



**NORTHUMBRIA**  
Local Resilience Forum

# The Voluntary Sector

## Guidance Document

The aim of the document is to:

*“Outline the capabilities of those Voluntary Organisations who form the Northumbria Voluntary Emergency Liaison Group (VELG) in the preparedness for, response to and recovery from an emergency including the activation”*

The Voluntary Sector Guidance Document

Authorisation:

Authorised for Issue:

LRF Co-ordinator

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## **Background**

This guidance document has been developed by the British Red Cross Emergency Response Unit in conjunction with the Voluntary Organisations which make up the Voluntary Emergency Liaison Group (VELG) in the Northumbria LRF Area.

Each of the organisations involved is committed to providing the best possible support to the emergency services and the people of Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland. That commitment is ratified by Voluntary Sector status within the Civil Contingencies Act.

## **The Civil Contingencies Act 2004 (CCA)**

The Civil Contingencies Act 2004 (CCA) places a range of statutory duties on public agencies to ensure that we are properly prepared for disaster. It sets out the roles and responsibilities of local responders to ensure consistency in civil protection activity and ultimately strengthen UK resilience.

The Cabinet Office Voluntary Sector Engagement Guidance Note (Oct 2007) suggests that the CCA (2004) has created a “climate of expectation” that Category 1 responders will make the most of the resources and expertise that the voluntary sector can offer, putting the relationship on a more robust and long-term footing.

Volunteers play a vital role in supporting the delivery of public services, whether it is in the community, health service or in schools. In the case of civil protection, a wide range of voluntary organisations, both at the local and national level, play an important role in preparing for and responding to emergencies by supporting statutory agencies.

## **Aim of Document**

The aim of the document is to:

“Outline the capabilities of those Voluntary Organisations who form the Northumbria Voluntary Emergency Liaison Group (VELG), most likely to be called upon to assist in the preparedness for, response to and recovery from an emergency in Northumbria LRF area.”

This document has been prepared on behalf of, and approved by members of the Voluntary Emergency Liaison Group (VELG).

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## Introduction

Any incident can over stretch the resources of the Emergency Services or the Local Authority and the value of additional support from the Voluntary Sector has been demonstrated on many occasions. These occasions have shown that overall coordination of voluntary activity, results in a more efficient response. It is recognised that the Emergency Services bear the responsibility for the overall response to an emergency/major incident, but the voluntary sector can and do offer valuable support.

## Overall Coordination

In the event of most emergencies the request to call on one or more of the voluntary organisations represented on VELG lies with the Civil Contingencies Unit of the relevant Local Authority. There will be exceptions to this when an Emergency Service needs the direct and immediate support of an organisation such as the Ambulance Service requiring the assistance of St John Ambulance or British Red Cross, and Northumbria police requiring the assistance of North of Tyne / Northumberland Park mountain rescue.

However, mobilisation of the VELG members to an emergency situation will be coordinated by the Civil Contingencies Unit Duty Officer of the Local Authority concerned.

It is expected that each Voluntary Organisation will ensure that it has appropriate plans and procedures in place to coordinate its members in support of the Category 1 and 2 responders and will be prepared to provide a liaison officer at the relevant control or coordination centre, if requested.

Each voluntary organisation involved in a major incident/accident will provide a representative at any post incident debrief and submit a report of their activity to the relevant Civil Contingencies Unit of the Local Authority involved.

### Activation of Voluntary Sector

Any of the Voluntary Sector Organisations named in this Guidance Document can be activated directly by contacting the person listed.

**It is imperative that all involved Voluntary Sector members notify the LRF co-ordinator if there is a change to their contact details.**

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## **Voluntary Emergency Liaison Group (VELG)**

### Members of VELG

The VELG was set up to address the co-ordination of voluntary effort in response to and recovery from emergency events affecting the community within the six local authority member areas of the Northumbria LRF.

Members are equally committed to joint working in as many areas as possible, including training and exercises.

Responsibility for both chairing / secretariat duties is carried out by the British Red Cross and the Communities Theme of the Northumbria LRF.

The Group consists of representatives from:

- British Red Cross – North East
- North East Churches
- North of Tyne Mountain Rescue Team
- Northumberland National Park Mountain Rescue Team (Mountain Rescue is represented on the Emergency Service Liaison Group (ESLG) a sub group of Northumbria LRF)
- Radio Amateurs Emergency Network (RAYNET)
- RNLI Flood rescue
- 4X4 Response North east
- Salvation Army
- Samaritans of Tyneside
- Samaritans Purse now Billy Graham Rapid Response Team
- St. John's Ambulance – North Region
- UK Civil Air Patrol
- Whitley Bay Street Pastors

Members of the VELG currently represent the voluntary sector on the LRF Strategic Board; Policy & Business Management Group and the LRF Communities Theme Group.

Members of VELG are also invited and encouraged to take part in any multi-agency training events, including table-top exercises; awareness sessions and full scale live exercises whenever they are held.

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## Capabilities of VELG Members

### British Red Cross



#### Main resources and capabilities:

The British Red Cross provides short term practical and emotional support to people in crisis. We enable individuals and communities to prepare for, deal with and recovery from a crisis. Trained volunteers respond to the needs of individuals in an emergency, whether it is a personal crisis, a major incident or a national emergency.

- By deploying our emergency response volunteers, we enable Cat 1 & 2 responders to focus on supporting those who most need their help.
- Support the set up and facilitation of a rest/reception centre (Inc. practical and emotional support for survivors, evacuees, friends and relatives; signposting to and liaison with other organisations; and completion of documentation)
- Practical and emotional support to vulnerable people affected by a crisis such as clothing, food, shelter.
- The Emergency Response Service provides assistance to those who require it following a fire (domestic or other), flood, power outage or after being identified as a victim of human trafficking.
- Our North East Area includes Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland, Cleveland, County Durham & Darlington
- Staff and volunteers who are trained, skilled and experienced in response and recovery, with a management and support structure that ensures personnel are integrated within the multi-agency structure to offer relevant help and support.

