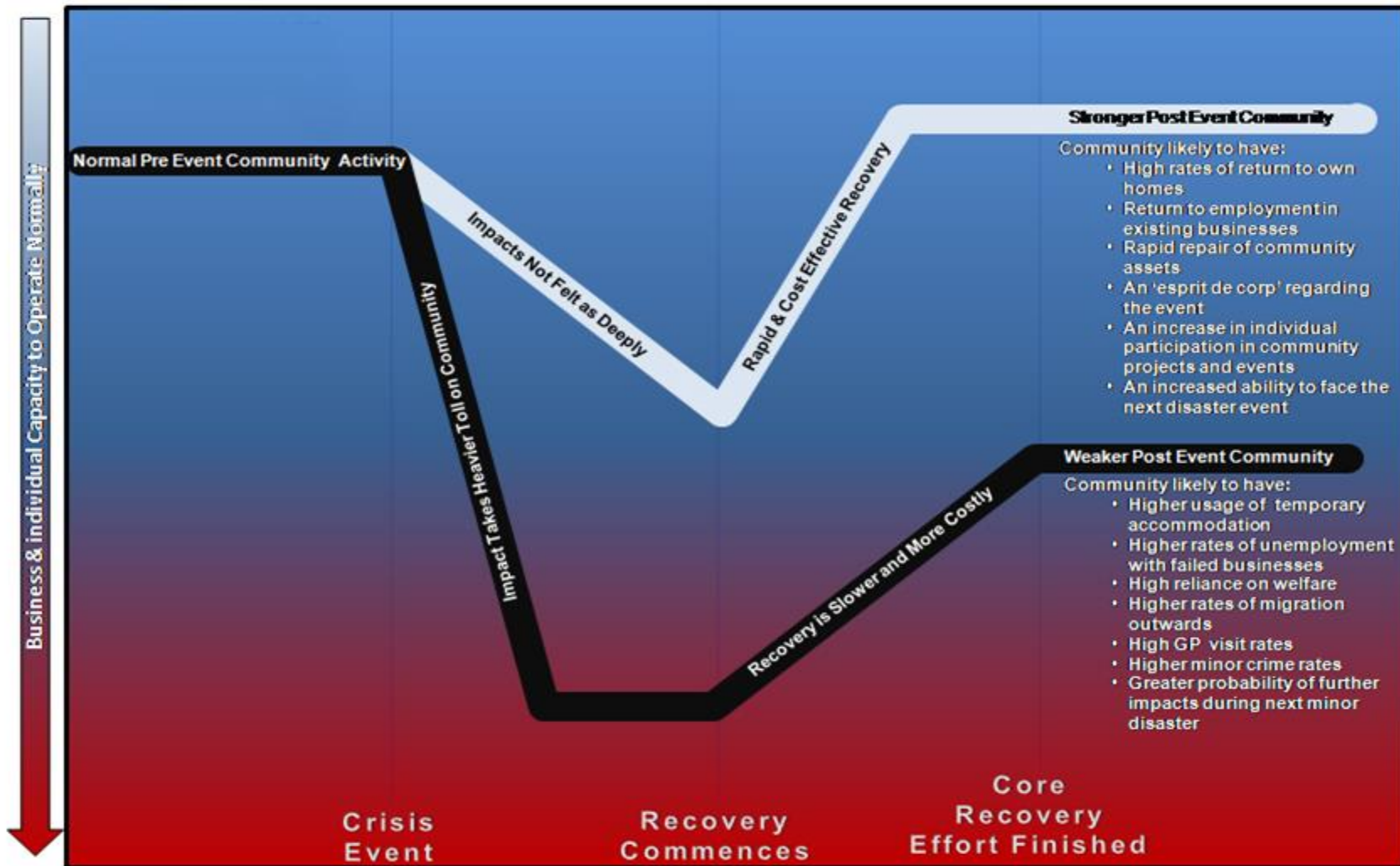The national flood and coastal erosion risk management strategy for England

• "The risk management authorities should work in partnership with communities to understand the community perspective of flooding and coastal erosion,

• Help communities understand and actively prepare for the risks, and encourage them to have direct involvement in decision-making and risk management actions.

• This includes giving communities a bigger say in what action is taken, greater responsibility for managing their own risks and decisions on local funding priorities ..."

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Why do we need engagement ?

