

Voluntary Sector Capabilities Document

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London Voluntary Sector Response Capabilities Document	
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Amendments

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April 2017	6.0	Whole document updated and reformatted	All
April 2018	6.1	Title of document changed to include 'Response'. Section on exercising this document included. London Search And Rescue, Team London and Team Rubicon added to document. Cruse telephone number updated. Drone and WASH services have been included. All organisations reviewed their content.	1 4 12-13, 19, 20-21 7 32 All
September 2020	6.2	Contacts Directory collated and included at the front of the document. Summary of Services Available moved to the front of the document. Organisation Summary cards reduced to one side of A4. Team Rubicon (UK) updated to reflect new organisation – RE:ACT. General Update for all content.	7 8-15 16-31 All

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1 Introduction

“In some circumstances, emergencies can overstretch the resources of the emergency services, local authorities and other local responders. The value of additional support from the voluntary sector has been demonstrated on many occasions”.¹

The Civil Contingencies Act (CCA) recognises that the Voluntary Sector has an important role to play in supporting the statutory services and further stresses that “responders should be aware of the kinds of services the voluntary sector can offer before making plans to involve them”.

Emergency Preparedness

The purpose of this guide is to support the CCA guidance by promoting and raising awareness of the potential voluntary sector contribution within the London region. This guide provides an overview of the services that may be available from the various pan-London organisations.

Primarily, this guide is intended to assist Category 1 & 2 responders to engage the voluntary sector in planning, training and exercising activities in order that the voluntary sector can maximise their contribution to responding to emergencies. The voluntary sector offer is in support of the appropriate authorities and does not replace their own duties to respond in an emergency.

It is also intended to provide external bodies and other relevant partner organisations with awareness about those voluntary sector organisations that have a pan-London presence and about what they may be able to offer.

The nature, range and scale of services offered by the voluntary sector may alter depending upon the context of the emergency situation at the time. This guide is not intended to be a detailed explanation of the voluntary sectors’ potential contribution and involvement in emergency response.

It should be noted that this guide does not cover all elements of the voluntary sector organisations that operate within London – it is restricted to those organisations with a pan-London presence and a specific emergency response role and remit.

Whilst this guide is a standalone document in itself, reference should also be made to the London regional emergency plans and arrangements, including the Strategic Coordination Protocol.

Each organisation has an obligation under its Charitable status to manage its income and expenditure. To that end the protocols relating to financial transactions arising from involvement in major and pan-London incidents is included within each set of organisation information, Section 3.

It is recommended that this guide is used in conjunction with involving the voluntary sector in training and exercising of emergency response arrangements.

¹ Emergency Preparedness (Home Office), p154, Chapter 14

2 Strategic London voluntary sector representation in an emergency

London benefits from a tremendously strong and varied voluntary sector. Each day volunteers provide crucial support to the public and critical services. In an emergency, this contribution is even more crucial and so it is essential to have an effective response from the voluntary sector in working alongside the emergency services and other responding partners across London.

2.1 Strategic emergency management in London

In the event of an emergency a clear framework will be established for the strategic coordination of the emergency response effort. The London Resilience Partnership Strategic Coordination Protocol details the arrangements for London's response to a disruptive incident.

Incorporating the voluntary sector in the event of an emergency in which a Strategic Coordination Group (SCG) is established and the voluntary sector may be required, the Voluntary Sector Panel (VSP) will nominate a representative to attend the SCG.

The representative will collate updates from the VSP organisations involved in the response and use this document, which has details of our voluntary organisation members and what we offer.

2.2 Role

Members of the VSP Strategic Representative Group and any representatives at the SCG will have the level of knowledge, expertise and authority to identify and commit the resources of their respective agency.

3 Exercising

London Resilience Partners are encouraged to include voluntary sector organisations when planning local training and exercising. The details within this document are kept under review during the three year capability review cycle. Partners should test and exercise these to familiarise their own staff with the process for identifying and activating the relevant voluntary sector organisations during / following an emergency.

4 Contacts Directory

Organisation	Contact Details
British Red Cross	0300 023 0700
Citizens Advice Bureau	http://www.citizensadvice.org.uk for a link to the local Bureau.
Cruse Bereavement Care	0808 808 1677 (not 24 hrs)
Faith Forums London	www.faithsforum4london.org and www.londonchurchesgroup.org.uk
First Aid Nursing Yeomanry	FANYs are on call, with established procedures, to support a number of organisations (the City of London Police, Metropolitan Police, the Military, London Coroners', London Resilience Group and the City of London Corporation) who would, in the main, act as the deploying organisation. Non-emergency: Mon – Fri (0900 – 1700): 020 7976 5459
London Search and Rescue	03330 124651 (emergency services and Resilience only)
RAYNET	03030 401080
RE:ACT	Phone: 0300 330 9488 (Mon-Fri 9-5pm) Email: operations@re-act.org.uk Out of hour/in an emergency contact: Paul Taylor, Operations Response Manager Mobile: 07841629276
Royal National Lifeboat Institution	Emergency 999 and ask for Coastguard. Non Emergency Mutual Aid - 0845166 8222 Central OPS Room
Samaritans	24 hour national helpline for those in crisis is 08457 90 90
St John Ambulance	0303 003 0104 (24hr)
Team London	Assistant Director, Team London (Volunteering) and Sport Mobile: 07733 002 610 Email: TeamLondon@london.gov.uk
The Salvation Army	07802 796 003 (24hr) Adrian Clee (Territorial Emergency Response Officer): 07986 655 787
Victim Support	London Inbound Call Service (24hr) 0808 168 9291 please ask for the On-call Manager

5 Summary of available services

In keeping with the CCA guidance, section 7 of this document gives examples of specialist services that fall within the generic areas identified and also provides details about what those services may entail, using the following categories:

- Welfare
- Psychosocial aftercare
- Spiritual care & religious services
- Medical support
- Search & rescue
- Transport & escort
- Communications
- Documentation/Administration
- Financial services; and
- Equipment & resources available.