British Red Cross can provide: - 2x Emergency Response Vehicles. Capabilities include:

- Temporary shelter
- Washing and toilet facilities
- Refreshments including ready meals
- Limited Cash Assistance
- 1x All wheel drive vehicle:
- Adult Hygiene Packs (Inc. soup, shower gel, toothpaste, sanitary items)
- Children & Babies Hygiene Packs (Inc. baby wipes, nappies, dummy's, bottles)

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- Rest/Reception Centre Kits (Inc. stationery, multilingual phrase book, blankets)
- Vehicle Kits (Inc. clothes, food items, pet items, blankets) Winter Kits (Inc. hats, gloves, torches)

### Recovery

The British Red Cross may be able to support with the following in the recovery phase of an incident:

Access to the Disaster Fund Appeals Scheme/ National Emergencies Trust

Independent Living Services (A&E Discharge, Support at Home)

Provision of flood clean up gear in conjunction with Kingfisher organisation ( B&Q)

### Mobilisation

Mobilisation time scales vary according to capabilities at the time of an incident. Every endeavour will be made to mobilise the desired assets and personnel to any given incident, however due regard should be made of the voluntary nature of service delivery; therefore a response is not always possible. We would expect to have personnel on site within 90 minutes if not sooner.

### Additional capabilities of the British Red Cross

The British Red Cross is a national organisation with specialist services and personnel across the UK. Through the Emergency Response service it may be possible to also access the services and assets below:

Ambulances and IHCD qualified crew

Wheelchairs and mobility aids

Restoring Family Links service personnel

Psychological counselling service

Call Duty officer on 03000 230700 24/7 number or one of the below officers.

Office Tel: (0191) 332 4194

Senior Emergency response officer Sam Samwell 07841 532371 [samsamwell@redcross.org.uk](mailto:samsamwell@redcross.org.uk)

Emergency response officer (Northumbria Area) Jenny Newby 07872048469

[jnewby@redcross.org.uk](mailto:jnewby@redcross.org.uk)

Emergency response officer (Durham/Darlington/Cleveland area) Stephanie Taylor

07841 532375 [stephanietaylor@redcross.org.uk](mailto:stephanietaylor@redcross.org.uk)

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**Northumbria Churches and Other Faith Groups** (see Clergy and Other Faiths Major Incident Plan)

The particular contribution of those from Churches and faith communities called to support will include:

- Recognition of the spiritual dimension of life and death:
- A ministry of listening, care and comfort to those caught up in the incident. To include injured and non-injured survivors, their friends and families, and the bereaved. This may be exercised at a Survivors Reception Centre, Evacuation Centre and/or a Friends and Family Centre.
- Ensuring that any religious needs are met, as necessary liaising with representatives of the person's own faith or denomination.
- Also providing care and support where required to rescue personnel and back up staff (e.g. caterers, administrative and facilities teams)

**Main resources and capabilities:**

A list of Clergy and Other Faith Leaders who can offer sacramental, liturgical, and pastoral support to those involved in a major incident. Numerous locations available.

**Expected response times:**

Clergy can be available as soon as called upon.

**How coordination is achieved internally:**

Contact with the Clergy and Other Faiths MIP Coordinator.

**How co-ordination is achieved internally:**

Contact with the Clergy and Other Faiths MIP Coordinator in the first instance then telephone contact with named clergy and other faith leaders

**Training and qualifications:**

Clergy are ordained and accredited by their own Churches and come with a wide range of skills.

Please also refer to the Northumbria Major Incident Plan – Clergy Response.

The complete offer from the Churches is still being finalised as a work in progress.

Until further notice then initial contact should be made to:

Rev Alan Meighen 01912681953 mob 07709647892 [alanmeighen@btinternet.com](mailto:alanmeighen@btinternet.com)

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## Northumbria Mountain Rescue Service

### Introduction:

Northumbria Mountain Rescue Service is the joint calling mechanism for Northumberland National Park Mountain Rescue Team (NNPMRT) and North of Tyne Mountain Rescue (NOTMRT) in the Northumbria LRF area.



Both teams are affiliated to the regional body, North East Search & Rescue Association (NESRA), and the national body, Mountain Rescue England & Wales (MREW).

### Main aim:

Northumberland National Park Mountain Rescue Team (NNPMRT) and North of Tyne Mountain Rescue Team (NOTMRT) provide a highly skilled search and rescue service to relieve suffering and distress and to save life amongst persons endangered by accidents, disaster or natural hazards.

### Main resources and capabilities:

The MRTs operate 24 hours per day, 365 days a year and provide a mountain, search and rescue service for the whole of Northumberland and Tyne & Wear. Both MRTs operate together on an incident, activated through a joint calling procedure by a calling authority, notably Northumbria Police and the North East Ambulance Service. The teams also regularly work alongside Northumberland and Tyne & Wear Fire & Rescue Services, as well as other emergency services. They can be called to assist other MRTs throughout North East England, the Scottish Borders and further afield if required.

The MRTs respond to a range of incidents including:

- *Mountain search and/or rescue* – for missing/injured walkers, fell runners, mountain bikers and other outdoor enthusiasts, in summer and winter conditions.
- *Non-mountain search* – for high risk, vulnerable or despondent individuals missing from home in urban and rural areas (e.g. elderly individuals with dementia, young children).
- *Non-mountain rescue* – in ‘difficult to access’ areas (e.g. body recoveries, rope access).
- *Water search and rescue* – for kayakers/canoeists and other water related incidents, where bankside searching is required.
- *Resilience* – response to severe weather events (e.g. snow bound motorists, flooding events).

The 85 volunteer members of both MRTs continuously train in all the core skill areas, as identified in MREW’s National Training Guidelines, and are equipped to enable them to operate safely and effectively in all types of terrain and in all seasons, day or night.