- Emergencies over-stretch resources

- No single agency can resolve all issues

- Volunteers and local organisations are part of local communities

- A large-scale emergency requires a large-scale response

High vs Low Resilience Communities – Response to & Recovery from a Crisis Event

Business & individual Capacity to Operate Normally

Normal Pre Event Community Activity

Impacts Not Felt as Deeply

Impact Takes Heavier Toll on Community

Rapid & Cost Effective Recovery

Recovery is Slower and More Costly

Stronger Post Event Community

Community likely to have:
- High rates of return to own homes
- Return to employment in existing businesses
- Rapid repair of community assets
- An 'esprit de corp' regarding the event
- An increase in individual participation in community projects and events
- An increased ability to face the next disaster event

Weaker Post Event Community

Community likely to have:
- Higher usage of temporary accommodation
- Higher rates of unemployment with failed businesses
- High reliance on welfare
- Higher rates of migration outwards
- High GP visit rates
- Higher minor crime rates
- Greater probability of further impacts during next minor disaster

Crisis Event   **Recovery Commences**   **Core Recovery Effort Finished**

Community with High Resilience Characteristics

Eg – Flood affected community that has:
- Superior Flood Mitigation Efforts
- Appropriate Building Controls
- Appropriate Insurance Cover

Community with Low Resilience Characteristics

Eg – Flood affected community that has:
- Poor or Non-Existent Flood Mitigation
- Inappropriate Building Controls
- Low rates of Insurance Cover

What is the difference between engagement & consultation?

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Consultation;

offering people an opportunity to comment

Engagement;

involving people in partnership throughout the process

Key Objectives

● Community engagement should prepare for all relevant hazards and threats, - prioritised as the community considers appropriate.

● Participation should be on a voluntary basis.

● Community resilience should be done in the spirit of cooperation, with community members acting in support of each other and the emergency services.

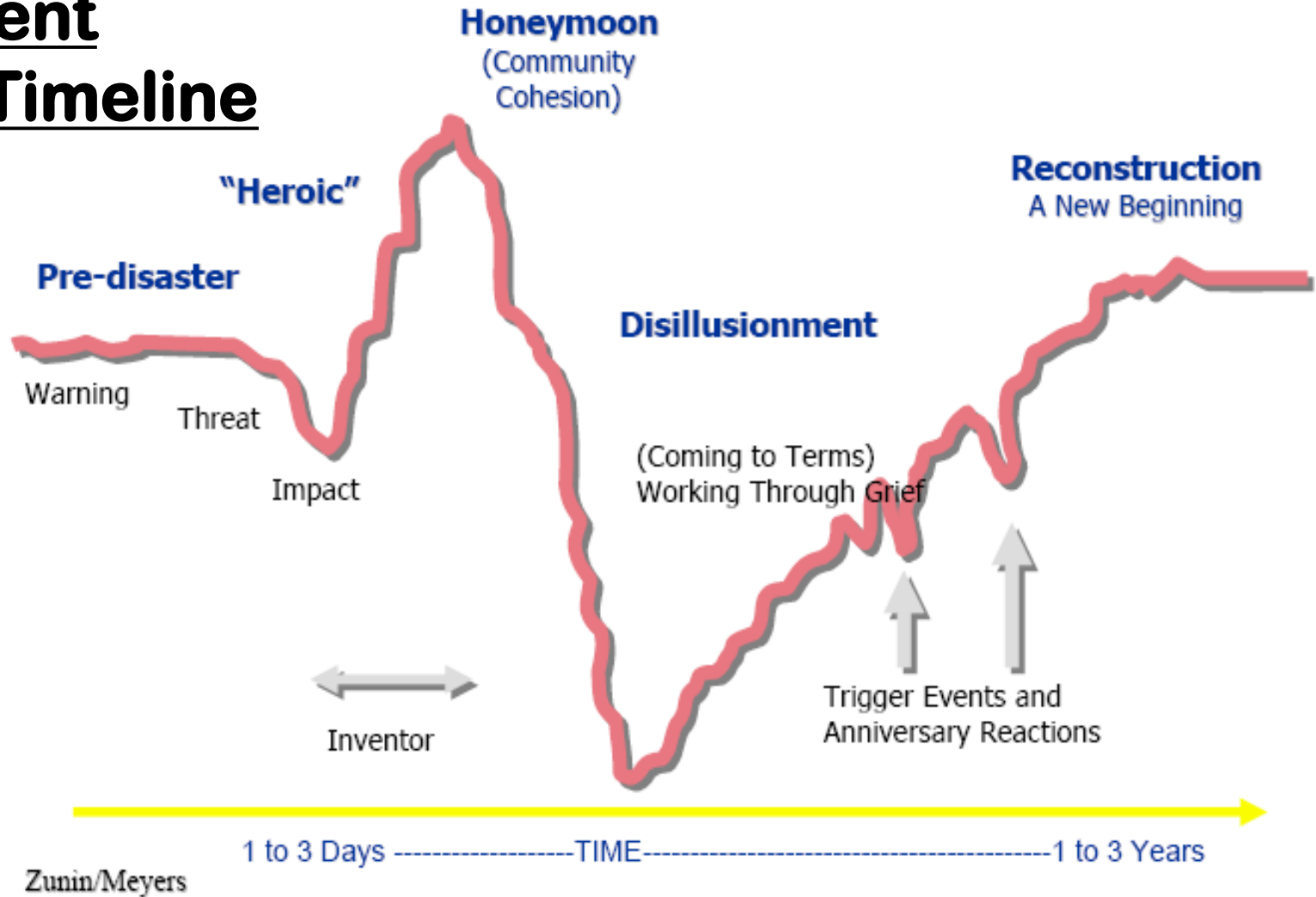● Our role is to support, empower and facilitate - ownership should always be retained by communities who have chosen to get involved.

