

The Emergency Planning and Response Conference 2021

Harnessing the voluntary and community sector in an emergency to achieve a human-centred response

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Our emergency response advocacy 2018 - 2020

2018



2019

2019



2020



2020



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The importance of personalisation

A human-centred approach to emergency response

A human-centred approach to crisis response means that organisations and systems empower people to access personalised support at times of crisis. People and communities should be involved in every stage of crisis planning (before, during and in recovery). At times of crisis, the people involved:

- will have the best idea of the support they need most
- have distinct psychological, emotional and social needs, as well as immediate practical needs (such as for shelter and food)
- may need support in their longer-term recovery and not just in the immediate aftermath of a crisis.

What people need in an emergency

**Immediate
practical needs**

**Mental health
and
psychosocial
support**

**Advice,
support and
advocacy**

**Information and
communication**



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Eight principles to inform crisis response

Putting people first

Principle 1: People should expect that their crisis needs are central to the way emergency response is designed and implemented, wherever they are in the UK.

Principle 2: People should expect a coordinated and high quality response in and after an emergency.

Principle 3: People should be supported in their local communities and local communities should be empowered to respond.

Ensuring people can access the support they need

Principle 4: During and after an emergency, people should be able to access the support they need quickly and feel safe and confident to do so, with their dignity preserved.

Principle 5: During and after an emergency, people should have access to social and psychological support as well as the practical help they need.

Harnessing kindness following a major incident

Principle 6: People should know how best to give their financial support in an emergency and be supported to do so. They should be assured that their donations will go to people affected quickly, simply and equitably.

Principle 7: People should be supported to give in ways that will help the most vulnerable.

Continued support following emergencies and creating resilient communities

Principle 8: Following an emergency, communities should be supported to recover and become stronger and more resilient to crises in the future.

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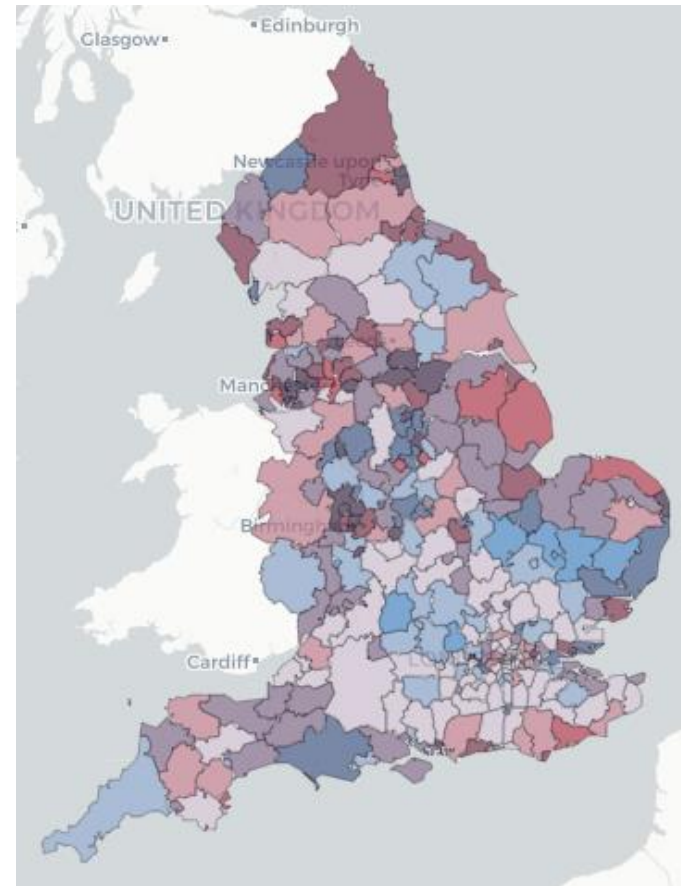
Learning from Covid-19

People are:

- Struggling more financially and, in some cases have not been able to access essentials, such as food.
- Struggling with their mental health and loneliness, which is reducing people's individual resilience and ability to cope.
- The pandemic has both exacerbated inequalities and pushed new people into hardship.