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The specialist expertise available includes:

- *Incident and search management* – all 10 MRT incident controllers can operate in Tactical and Operational command, and are experienced in developing search strategies/plans drawing on UK Missing Person Behaviour statistics.
- *Search dogs* – 4 nationally qualified search and rescue dog teams; all members of the Search & Rescue Dog Association (England).
- *Casualty care* – all MRT members are trained in Basic Life Support and first aid, with a significant number having more advanced casualty care skills enabling them to provide IV access and administer controlled drugs (e.g. Morphine, Fentanyl) under the MREW licence to casualties; the MRTs also have a number of members who are qualified Doctors and Paramedics.
- *Water, bankside searching and incident management* – all Team members are ‘water aware’ and 23 members are trained and equipped to operate in and around water to Defra Module 2 Water First Responder standard and 4 are trained to Defra Module 5 Water & Flood Incident Manager standard.
- *Technical/rope rescue skills* – members can safely operate in steep slope and crag environments, and have the technical/rope rescue skills to safeguard a rescuer(s) and the casualty.
- *Working with helicopters* – all members are trained to safely operate in and around helicopters, including the MCA/Bristow search and rescue helicopters, NPAS and Helimed to agreed standard operating procedures.

The MRTs currently have:

- 3 x off-road ambulances (Landrover Defenders – 2 x 110, 1 x130).
- 1 x 4x4 Toyota Hilux
- 2 x mobile control/command units – a vehicle and a trailer.

The MRTs also have the following communication/technology capability:

- 23 Airwave (Tetra) handsets.
- 4 Gateway Vehicle Airwave sets.
- 30 VHF high band radio sets.
- Dedicated incident officer laptops/desktop with access to search/incident management (SARCALL, MX SARMAN) and mapping (MX Map, MRMap) software.
- SARLOC – a smartphone location app that can be deployed to locate a missing person (e.g. a lost walker on the hills), accuracy is within 50m.
- 12 GPS (SPOT) trackers for vehicles and hill/search parties (and a capability for personal GPS tracking).

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- 1 mobile satellite internet connection.

The MRTs can escalate incidents regionally and nationally, engaging other MRTs from within the regional organisation, NESRA, and ultimately MREW. This provides access to the resources of initially 4+ MRTs and then a potential of 36 MRTs, all with similar capabilities to those listed.

Expected response time:

Approximately 5-10 minutes for a Duty Controller (i.e. incident/search manager) to respond to and activate the MRTs to an incident.

Approximately 30-60 minutes to the RVP, anywhere within the Northumberland and Tyne & Wear.

For further information, please contact both Team Leaders:

North of Tyne MRT

Keith Briggs

Email: [teamleader@notmrt.org.uk](mailto:teamleader@notmrt.org.uk)

Mobile: 07709207545

Northumberland National Park MRT

Iain Nixon

Email: [teamleader@nnpmrt.org](mailto:teamleader@nnpmrt.org)

Mobile: 07717-651679

Please note to activate Mountain Rescue in the Northumbria LRF area contact Northumbria Police. Mountain Rescue activation. Contact Northumbria Police Control Room and request Mountain Rescue.

Duty Controller – 24/7, 365 days: Tel: 07010-064875.

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Northumbria Blood Bikes



### Main Resources and Capabilities

Northumbria Blood Bikes provides a primarily out of hours volunteer courier service for urgent and emergency transport of blood, plasma, platelets, samples, breast milk, notes, medical equipment and other essential items. We do this by means of a set of fully liveried and specially adapted motorcycles and 4 wheel drive vehicles. Whilst the majority of our work is using motorcycles, sometimes situations require a car (large packages, multiple packages, cold weather), so we have a fleet of fully marked care with 4 wheel drive capacity. All of our drivers are advanced qualified (IAM, RoSPA, Emergency Services) and all of our drivers are advanced qualified. Our service is free at the point of use. We generally have 5 vehicles on duty in a variety of roles every shift.

#### **We provide a service on 3 distinct levels;**

Ad-hoc response service: Most of our work falls into this category. A customer requires some transport of some urgency, rings a central number which is manned by a volunteer controller who is trained to take calls. The details are taken and a suitable vehicle is dispatched. These customers are generally acute hospital trusts.

#### **It is envisaged that part of the response service provided would be managed by this area.**

Planned services: A good portion of our work involved planning with requirements to collect from a specified place at a specified time, and deliver likewise. The biggest of these is the Great North Air Ambulance, which we supply with blood and plasma every day of the year.

Daytime and ad-hoc services: Occasionally, we undertake in-hours work which we do on the same basis as the out-of-hours work. This usually falls into categories of a national relay, or human breast milk collection. The former involves another blood bike group being tasked to get a delivery from one part of the United Kingdom, and deliver it to another, which is usually done by blood bike groups connecting and 'hopping' the product from source to destination. The latter is often mixed with the former. A mother has expressed too much breast milk, and wants to donate it to a milk bank. The lady will organise with the milk bank and we then arrange collection from a home address, and relay the product to destination. There is no controller on duty, just the Committee on call and rider / driver.

#### **It is envisaged that part of the response service provided would be managed in this way.**

Mobilisation. In the event of a mobilisation request, it would need to come via phone to the group Chair, Ronnie Paton on 07720740199 initially, who would inform the duty committee members to take on the responsibility. Our work is on the basis of best endeavours, but we can request riders, drivers or other volunteers, to support at times of need. We would envisage that the two most useful areas would be liveried bikes with blue lights having smooth access through high density traffic, or a 4 wheel drive vehicles where such vehicles are required. Any other support would be required at the time of a request.

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## Radio Amateurs Emergency Network (RAYNET)

Main aim of the organisation:

To provide communications for Emergency Services and/or Voluntary Groups in Disasters or Major Emergencies whenever or wherever needed.



Main resources and capabilities:

Radio equipment, antenna masts and antennas, mobile generators, leisure battery power, mobile radio operators.

RAYNET are able to operate in most locations and can also operate cross border and can call on any National RAYNET group if more personnel are required.

Under the conditions of the Amateur Radio licence, Raynet has to be activated by a 'User Service', ie Police, Fire, Ambulance (including St John and equivalent in Scotland), Coastguard, Council EPU or similar. Some members are licensed to operate on Air and Marine bands, plus all other modes from HF right through to UHF. Dependent upon requirements, also we have and can obtain temporary licence/possibly permanent permission to operate both 'inband and crossband' repeaters/talk through units in the field.

Raynet at national level and some groups at local level hold UK general licences too. So whatever communications are needed, Raynet can supply.

Expected response times: Two hours (approx.).

