

# Resilience in Practice: the British Red Cross

Femi Nzegwu, Liz Hendry &  
Alison McNulty



## The British Red Cross: Who we are

- > The British Red Cross is a volunteer led humanitarian organisation that helps people in crisis, whoever and wherever they are
- > We enable people **made vulnerable because of a crisis at home** and overseas to prepare for and respond to emergencies in their own communities
- > And when the crisis is over, **we support people in their recovery and to move on with their lives**



## Objectives for the workshop

- > **To increase participants knowledge of the British Red Cross' work on resilience**
- > **To offer participants the opportunity to explore how features of resilience can be operationalised in Emergency Response**



# **Learning about** resilience at the British Red Cross: common strands in our work

“Resilience is the **harnessing of local human and material assets** or resources to withstand or **overcome vulnerability**”

We will support people and communities in building their resilience “**by helping them prepare for and withstand disasters.**” Delivery priority 2

*Saving Lives, Changing Lives: British Red Cross 2010-2015 Corporate Strategy*



# Resilience at the British Red Cross

- > Can be built (but not only) following exposure to risk or vulnerability following a crisis:
- > Our 3 level framework incorporates;
  - Approach (our focus for this workshop)
  - Mechanisms
  - Indicators



# Approach

## > **Facilitative**

- Engaging with, encouraging, and supporting individuals and communities to own their responsibility to reduce and prevent their vulnerability and cope well with emergencies.

## > **Capacity / assets focused**

- Recognising and supporting individuals / communities to recognise and value the phenomenal and varied capacities and contributions inherent in individuals and communities, as well as reciprocity and interconnectivity of these.





# Approach

## > **Beneficiary led**

- Identifying what, for the individual / community, constitutes their resilience, the support they have in place to build their resilience, and what they have identified as needed.

## > **Partnership orientated**

- Facilitating the bringing together of the different parties / stakeholders that add assets (of information / knowledge / learning, skills, etc) to the community, very much in the recognition and valuing of the many parts that make up the whole and therefore extend the reach of support.



# Responding to an emergency

In 2010, the British Red Cross responded to 43 major incidents

‘Any event (happening with or without warning) causing or threatening death or injury, damage to property or the environment or disruption to the community which, because the scale of its effects, cannot be dealt with by the emergency services and local authorities as part of their day-to-day activities.’

- Plan for response not cause of incident
- Build on routine arrangements
- Integration within organisations
- Integration between organisations





## An Emergency Response organisation

- > The British Red Cross is an emergency response organisation. In the UK our emergency role is undertaken in two ways:
- > Responding daily to individual emergency needs;
- > Supporting the statutory services by responding to the needs of individuals affected by major incidents, national emergencies, conflict or crises.



## An Emergency Response organisation

- > UK-wide network
- > 24 hours, 365 days a year availability
- > Skilled people
- > Problem-solving
- > Recognition of local/individual capacity
- > Flexibility
- > Responsive and timely
- > Local, UK-wide and international (186 National Societies)



## Groups affected by a major incident

- > Casualties (fatal, serious, slight)
- > Survivors (involved but not injured)
- > Evacuees (residents, passengers, employees, customers)
- > Local Community – not directly involved
- > Relatives & friends (home, work, hospitals, mortuaries)
- > Witnesses
- > Emergency services and other responding agencies (Statutory, Voluntary etc)
- > Individuals traumatised through 24/7 media viewing



## **Scenario**

**There have been unprecedented levels of snow, followed by a long period of freezing temperatures. The British Red Cross has received the call to aid statutory bodies in responding to this emergency.**

**The needs of the beneficiaries include: water shortage, power failure, isolation, flooding (during the thaw), amongst others.**

**What do you do?**



## Facilitative

- > How do we engage with individuals and communities?
- > How do we encourage them to take responsibility to reduce/prevent vulnerability and cope well with emergencies?
- > What can we provide that aids this?



## Capacity/assets focused

- > How do we enable individuals/communities to recognise and value the capacities they possess?
- > How do we identify these individuals/communities in order to recognise and value their capacities?
- > What can we do to facilitate this?





# Beneficiary Led

- > How do we know what, for the individual/community, constitutes resilience for them?
- > How can we discover what they need and what they already have in place?
- > How can we meet these needs, and can we?



# Partnership oriented

- > How do we identify different parties / stakeholders to bring together?
- > How do we engage and work with different stakeholders to support the community in a coordinated way?
- > How do we identify existing capacities?



## Our response

- > **Work with partners**
- > **Set up referral criteria for water distribution & double as a check up for health and social care needs**
- > **FESS respond to bursts and fire.**
- > **Meal provision**
- > **Transport and escorts (e.g. transport for District Nurses)**
- > **Collect shopping**
- > **Evacuation**
- > **First Aid to support ambulance service**
- > **Ambulance**
- > **Rest centres**



**The End**

**Thank you!**

