

# Community Resilience Hubs Mobilisation Pilot – Key Learnings for Community Venues

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# What are community resilience hubs?

- In an emergency, people will come to places and spaces that they feel safe, have a good relationship and where they trust those who are involved in running the space. This includes community centres, cultural spaces and places of worship.
- Our aim is to support those organisations to become Community Resilience Hubs – and therefore supporting and empowering spaces to prepare for, respond to and recover from supporting communities in emergencies.
- Community Resilience Hubs are in addition to 'Official Rest Centres' - often a leisure centre or other space with local authority emergency planning teams designate as a space for people to go in an emergency.
- For example, there is an emergency in a neighbourhood, and residents are told to go to the Official Rest Centre - a leisure centre, 20 minutes' walk away. Some residents go to their local community centre as that is where they often go for informal health and advice, such as 'parent and baby sessions' and a youth club. They hang out there, instead of going to the Official Rest Centre, until the centre closes and the manager walks everyone to the leisure centre.
- Key Recommendation: Community Resilience Hubs must be resourced and empowered to lead mobilisation – investing time, energy and money to sustain their role as trusted, community-owned spaces for preparedness, response and recovery.

We explored what it means for venues to become community resilience hubs - the following were what we found to be important

Focus on immediate local communities, using trusted relationships and local knowledge.

Take a values-led and strengths-based approach.

Share planning with the local authority and emergency services.

Develop a strong business continuity plan before engaging community wide.

Hubs should be connected to but independent of local authorities and emergency services.

Mobilisation requires dedicated funding, time, and capacity.

Build mutual awareness and trust with local authorities, volunteer centres, emergency services.

# What does 'mobilisation' look like?

## Prepare

- Map stakeholders (people involved/affected) and networks (groups and organisations you know).
- Develop a communications tree (e.g. Jane calls Mohammed who calls the council etc).
- Assess venue assets and local risks.
- Identify and develop skills (first aid, community languages).
- Train and manage volunteers.

## Respond

- Mobilise partners via communications tree.
- Share culturally relevant support.
- Share timely, trusted information.
- Manage safe entry and flow of people.
- Provide signposting, reassurance, and practical support.
- Adjust or suspend normal activities (business continuity).
- Establish cool/warm spaces.

## Recover

- Maintain communication with community.
- Hold a community “hot wash” debrief.
- Provide ongoing wellbeing and advice.
- Apply learning to future preparedness.