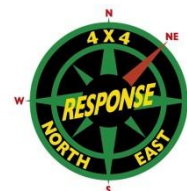
Training and qualifications: Most members are fully licensed by 'Ofcom' radio operators.

Some of the Northumberland operators hold CRB/DBS checks and a couple hold Baseline Personnel Security Standard (BPSS) checks for handling sensitive non- transmittable information.

Controller: John Dodds 07775 957531

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## 4 x 4 Response North East



4x4 Response North East exists to preserve and protect life and property, in particular but not exclusively, by providing equipment, vehicles, personnel and other resources in supporting of and alongside recognised service users and partners during adverse weather events, major incidents and other circumstances when called upon by them to serve the community”

### Introduction

4x4 Response North East is a not for profit, voluntary organisation formed in 2005 that provides equipment, vehicles, personnel and other resources to offer support to user services like the NHS, the Emergency Services, Local Government and other voluntary response organisations during adverse weather events, major incidents and other emergencies.

We are responsible for covering the North East Region of England from the Scottish Border in the North to the North Yorkshire Border in the South of the region across to the border with Cumbria in the west (i.e. Northumberland, Tyne & Wear, Durham & Cleveland).

### Organisation

4x4RNE is a member led group and we currently have a membership of around forty volunteers of which twenty five are operational responders. Our minimum deployment is a two vehicle, single crewed team: our Duty coordinator will deploy responders in teams as required.

Our responders provide their own vehicles and the bulk of their own personal equipment. Each responder is responsible for arranging their own insurance and is required to inform their insurance companies that they are a 4x4 responder and the vehicle will be utilised in emergencies, as a group 4x4 Response North East have our own Public and Employers Liability Insurance arranged via our national umbrella organisation.

### Main resources and capabilities

4x4 Response North East operates an All Weather, All Wheel Drive Logistical support service. As a group our main task is to provide emergency logistical and driver support services to registered user bodies normally this would be during major incident or a severe weather event but we can be asked to and we are happy to provide specialist assistance at any time.

In a word our primary role is as ‘gophers’ – we fetch and carry cargo and personnel.

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Current Typical roles can include (but are not limited to):

- Key personnel deployment / transport
- Key equipment deployment
- Vital supplies transport
- Vulnerable persons evacuation
- Ambulance / emergency vehicle escort
- Proactive road / route reconnaissance
- Road closures and closed road sweeps for stranded motorists
- Stranded vehicle recovery
- Public reassurance & visible presence
- Flood & coastal monitoring
- Windblown debris clearance – a number of our responders are chainsaw licenced and equipped
- Wildfire access
- Search personnel transport
- Communications support
- Emergency vehicle recovery
- Event safety cover

Activation

4x4 Response North East is activated by a recognised user body or organisation calling our Duty Coordinator on the number below, this line is manned 24/7/365 tel 07557 116323

Response / Mobilisation Time: Approximately 15 minutes for our Duty Coordinator to respond to and activate our volunteers via SMS Responder service and dispatch a local coordinator / team leader within 30 minutes aiming for on scene arrival in the region within 120 minutes from the initial call with response personnel and vehicles arrival within 150 minutes.

Contacts

Co-Ordinator 07557 116323 24/7/365 Call out number. General enquiries 0830-2100hrs

Shaun Reed – Chairman [chair@4x4rne.uk](mailto:chair@4x4rne.uk) Ken Dawson – Vice chairman [vicechair@4x4rne.uk](mailto:vicechair@4x4rne.uk)

Gavin Duffy – communications lead [comms@4x4rne.uk](mailto:comms@4x4rne.uk)

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## RNLI Lifeboat - Flood Rescue –

\*\*\*\*\* Service Suspended until mid 2021 \*\*\*\*\*

Our regional flood rescue teams are fully equipped to allow the team to operate self-sufficiently for up to 48 hours.



The flood rescue equipment for each team includes:

- Two adapted inshore lifeboats
- Two vehicles – a rescue van and a Land Rover for off-road driving
- An operational base gazebo
- Electric generator
- Scene lighting and maintenance equipment
- Personal protective equipment
- Canyon line and technical rope kit
- Wading poles
- Torch
- Food and refreshments

### RSV

- Main operational base during flood
- Equipped with generator

### Rescue

- Technical water rescue
- Search operations within the water environment
- In water operations
- Flood response
- Rescue from unstable surfaces

### Communications

- Airwave communications
- VHF
- Mobile phone

We currently have 7 x type B teams strategically located around the country, which means we can have 2 x type B teams anywhere within 6 hours of request. We do not charge for attendance or any form of involvement.

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Contact details are for the duty officer (0845 166 8222) – at times of flood risk we also bring in a duty severe weather incident manager to HQ to oversee any requirements and communications.

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## Salvation Army



### Main resources and capabilities

The Salvation Army has resources of property, which can be utilised as a place of safety for those who have been evacuated from their homes, trained personnel to provide immediate and ongoing support and a fleet of purpose built mobile canteen units which are equipped in order to be self-sufficient at the incident site. These mobile units, which are based across the UK, are mobilised on a regular basis to provide both practical and emotional support to emergency services personnel.

Potentially the Salvation Army can respond to emergencies in the following ways:

Providing on site refreshments and emotional support to responders and those affected by the incident

Providing support to individuals at any designated Rest Centre or Humanitarian Assistance Centre

Providing support to family members and friends at an Emergency Mortuary Viewing Area and acting as the conduit for relevant faith support

Providing personnel to assist at any Support Helpline set up following an emergency

50 Centres / Churches across the Northeast operated by trained staff and volunteers

### Expected Response Time

Approximately 2 – 3 hrs. anywhere within the Northumbria LRF area.

