

Human Aspects Group

Business Plan June 2020 to June 2021



Human Aspects Group Manifesto

As members of the Emergency Planning Society (EPS) Professional Working Group, we are passionate about the human aspects of emergency management in both policy and practice.

1. Who we are:

Chair, Vice-Chair and Secretary

Peter Cheesman, Chair of HAG, Gloucestershire Churches Together

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Elizabeth Tassell, Vice-Chair of HAG, Worcestershire County Council

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Emma Dodgson, Secretary of HAG, Essex County Council

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Core Group (committed to the active management of the group as a whole)

- Will attend at least two of four meetings a year in person or by video conference
- Will receive all meeting notifications, documents etc
- Will work on HAG projects as agreed between meetings, on their own or with others

Associate Members (members interested in human aspects, wishing to follow issues, provide input and support but currently unavailable for active engagement)

- Will be kept up to date about the work of the HAG
- Will not normally attend meetings, but will receive meeting documents etc

Liaison Members (members of other organisations with which we have some common interests and should cooperate with)

- Will be kept up to date about the work of the HAG
- Will be contacted about specific matters relevant to their special interests with suggestions or for advice, comment etc
- Will be warmly invited to ask for input, suggestions comment and support about specific matters relevant to their special interests
- Will receive meeting document etc
- May, but will not be expected to, attend meetings
- May, if they so wish, also be a core member themselves or by a deputy

2. Our key objectives are:

- a. With practitioners – to inspire, encourage and work with Category 1 and 2 responders; commercial and private organisations together with the voluntary and faith sectors in emergency management, and with people affected by major emergencies to identify, promote, plan, train and inform practitioners to encourage good practice and shared learning
- b. With policy makers – to advise, encourage, appropriately support and work with policy makers at all levels, international, national and local, to maintain and develop realistic, practical and sustainable policies based on good practice, research and lessons learned

3. The way we work

We met for 2 hours four times a year in London, supported by teleconferencing. Since members are widely scattered across England and Wales, this seems to be the only practicable arrangement. In the current pandemic, we will use video/Skype conferencing.

We will, as members, run a workshop/event annually or biannually and engage with partners where requested.

Liaison – we maintain and/or establish an ongoing dialogue with present or potential allies in other organisations

We discuss and comment on new and continuing HA issues that arise

4. HAG Publications

We review and if appropriate revise and reissue advice and guidance previously issued by the HAG:

- Responding to Disaster, the Human Aspects Guidance document EPS 1996
- Code of Respect to Patients, Victims, Survivors and their Families
- Code of Respect: Checklist for Guest Speakers

5. Governance

Internally within the EPS we work with/cooperate and act jointly with:

- a. The Board
- b. Education Committee
- c. Branches, PWGs and other relevant EPS Groups

6. Communication/awareness raising

We develop networks relating to HA issues to support:

- a. The K hub
- b. 'Sharepoint' database
- c. EPS members and others

d. HAG representation at significant conferences/events, where possible

Goals for June 2020 to June 2021

The table below sets out the HAG Goals for the next year showing the activity and related work.

Priority 1 – Explore the Human Aspects of the current pandemic

HAG is mindful that many of its members are involved in the response and recovery to the current pandemic and will need to prioritise goals. HAG's first priority is to explore its role in the current situation. Ongoing goals are in the second table and will depend of capacity of members to progress.

| Goal | Activity | Description |
|--|---|--|
| <p>To explore where HAG can positively contribute/add value to the human aspects for the Covid-19 pandemic</p> | <ul style="list-style-type: none"> HAG meeting to discuss experiences, work practices, learning and good practice To consider HAG products/events which can share good practice about humanitarian assistance in the pandemic; raise awareness about the human aspects; and identify lessons/learning | <p>Peter to arrange a HAG meeting in the short term to discuss the pandemic</p> <p>HAG to share their working experiences of how their LRFs/organisations have responded to the human aspects in the pandemic</p> <p>HAG to share examples of good practice of schemes/initiatives for supporting people in the pandemic</p> <p>HAG to compile a list of useful reading/insight for the human aspects in the pandemic</p> <p>HAG to use foresight/horizon scanning to identify issues and concerns for the future in terms of impacts on people affected</p> <p>HAG to identify potential speakers for future events to speak about the human aspects of pandemics</p> |