This guide further identifies which voluntary sector organisations may be able to provide those services for emergency response and recovery related activities.

IMPORTANT NOTE

This document does not contain an exhaustive list of services that may be available. The nature, range and scale of services offered by the voluntary sector may alter depending upon the context of the emergency situation and the resources available at the time.

Not all services may be available from all locations. The exact contribution from the various voluntary sector organisations should be clarified as and when each emergency situation arises. Organisations can generally provide a flexible offer and may have access to mutual aid on a cross-border, national or even international basis.

6 Services available by category

Table references: *British Red Cross (BRC), Cruise Bereavement Care (CRUSE), Faith Communities (Faith), First Aid Nursing Yeomanry (FANY), Team London (T London), Team Rubicon UK (TRUK), The Salvation Army (SA), St John Ambulance (SJA), Victim Support (VS), Citizens Advice Bureau (CAB), Royal National Lifeboat Institute (RNLI), London Search and Rescue (LSR), Islamic Relief (Islamic R)*

Services Available	Details	BRC	CRUSE	Faith	FANY	SA	SJA	T London	RE:ACT	Samaritans	VS	Raynet	CAB	RNLI	LSR
WELFARE SERVICES															
Staffing and/or management of emergency centres	Providing volunteers to staff or manage various types of centres; Rest Centres, Family and Friends Reception Centres, Survivor Reception Centres, Humanitarian Assistance Centres, Emergency Mortuaries	✓	✓	✓		✓	✓	✓			✓				✓
Feeding and refreshment provision	Feeding of those affected by the emergency (taking into account cultural considerations). Continuity of services i.e. meals on wheels	✓		✓		✓									
Feeding and refreshment provision - emergency responders	Feeding of the emergency services (taking into account cultural considerations).					✓									
Clothing	Sourcing and distribution of appropriate emergency clothing for those in need	✓				✓					✓				
Financial and legal advice	Providing financial advice about entitlements, grants, loans, claims, etc in relation to disaster appeals. Where direct advice is not available, signposting individuals to appropriate organisations and channels of information	✓				✓					✓		✓		
Resettlement of affected populations such as evacuees	Providing practical & emotional support to individuals affected. May include providing such services as transport and escort, support at home, tracing & messaging, assisting individuals to access first aid services	✓		✓		✓	✓								
Support and comforting	Providing practical & emotional support through provision of telephone helplines or face-to-face meetings and/or visits. Services may include, listening, befriending, resourcing/signposting, providing spiritual, religious or emotional support	✓	✓	✓						✓	✓				
Information and advice	Providing telephone helplines, drop in centres, individual visits, leaflet drops, mobile units & other single points of contact for the community. Signposting individuals to relevant specialist organisations and information	✓	✓					✓	✓		✓		✓		

LONDON RESILIENCE

Services Available	Details	BRC	CRUSE	Faith	FANY	SA	SJA	T London	RE:ACT	Samaritans	VS	Raynet	CAB	RNLI	LSR
Refugee services / Restoring family links	Providing practical and emotional assistance to vulnerable asylum seekers & refugees, including orientation services, peer befriending, advice on rights and asylum process, emergency support and provisions	✓	✓			✓									
Home care and support services	Enabling regaining of confidence and independence through low to medium level practical and emotional support, including assistance with shopping, collection of prescriptions, accompaniment to appointments, befriending, social prescribing etc.	✓		✓		✓					✓				
Bedding / Blankets	Sourcing & distributing appropriate bedding (e.g. blankets, sleeping bags)	✓													
Hygiene resources and advice	Sourcing & distributing of hygiene packs (e.g. wash kits, toiletries) and/or advice	✓													
Care of children	Offering support, friendship and practical assistance to families with young children		✓			✓					✓				
Entertainment resources	[Where applicable & practical] Assisting with activities at centres to keep children entertained/ occupied i.e. provision of games, colouring books and pens, videos/DVDs	✓		✓		✓									
Support at transport hubs, i.e. airports	Meeting and greeting individuals; providing first aid, provision of clothing, spiritual, religious and emotional support etc	✓	✓			✓	✓	✓							
Support at Hospitals	Emotional support including family and friends. Support with A&E discharge for potentially vulnerable patients including post-discharge support at home.	✓					✓				✓				
Religious Support	Spiritual, religious and emotional support.			✓		✓									
PSYCHOLOGICAL AFTERCARE															
Befriending	Providing support and friendship to individuals on a one-to-one basis	✓		✓		✓					✓				
Providing longer term welfare and support	Giving emotional/practical support to individuals following the immediate response to & aftermath of an emergency	✓	✓	✓		✓				✓	✓				
Listening	Providing a sympathetic ear and comfort for individuals	✓	✓	✓		✓					✓				