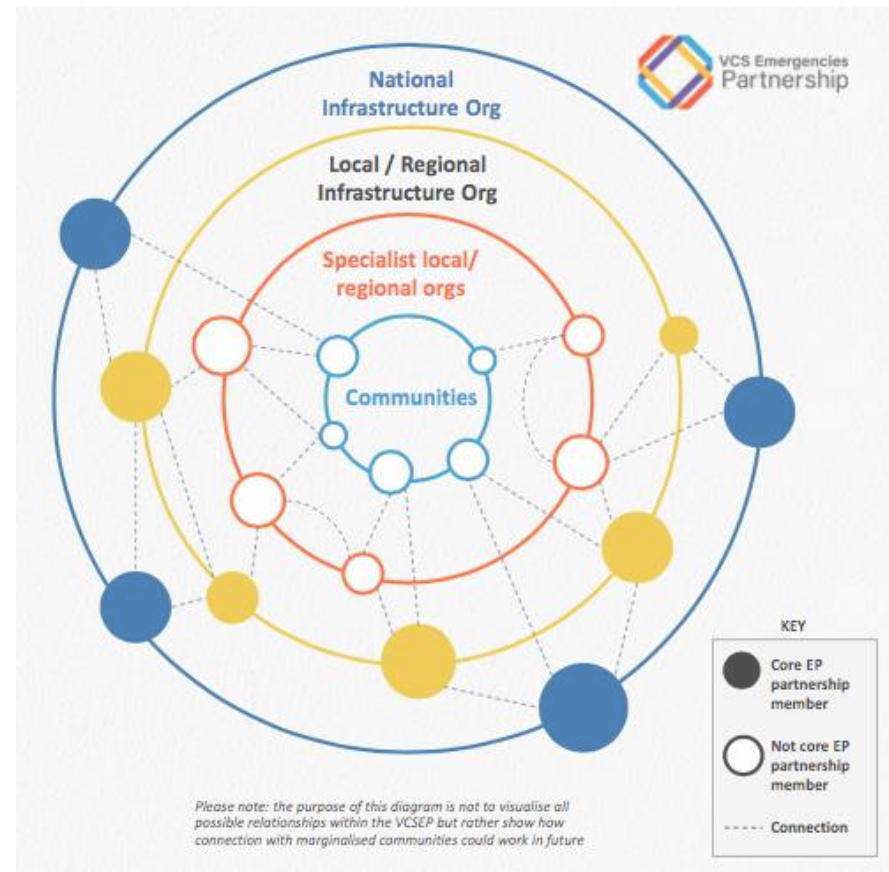
Pre-existing inequalities and unmet need undoubtedly weakened our resilience.

View the British Red Cross Resilience Index here:
<https://britishredcross.shinyapps.io/resilience-index/>



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**Collaboration during
preparedness,
response and recovery
is key.**




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The VCS can flex,
innovate and fill the
gaps quickly when
needed.



Emergency response structures and legislation could be strengthened to better meet people's needs.



Civil Contingencies Act 2004

CHAPTER 36

CONTENTS

PART 1

LOCAL ARRANGEMENTS FOR CIVIL PROTECTION

Introductory

1 Meaning of "emergency"

Contingency planning

2 Duty to assess, plan and advise

3 Section 2: supplemental

4 Advice and assistance to the public

Civil protection

5 General measures

6 Disclosure of information

General

7 Urgency

8 Urgency: Scotland

9 Monitoring by Government

10 Enforcement

11 Enforcement: Scotland

12 Provision of information

13 Amendment of lists of responders

14 Scotland: consultation

15 Scotland: cross-border collaboration

16 National Assembly for Wales

17 Regulations and orders

18 Interpretation, etc.



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Now is the
moment to
secure the
change we want
to see.



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Our upcoming research

We wanted to:

- explore whether there is a need for change in the current systems, structures and legislation relating to emergencies, and
- generate recommendations around which systems, structures or legislation should be put in place or adapted

This should:

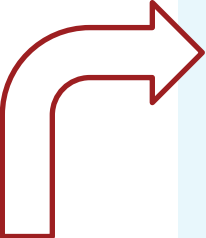
- provide improved leadership, accountability, a coordinated approach to emergencies, and a human-centred emergency response.

Themes

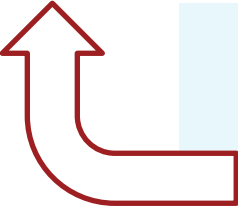
- Leadership and accountability
- Planning
- Collaboration (inc. data sharing)
- Community involvement
- Human-centred care
- The value of the VCS
- Ready for the future?

The resilience cycle

What improvements can be made?

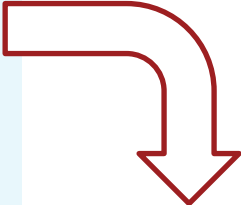


Preparation: improvements can be made to **involve communities**, to ensure **uniformly high standards in emergency planning** and to foster **collaboration** at the planning stage. Communities still feel left out of the process. In the move towards a human-centred emergency response, they will have to be given greater input. National government may need to take on a greater role in ensuring high standards in resilience planning and in ensuring organisations can still make strides in collaboration at the planning stage, especially through **training exercises**.

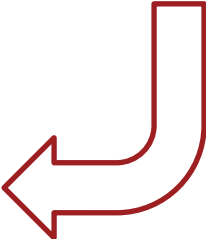


Learning: it is notoriously difficult to truly learn the lessons from past emergencies. To make sure those affected are at the heart of the learning process, **the voluntary sector should be afforded a central role in connecting lived experience with government processes**. Clear and accountable leadership will also aid the learning process, for example through a **Civil Contingencies Advisory Group**.

Response: a human-centred response requires organisations to **work across boundaries** to meet need. The literature suggests collaboration remains a perpetual difficulty. To facilitate interagency cooperation, new **data sharing** guidance may be necessary. **Cash-based assistance** could further empower those affected.



Recovery: emergencies in recent years suggest that much remains to be done to meet people's diverse needs after an emergency. The Scottish guidance offers a useful framework for psychosocial support, emphasising the importance of both **practical and psychological support**. Training for responders must explicitly include considerations around people's diverse needs to embed these concerns into practice.



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Next steps

- Developing recommendations in collaboration with the wider sector and other stakeholders.
- Engaging with local government, central government, and the wider VCS.
- Engaging with the Civil Contingencies Act review and the National Resilience Strategy.



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