



# **EMERGENCY** **Contact Hub**

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Community Owned  
**Community Run**  
Community Driven

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# What is an Emergency Contact Hub?



In a disaster or emergency widespread damage to utilities, buildings, trees and roads are likely to cause issues across the county.



Our emergency services will be dealing with the most urgent concerns, so your local community will be the most immediate source of support and help.



An Emergency Contact Hub is your communities place to go and help one another in an emergency. They are fitted around whatever your community wants them to be, but primarily they are designed so that community members can help themselves, but also have a link to the emergency services in your local area.

# What's might you find at the Emergency Contact Hub?

- Warmth and shelter.
- Welfare provision (anything from a friendly face, someone to talk too, or a cup of coffee).
- Resources and volunteers to help respond locally in an incident.
- A pathway into the emergency services/responding agencies.
- Coordination of the incident locally.



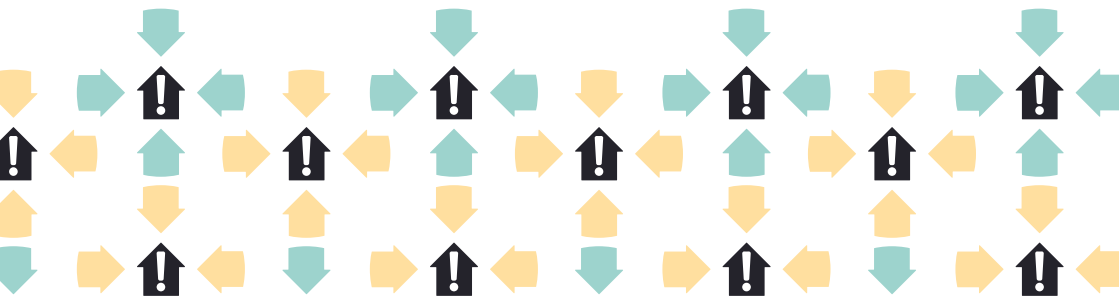
## How are they run?

Its run by your community members.

Some communities have a small emergency group who will initially enact the hub, but others will be run by anyone that turns up at them. Anyone in the community can help run or open them up.

Every hub has a pack that highlights some possible volunteer roles and a layout for the hub, but it's up to you how you and your community decide to operate it. There are no strict rules.

The hubs are designed for everyone, those that want to help out and those that need help.



# How will the public know about the hubs?

Your local newspaper, magazine, noticeboard, website, or social media should have the highlighted destination for the hub. The building will also have a sticker in the window.

If the hub becomes active in an incident, it is up to your own community to publicise this, however any notification of activation will be published on the corresponding Local Authorities web page as well.

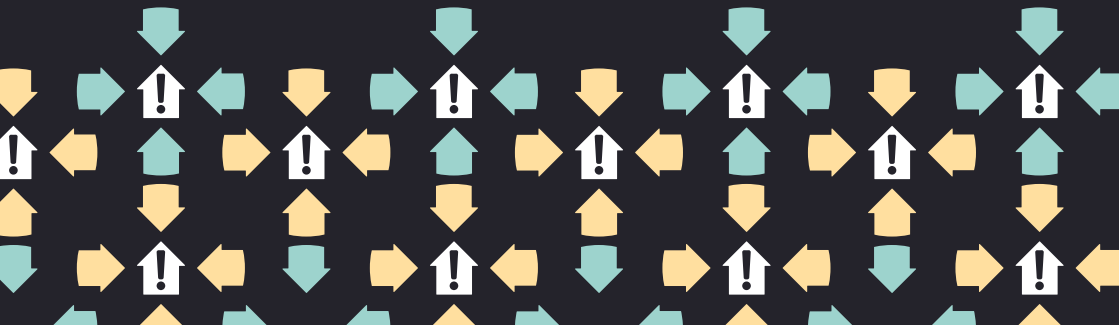


# When do the hubs open?

The hubs are only opened when the community feel the need in an emergency. You do not need authorisation from emergency responders.

For more information please visit:  
[wiltshireandswindonprepared.org.uk/emergency-contact-hubs](http://wiltshireandswindonprepared.org.uk/emergency-contact-hubs)

or scan here

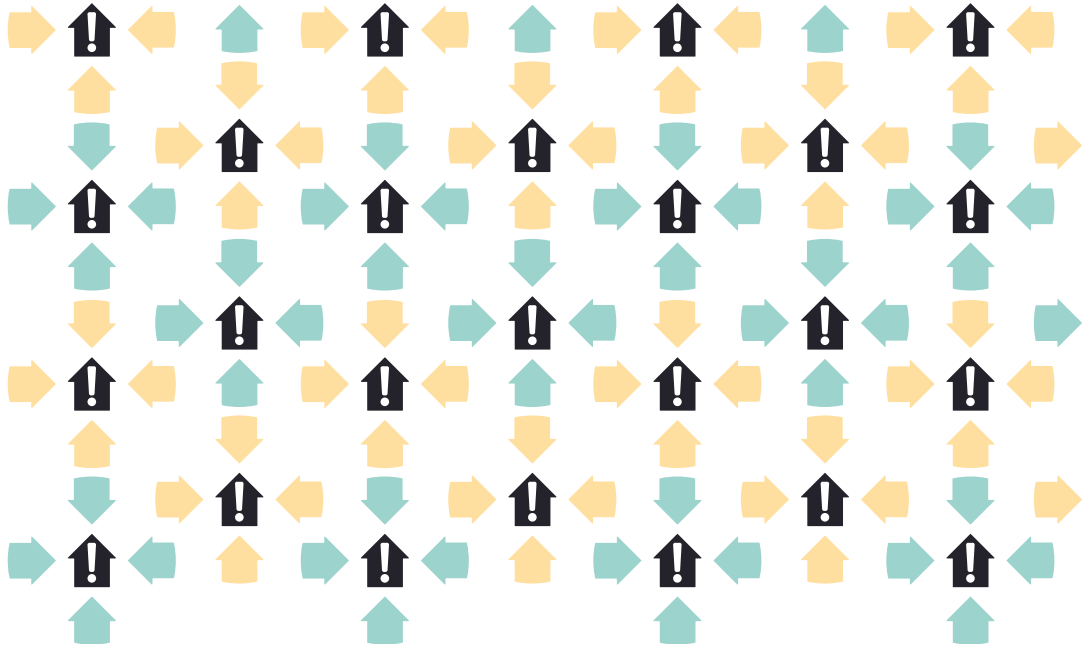




## Example of when a hub might be used

### Power Outage

- Community comes together to help one another.
- Community uses hub to assist with helping vulnerable (identifying and assisting).
- Community shares out any torches and lights to most vulnerable.
- Community utilises any heating resources for the hubs to keep as many warm as possible.
- Community works together to solve any local issues deemed appropriate for community response.
- Community can liaise with Power company and responders on site.



**For more information  
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