LONDON RESILIENCE

Services Available	Details	BRC	CRUSE	Faith	FANY	SA	SJA	T London	RE:ACT	Samaritans	VS	Raynet	CAB	RNLI	LSR
Group therapy	Offering support in a group environment, incl. art therapy, workshops etc.		✓												
Counselling	Listening and giving support and advice to those affected		✓	✓		✓					✓				
Advice – general	Providing advice and guidance on how to deal with distress relating to incident and/or signposting to other specialist services i.e. those dealing with grief and bereavement.	✓	✓			✓					✓				
Advice – specialist i.e. bereavement	Providing advice and guidance on how to deal with grief and bereavement		✓	✓		✓					✓				
Advice – spiritual and cultural	Providing appropriate pastoral care and guidance and/or multi-cultural advice, support and sign-posting			✓		✓									
MEDICAL SUPPORT SERVICES															
Support to ambulance service	Providing crewed ambulances to support local Ambulance Services. Assisting with backfilling during major incidents	✓					✓								
First Aid and medical posts	Providing first aid & medical posts at various sites including reception and rest centres, incident sites						✓								✓
Provision of field hospitals/supplementary treatment centres	Supply and set-up of field hospitals or mobile/supplementary treatment centres, incident sites						✓								
Auxiliary role in hospitals	Assisting health professionals in hospitals	✓					✓								
Assistance with vaccination	Assisting with administration, distribution of vaccines and/or public information relating to the need for vaccination	✓													
Assistance with medical provision	Arranging access to prescription & medication	✓					✓								
SEARCH & RESCUE SERVICES															
Water	Providing search & rescue teams and equipment to assist those in peril in inland waterways, coastal, sea, and flooding incidents													✓	✓

Services Available	Details	BRC	CRUSE	Faith	FANY	SA	SJA	T London	RE:ACT	Samaritans	VS	Raynet	CAB	RNLI	LSR
TRANSPORT & ESCORT SERVICES															
Transport of evacuees/ displaced persons	Providing transport facilities to and from e.g. rest centres. Includes the provision of specialist transportation where applicable (i.e. disabled access)	✓					✓								
Transport of injured persons	Providing transport facilities for those with minor injuries i.e. to & from hospital or medical treatment facilities	✓					✓				✓				
COMMUNICATION SERVICES															
Telephone and radio operators	Provision of volunteers to staff telephones and/or radios, helplines etc. Control room/command and communications vehicle(s) UHF / VHF / Airwave / PTSN equipped.	✓	✓		✓		✓		✓			✓			
Vehicle provision	Provision of specialist and/or supplementary emergency vehicles to support a response	✓					✓								
Interpreters and translators	Arranging access to interpreters and/or translators for those affected (foreign language, sign language etc), sign-posting to other organisations where appropriate	✓		✓	✓	✓	✓				✓				
Provision of information to the public	Assisting Government & Category 1 responders with public information, reassurance, warnings, recommendations etc.	✓			✓	✓	✓	✓	✓		✓				
Community participation and consultation	Training the public to respond to emergency situations i.e. public first aid training, psychological support training, community resilience projects.	✓					✓		✓						
Assistance in reaching hard to reach/vulnerable individuals	Making contact with vulnerable individuals and groups either directly or sign-posting individuals to specialist organisations where appropriate	✓		✓		✓					✓				
Assistance in reaching BME community leaders	Provide contact and assistance in reaching local BME community leaders			✓											
Tracing and message services	Enabling restoration and maintenance of contact between families by carrying messages and helping to trace missing relatives	✓				✓									

LONDON RESILIENCE

Services Available	Details	BRC	CRUSE	Faith	FANY	SA	SJA	T London	RE:ACT	Samaritans	VS	Raynet	CAB	RNLI	LSR
DOCUMENTATION / ADMINISTRATIVE SERVICES															
Assistance at casualty bureau	Providing volunteers to carry out administration & reception duties, data collection & logging information from callers				✓			✓	✓						
Assistance at reception centres	Providing volunteers to carry out administration & reception duties, data collection & logging information from callers	✓			✓			✓	✓						✓
Logging and recording information	Documenting incident & response activities	✓			✓		✓	✓	✓						
Coordination of convergent volunteers	Coordinating local convergent volunteers who respond to an emergency	✓						✓	✓						
Reception & registration duties in emergency centres	Completion of relevant local forms/police forms both manual and electronic	✓		✓	✓	✓		✓	✓						
FINANCIAL SERVICES															
Disaster funds	Establishing and administering disaster fund until trustees appointed. Providing information on how to apply to disaster funds.	✓													
EQUIPMENT AND RESOURCES AVAILABLE															
Practical Tasks	Provide volunteers to assist with practical tasks in preparation for or following an emergency e.g. filling sandbags, information leaflet drops, distributing supplies, sorting donations, clearing rubbish.	✓						✓	✓						
Bedding	Blankets, air beds	✓													
Ambulances	Ambulance vehicles; front line, 4x4	✓					✓								
Other vehicles	DPV (Disabled Passenger Vehicle), MPV (Multi-purpose Vehicle), fully-equipped major incident trucks, vans, minibuses, 4x4 off-road vehicles	✓				✓	✓								
First Aid and medical equipment	Defibrillator equipment, first aid kits, major incident first aid kits, oxygen	✓					✓								