Office Tel 0191 293 1360

Major Stephen Slade 07423071443

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## Samaritans of Tyneside

### Main aim of the organisation:

Samaritans Vision is that fewer people die by suicide



### Main resources and capabilities:

- Samaritans work to alleviate emotional distress and reduce the incidence of suicide feelings and suicidal behaviour by:
- Being available 24 hours a day to provide emotional support for people who are experiencing feelings of emotional distress or despair, including those which may lead to suicide
- Reaching out to high risk groups and communities to reduce the risk of suicide
- Working in partnership with other organisations, agencies and experts
- Samaritans are committed to the following values:
  - Listening,
  - Confidentiality,
  - People making their own decisions
  - Being non-judgemental,
  - Human contact.
  - Expected response times:
  - Volunteers are available 24/7. Locally Regionally and Nationally

### Training and qualifications:

All volunteers undergo a 9-month training programme followed by a minimum of two on-going training sessions per year.

### Emergency contact details:

Tel: 116-123 (freecall)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Text: 07725-909090

Visit: 15 Portland Terrace, Jesmond, Newcastle. NE2 1QQ – open for visitors 9am – 9pm everyday

Branch Director: Theresa Nixon 07523248422

(email: [Newcastle.director@samaritans.org](mailto:Newcastle.director@samaritans.org))

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## **Financial Protocol**

### **1.0 Background**

1.1 Billy Graham rapid Response Team deploy crisis trained rapid response volunteer chaplains to care for the emotional and spiritual needs of people who work alongside the work teams and within the affected community. The chaplains are available if required to support Rest Centre and similar work.

### **2.0 Funding in the immediate response**

2.1 Our Primary involvement is in the Recovery phase however should we be asked to support within the Response phase please refer to the next point as the same principles apply.

### **3.0 Funding issues in the ongoing response**

3.1 We are funded by public donations and we will never charge for any services provided. If grants or expenses are available from government funds afterwards then they would be gratefully received but our involvement is offered unconditionally.

### **4.0 The trigger points for decisions about continued funding**

4.1 Longer term involvement would be determined primarily by our capacity and capability and any financial constraints would be secondary. We would be in ongoing consultation with the LRF and would always manage any change with care and consideration to those in need.

### **5.0 The level at which decisions / agreements are to be made**

5.1 The incident Programme Manager for Billy Graham Rapid Response Team would be the conduit for all decisions and would get any necessary internal authorisations.

### **6.0 How decisions regarding initial involvement and ongoing sustainability are made**

6.1 We do not self-deploy; each response will be in agreement with the statutory partner assigned to us or with a local church where we are invited to work alongside them.

6.2 As with the initial deployment, the duration of our response will be agreed with the relevant statutory partner. Internal mutual aid arrangements enable us to maintain the response, utilising personnel from other parts of the UK and in extreme situations from our International operations.

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**EMERGENCY CONTACT NUMBER**

Nigel Fawcett-Jones : 07809 863759 [nigel.fawcett-jones@bgea.org.uk](mailto:nigel.fawcett-jones@bgea.org.uk)

**SERVICE (the service you would be able to provide in an emergency)**

- The Billy Graham Rapid Response Team deploy crisis trained volunteer chaplains to care for the emotional and spiritual needs of communities challenged by man-made or natural disasters. The chaplain teams seek to support the emotional and spiritual support of first responders, faith communities and the general public, when normal coping mechanisms have been overwhelmed.

**SKILLS (any special skills you would be able to offer in an emergency)**

Emotional and spiritual support and encouragement for those affected

**RESOURCES (staff members, equipment etc you would be able to offer in an emergency)**

N/A

**ARE ANY VOLUNTEERS DBS CHECKED**

All Chaplains and Staff are DBS checked.

**LINKS WITH OTHER ORGANISATIONS (sister organisations etc)**

Samaritan's Purse

**TIME FOR MOBILISATION (not including travel to site)**

Response time is within 24 hours for a Lead Chaplain assessor team to be in position.

**GEOGRAPHICAL AREA (area you cover)**

Throughout the UK

**INSURANCE**

Public liability of £5M for any one occurrence and unlimited any one period of Insurance.

Employer's liability of £10M for any one event, unlimited in the aggregate; £5M in respect of terrorism and asbestos and £1M in respect of corporate manslaughter.

**CHARGE FOR SERVICES**

We are funded by public donations and we will never charge for any services provided. If grants or expenses are available from government funds afterwards then they would be gratefully received but our involvement is offered unconditionally.

**TRAINING AND EXERCISING**

Our Chaplain Coordinators are all trained at residential courses run both in the UK and in the USA. The Rapid Response chaplains have formal Crisis Incident and Stress Management (CISM) training. Various modules of training are offered, bringing a range of pastoral care to the team.

**OTHER INFORMATION**

**ADMINISTRATIVE DETAILS (Organisation's main office)**

Billy Graham Rapid Response Team

Victoria House, Victoria Road, Buckhurst Hill, Essex IG9 5EX

Website: [www.billygraham.org.uk/](http://www.billygraham.org.uk/)

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## St John Ambulance



### Main aim of the organisation:

To provide medical attention and care for people in need.

### Resources Available

- Fleet of fully equipped Front Line Ambulances
- Rapid Response Vehicle
- 4X4 Front Line Ambulances
- Gaitor 4x4 off road vehicle
- Large Incident Support Units
- Command and control units
- Minibuses
- Assorted Support Vehicles
- Vhf Radios
- Trained Volunteers
- 5742 Region Based Adult Volunteers 22 FTE Staff
- Comprising of: -
  - Control Room Team
  - Administration Teams
  - IHCD Advanced Technician Crews
  - Emergency Ambulance Crews
  - Patient Transport Ambulance Crews
  - Forward Incident Teams
  - Minibus/ Support Drivers
  - First Aid Members
  - Logistics Teams

Emergency team 0330 053 5095 24/7

Mr Andrew Hall

[Andrew.hall@sja.org.uk](mailto:Andrew.hall@sja.org.uk)

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## UK Civil Air Patrol



Aim of Organisation: To support the emergency services, local government civil contingencies units and other voluntary sector organisations with aerial reconnaissance, air observation and air to ground photography to locate missing persons and to assist incident commanders and emergency planning officers during environmental emergencies.

### Main resources and capabilities:

The UK Civil Air Patrol is a national organisation that has operational units throughout the United Kingdom.

Each operational unit has a variety of light aircraft including aeroplanes, autogyros and helicopters which may be used for air observations, air search and air to ground imagery in support of the emergency services and other agencies such as the Environment Agency and the Scottish Environment Protection Agency in Scotland.

