

Annex 14A: Examples of voluntary sector activities in support of statutory services

Appropriate parts of the voluntary sector should undertake the following activities only if the volunteers receive appropriate training that is recognised by the professional organisation seeking their support.

Welfare

- Staffing rest centres, family and friends reception centres, survivor reception centres and family assistance centres.
- Feeding.
- Provision of clothing.
- Advice on entitlements, grants, loans, claims.
- Resettlement of victims, evacuees, etc.
- Support and comforting.
- Providing information and advice.

In support of:

- Local authority social services
- Local authority education department
- Local authority housing department
- Police family liaison officers.

Social and psychological aftercare

- Befriending.
- Providing longer-term support.
- Listening skills, welfare support and comforting.

In support of:

- Local authority social services
- Local authority educational psychologists
- National Health Service (NHS).

Medical support

- Support to Ambulance Service.
- First aid and medical aid posts.
- First aid and medical aid support in reception and rest centres.
- Emergency feeding.
- Auxiliary roles in hospitals.
- Welfare.

In support of:

- NHS Ambulance Service
- NHS hospital trusts.

Search and rescue

- Mountain, cave, tunnels and shafts, cliff, moor, inland waterways, coastal rescue, coastal or inland flooding, etc.
- Supervision of other searchers (eg youth organisations).
- Loan of equipment.

In support of:

- Emergency services.

Transport

- Transport and escort of homeless, outpatients, next-of-kin, etc to and from airports, railway stations, hospitals, mortuaries, rest centres, hostels, etc.

In support of:

- Local authority social services or housing departments
- Emergency services
- NHS.

Communications

- Providing radio and telephone communications and operators.
- Vehicles.
- Messengers.
- Interpreters and translators.

In support of:

- Emergency services
- Local authorities
- Utilities.

Documentation

- Tracing people nationally and internationally.
- Assistance at Casualty Bureau in some local areas.
- Logging/diary procedures.
- Computer support.

In support of:

- Emergency services (especially police)
- Local authority social services or housing departments
- NHS
- Foreign and Commonwealth Office
- International Committee of the Red Cross.

Financial aid

- Advice and provision of appeals, disaster funds.

In support of:

- Local authorities.

Training and exercising

- Analysis of training needs and capabilities.
- Devising instructional programmes.
- Joint planning and conduct of multi-agency exercises, including call-out arrangements and debrief.
- Formulation and dissemination of good practice.

In support of:

- Emergency services
- Local authority departments
- National utilities
- NHS.

Note

The emergency services may call on assistance from the armed forces, particularly military search and rescue resources. Voluntary organisations such as cave and mountain rescue may therefore sometimes find themselves working with the armed forces.