LONDON RESILIENCE

Services Available	Details	BRC	CRUSE	Faith	FANY	SA	SJA	T London	RE:ACT	Samaritans	VS	Raynet	CAB	RNLI	LSR
Mobility aids	Walking frames, walking sticks, wheelchairs, rolators, commodes, bedpans, bath seats (would have to be sourced from outside of London)	✓													
Shelter	Tents, air shelters	✓				✓	✓		✓						
Hygiene packs	Wash kit, soap, shampoo, toothpaste, toothbrushes, flannels	✓													
(Inflatable) boats	(Inflatable) boats for accessing flooded, cut-off areas													✓	✓
Mobile first aid units	Vehicles used to provide treatment space for first aid / medical personnel to assess and treat patients	✓					✓								
Satellite communications	Satellite communications equipment	✓							✓						
Lighting	Portable emergency lighting (available for shelters)	✓													
Generators	Portable generators						✓								
Field hospital equipment	Portable shelter & equipment for use as field hospital/treatment centre	✓					✓								
Stationery	Assorted emergency stationery items i.e. administration boxes	✓													
PPE (Personal Protective Equipment)	e.g. hard hats, high-visibility vests etc (for individual volunteers)	✓					✓		✓						
Premises / accommodation	Designated muster points and other premises which could be used for converging or for rendezvous points (either for people or vehicles)	✓		✓		✓	✓								
Radio Communications	Local, regional, two way radio networks together with operators for the radio systems. In some circumstances stand-alone radio systems for responder personnel to operate can be provided, utilising Business Radio Frequencies. Control room/command and communications vehicles(s). UHF / VHF / Airwave / PSTN equipped.	✓							✓		✓				

LONDON RESILIENCE

Services Available	Details	BRC	CRUSE	Faith	FANY	SA	SJA	T London	RE:ACT	Samaritans	VS	Raynet	CAB	RNLI	LSR
Drone capability	Drones to provide an aerial situational awareness, can capture images, relay real time video or fly close to the ground to give almost a 3D imaging capability.								✓						
Water, Sanitation and Hygiene (WASH)	Light, medium and heavy capability to assist with water provision. Decontamination capability for cleansing personnel, assets, houses, infrastructure or roads.								✓						

7 Summary of organisations and funding arrangements

Each of the organisations involved in the voluntary sector is committed to providing the best possible support to the statutory services and the people of London. That commitment is ratified by our status within the Civil Contingencies Act. We are equally committed to joint working in as many areas as possible where the greater good can be served in major or pan-London incidents.

Those commitments do not override the fact that we are each independent voluntary organisations with individual objectives, management structures, working methods and funding streams. The area of funding has particular relevance in our partnerships during major or pan-London incidents.

The reference cards from page 14 onwards include, who we are, how to contact us and the expectations for each organisation in relation to funding arising from our support at such incidents.

British Red Cross

Who we are:	<p>The British Red Cross helps people in crisis, whoever and wherever they are. It enables vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, it helps them to recover and move on.</p>
Contact:	<p>Website: http://www.redcross.org.uk Contact details in an emergency : 0300 023 0700</p>
Funding arrangements:	<p>Background</p> <p>The Red Cross is an emergency response organisation committed to providing a time limited emergency response support service. For this reason, the Red Cross does not seek to recover costs incurred in the on-going planning and preparation for emergency response nor in the management and support of an individual, time-limited response.</p> <p>Funding in the immediate response</p> <p>As an emergency response organisation, the Red Cross does not charge for the provision of support during the immediate response to an incident. However, the Red Cross does seek to recover costs, not referred to in section 2.0 that are incurred in the delivery of a specific response/recovery. These may include:</p> <ul style="list-style-type: none"> i. volunteers and staff expenses, both travel and subsistence ii. vehicle fuel used in the specific response iii. consumables, e.g. first aid equipment, refreshments <p>Funding issues in the ongoing response</p> <p>During the course of a protracted response (normally a response in excess of 3 days), a response where a specific and dedicated service is required, or in the recovery phase, the Red Cross would normally seek to recover costs additional to those referred to above.</p> <p>Funding trigger points will be influenced by the nature, scale and duration of the response. We would discuss funding arrangements with the relevant statutory authority when it is clear that the cost of maintaining the agreed level of support is likely to exceed usual limits.</p> <p>The level at which decisions / agreements are to be made</p> <p>Our strategic manager (Gold) would make funding decisions and agreements.</p> <p>How decisions regarding initial involvement and ongoing sustainability are made</p> <p>We do not self-deploy; each response will be in agreement with a statutory partner.</p> <p>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, as appropriate.</p>



Citizens Advice Bureau

Who we are:	<p>The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice from nearly 3,400 locations, and by influencing policymakers.</p> <p>Citizens Advice and each Citizens Advice Bureau are registered charities reliant on over 21,000 volunteers and need to raise funds to provide these vital services. The majority of advisers are trained volunteers, helping people to resolve nearly 5.3 million problems every year.</p> <p>All Citizens Advice Bureau in England, Wales and Northern Ireland are members of Citizens Advice, the national charity which sets standards for advice and equal opportunities and supports bureau with an information system, training and other services.</p> <p>Citizens Advice also co-ordinates social policy, media, publicity and parliamentary work and maintains an information and advice website.</p>
Contact:	Website: http://www.citizensadvice.org.uk for a link to the local Bureau.