When air support to save lives is required the request must, in the first instance, be directed to the Maritime and Coastguard (MCA) Aeronautical Rescue Coordination Centre (ARCC) at Fareham in Hampshire (tel: 01343 836001). The ARCC is collocated with HM Coastguard National Maritime Operations Centre (NMOC). The nearest MCA search and rescue (SAR) helicopter base to Northumberland is at Humberside Airport. There is also a MCA SAR helicopter base at Prestwick, near Glasgow.

When a request for urgent, lifesaving air support is received the ARCC will evaluate the request and, if required, will despatch the nearest SAR helicopter at the earliest opportunity. If the request is non-urgent and not time critical, for example search and recovery, the ARCC may agree to forward the request to the Civil Air Patrol (CAP). The aircraft of the CAP may be used for simple air searches and for air to ground photography using hand-held digital cameras. The CAP does not operate its manned aircraft at night. Nevertheless, the CAP has an increasing number of small unmanned aerial vehicles, sometimes referred to as drones, which may be flown during the hours of darkness.

In the North East the Civil Air Patrol has bases at Peterlee/Shotton and at Eshott, near Morpeth in Northumberland. However, the qualities of air support include speed, reach and height, as well as flexibility, agility and concentration. In a protracted operation, for example serious flooding, aircraft may be positioned at forward operating bases from any part of the UK. During the serious

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floods of December 2015 the CAP deployed 2 aircraft from Northamptonshire and Cambridgeshire to Sherburn-in-Elmet airfield in North Yorkshire to complete air to ground photography on behalf of the North Yorkshire County Council Emergency Planning Department.

The expected response time will vary but may be measured in hours, or less, particularly for pre-planned events such as protracted searches for missing persons, air to ground photography during environmental emergencies and training exercises.

### Organisation:

In the North East, the UK Civil Air Patrol Liaison Officer is responsible for an area from the Scottish Border to the River Tees, including Cleveland, from the Pennines to the North Sea Coast. However, in order to harmonise with HM Coastguard Area 5, from Berwick-upon-Tweed to Robin Hood's Bay, the area of responsibility is extended, on the coast, south to Robin Hood's Bay. The UKCAP North East Liaison Officer represents the CAP at the County Durham & Darlington VELG, the Cleveland VELG and the Northumbria VELG. The duty officer at each of these VELG's may contact the UKCAP Liaison Officer should there be a requirement to deploy an aircraft for a simple aerial search, in daylight hours, or for air to ground imagery of, for example, serious flooding. During the winter period 'snow patrols' may be flown to check high level roads, isolated communities and isolated farms. All flights are subject to the prevailing weather and the airfield conditions at Peterlee/Shotton in County Durham and Eshott in Northumberland.

The UK Civil Air Patrol is a national organisation with England divided into two regions, north and south. The Liaison Officer (North East) is also the Chief Liaison Officer (North of England) which includes the North East, Cumbria, Yorkshire, Humberside, Derbyshire Lancashire, Nottinghamshire, Lincolnshire and Cheshire.

Emergency Contact – MCA Aeronautical Rescue Co-ordination Centre  
(To save lives) 01343 836001

Duty Air Ops Controller: 03443 820048

Civil Air Patrol (North East) Liaison Officer: +44 (0) 7870 872753

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## Whitley Bay Street Pastors



A street pastor is...

- a Christian and is part of a local church;
- concerned for society and their local community;
- willing to engage with people, whatever their perspective on life and wherever they hang out;
- happy to work in a team and in collaboration with other agencies and projects, both statutory and voluntary
- Uniformed volunteer.

They patrol in teams of men and women, usually from 10 p.m. to 4 a.m. on a Friday and Saturday night, to care for, listen to and help people who are out on the streets

Each initiative is set up by Ascension Trust, which is the governing body behind Street Pastors, and run by a local coordinator with support from local churches and community groups, in partnership with the police, local council and other statutory agencies, each initiative is a registered charity in its own name.

There are currently over 12,000 trained volunteers operating in over 250 locations in the UK.

In the North East, there are initiatives in Whitley Bay, Sunderland, Jesmond & Newcastle, with just over 100 volunteers in total, each initiative is run by a separate management group and Co-coordinator.

Response Pastors is an initiative of Ascension Trust.

It has evolved from discussion with the Metropolitan Police and several regional Police Services, as well as local authorities' Resilience Forums and others involved in the operational side of major incidents and crisis situations.

It was launched in August 2014 in London boroughs, and is now established in many areas around the UK, with 150 volunteers trained in the first 18 months.

A response pastor is a street pastor who has received additional training to provide support to those affected by a disaster or crisis.

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Response pastors can be called upon any day or night to support and assist where appropriate. A response pastor is a crucial point of contact and an additional support to the established emergency services.

Their primary task is to offer support and compassion to all in the event of a crisis or emergency, this may be outside emergency cordons at an incident or specifically to assist in a Humanitarian Reception Centre for survivors, evacuees or other persons affected by the event.

All major deployments will be initially managed by the national Response Pastors Coordinator at Ascension Trust.

### Main Resources & Capabilities

Undoubtedly our main resource is the 100 plus volunteers based in the North East.

Age range 18 plus, with majority retired, with an abundance of life skills, medical, Pastoral, commercial, operational etc

Church Premises, hundreds across the region, some have car parks, large halls, and wi-fi facilities.

A Fiat Ducato safe place which is used on patrol in Whitley Bay.

To be suitable for emergency deployment it would require a suitcase generator if electricity point not available.

Response Times very much depends on location, for the recent Whitley Bay fire we were operational 20 minutes after the call to assist. We received 30 plus residents who were evacuated from nearby premises, plus dogs and a snake.

We provided shelter, hot drinks, wi-fi for residents evacuated, a base for the police and local authority to work from, and a rest place for first responders.