Priority 2 – ongoing HAG goals

| Goal | Activity | Description |
|---|--|---|
| <p>To explore and learn about lessons identified and good practice from recent and past emergencies and raise awareness/share learning about the human aspects of emergencies</p> | <ul style="list-style-type: none"> • Explore information management – capturing, recording, sharing and the application of GDPR (information sharing protocols, GDPR; information sharing platforms • Horizon scanning – what’s new in emergency planning/national developments arising from lessons identified • Learning from the Manchester Attack and Kerslake report • Learning from the Hillsborough report and ‘Charter for Families Bereaved through Public Tragedy’ • Learning from the attacks in London • Learning from Grenfell; the Independent Scrutiny report; and Inquiry report • Clarify roles and responsibilities and lesson identified about Emergency Assistance Centres (Survivor Reception Centre; Family and Friends Reception Centre; Rest Centre; Humanitarian/Community Assistance Centre • Learn about the new Police Major Incident Public Portal and the new Casualty Bureau forms • Learn about progress in Disaster Victim Identification and implications for humanitarian assistance | <p>Arrange HAG workshop style event(s) to explore these issues</p> <p>Capture learning from the workshop(s) and share via EPS website</p> <p>Provide networking opportunities at the workshop(s)</p> <p>Learn about and discuss local issues/challenges about preparedness and humanitarian assistance and ways forward</p> <p>Title one of the events ‘Mythbusting in Humanitarian Assistance’ to dispel myths and confusion and instead, help clarify and reassure about current HA guidance/good practice</p> <p>Promote a key HA documents reading list</p> <p>Help raise awareness about the 30+ years of research evidence base for crisis support and wider humanitarian assistance – prevent HA memory/history loss !</p> <p>Potentially have a joint event eg with Royal Society of Medicine</p> <p>Incorporate a new members panel to encourage diversity and inclusion in HA planning and welcome new members to HAG</p> |

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| | <ul style="list-style-type: none"> • Explore the effectiveness/principles behind screen and treat • Learn about the National Institute of Clinical Excellence guidance on the watchful wait and four-six week timings relating to crisis support and counselling/therapy and appropriate transitions • Role and use of Bereavement Nurses for family visits and application for Mass Fatalities Plans/Humanitarian Assistance Plans • Capacity and capability of mental health services across UK for longer term support such as effective pathways/signposting; bespoke services; gaps in provision of care and support to individuals and families • Explore the role of Strategic Transformation Partnerships, Integrated Care Systems and Health and Wellbeing Boards in the human aspects of emergency planning and recovery • Raise awareness about the Disaster Action website and its book 'Collective Conviction' • Explore standards in crisis support • Explore mutual aid in humanitarian assistance • Clarify HA related legislation | |
| Recruit new HAG members | Actively recruit new members to the HAG by June 2021 | Existing members to approach colleagues |
| Management of HAG meetings | Receive nominations for Vice-Chair and rolling secretariat for the next four HAG meetings | Email to be sent out and replies for vice-chair and secretary for 4 meetings |