Cruse Bereavement Care

<p>Who we are:</p>	<p>Cruse promotes the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss.</p> <p>The organisation provides emotional support, information, advice, education and training services. Through its network of local services and over 5,00 volunteers, Cruse provides a range of services for adults, children and young people who have been bereaved including telephone, email and face-to-face support.</p>
<p>Contact:</p>	<p>Website: www.cruse.org.uk</p> <p>Contact details in an emergency: The CRUSE national helpline (not 24 hrs) is 0808 808 1677.</p>
<p>Funding arrangements:</p>	<p>Background</p> <p>Cruse Bereavement Care is the UK's major bereavement organisation. Our remit covers England, Wales and Northern Ireland, and we are able to link with Cruse Bereavement Care Scotland.</p> <hr/> <p>Funding in the immediate response</p> <p>Circumstances that would lead us to seek reimbursement of costs would normally be in line with the following (examples only).</p> <ul style="list-style-type: none"> • Being called upon by a statutory agency, or by a voluntary agency contracted to a statutory agency, to work as part of the inter-agency incident response. • The expending of management time • Requests for large bulk supplies of literature • The organisation of additional volunteer shifts at a separate sites • The provision of training to another agency • Attendance by our volunteers at multi-agency training • Travel • Supervision / debriefing <hr/> <p>Funding issues in the ongoing response</p> <p>We have no core income designated for, or reserves adequate to, supporting the cost of disaster response.</p> <hr/> <p>The trigger points for decisions about continued funding</p> <p>We will request a response to our letter of engagement by the end of week two of the response. We assume that the response phases would be designated by a multi-agency group of which we would be a member, and that changes in the response may lead to changes in our costs.</p> <hr/> <p>The level at which decisions / agreements are to be made</p> <p>Decisions for our initial and ongoing involvement will be undertaken by the Chief Executive or nominated deputy.</p>



Faith Communities

Who we are:	<p>Faith groups represent a wide variety of potential resources for services, support and in many cases venues and premises. The Faith Community is well connected throughout London. Any of your current faith connections will yield wider contacts as required.</p> <p>The London Resilience Faith Sector Panel includes representatives of the major faiths in London and can provide advice, if necessary.</p> <p>The London Churches have also produced a London Churches Major Incident Plan which contains a directory of church contacts.</p>
Contact:	Website: www.faithsforum4london.org and www.londonchurchesgroup.org.uk



First Aid Nursing Yeomanry (Princess Royal's Volunteer Corps)

Who we are:	Assists the civil and military authorities in times of crisis or with training and pre-planned events.
Contact:	<p>Website: http://www.fany.org.uk</p> <p>Contact details in an emergency :</p> <p>FANYs are on call, with established procedures, to support a number of organisations (the City of London Police, Metropolitan Police, the Military, London Coroners', London Resilience Group and the City of London Corporation) who would, in the main, act as the deploying organisation.</p> <p>Non-emergency: Mon – Fri (0900 – 1700): 020 7976 5459</p>
Funding arrangements:	<p>Background</p> <p>The FANY (PRVC) deploys highly-trained volunteers who are on call 24/7, to provide immediate and skilled surge manpower for up to 72 hours (and longer if necessary) following an incident as part of the effort to help London recover. FANYs train every week to ensure that they can provide a professional public service when the threat becomes a reality. Members also assist with training and exercises in order to maintain their skills.</p> <p>Funding is required from most organisations we support to cover travel and subsistence costs only. Otherwise no other financial outlay.</p> <p>Funding in the immediate response</p> <p>We do not charge for the provision of our support during an incident. However, as per our Memorandum of Understandings with various organisations, we would seek reimbursement for our volunteers' travel and subsistence (meals) cost. These costs would be agreed in advance.</p> <p>Funding issues in the ongoing response</p> <p>The nature of the Corps is that we provide an immediate response and, only in exceptional circumstance, would we assist beyond the first 72 hours post incident. However, this is assessed on a case by case basis. Reimbursement to volunteers who support beyond 72 hours will be discussed and agreed in advance.</p> <p>The trigger points for decisions about continued funding</p> <p>A decision would be made following a review of manpower and resources, as to whether the support could be maintained or scaled down / withdrawn.</p> <p>The level at which decisions / agreements are to be made</p> <p>The Commanding Officer (CEO) or nominated deputy.</p> <p>How decisions regarding initial involvement and ongoing sustainability are made</p> <p>A decision would be made following a review of manpower and resources, as to whether the support could be maintained or scaled down / withdrawn. FANYs do not self-deploy and therefore the decision will be reached in conjunction with the various organisation whom we support.</p>



