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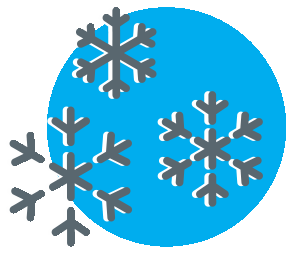
Ready For Anything

Volunteer Handbook

Lincolnshire

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Date: February 2023

Version: 1.0

**DOCUMENT CONTROL**

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| --- | --- |
| Document Title | Ready For Anything Volunteer Handbook |
| Aim | To be used as a briefing aid memoir for Ready for Anything Volunteers in Lincolnshire |
| Scope | Training and support, activation, deployment and co-ordination. Health and Safety, safeguarding and stand down. Reporting and communication. |
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| Created By | Steve Eason-Harris |
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| **Date** | **Details of amendment / revision** | **Amended/revised by** |
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**TRAINING HISTORY**

Please use this space to record any training events you have attended since joining the Ready for Anything Scheme

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| **Date** | **Type of Training** | **Description** |
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**HANDBOOK AUDIT POLICY**

This handbook will be maintained and reissued annually or following any major changes to legislation, practice or lessons learnt after an emergency.

**EXERCISE RECORD**

Please use this space to record any exercises you have taken part in since joining the Ready For Anything scheme.

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| --- | --- | --- | --- | --- |
| **Date** | **Exercise Name** | **Exercise Type & Description** | **Debrief Date** | **Exercise Report** |
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Description automatically generated**1** **WHAT IS READY FOR ANYTHING?**

Ready for Anything (RFA) Volunteers scheme is an initiative developed by North Yorkshire County Council (NYCC) to enable members of the community to sign up and join its team of fantastic volunteers who provide practical support during incidents, to both the emergency responders and the people who are involved.

In many ways, the RFA scheme is an extension to the Resilient Communities Programme that runs here in Lincolnshire, working alongside it to enable people to volunteer their time and skills to support people in crisis. Where it differs, adding benefits to existing emergency volunteering opportunity, is in its ability to deploy volunteers anywhere within an agreed radius of their home to where they will be most meaningful.

Ready for Anything Volunteers (Lincs) empowers people to fulfil their ideals in helping and supporting their community’s, their near neighbours and that of the emergency services whilst reducing the amount of demand on the individuals time as may be seen within the traditional emergency volunteering route.

In North Yorkshire, since its launch, the success of the scheme has led to over 500 volunteers signing up to join their team helping with everything from evacuations to supporting the most vulnerable during a global pandemic. It is our aim to mirror this success here in Lincolnshire using NYCC’s model for resilience.

The scheme, although assigned to the Lincolnshire Resilience Forum (LRF) will be maintained and run by Lincolnshire County Council’s Emergency Planning Unit based at the County Emergency Centre, Lincoln.

There is no obligation to offer a regular commitment or respond to each incident. Any time you can give is of huge value and greatly appreciated.

# 2 WHO ARE OUR VOLUTEERS?

There is no typical volunteer!

Ready For Anything welcomes any adult from across Lincolnshire and neighbouring areas who wants to sign up. Our volunteers come from all walks of life with great variation in age and life experience.

The common factor that unites us all is the desire to make a difference and step up to the challenge of helping the emergency response both during and after a large incident.

More information and resources can be found by visiting our website:

### [Ready For Anything – Lincolnshire Resilience Forum](https://lincolnshireresilienceforum.org/ready-for-anything/)

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**Spread the word amongst your friends and colleagues!**

# 

# 3 LINCOLNHIRE RESILIENCE FORUM (LRF)

A local resilience forum is a body of responding agencies set up as part of the Civil Contingencies Act 2002. In Lincolnshire, this is known as the Lincolnshire Resilience Forum (LRF) which is made up a number of different responding agencies including that of the voluntary sector. Below are just a few of its partners:

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# 4 CONTACT DURING AN EMERGENCY

If an emergency needs Ready For Anything volunteers to assist with the response, then a text message will be sent out to those volunteers who are nearest. This will state what the incident is, where it is and what support we need.

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If you are able to help then please reply to the text and include your name. We will then send out another text or email with further details to those involved.

We are looking to provide 24/7/365 support to emergency responders.

### **If you are unavailable then there’s no need to respond.**

In the event that you need to contact an emergency planning officer please call:

* During office hours – 01522 843402
* Outside office hours – 0141 397 9363 and ask t speak to the emergency planning duty officer. He or she will call you back.

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Scope of plan *(including inter-dependencies with other plans / capabilities*) ie) what the plan does cover and also what it does not cover / include

# 5 DEPLOYMENT

We will send an email which will include more details such as where to meet and when, parking instructions, welfare and who the coordinator is.

Try to bring your Ready For Anything lanyard with you, or some other form of identification. Also bring your fluorescent tabard – but don’t worry, we will have spares if you forget.

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On arrival, report to the coordinator. You will have to register so we know exactly how many volunteers are present.

A briefing will be given to provide a summary of the incident and what is required, along with risk assessments and welfare arrangements.

At the end of your task you will return to the coordinator, be debriefed and thanked for your help.