Chris Lincoln 07549015896 [whitleybay@streetpastors.org.uk](mailto:whitleybay@streetpastors.org.uk)

Paul Waugh Tel: 0191 2357559, Mobile: 07840 827614 [newcastle@streetpastors.org.uk](mailto:newcastle@streetpastors.org.uk)

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## **Liability and Personal Insurance**

### Insurance Implications and responsibilities

In view of the possibility of an emergency which requires, in addition to the Emergency Services, the presence and assistance of the Local Authority and the local Voluntary Organisations, it is necessary to have formally established guidelines in connection with the role of and responsibilities for insurance.

All organisation involved with the framework of the Northumbria Voluntary Emergency Liaison Group (VELG), along with its individual members, are made aware of, the insurance implications arising from activities undertaken in the event of a controlled and co-ordinated response to an emergency.

This must include Employers' Liability Insurance, to indemnify the organisation for all sums it becomes legally liable to pay as damages in respect of injury sustained by a member arising out of, and in the course of, their duties on behalf of the organisation.

It must also include Public Liability Insurance, to indemnify the organisation for all sums it becomes legally liable to pay as damages in respect of accidental injury or accidental damage to third parties or their property, as the result of a negligent act, error, or omission on the part of a member arising out of, and in the course of, their duties on behalf of the organisation.

The Local Authority cannot provide an indemnity to a local Voluntary Organisation or its members for loss of or damage to, any property belonging to them.

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**Appendices**

Quick Reference Table

Name of Voluntary Organisation	Aim	Resources and capabilities	Expected response times	Cost recharge policy	Contact for Activation
British Red Cross	To make the world a place where everyone gets the help they need in a crisis.	Staff and volunteers who are trained skilled and experienced in response and recovery.	1 to 2 hours	Do not normally charge for response if less than 24 hours. If prolonged response and recovery they would seek to recover direct costs only.	Use 24/7 line, number available in Resilience Direct and elsewhere in offline documents.  Office Tel (0191) 332 4192  Senior Emergency response officer Sam Samwell 07841532371 samsamwell@redcross.org.uk
North East Churches Clergy Major Incident Plan	To facilitate and support the churches of the North East in their relationships with one another and their wider mission in the world.	Volunteers and buildings in locations throughout the area	Discussions taking place. Please refer to MIP until further notice	No charges, running costs met by donations	Rev Alan Meighen <a href="mailto:alanmeighen@btinternet.com">alanmeighen@btinternet.com</a>  01912681953  07709647892
Northumbria Mountain	Mountain Rescue provides a highly skilled search and rescue	Operate a 24/7, 365 days a year mountain	Approximately 30-60 minutes	No charges, running costs met by donations.	Mountain Rescue activation

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Name of Voluntary Organisation	Aim	Resources and capabilities	Expected response times	Cost recharge policy	Contact for Activation
Rescue Service (joint calling for NNPMRT and NOTMRT)	service to relieve suffering and distress and to save life amongst persons endangered by accidents, disaster or natural hazards.	and non-mountain, search and rescue service for the Northumberland LRF area.	to incident RVP.		<p>Contact Northumbria Police Control Room and request Mountain Rescue.</p> <p>Duty Controller – 24/7, 365 days Tel: 07010-064875.</p> <p>North of Tyne MRT Keith Briggs, Team Leader Email: <a href="mailto:teamleader@notmrt.org.uk">teamleader@notmrt.org.uk</a> Tel: 07709207545</p> <p>Northumberland National Park MRT Iain Nixon, Team Leader Email: <a href="mailto:teamleader@nnpmrt.org.uk">teamleader@nnpmrt.org.uk</a> Tel: 07717-651679</p>

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Name of Voluntary Organisation	Aim	Resources and capabilities	Expected response times	Cost recharge policy	Contact for Activation
Northumbria Blood Bikes	Courier service for urgent transport of essential items.	Fully liveried motorcycles and 4x4 vehicles	As required	Free at point of use.	Ronnie Paton 07720740199 in first instance. <a href="mailto:chair@northumbriabloodbikes.org.uk">chair@northumbriabloodbikes.org.uk</a>
RAYNET	To provide communications in Disasters or Major Emergencies.	Able to operate in most locations and cross border.	2 hours	No charges, however running costs are met by donations.	Controller: John Dodds 07775957531
RNLI Flood Rescue	Search operations, flood response and rescue	Rescue support vehicle with generator, off road 4x4, 2 inshore lifeboats, lighting, PPE, comms etc	Within 6 hours, locally probably 3-4.	No charge	Duty officer 0845 166 8222
4 X 4 Response NE	To preserve and protect life and property by providing equipment, vehicles, personnel and other resources during adverse weather and other major incidents	All weather all wheel drive vehicles, communications and equipment to deal with a variety of situations	From activation, team leader on site within 120 minutes	No charges however running costs are met by donations. Individual volunteers out of pocket expenses (Mileage, etc) would need to be met by the activating user body.	24/7/365 number 07557 116323

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Name of Voluntary Organisation	Aim	Resources and capabilities	Expected response times	Cost recharge policy	Contact for Activation
Salvation Army	To alleviate distress wherever it is found and is able to fulfil a crucial role during and after a major emergency.	Property which can be utilised as a place of safety for those evacuated from their homes and trained personnel to provide immediate ongoing support. Mobile catering facilities vehicle.	Volunteers are available 24/7.	Would seek to recover any incurred costs	Office Tel 0191 293 1360 Major Stephen Slade 07423071443
Samaritans	Reduce deaths by suicide.	Working in partnership with other organisations, agencies and experts to alleviate emotional distress and reduce the	Volunteers are available 24/7. Locally, Regionally and Nationally		Emergency contact details: Tel: 116-123 (freecall) Email: jo@samaritans.org Text: 07725-909090 Visit: 15 Portland Terrace, Jesmond, Newcastle. NE2 1QQ – open for visitors 9am – 9pm everyday Branch Director: Theresa Nixon 0752324822