London Search and Rescue

<p>Who we are:</p>	<p>London Search and Rescue is a charitable organisation that assists the police in the search for vulnerable missing people. Our members make themselves available 24 hours a Day, 7 Days a Week and 365 Days a Year.</p> <p>The London team is new from 2017 with experienced searchers from other SAR teams and has continued to train searchers to national standards so as to assist not only the Metropolitan Police but other search teams as well.</p> <p>London Search and Rescue is a member of the Association of Lowland Search and Rescue (Lowland Rescue). Lowland Rescue's national role is to coordinate adequate arrangements for Search and Rescue services in the Lowland areas of the United Kingdom.</p>
<p>Contact:</p>	<p>Website: www.londonsar.com</p> <p>Contact details in an emergency: 03330 124651 (emergency services and Resilience only)</p>
<p>Funding arrangements:</p>	<p>Background The London Search & Rescue would not seek to recover costs incurred in the on-going planning and preparation for emergency response nor in the management and support.</p> <p>Funding in the immediate response London Search & Rescue does not charge for the provision of support during the immediate response to an incident. However, we would seek to recover volunteer subsistence costs after 24/48 hrs.</p> <p>Funding issues in the ongoing response London Search & Rescue would seek to recover costs during the course of a protracted response (normally a response in excess of 3 days). In such circumstances we would seek to agree the budget, in advance, with the relevant statutory authority.</p> <p>The trigger points for decisions about continued funding Funding trigger points will be influenced by the nature, scale and duration of the response. We would discuss and agree funding arrangements with the relevant statutory authority.</p> <p>The level at which decisions / agreements are to be made Our strategic manager (Gold) would make funding decisions and agreements</p> <p>How decisions regarding initial involvement and ongoing sustainability are made We do not self-deploy; each response will be agreed with a statutory partner, normally the Met Police or other police service. We will also respond to assist other Search & Rescue Teams.</p>



RAYNET

Who we are:	Providers of radio telecommunications systems and operators in an emergency.
Contact:	<p>RAYNET National Website: www.raynet-uk.net</p> <p>Contact details in an emergency :</p> <p>National Emergency number: 03030 401080</p>
Funding arrangements:	<p>Background</p> <p>RAYNET provides radio communications systems and operators in emergencies.</p>
	<p>Funding in the immediate response</p> <p>RAYNET would not seek reimbursement for the provision of support during the immediate response to an incident.</p>
	<p>Funding issues in the ongoing response</p> <p>Being a small voluntary organisation RAYNET would require reimbursement of costs incurred as a result of being asked to provide radio systems and operators over anything but a short period. The costs would be agreed in advance with the Responder organisation requesting RAYNET support.</p>
	<p>The trigger points for decisions about continued funding</p> <p>If the incident was protracted, widespread or both, such that RAYNET resources were required from surrounding Counties or Regions, enhanced funding requirements would be discussed with the initiating Responder organisation.</p>
	<p>The level at which decisions / agreements are to be made</p> <p>The RAYNET County Controller, or in their absence one of the London group Controllers would make funding decisions and enter into agreements with the initiating Responders.</p>
	<p>How decisions regarding initial involvement and ongoing sustainability are made</p> <p>RAYNET does not self-deploy: any action will be at the request of a specific Responder organisation.</p> <p>The nature and extent of the initial response will be as agreed with the requesting responder organisation. Mutual aid arrangements within the national RAYNET organisation will enable the response to be maintained using personnel and equipment from other parts of the UK as required.</p>

RE:ACT Disaster Response

<p>Who we are:</p>	<p>RE:ACT is an emergency response charity that repurposes the hard-earned skills and experience of military veterans and turns them into exceptionally agile and resilient humanitarians. We are able to provide vital support to affected UK communities, councils and other charities who may be stretched and overwhelmed by crises (including flooding, Covid-19, terrorism, or other emergencies).</p> <p>Using methods adapted from the military and supplemented with humanitarian training and our real-life disaster response experience, RE:ACT volunteers are trained to swiftly assess, problem solve and adapt, to find solutions, working with the local community to aid their recovery and build resilience.</p>
<p>Contact:</p>	<p>Our RE:ACT HQ in Chilmark Wiltshire, coordinates all of our response efforts and can be contacted on:</p> <p>Phone: 0300 330 9488 (Mon-Fri 9-5pm) Email: operations@re-act.org.uk Website: https://www.re-act.org.uk/</p> <p>Out of hour/in an emergency contact: Paul Taylor, Operations Response Manager Mobile: 07841629276</p>
<p>Funding arrangements:</p>	<p>Funding in the immediate response</p> <p>As an emergency response organisation, RE:ACT does not charge for the provision of support during the immediate response to an incident. However, RE:ACT does seek to recover costs, that are incurred in the delivery of a specific response/ recovery. These may include:</p> <ul style="list-style-type: none"> i. volunteers and staff expenses, both travel and subsistence ii. vehicle fuel used in the specific response iii. consumables, e.g. PPE, first aid equipment etc. <p>Funding issues in the ongoing response</p> <p>During the course of a protracted response (normally a response in excess of 3 days), a response where a specific and dedicated service is required, or in the recovery phase, RE:ACT would normally seek to recover costs additional to those referred to above.</p> <ul style="list-style-type: none"> i. Funding trigger points will be influenced by the nature, scale and duration of the response. We would discuss funding arrangements with the relevant statutory authority when it is clear that the cost of maintaining the agreed level of support is likely to exceed usual limits. <p>The level at which decisions / agreements are to be made</p> <p>Our Director of Operations and Director of Development would make funding decisions and agreements.</p> <p>How decisions regarding initial involvement and ongoing sustainability are made</p> <p>Each response will be in agreement and at the request of the local authority and the duration of our response will be agreed with the relevant local authority based on need.</p>



