Caring, Empathetic, Responsible & Trustworthy
Kerryanne Wilde – Founder & CEO

Aim

- Brief overview of CERT (UK) and who we are
- Preparation & Prevention

- Give you all a greater understanding of the real time recovery in Cumbria and other Counties since Storm Desmond and subsequent storms
- How we take that experience forwards, plan and prepare

- Working with others to make life and support in such circumstances easier and examples of good practise
Cumbria’s Noah’s Ark – The Best Kept Secret

Penrith Lions Donation

Quality Furniture Company

Project Linus UK – Comfort Blankets Handmade

B&Q - Penrith

Main Supermarkets

Gravitas International

Karcher – Power Washers

Community Emergency Response Team UK
Who are CERT (UK)?

- CERT (UK) supports all those affected by crisis, emergency or disaster
- A community response group set up during the height of Storm Desmond on 6th December 2015 and initially was predominately flood focused
- We liaise with a wide variety of individuals, families, businesses, organisations, agencies, local government & central government, emergency services & other aid charities
- We collect and distribute goods donated for those in crisis, throughout Cumbria and the surrounding counties
- At present we offer advice, guidance, support and referral service to other organisations
- We are in discussions with several organisations to deliver training, consultation and the selling our model and methods across the UK to mimic what we do and have sub units throughout the UK with a country wide training, prevention and response plan
- CERT (UK) pride themselves at being the independent voice of those in crisis - so can therefore speak on behalf of those who don’t or can’t speak for themselves

And finally the most important part of our organisation

- **Volunteers continue to be the backbone of everything which we do and achieve**
We are extremely forward thinking as a charity and are looking to the future. In doing this we, hope to give all those who have or could potentially be caught up in a flood or other natural disaster the tools and knowledge to be able to cope with this.

This would be:

- Home/Business Emergency Response Plan
- Appropriate advice from a consultant as to the resilience works required/needed to give the property the best chance
- Working with flood installers to offer a comprehensive service going forwards to have all resilience products checked on a yearly basis, and any remedial works carried out
- Volunteer support co-ordination
- Taking care of the most vulnerable clients within the community
- Sufficient Hydro Sacks or Snakes so these can be initiated prior to an event
- Named Community Volunteer in times of crisis
Household Emergency Plan

BE FLOOD RESILIENT

- Sign up for the Environment Agency Flood Warnings: 0345 986 118
- Sign up to Cumbria Community Messaging: www.cumbriacommunitymessaging.co.uk
- Keep important documents upstairs or in a high place:
  - Passports
  - Insurance documents (i.e., House – Buildings & Contents, Car, Life Insurance)
  - Birth, Marriage, Divorce Certificates, as well as Change of Name Deeds
  - Mortgage, Rent Providers or Private Landlords details
  - Driving Licence
  - Bank cards and building society pass books
- Check that your home insurance includes cover for flooding
- Put together a Flood Kit, using our advice and checklist
- Keep this plan up-to-date and relevant to your circumstances

FLOOD KIT CHECKLIST

- Medication
  - (Include advice on storage and usage)

WHERE IS?

- Our FLOOD KIT:
- Electricity Cut Off:
- Water Stop Tap:
- Gas Shut Off:
- Waterproof Document Wallet:

BE FLOOD RESISTANT

- Check your local authorities sandbag policy
- Have a reserve of sand less sandbags i.e., Hydro Sacks or Hydro Snakes
- Take advice and guidance from a reputable, Property Level Protection specialist on what measures may need to be put into place to protect your property
- Keep this plan up-to-date and relevant to your circumstances and flood risk

HOUSEHOLD EMERGENCY CONTACT TELEPHONE NUMBERS/INFORMATION

- FLOODLINE/ENVIRONMENT AGENCY
- CUMBRIA COMMUNITY MESSAGING
- NATIONAL GRID
- UNITED UTILITIES (Sewerage & Flooding)
- TRANSCO – National Grid
- HIGHWAYS (DRAIN/Road FLOODING)
- ELECTRICITY PROVIDER
- GAS/OIL PROVIDER
- TELEPHONE PROVIDER
- DOCTOR
- NEAREST HOSPITAL
- INSURANCE COMPANY – HOME
- INSURANCE COMPANY – BUILDINGS
- INSURANCE COMPANY – BUSINESS
- INSURANCE COMPANY – CAR
- LIFE INSURANCE
- LOCAL RADIO STATION & FREQUENCY
- CLOSEST RIVER MONITORING STATION

Additional Links to check

- www.flooddigitalwatercams/locations
- www.nationalfloodforum.org.uk
- www.gov.uk/flood
- www.gaugemap.com

- www.newground.co.uk
- www.facebook.com/groups/CERTUK/
- www.facebook.com/certcharity/
- @C_R_U_K
- @CumbriaWeather
CERT (UK) already has and is continuing to collaborate & engage with a wide range of groups, organisations, companies and individuals who have a role to play in any disaster situation.