Information booklets, Fact sheets and flood emergency kits etc

Key Points

- Disasters are not just about responding to incidents – pre, during and post impact – it is about *managing and supporting people*.

- The relationship between disaster planning and response and procedures and provision for *recovery* should be understood and addressed by anyone involved in providing humanitarian assistance of any sort.

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Response

To Recovery

Recovery is 'worse' than the Disaster

Incident Timeline

Honeymoon
(Community Cohesion)

Reconstruction
A New Beginning

"Heroic"

Pre-disaster

Disillusionment

Warning

Threat

Impact

(Coming to Terms)
Working Through Grief

Inventor

Trigger Events and
Anniversary Reactions

1 to 3 Days ------------------TIME--1 to 3 Years

Zunin/Meyers

Incident Trauma

- People doing something normal when - something abnormal happens
- Disables us from normal functions
- Coping mechanisms fail
- People say this is the last straw – people come with individual history

Grief / Loss Cycle
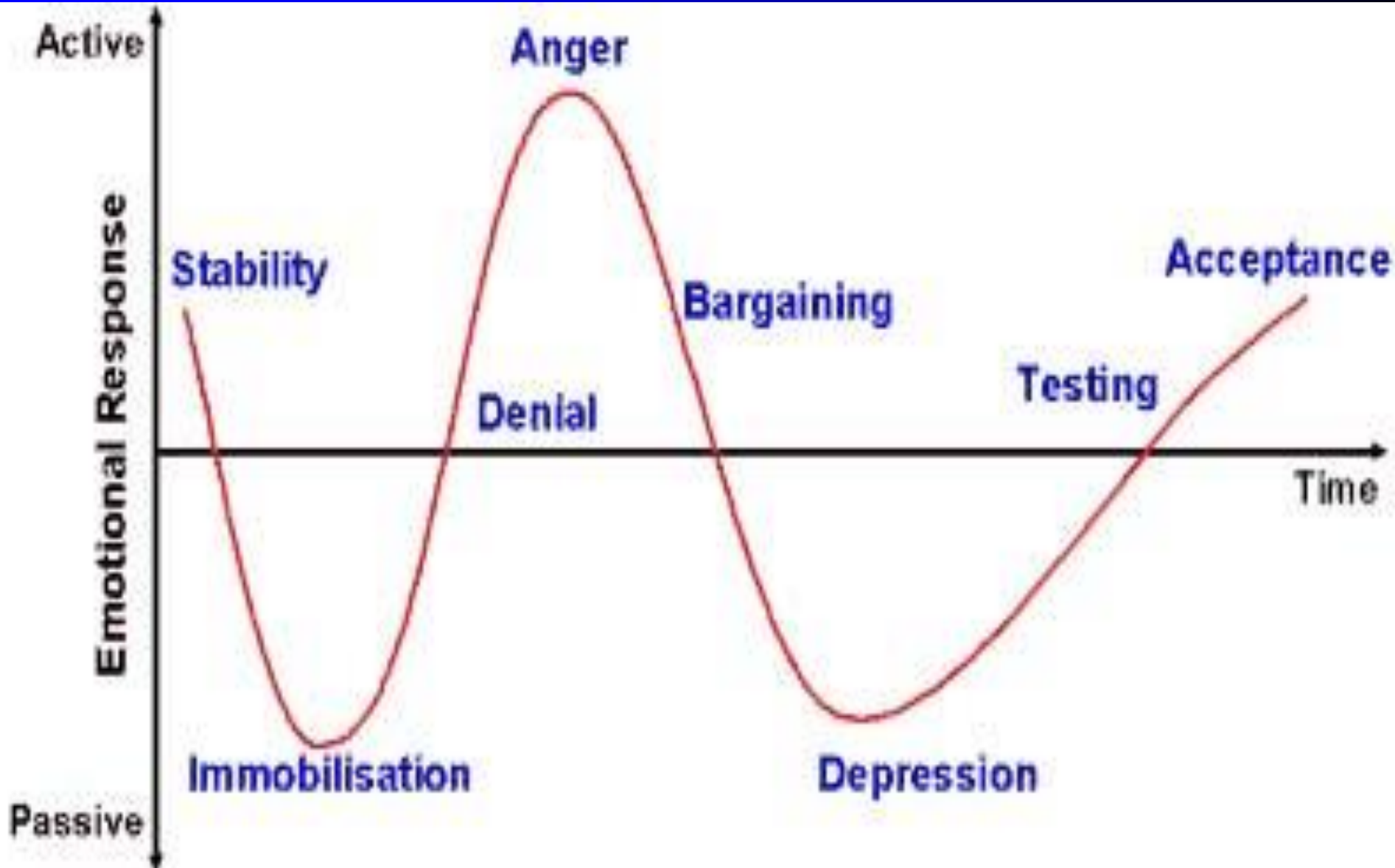
Problems People Faced