Lifeboats

Royal National Lifeboat Institution

Who we are:	The RNLI is the charity that provides a 24-hour lifesaving service around the UK and the Republic of Ireland. It aims to save lives by changing behaviour among people who use the sea and major waterways regularly, as well as assisting those in danger.
Contact:	Website: http://www.rnli.org Contact details in an emergency : Emergency 999 and ask for Coastguard. Non Emergency Mutual Aid - 0845166 8222 Central OPS Room
Funding arrangements:	Background Entirely Self Funding by voluntary contribution <hr/> Funding in the immediate response n/a <hr/> Funding issues in the ongoing response n/a <hr/> The trigger points for decisions about continued funding n/a <hr/> The level at which decisions / agreements are to be made Locally for Declared SAR Response. Central OPS Room for any mutual aid request (Flood Type B Teams). <hr/> How decisions regarding initial involvement and ongoing sustainability are made For areas covered by Declared Lifeboats/Lifeguards: Coastguard request the launch of the most appropriate RNLI resource, Local RNLI Launching Authority approves the request subject to risk to casualties and RNLI Crews. For Mutual Aid Type B Flood Teams, contact is through Central OPS Room.

Samaritans

<p>Who we are:</p>	<p>There are 154 branches in England with a total of 12,800 volunteers. England is also home to the General Office of Samaritans who provide administrative support to the organisation as a whole. Samaritans in England get involved with lots of different outreach projects within the local community. Specific projects depend on individual branches and local community needs.</p> <p>Examples of projects include talking at schools, offering support at festivals and visiting hospitals. Samaritans also provide a service to the Prison Service, training prisoners to help other inmates.</p>
<p>Contact:</p>	<p>Website: www.samaritans.org.uk</p> <p>Contact details in an emergency :</p> <p>24 hour national helpline for those in crisis is 08457 90 90</p>
<p>Funding arrangements:</p>	<p>Background</p> <p>Samaritans is the central charity and co-ordinating body for the 201 Samaritans branches in the UK, the Republic of Ireland, the Channel Islands and the Isle of Man, each of which is an independent charitable organisation.</p> <p>The branches are organised and work together in 13 geographic regions to offer emotional support services. Pan London major incident response would fall under the London Region.</p> <p>The Samaritans mission is to alleviate emotional distress and reduce the incidence of suicidal feelings and suicidal behaviour.</p> <p>All branches are run by volunteers and in response to a major incident, Samaritans volunteers can provide emotional support to anyone in distress in the following days by being present on site and through the Samaritans phone, email and text service.</p> <p>Funding in the immediate response</p> <p>There will be no anticipation of any reimbursement of costs when the immediate response is made.</p> <p>Funding issues in the ongoing response and creation of trigger points for decisions about continued funding</p> <p>We would review our ongoing costs and respond as long as resources would allow and would expect to meet costs from our funds. In addition we would review regional funding options in an ongoing response.</p> <ul style="list-style-type: none"> - The level at which decisions / agreements are to be made; - How decisions regarding initial involvement and ongoing sustainability are made and - The trigger points for decisions about continued funding: <p>These would all be agreed by the Regional Director in liaison with the relevant branches responding to the incident.</p>



St John Ambulance

<p>Who we are:</p>	<p>St John Ambulance in London provides a wide range of services available on a contracted basis or as part of a 24/7 immediate response to an emergency incident. This includes skilled personnel, ambulances, specialist support vehicles, mobile treatment centres and specialist teams such as cycle responders and medical response teams trained to operate in dense crowds.</p>
<p>Contact:</p>	<p>Website: www.sja.org.uk Emergency Contact: 0303 003 0104 (Option 1)</p>
<p>Funding arrangements:</p>	<p>Background Our command structure will always include a Strategic Commander who will deploy resources commensurate, and proportionate, to the scale of an incident and the requests made by the appropriate agency. The Strategic Commander will have authority and responsibility to make such deployments, and to ensure that all agencies we work with at any given incident are aware of any limits, of time or specific resources, which may affect our ability to respond.</p> <p>Funding in the immediate response There will be no anticipation of any reimbursement of costs when the immediate response is made.</p> <p>The trigger points for decisions about continued funding Funding trigger points will be influenced by the nature, scale and duration of specific incidents and the required response. We will undertake a daily review of resourcing requirements.</p> <p>The level at which decisions / agreements are to be made Our Strategic Commander will determine, or confirm, the levels and type of deployment and the funding agreements.</p> <p>How decisions regarding initial involvement and ongoing sustainability are made Initial activation requests should come via the emergency on-call number. Decision to activate will be made by the on-duty Strategic Commander. Resources will only be deployed on the basis of specific requests to do so.</p>

