



“Ignore or Enable - The Benefits and Challenges of Spontaneous Volunteers in Emergency Situations”

Tuesday 9th May 2017 9.30am-4pm

**Westlands Entertainment Venue,
Westbourne Close, Yeovil, Somerset BA20 2DD**

A new national guide (to be published shortly) recognises the role of spontaneous volunteers in emergency situations. Is this a 21st century phenomenon unique to the UK? What motivates people to get involved? Does it now reflect a public mood to help others in their time of need? What role does the media, including social media, have in driving the public appetite to assist people in need?

This event will inform about the new national guide, give some case studies of spontaneous volunteer involvement in emergencies and we'll hear from national and international experts. We will look at what some local authorities have done to integrate spontaneous volunteers into the emergency management process. We'll also explore the benefits and challenges arising from volunteer involvement and consider how we can best react to the opportunities offered as well as the consequences if we don't engage effectively.



Early Bird Tickets: £85 (until 31st March 2017)
Full Price Tickets: £105 (from 1st April 2017)

Includes parking at the venue, conference pack and lunch

Tickets Sales:

<https://www.eventbrite.com/e/ignore-or-enable-the-benefits-and-challenges-of-spontaneous-volunteers-tickets-31320249710>

Queries to: civilcontingencies@somerset.gov.uk

Who Should Attend?

This Conference is open to anyone but will be of particular interest to:

- Emergency planning practitioners from local authorities, emergency services, health organisations and the wider resilience community
- Voluntary agencies involved in responding to emergencies
- Organisers of company or work-place volunteering schemes
- Students of emergency planning, disaster management and public service courses.

PROGRAMME 9.30am—4pm

Session One: Recognising the Facts – A Known Phenomenon

- Yesterday and Today – History of the Spontaneous Volunteer
- The International Dimension – Considerations of Policy and Practice Beyond the UK
- Case Study 1 – The Somerset Experience
- Case Study 2 – The Cumbria Experience
- Case Study 3 – Missing person searches

Open Floor Discussion and Debate

Session Two: The Influence of the Media – Considerations of the Role of the Media and Social Media

- How do headlines influence public behaviours?
- Exploring the Increasing Role of Social Media in Disaster Situations
- Immediacy Versus Emergency Management – Using Social Media to Best Effect in Emergencies

Lunch Break

Session Three: The Way Forward

- New National Guide – Cabinet Office
- Examples of Operational Plans and Exercises (Lincolnshire and Somerset Councils)
- New Volunteer Initiatives
 - Innovative Role for Civil Service Local
 - British Red Cross Emergency Reserve Volunteers

Open Floor Discussion and Debate

Organised by Somerset Local Authorities' Civil Contingencies Partnership which comprises of Mendip District Council, Sedgemoor District Council, Somerset County Council, South Somerset District Council, Taunton Deane Borough Council and West Somerset Council