- Often had multiple needs
- Usually had to liaise with different services who didn't talk to each other
- Had to do all of the chasing
- Usually ended up being passed from pillar to post

Planned Response / Recovery Structure:

- Drop-in Centres
  Offering: -
  Food & Drink, Listening Ear
  Access to Practical Support
  Claim Process, Furniture, NI property

- Telephone Helpline & Internet access

- Newsletter – Regular & Feedback

- Advice Information and Leaflets

- Themed Advice Days

- Resident & Displaced People Research -

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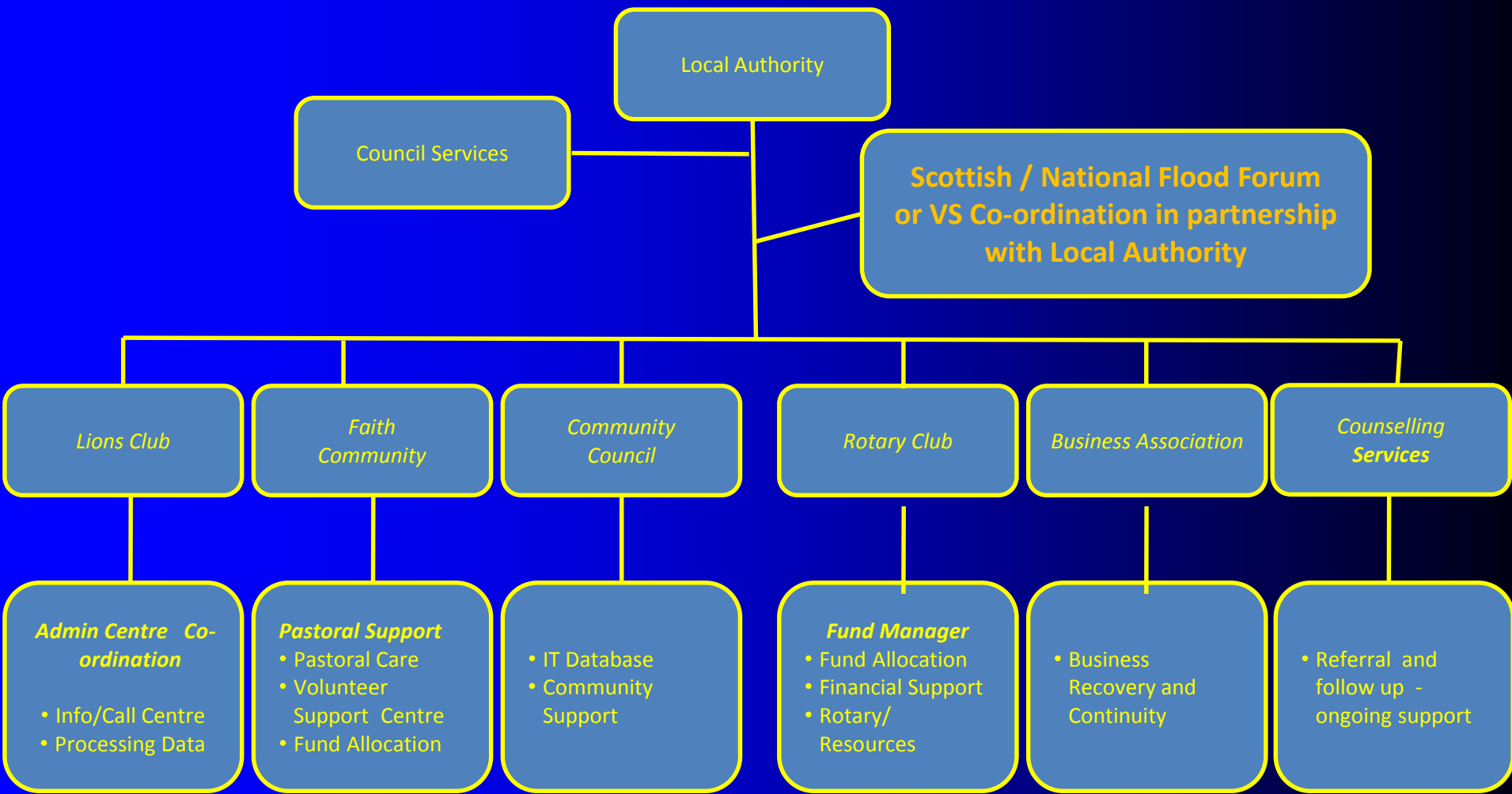
Psycho social Impacts - Key Issues

- Lack of Information
- Poor working / home environment
- Lack of control over the situation
- Frequent distractions
- Failure to achieve Goals
- Conflict in the home / workplace
- Conflict with core values and beliefs
- Loneliness
- Financial worries

Human & Social Impact - Causes

Main causes of stress:

	A	B
• Builders	39% -	54%
• Loss Adjusters	38% -	72%
• Personal effects	37% -	40%
• Accommodation	23% -	44%

The biggest effect of stress:

• The Home	45% -	68%
• Relationships	29% -	66%
• Work	25% -	40%
• Finances	22% -	38%

Human & Social Impact - Symptoms

- 65% - 44%   Had difficulties following the floods

- 37% - 44%   Sought help from their GP

- 26% - 20%   Received Medication

- 25% - 66%   Said this was insufficient

- 50% - 60%   Had trouble sleeping,

- 49% - 62%   Felt low,

- 23% - 84%   Easily Upset

- 67% / 60% said they had much higher stress levels than last year - of these 72% / 78% had not sought help.