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Name of Voluntary Organisation	Aim	Resources and capabilities	Expected response times	Cost recharge policy	Contact for Activation
					(email: newcastle.director@samaritans.org
Billy Graham Rapid Response Team	Provide Emotional and Spiritual support of Communities challenged by man-made or natural disasters.	Crisis trained rapid response volunteer Chaplains to care for the Emotional Support and Spiritual need of people who work alongside the work teams and within the affected Community. Also available for Rest Centre work.	Lead assessor to be in position 24 hours after request	No charges however running costs are met by donations.	Nigel Fawcett-Jones head of UK disaster response. 07809 863759  <a href="mailto:Nigel.fawcett-jones@bgea.org.uk">Nigel.fawcett-jones@bgea.org.uk</a>
St. John Ambulance	To provide medical attention and care for people in need	Front Line Ambulances, support vehicles, medical equipment and trained volunteers.	First response within 1 hour.	No charge for initial response, however sustained resources would incur recovery costs.	Mr Andrew Hall <a href="mailto:Andrew.hall@sja.org.uk">Andrew.hall@sja.org.uk</a>  Emergency team 0330 053 5095 24/7
UK Civil Air Patrol'	To support the emergency services, local government civil contingencies units and other	Light aircraft which may be used for air observations, air search	Will vary depending on the location of	No charges, however running costs are met by donations.	Emergency Contact –MCA Aeronautical Rescue Coordination Centre

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Name of Voluntary Organisation	Aim	Resources and capabilities	Expected response times	Cost recharge policy	Contact for Activation
	voluntary sector organisations with aerial reconnaissance, air observation and air to ground photography to locate missing persons and to assist incident commanders and emergency planning officers during environmental emergencies.	and air to ground imagery.  Note: UK Civil Air Patrol does not operate at night.	the nearest unit, the prevailing weather and the availability of the volunteer aircrew.		MCA Aeronautical Rescue Co-ordination Centre  (To save lives) 01343 836001  Duty Air Ops Controller: 03443 820048  Civil Air Patrol (North East) Liaison Officer: +44 (0) 7870 872753
Whitley Bay Street Pastors	We are Christian Volunteers who are out in the Community Helping, Caring and Listening. Our main role is to watch out for and care for Vulnerable people. We can provide shelter, hot drinks and a working base for police and local authority to work from.	We have 100 plus volunteers based in the North East. Church premises across the region with large halls, car parking and some with wi-fi	This is very much dependent upon location		Chris Lincoln 07549015896 (Jesmond area)  <a href="mailto:whitleybay@streetpastors.org.uk">whitleybay@streetpastors.org.uk</a>  Paul Waugh (Newcastle area) 01912357559, Mobile:07840827614  <a href="mailto:newcastle@streetpastors.org.uk">newcastle@streetpastors.org.uk</a>

**Resources Matrix**

	British Red Cross	North East Churches	North of Tyne M R T	Northumberland M R T	N'bria Blood Bikes	RAYNET	RNLI Flood Rescue	4 x 4 NR Response	Salvation Army	Samaritans	Samaritans Purse	St. John Ambulance	UK Civil Air Patrol	Whitley Bay Street
4 x 4 Vehicles			✓	✓	✓		✓	✓				✓		
Aeroplanes used for air observation													✓	
Air to ground imagery support													✓	
Airwave Radios			✓	✓			✓					✓		
Ambulances	✓											✓		
Antenna Masts and Antennas						✓		✓						
Autogyros used for air observation													✓	
Boats							✓							
British Sign Language														
Catering equipment							✓		✓					✓
Canoes														
Communications Vehicle			✓	✓		✓	✓	✓				✓		
Counselling		✓							✓	✓				
Doctors											✓	✓		✓
Disaster Appeal Scheme	✓													

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	British Red Cross	North East Churches	North of Tyne M R T	Northumberland M R T	N'bria Blood Bikes	RAYNET	RNLI Flood Rescue	4 x 4 NR Response	Salvation Army	Samaritans	Samaritans Purse	St. John Ambulance	UK Civil Air Patrol	Whitley Bay Street
Electric Boilers									✓					
Emotional support	✓	✓							✓	✓	✓			✓
Field Hospital														
First Aid Supplies										✓		✓		
First Aiders			✓	✓				✓		✓		✓		
Fold Down Tables		✓							✓					
Frozen Meals														
Gas Boilers									✓					
Helicopters used for air observation													✓	
Helpline	✓													
Incident Support Unit							✓	✓	✓			✓		✓
Inflatable Rescue Platforms							✓							
Light Vehicle Recovery (tow/winch)								✓						
Light cargo trailers								✓						
Logistics Team			✓	✓				✓				✓		
Minibuses								✓	✓			✓		

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	British Red Cross	North East Churches	North of Tyne MRT	Northumberland MRT	N'bria Blood Bikes	RAYNET	RNLI Flood Rescue	4 x 4 NR Response	Salvation Army	Samaritans	Samaritans Purse	St. John Ambulance	UK Civil Air Patrol	Whitley Bay Street
Mobile Generators					✓	✓	✓	✓						
Nurses												✓		
Paramedics			✓	✓										
Provision of premises as Evacuation Centres		✓							✓					✓
Rapid Response Vehicle	✓		✓	✓	✓			✓				✓		
Refreshments	✓	✓					✓		✓					✓
Repatriation of UK Nationals	✓													
Rope Rescue Team			✓	✓			✓							
Search Dogs (SARDA Qualified)			✓	✓										
Support @ Emergency Mortuary	✓	✓							✓					
Support @ Emergency Rest Centre	✓	✓							✓		✓			✓
Support @ Humanitarian Assistance Centre	✓	✓							✓		✓			✓
Support Vehicles/Drivers	✓				✓			✓				✓		
Swift Water Rescue Capability							✓							

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	British Red Cross	North East Churches	North of Tyne M R T	Northumberland M R T	N'bria Blood Bikes	RAYNET	RNLI Flood Rescue	4 x 4 NR Response	Salvation Army	Samaritans	Samaritans Purse	St. John Ambulance	UK Civil Air Patrol	Whitley Bay Street
Tea Urns		✓							✓					✓
Trailer Towing					✓			✓						
Translators		✓												
Transportation (personal cars)		✓						✓			✓			
VHF Radios			✓	✓		✓		✓						
Volunteers trained in supporting people	✓	✓							✓		✓			✓



Prepared by: British Red Cross Emergency Response Unit on behalf of the Northumbria Voluntary Emergency Liaison Group (VELG), acting under the Northumbria Local Resilience Forum (LRF) Communities Theme Group

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