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COMMUNITY EMERGENCY HUB: WHAT IS IT?

Think of a recent disruption in
Staffordshire. What needs emerged?
How did you help? Did you help?

If so, thank you so much. You'll have helped that
person on one of the worst days of their life.

If not, do you want strong positive memories of
where you helped someone in need? You'll feel so
rewarded. You'll meet new people from your local
community, maybe even become life-long friends.

A **Community Emergency Hub** is a place for
volunteers to identify local needs created by the
disruption and match those needs with offers of
help from the community. For example, people
needing help to clean up can be matched with
people who will roll up their sleeves and help. Your
Hub could be a safe shelter, support centre, or
rally-point during a power outage.

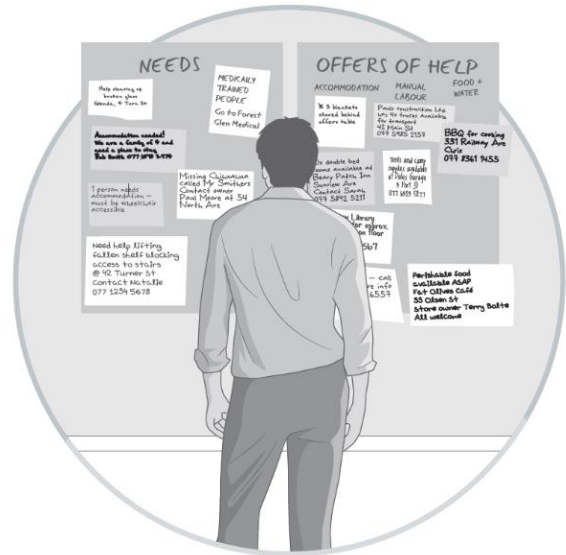
The NCSR+ Community Emergency Hub Guide
details what this involves.

What to do when disruption hits?

- **Check on family**, friends, and neighbours to
make sure they are safe and provide them with
help.
- **Gather with others in your Community
Emergency Hub** and use assets from
Staffordshire's communities to help those who
have been affected, especially vulnerable people.
- **Go safely into the community to check** on
who and what has been affected and their needs.

Organise 2 display boards: Needs & Offers

- **Set up a display board** marked **Needs** and
one marked **Offers**.



- **Write each need or offer onto an individual sticky note** and put it on a display board. Write on the back of each sticky note:
 - Date/time of posting and expiry.
 - Short description of need/offer.
 - Contact details of who posts the sticky note.
- **Keep the display boards up-to-date** and identify matches. Keep sticky notes as a record.

It's that easy.

If lots of needs and offers have been identified,
group the sticky notes into themes (e.g. labour).

Use maps to record your checks of locations – both
immediately after the disruption and in the days
that follow. Record impacts (e.g. status of roads,
unresolved needs). Help Staffordshire.

What if there are too many needs?

Tell the local council and emergency services if an
urgent need cannot be met. Community
Emergency Hubs work best in co-ordination with
local councils. They could get help from another
community in Staffordshire or other sources near
you.

**Remember, always call 999 if someone's life
is in danger.**

Check out the NCSR+ Community Emergency Hub Guide:

It tells you how to set up and run a Community Emergency Hub in Staffordshire



Examples of Needs and Offers

Needs	Offers of help		
	Accommodation	Manual labour	Food and water
Help clearing up broken glass: Glenda, 4 Turne Street, Cheddleton, Staffordshire	3 blankets stored behind offers table. Stone Pub	Paul’s Construction Ltd. has 4x trucks available for transport: 42 Main St. 077 5985 2157	BBQ for cooking 331 Railway Ave: Chris in Croxton 077 8361 1455
Accommodation needed! We are a family of 4 and need a place to stay: Bob Smith 077 1598 2974	10x double bedrooms available at Beary Patch Inn Sunview Ave: Contact Sarah in Alton 077 5892 5211	Tents and camp supplies available at Dales Garage: 3 Port St 077 6323 5277	Perishable food available ASAP Fat Olives Café 33 Olsen St: Store owner Terry Bolte. All welcome. Gnosall.
1 person needs accommodation – must be wheelchair accessible. Andrew 07785 223221			
Need help lifting fallen shelf blocking access to stairs @ 42 Turner Street: Contact Natalie in Rugeley 077 1234 5678			
Missing Chihuahua called Mr Smithers: Contact owner Paul Moore at 54 North Ave			

Write down what you are going to do to run the Community Emergency Hub?