Human & Social Impact – Coping

- Turning to friends   41% - 42%

- Family   29% - 32%

- Alcohol   18% - 16%

- Smoking   15% - 16%

- Church   11% -   6%

- Being back home 45% - 76% said this had not reduced their stress levels.

- The highest response came from the 46 - 55 yr. age group 17% - 52% followed by 56 - 64 yrs 17% - 30%

- Saddest response - 'I wish I was Dead'.

So how do we do it?

- Recovery requires the direct involvement of those who understand the complexity of working with people and communities, and their relationships with the services, systems and infrastructure that supports them.

- The environment in which recovery is set is dynamic and constantly evolving. Managers at all levels need to be flexible, adaptable and, where necessary, innovative, in their management approach.

Trauma brings us to a state of fear – the object is to bring people back to a place of safety

Recovery Key Points

- Disasters are not just about responding to incidents – pre, during and post impact – is about *managing and supporting people*.

- The relationship between disaster planning and response and procedures and provision for *recovery* should be understood and addressed by anyone involved in providing humanitarian assistance.

- The more *information is available* about what to do in an emergency the more likely it is that people will feel empowered to act in an informed, responsive and responsible manner.

A
Resilient
Community

Community Flood Resilience Plan

4 Main Parts

- Governance
- Before, During and After the incident

Why is it Important?

