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COMMUNITY EMERGENCY HUB: BEFORE A DISASTER HAPPENS

Simple preparations: Get a box and put everything in it that you'll need when the next disaster happens.

You and your community have the skills and resources to help each other when a disruption like flooding hits Staffordshire. A **Community Emergency Hub** is a way for the community to work together safely in response to a flood.

You won't have spare time when a disruption hits. Reduce stress by sorting everything now – and put it in a box. Yes, a box! Create a Hub Box so that you will have everything to hand to run a Community Emergency Hub.

Think about it over coffee

Take 3 friends for a chat about:

- **Coffee 1** to discuss what a Community Emergency Hub is and how yours can work.
- **Coffee 2** to create a Hub Box.
- **Coffee 3** to think outside of the Hub Box.

Coffee 1: What is a Community Emergency Hub?

It's a place where you and your community can build shared stories about how you've helped each other after a disruption. They can be a safe shelter or rally-point during loss of utilities (e.g. electricity, water). Keep it simple by focusing on 'needs' in your community and 'offers' of support to help those needs.

A Hub could be in a village hall, sports club, charity shop, or even a gazebo. Having a Hub Box that can be carried somewhere allows for changes of



venue. Read the NCSR+ Community Emergency Hub Guide on how to run your hub in Staffordshire.

Coffee 2: How do we create a Hub Box?

It's easy. Find a suitable box then divvy up the tasks among your friends to print out its contents:

- **NCSR+ Safety Briefing** to be read by all volunteers or read to them.
- **Role lanyards** so that people who come to the Hub know who to talk to for help.
- **Map of the community** so you can point volunteers to where to check for people in need.

Find the following and put them in the box:

- **Wind up radio** so you can listen to the local radio station for updates of what is happening.
- **Stationery** including sticky notes and marker pens to run a 'Needs' and 'Offers' display board.

Make sure that everyone involved knows where the Hub Box is kept so they can get it when needed.

Coffee 3: Think outside of the Hub Box

Plan how to use the box when a disruption hits. Consider who will take volunteer roles – people can always swap roles once the hub is running.

With your 3 friends, talk to others in your community including the local council and emergency services. Reference your Hub Box in your **Community Emergency Plan**.



Role lanyards for you and your 3 friends:

**HUB
COORDINATOR**

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**HUB COORDINATOR
RESPONSIBILITIES**

- Oversee the running of the facility
- Hold team meetings and ensure coordinators work as a team
- Ensure volunteers are cared for e.g. welfare, drinks, rest, kit
- Ensure jobs are being done
- Create a roster of volunteers
- Prepare for shift changeover
- Work with media that show up
- Close the facility at the end of each day and when no longer needed
- Identify when help is needed from the Emergency Coordination Centre

**NEEDS AND
OFFERS**

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**NEEDS & OFFERS
RESPONSIBILITIES**

- Address life-threatening needs immediately by calling 999 and informing the Hub Coordinator
- Set up display boards to post for Needs and Offers with:
 - Date and time
 - Description of need/offer
 - Name and contact details
- Match new needs and offers as they come in
- Remove old needs and offers when they have been matched
- Forward large-scale needs to the Emergency Coordination Centre

RECEPTION

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**RECEPTION
RESPONSIBILITIES**

- Set up a reception area at the entrance and keep it tidy
- Greet people who come into the facility and direct them to the part of the facility that can help them
- Stay calm at all times – people will be upset, frustrated, angry
- Be honest if you don't know the answer and try to connect them with someone who might know
- Ensure signage is visible
- Ensure Reception Volunteers are identifiable by their lanyard

INFORMATION

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**INFORMATION
RESPONSIBILITIES**

- Gather information
- Keep a Situation Board up to date with information and maps
- Determine what information you are missing
- Collect information from people as they arrive at the facility
- Organise collection of missing information by groups going into the community
- Set up noticeboards to keep the community up to date with new information on what's happening

Write down what you will do before a disaster happens in Staffordshire?