# 6 ROLES

Roles may vary depending on the incident and support required. However here are examples of our common roles:

**Provision of refreshments** – There isn’t much that can’t be solved without a good cup of Yorkshire tea (We’ll let Yorkshire have this one!)

Volunteers may be asked to help out supplying refreshments to evacuees or the emergency services.

**Rest Centre support** – Assist in a centre for those evacuated by supporting attendees, providing information and reassurance.

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**Clean up duties** – It may not be the most glamorous job, but following an incident help will be required to clear up and get things back to normal.

**Logistical support** – Movement of equipment, sorting of donations and administrative support.

**Warn & inform** – Volunteers may be asked to help out with delivering information to communities. This may include door knocking or leaflet dropping to inform residents or offer support.

**Transport provision** – Assisting with the transport of donated goods and supplies to where they are needed (N.b. see FAQs with regards to insurance).

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**Good neighbour support** – Before, during and after an incident we will encourage volunteers to look in on their neighbours. E.g. do they need any medication or shopping? Could you help clear snow from their path?

**Missing person support** – High profile vulnerable/missing persons – where required and appropriate, in support of the police and mountain rescue teams in vulnerable and/or missing persons searches.

# 7 DEBRIEFS

Either at the end of the incident, or the end of your task, there will be a get-together with your coordinator.

This will be to keep you up to date with the latest information, but also to find out if you have any points you want to raise and any issues you have had.

This is known as a “hot debrief”.

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For large incidents there can be a second meeting of all the responding agencies, which can be weeks afterwards. This is another opportunity to look at the response, and identify what went well and what can be learned.

This is known as a “cold debrief”.

# 8 COMMUNICATIONS

Being a Ready For Anything volunteer means that you are part of the emergency response community.

As part of Ready For Anything, you will receive newsletters to keep you up to date with what has occurred across Lincolnshire and any training details via email.

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We may ask if you would be willing to write briefly about your experience so that other volunteers can benefit and learn from your involvement.

Once an incident is over we will make sure you are kept informed of any developments, and that you are copied in to any reports in the media.

# 9 TRAINING AND EXERCISING

As a Ready For Anything volunteer, you will be invited to attend training sessions and multi-agency exercises:

**Induction training** – An invaluable introduction to how Lincolnshire LRF deals with emergencies and how Ready For Anything volunteers are a valued part of that response.

**Ongoing training** – Sessions to be held 3 times a year and will be provided by our LRF partners.

**Volunteer coordinator training** – An opportunity for those volunteers who would like to take on more of a team leader role.

**Local Resilience Forum exercises** – volunteers are invited to observe and take part in these events.

# 10 FAQs

**How often will I be contacted? –** You will receive periodic emails where we will tell you about any recent incidents and upcoming training sessions. For actual incidents, it may be infrequent texts, but we can’t always predict when emergencies will occur!

**What training do we get?** – There will be an induction session offered to all volunteers, and then there will be annual training events and offers to participate in live multi-agency exercises.

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**Why do we have to have a mobile phone?** – We need a primary method of communication with volunteers for incident notification and to be able to keep in contact with volunteers who have been deployed.

**Do we need special equipment?** – Just bring your lanyard and fluorescent tabard (provided at the initial training session), warm clothing and maybe some food / drink. You do not need to provide anything else. All other necessary equipment will be provided.

**Are we covered by insurance?** – All of our volunteers are covered by the North Yorkshire County Council employer & public liability insurance. However, for driving to and from an incident, and if you want to transport any equipment with your car then we recommend that you check with your insurance company first to see if you are covered to do so.

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**Do we need to be DBS checked?** – No. This is not a requirement due to the nature of the roles.

**Do we get expenses e.g. mileage?** – Unfortunately we are not able to offer expenses. We are extremely grateful to our volunteers for offering their time for free, but will often provide you with a cuppa and a biscuit!

**What if I am not available?** – There is no obligation to be available for every call for help. We are very grateful for any time that volunteers can give.

**How do I respond to your initial text for help?** – If you ARE available then please reply to the text and include your name and any limitations e.g. will only be available from 10 o’clock.

If you are NOT able to help then do not reply to the text and we will assume you are not available.

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**What if I want to leave Ready for Anything?** – You can leave our volunteer list at any time. Simply email us at [lincsep@lincolnshire.gov.uk](mailto:lincsep@lincolnshire.gov.uk%20) using **LeaveRFA** withing the subject line and then tell us that you no longer want to be a volunteer. We will delete all your personal details from our database and you will no longer hear from us.

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# 11 COVID

Although the pandemic is now behind us, transmission can still take place out in the community so in order to minimise your risks, and that of the people you are assisting, we encourage Covid safe practices. You have been provided with basic PPE within your grab bag, any additional PPE will be given to you by your coordinator should it be required.

If you or a member of your household is symptomatic, please stay home and don’t volunteer to help.

When carrying out tasks try to maintain social distancing if you can and wear a face covering if you feel you need to. The most important thing is to employ good hand hygiene thorough handwashing with soap and warm water for at least 20 seconds. However, if you have no water, it is good practice to carry hand sanitiser in your Ready For Anything kit bag.

If you become symptomatic during your deployment, please leave your task by the safest route and contact your coordinator immediately to let them know.

See section 5 of your hand book for more information about incident deployment.

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**Notes**