- Framework and / or guideline
- Roles and responsibilities
- Risks and hazards
- Identify vulnerable members of the community
- Valuable information
- Save you critical time

Flood Wardens & Flood Groups

Volunteers who assist the Community to disseminate Flood Warnings

Working to empower community response

Flood Warden Scheme

Zone 2 – High Stanners
Flood Wardens, recommended actions

LEAD WARDEN
Liz Scott-Tatum
01670 513477
07790 237244

WARDENS
Anna Greig
01670 513477
07876 637972

Lynda Martin
01670 517290
07757977569

NON RESIDENT WARDEN
Margaret Burnell
01670 511971
07845 736849

Zone 2 – High Stanners
Flood Wardens, recommended actions

Warden Activites

Outside of Flood alert / warnings
Wardens should monitor the area for potential contributing factors which may increase the flood risk, or ease of evacuation Issues such as blocked drain flaps, and blocked gulleys should be reported directly to the relevantagency; the Lead warden should also be informed of the action taken. The Lead warden should check the EA box monthly to ensure it can be opened , and the contents are in good condition.

Wardens should be familiar with the location of:
- Access and Evacuation routes for the Zone
- Emergency assembly point(s)
- Location of sandbag drop point(s)

Warden absence: if a warden is absent, notify other wardens and key contact.

When there is a Flood alert:
Lead warden to assess situation,; other wardens to liaise with W1 to see if support is needed at this time.

When there is a Flood Warning – all wardens should go to their zone. The flood zone must not entered by car.
All wardens gather at assembly point - by Oldgate Bridge. Lead warden contacts EA officer / emergency service representative , and plan of action to be undertaken by flood wardens agreed.   All high risk areas are to be checked and the situation logged (indicated on diagram overleaf). Where issues are noted, W1 to be advised, who will liaise directly with emergency services on the ground.

Wardens will :
- Help with Door knocking / sandbagging only if emergency services request
- Update emergency services of any vulnerable people and properties in the area they have been made aware of.
- Assist the emergency services with directions to streets in the zone, if required.

If face to face contact is not possible, mobiles to be used. Wardens should step down when they are at risk.

CONTACT DETAILS
Key Warden for Zone
\############
Environment agency
Floodline 0845 988 11 88
EA Quick Dial 131702
Sarah McCree 0191 203 4274
Incident Room W1 only
\#############
EA Office 0191 203 4063
Northumberland County Council
Customer Contact
0845 600 640
Emergency Contact
0845 600 6400
Neighbourhood Services (drains)
\##############
Northumbria Water Limited
Sewers problems / damaged mains
\#############
Northumbria Police
\#############
RSPCA
\#############

Remember
Logall events and take photographs if possible.
Keep in touch with other wardens at regular intervals.

Avoid entering flood water and do not put yourself or others at risk.

Special Challenges

• To focus on the needs of <u>vulnerable persons</u> and under-served communities to ensure everyone gets the services they need for an effective recovery.

• To be realistic – Most organisations will have other <u>competing priorities</u> so it is better to just focus on a few things.

• Involvement – Getting local organisations involved and encourage <u>long term ownership</u>

• Fragility – The <u>alliances are fragile</u> as agencies can depart anytime they choose.