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| <p>To explore the potential for a national course on human aspects</p> | <p>Liaise with Associate members</p> | <p>Is there an appetite for a course developed at the Emergency Planning College ?</p> |
| <p>To share examples of Crisis Support Teams</p> | <p>HAG members share schemes</p> | <p>To explore the potential for national standards; mutual aid; sharing good practice and training opportunities</p> |
| <p>Consider Human aspects commented on within future Phases of the Grenfell Inquiry (subsequent reports)</p> | <p>Invite and capture HAG members' comments and feedback about future phases of the Grenfell Inquiry (subsequent reports) specifically about the human aspects</p> <p>Send a letter to the Aftermath Team either as a HAG response or feed comments into a wider EPS response</p> | <p>Chair invite HAG comments by email</p> <p>Chair capture a HAG response to the report and liaise with Jacqui Semple and Lucy Easthope</p> <p>Potentially send a response to the Grenfell Aftermath Team or request a meeting to give feedback</p> |
| <p>Explore and learn about the New National Emergencies Trust</p> | <p>Explore how this trust will raise and distribute funds after an emergency</p> <p>Clarify the remit of this Trust and impact on human aspects planning and response</p> | <p>HAG Chair to request a meeting with advice from Lucy Easthope</p> |
| <p>Write a HAG recommended reading list of key HA documents/ guidance</p> | <p>To attach to Business Plan</p> <p>To circulate at HAG events</p> <p>To put on EPS website</p> | <p>Chair to invite HAG members to email their recommended key documents</p> <p>Compile a list</p> |

Ongoing/Longer term Goals for post 2020

Activities

- Learn about the new Government's Victim of Terrorism Unit and its interface at the local level
- Explore mutual aid for members of the Human Aspects Group and Local Resilience Fora
- Revise HAG publications
- Explore national standards in crisis support
- Identify new, innovative and effective ways to share information about the human aspects of emergencies
- Be consulted on new government guidance about:
- Work with the Emergency Planning College to develop a course on the human aspects of emergencies
- Arrange a cross PWG event/project
- Develop an advisory note for LRFs on incorporating the human aspects into exercises
- Explore good practice on welfare for responders

Useful Reading

- www.disasteraction.org.uk
- Government Guidance
<https://www.gov.uk/government/publications/human-aspects-in-emergency-management>
 - Humanitarian Assistance - establishing Humanitarian Assistance centres
 - Literature and Best Practice Review – Identifying People’s Needs in Major Emergencies and Best Practice in Humanitarian Response
 - Identifying People Who are Vulnerable in a Crisis – Guidance for Emergency Planners and Responders
 - The Needs of Faith Communities in Major Emergencies
 - Lessons learned by the 7th July Assistance centre staff, steering group and partners
 - Civil Contingencies Act 2004
 - Emergency Preparedness 2013
 - Emergency Response and Recovery 2013
 - Local Government Act 2000
 - Human aspects in Emergency Management 2016
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/564306/human_aspects_guidance_2016_final.pdf
 - Humanitarian Assistance in Emergencies 2006
 - Detailed Guide to roles and responsibilities 2006
 - Lord Justice Clarke’s recommendations into the Marchionnes Emergency 2001
 - Humanitarian Assistance Strategic Guidance – Building Capacity to look after people affected by emergencies 2011
- Collective Conviction Book by Disaster Action
- Spike Lee’s ‘When the Levees broke’ – available on youtube
- Kerslake Report https://www.kerslakearenareview.co.uk/media/1022/kerslake_arena_review_printed_final.pdf
- Hillsborough report <https://www.cps.gov.uk/publication/charter-families-bereaved-through-public-tragedy>
- Independent Grenfell Taskforce reports <https://grenfellsupport.org.uk/initial-report-independent-grenfell-recovery-taskforce/>
- SCIE report <http://www.tavinstitute.org/projects/report-caring-in-a-crisis-the-contribution-of-social-care-to-emergency-response-and-recovery/>
- Leading in Disaster Recovery, Companion through the Crisis
https://www.preparecenter.org/sites/default/files/leading_in_disaster_recovery_a_companion_through_the_chaos.pdf
- Australian British Red Cross ‘Review of the Literature on best practices before, during and after Collective Trauma Events and Best practice Guidelines’ www.redcross.org.au/traumaguide and www.redcross.org.au/traumareview
- <https://www.gov.uk/government/publications/helplines-and-support-victims-of-terrorist-attacks/helplines-and-support-victims-of-terrorist-attacks>
- <https://victimsofterrorism.campaign.gov.uk/>
- <https://www.redcross.org.uk/>

Useful twitter feeds – to follow