This would be:

- Imminent flood threat supplies
- Emergency supplies distribution
- Volunteer support co-ordination
- Signpost & emergency hot desking
- Replacement homeware
- Secure communications with the relevant authorities

Responders:

- Local Government
- Emergency Services
- Community Action Response
- Charity Action Response
- Utility Providers
- Housing
- Emergency Supplies
- NHS & Care agencies
- Homeware Donations
- Raising Awareness
- Media
We share data with the EA - Environment Agency to help give more detailed information regarding the flood affected and the devastation to individual homes.

It is crucial to work with the councils not just in Cumbria, but also the districts that adjoin Cumbria, including Lancashire, Yorkshire & Dumfries & Galloway in the Scottish Borders.
While the emergency services continue to do a fantastic job, the impact a disaster has on them can be monumental.

Our aim is to increase our communications, to assist the emergency services & the community in disaster situations as we did during Storm Desmond and on an ongoing basis.

This would be particularly effective in more isolated villages and farms, where the community links are stronger.

Also, we are the link organisation within Cumbria which volunteer organisations and individuals flock to and flocked to, so that we have a co-ordinated response within the 3rd Sector and those wishing to support during times of disaster in a safe and controlled environment.
The council's role at the time of any disaster is to respond to such emergencies with opening, managing and supplying emergency hubs/centres for residents to shelter and stay safe. During Storm Desmond there were grave failures, centres were flooded, no plan B and no real co-ordination.

So we at CERT (UK) with our experience on the ground and having our emergency hub up and running within 24 hours of Storm Desmond hitting the County want to change this by:

- Linking in with the centres would ensure that the emergency supplies would be delivered by need as many do not have the facilities to store donations
- We would provide emergency packs, to include drinks, food, toiletries, bodycare & baby supplies individually tailored
- We continue to work with flood groups, parish and district councils to formulate Emergency plans which link to our work and our services
We have already established and built links with many charitable organisations, which has been crucial in immediate circumstances with communications to help, support, lifting spirits & hope.

This has also been instrumental in breaking down cultural, religious & social barriers.

The network of support continues to be built on and we are confident in the event of further floods we are only a phone call away from potentially hundreds of volunteers co-ordinated within the structures & procedures which we have put in place to manage this.

We also have registered volunteers and supplies to assist families in clearing the flood residue.
We are in communications with various utility providers:

- Looking at options to see what utility services can do to minimise damage, possible solutions and preventative measures with some conformity.
- We want a real time service communication for reinstatement of services for the properties & areas that lose their supply.
- Also, looking at how the utilities communicate remedial/structural work related to damage caused by disasters to the general public.
Flood Protection Solutions are passionate about helping communities with flood resilience. They have a range of community flood kits which we believe could be considered for use in resilience hubs in communities across the U.K.

https://m.youtube.com/watch?v=PskuXseCRN0
Emergency Supplies

- We have strong links with community champions from all major supermarkets this enables us to work with them during and long after the initial disaster for ongoing needs and requirements.

- Personal 1:1 contact with local businesses, working with these we can tailor a more precise supply requirement, appropriate to the needs of the emergency.
Building social awareness within the community is critical for engagement

- We are actively working with the farming communities which have been left decimated, these are the hard to reach communities as they are reluctant to ask for help, going forward we aim to set up a therapy project which will help them to recover from the after effects of Storm Desmond.

- We deliver talks to schools, groups and communities which want to find out more about how we can support them but also what they can do to help themselves.

Quote: If we do what we have always done we will get what we have always got!!
Social Media & Media

Before, during and after the event social media and the general media, are crucial for getting timely, accurate information without scaremongering or panicking the general public.

- The media play a crucial role in ensuring the information & awareness is accessible to all in various mediums
- Our media links are strong with honest & factual reporting by journalists who are keen to put out as much information to help the affected, their friends & family, locally, nationally & internationally
- We also, have our secure network facility which we can send sensitive information to various contacts across Cumbria, UK and Internationally should this be required
This is what everyone wants to know. I hope that these figures impress you and encourage you to continue to support us as an organisation so that we can continue to give to those in need be it flood, fire or emergency crisis.

- It’s not been an easy road and we have had many battles along the way. What makes this worth while is the fact that we know what we do is desperately needed.

- Our work is far from over and we have run and coordinated our organisation on a very tight budget of around £10,000 per month but going forwards we need a new home and need the funds and support to do this.

- Myself and Sue Dust (2IC/Client Liaison) are unpaid full-time volunteers. We clocked up 3652(K) & 2785(S) hours in just the 1st 12 months and continue to give on average a 50 hour week to support those in need
Working Together To Make A Difference