Community Property flood protection

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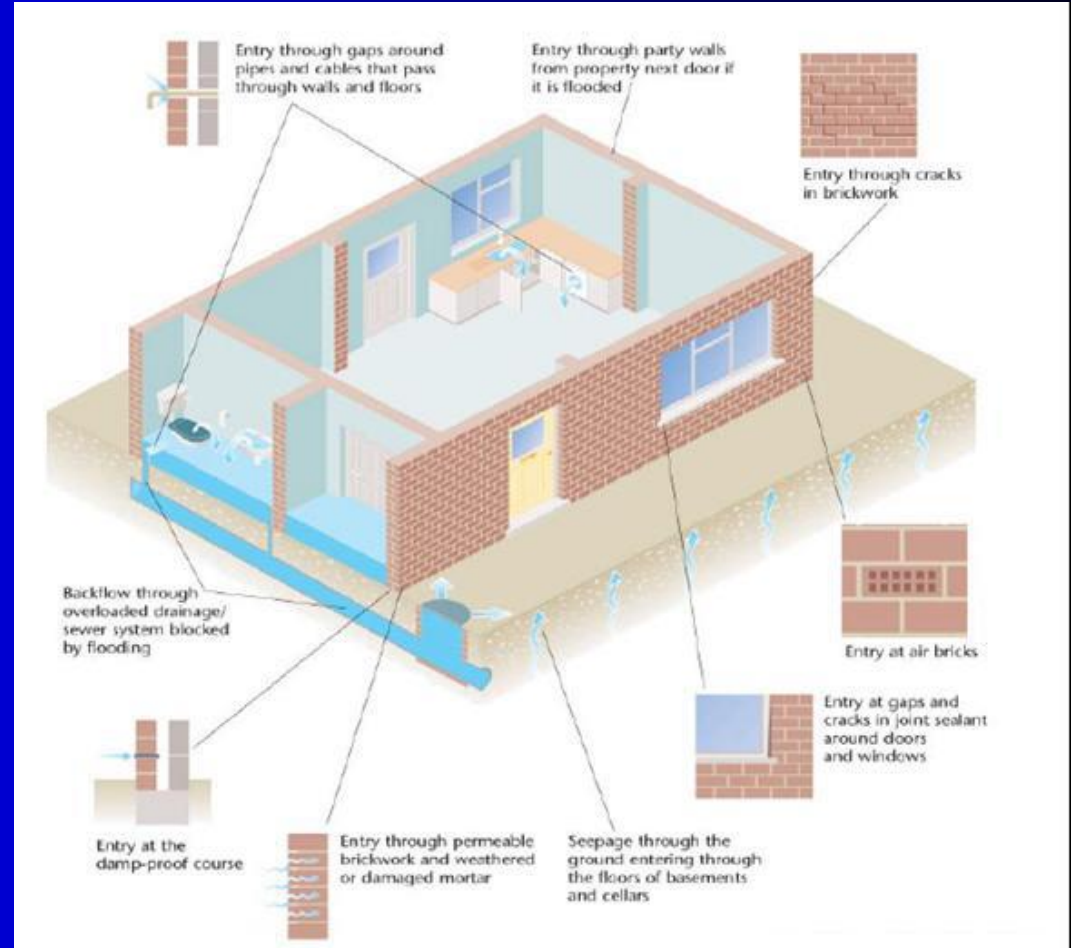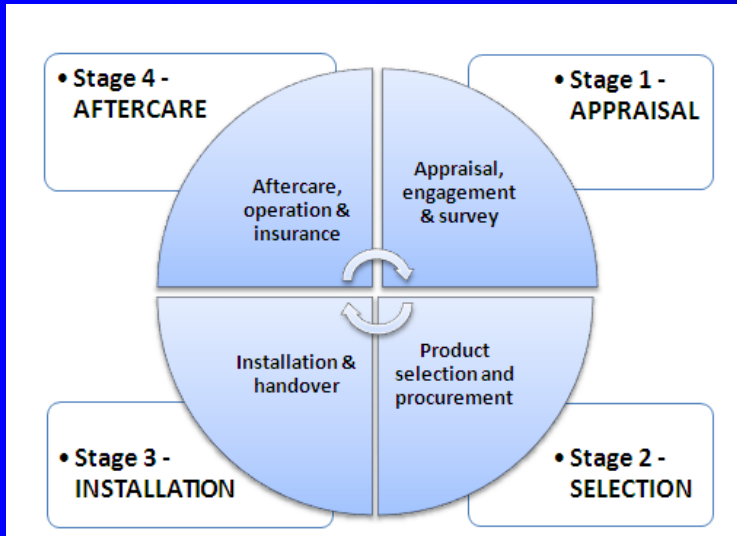
The Benefits of Engagement

- On Going Support and training is essential

Getting it right for the people who matter the most

- Clarify what is expected of you;
- Show support;
- Resolve problems with clients – follow up
- Answer questions
- Find underlying meanings in what others say.
- Don't make unrealistic promises – 'everything will be alright' – 'you'll be back soon'.

Challenges

- Need to determine what support is required to enable people to cope with, adapt to and recover from the situation they face.

- We must build our response on the community's own priorities, knowledge and resources.

- We must build community confidence, by establishing strong partnerships with all agencies.

The Ideal ?

- A community with well rehearsed emergency flood plans
- Superior flood mitigation processes in the wetter months
- Appropriate building flood protection, suitable to local flood hazards and risks;
- Adequate Insurance cover suitable for the risks
- Subsidised property protection

The End

Thank you

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