

Identifying your partners in recovery – example answers

Please note that the suggestions provided here are a selection of examples only. There may be many more locally-specific partners who can help you in providing the services listed in the described scenarios.

No.	The scenario	Who could your partner(s) be?
1	The local residents have asked for someone to arrange activities for the kids to take their minds off recent events	<ul style="list-style-type: none"> • Local Council neighbourhood teams • Existing charitable groups • Community groups • Social services
2	You want to arrange hand massages for local residents who are meeting weekly at a community centre	<ul style="list-style-type: none"> • This is something that the Red Cross provides • There may also be local charities that offer a service like this • Local colleges • Local businesses / beauty services
3	You are keen to get an update on flood defence work	<ul style="list-style-type: none"> • Planning and Environmental Services within own Council • Environment Agency
4	You want to arrange for displaced residents, sheltering in a leisure centre, to have somewhere to charge their mobile phone	<ul style="list-style-type: none"> • This is something that a number of local Councils have provided at their assistance centres
5	One of your local residents has been given a warning about time off from work and has asked you	<ul style="list-style-type: none"> • Citizens' Advice Bureau will drop in to Assistance Centres and Community Meetings

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	to find someone who can advise them on their rights	
6	You have a pile of cards and other tributes left at the scene and now collected in your office. You are keen to do something with them.	<ul style="list-style-type: none"> • Should be captured in your Humanitarian Assistance plan but advice can be given by groups like Red Cross and Disaster Action • Police FLOs may also want to be part of this process
7	You want to talk to someone about complaints of an increase in anti-social behaviour in your local area	<ul style="list-style-type: none"> • Police • Council Community Safety Teams
8	A resident in council housing asks for an update about repair work on their damaged bedrooms	<ul style="list-style-type: none"> • Housing (<i>note: in many councils this is now contracted out so it is a private company</i>)
9	It has been suggested by community leaders that an exhibition of photographs and art work is arranged	<ul style="list-style-type: none"> • Cultural Services within Council • Community Groups • Museum and Art Gallery • Schools • University
10	A local printing business has asked for help to get back on their feet after recent events	<ul style="list-style-type: none"> • Local Economic Partnerships • Chamber of Commerce • Business Link • Council links
11	You have been asked to find out if the drinking water is now safe	<ul style="list-style-type: none"> • Water Company • Environment Agency • Drinking Water Inspectorate (the quality of the water delivered to the customer)

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12	There is a requirement to arrange a multi-faith memorial service	<ul style="list-style-type: none"> • Community Faith Leaders • Hopefully covered as part of Humanitarian Assistance plan • Police • Affected members of the community • (Politicians/ VIPs) • Other involved parties e.g. company, airline etc
13	You have been asked to find out whether there are any funds that could help an elderly couple who are struggling financially	<ul style="list-style-type: none"> • Citizens' Advice Bureau • Age Concern (anyone over 50) • Department for Work and Pensions
14	A local family ask you about where they can get help for their son who they feel is drinking too much after the emergency	<ul style="list-style-type: none"> • GP • Local Support Services
15	A group of Polish residents have complained that they do not understand the information they are receiving	<ul style="list-style-type: none"> • Council Translation Services but also crucially the local residents themselves can get involved here
16	There are a number of stray dogs requiring homes	<ul style="list-style-type: none"> • Environmental Health Team within Council • Local Residents • RSPCA