Team London

<p>Who we are:</p>	<p>Team London is the Mayor’s social action and volunteering programme. Team London helps Londoners of all ages and backgrounds get involved in volunteering and social action. Team London puts into practice the Mayor’s belief that volunteering is a powerful way of promoting social integration and bringing communities closer together to make the capital a better place.</p> <p>Since Team London launched in 2012, over 150,000 adults and 100,000 young Londoners have joined the programme. Together, they’re helping to make our city even better through volunteering.</p>
<p>Contact:</p>	<p>Website: https://www.london.gov.uk/what-we-do/volunteering</p> <p>Contact details in an emergency:</p> <p>Assistant Director, Team London (Volunteering) and Sport Mobile: 07733 002 610 Email: TeamLondon@london.gov.uk</p>
<p>Funding arrangements:</p>	<p>Background</p> <p>Our Team London Ambassadors are successfully deployed every summer to offer advice, support & signposting services to visitors and tourists across 9 of London’s tourist hot spots. They have an extensive knowledge of London and its transport networks.</p> <p>Team London Ambassadors were deployed at short notice following the Grenfell fire and carried out duties such as directing people to the rest centres and supporting with access to transport links.</p> <p>Our Ambassadors can be activated at short notice and could offer wayfinding and information services, for example directing to humanitarian response centres, handing out information, signposting to additional services and/or raising awareness.</p> <p>The Team London Ambassador Programme is core funded by the Greater London Authority.</p> <p>Funding in the immediate response</p> <p>There would be no anticipation of any reimbursement of costs for Team London services when the immediate response is made.</p> <p>Funding issues in the ongoing response and creation of trigger points for decisions about continued funding</p> <p>Team London would review our ongoing costs and respond as long as resources would allow.</p> <p>We would review each case on an individual basis and seek to evaluate ongoing assistance but currently envisage reimbursement being limited to consumable costs such as volunteer travel, expenses and subsistence.</p> <p>The level at which decisions / agreements are to be made</p> <p>Decisions would be made by the Assistant Director of Team London along with representatives from the GLA.</p> <p>How decisions regarding initial involvement and ongoing sustainability are made</p> <p>As above.</p>



The Salvation Army

<p>Who we are:</p>	<p>The Salvation Army is a denomination of the Christian Church and is the largest provider of social care in the UK, after the Government.</p> <p>The Salvation Army has resources of property, trained personnel and purpose built mobile units which are equipped to be self-sufficient at the incident site.</p> <p>Response to emergencies includes the following:</p> <ul style="list-style-type: none"> • Providing on site refreshments and emotional support to responders at the incident site. • Providing support to individuals at any designated Rest Centres or Humanitarian Assistance Centres. • Providing support to family members and friends at the Mortuary Viewing Area. • Acting as the conduit for relevant faith support.
<p>Contact:</p>	<p>Website: http://www.salvationarmy.org.uk</p> <p>Contact details in an emergency :</p> <p>The 24 hour emergency number for The Salvation Army in London is: 07802 796 003.</p> <p>Adrian Clee (Territorial Emergency Response Officer): 07986 655 787.</p>
<p>Funding arrangements:</p>	<p>Background</p> <p>We believe that any involvement at a major incident is part of our mission and as such will be carried out at minimal cost.</p> <p>We do not enter into support of any kind of agency at a major incident, or in the aftermath of a major incident, with an expectation of payment being involved. However, we will seek the reimbursement of the actual cost of consumables used in line with the provision of emergency-on-site catering.</p> <hr/> <p>Funding in the immediate response</p> <p>There will be no anticipation of any reimbursement of costs when the immediate response is made.</p> <hr/> <p>Funding issues in the ongoing response</p> <p>We will continue to respond as long as resources allow, and would only seek the reimbursement of consumable costs at a later stage.</p> <hr/> <p>The trigger points for decisions about continued funding</p> <p>Funding trigger points will be influenced by the nature, scale and duration of the response.</p> <hr/> <p>How decisions regarding initial involvement and ongoing sustainability are made</p> <p>Strategic Level Commander will make the relevant decision.</p>

Victim Support

<p>Who we are:</p>	<p>VICTIM SUPPORT</p> <p>As an independent charity, we work towards a world where people affected by crime or traumatic events get the support they need and the respect they deserve. We help people feel safer and find the strength to move beyond crime. Our support is free, confidential and tailored to individual needs.</p> <p>We can provide support and information to people affected to help them move forward after a terrorist attack or a large scale incident of crime.</p> <p>We can provide support for international visitors to London who may have been caught up in a major incidents and can support them during the rest of their stay as well as link them into support when they return home.</p> <p>Victim Support can provide people affected with immediate and longer term support to help them cope and recover from the incident.</p>
<p>Contact:</p>	<p>Website: http://www.victimsupport.org.uk</p> <ul style="list-style-type: none"> • Request support online via our website. • Call our Support line for free on 08 08 16 89 111 or email us. <p>We can provide support for people if English is not their first language. We also welcome calls via Next Generation Text on 18001 08 08 16 89 111.</p> <p>London Inbound Call Service (24hr) 0808 168 9291 please ask for the On-call Manager.</p>
<p>Funding arrangements:</p>	<p>Background and funding in the immediate and ongoing response</p> <ul style="list-style-type: none"> • Funding for the London Victim and Witness Service is provided by the Mayor’s Office for Policing and Crime (MOPAC). • Funding for the Victim Support Homicide Service is via the Ministry of Justice (MoJ) <p>The trigger points for decisions about continued funding</p> <p>Decisions about funding for major incident response will be made by the VS Senior Management Team on a case by case basis.</p> <p>The level at which decisions / agreements are to be made</p> <p>Decisions to stand up resources and deploy staff and volunteers will be taken by the London Senior Management Team in conjunction with the Chief Officer.</p> <p>How decisions regarding initial involvement and ongoing sustainability are made</p> <p>Decisions to stand up resources and deploy staff and volunteers will be taken by the London Senior Management Team in conjunction with the Chief Officer</p>

LONDON RESILIENCE PARTNERSHIP

For information, please contact:

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LONDON RESILIENCE GROUP

The London Resilience Group is jointly funded and governed by the Greater London Authority, London Local Authorities and the London Fire Commissioner. We are hosted by the London Fire Brigade. Our work, and that of the London Resilience Partnership, is overseen by the London Resilience Forum.

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