

EMERGENCY RESPONSE TOOLKIT

During times of societal unrest and disruption, this guide can help you locate support and guidance for your organisation. Community First Yorkshire stands with each of the communities who are being targeted with hatred and violence and condemn any acts of racism and aggression towards them.

In times of emergency, always call 999 for the Police and Emergency Services.

The safety and security of your staff, volunteers and the people you support is paramount, the Voluntary & Community Sector Emergency Partnership ([VCSEP](#)) have pulled together a few basic suggestions that you may want to consider:

Prioritise your people

- Communicate with them, raise their awareness and make sure you give them up to date guidance on how to keep themselves and others safe
- Consider travel times and routes
- Be careful about your brand and how that brand identity may put your people at risk
- Review your policies, risk register, contact details and emergency plans.

Protect your properties

- Review your business continuity plans
- Consider guidance on what makes your buildings safer, i.e. sign-in procedures, recognising some are quick fixes, but many may take longer to implement
- Don't forget the vacant buildings – these can be easy targets.

We hope the following resources are helpful:

- Health and Safety Executive have guidance on [violence and aggression in the workplace](#)
- Muslim Council of Britain have a range of [resources on mosque safety](#)

This list of contact details and resources pulls together local, regional and national support. Please contact Community First Yorkshire with any questions.



EMERGENCY RESPONSE TOOLKIT

HATE CRIME REPORTING

Ways of reporting to North Yorkshire Police

999 IN AN EMERGENCY: Does it feel like the situation could get heated or violent very soon? Is someone in immediate danger? Do you need support right away? If so, please call 999 now.

If you have a hearing or speech impairment, use our textphone service 18000 or text us on 999 if you've pre-registered with the emergency SMS service.

101 for non-emergencies: A non-emergency is where there is nobody at risk of harm or there is no risk of damage to property and the offender isn't close by and has left the scene.

Online: Report Hate Crime online at: www.northyorkshire.police.uk/hatecrime

OTHER SERVICES AND SUPPORT

North Yorkshire Council Services

Call 0300 1312131 or go online:

- [Protect your community in an emergency | North Yorkshire Council](#)
- [North Yorkshire Local Resilience Forum | North Yorkshire Council](#)
- [Major incident response team \(MIRT\) volunteers | North Yorkshire Council](#)
- [Ready for Anything emergency volunteering scheme | North Yorkshire Council](#)
- [North Yorkshire Council Prevent Venue Hire Guidance.docx](#)

Safeguarding support

- Safeguarding children and adults in North Yorkshire - North Yorkshire Council's customer resolution centre 0300 1312131
- [NYSAB \(safeguardingadults.co.uk\)](http://safeguardingadults.co.uk) How to Raise a Concern (Adults)
- [NYSCP \(safeguardingchildren.co.uk\)](http://safeguardingchildren.co.uk) How to Raise a Concern (Children)
- Safeguarding children in York: 01904 551 900
- Safeguarding adults in York: 01904 555 111
- [Safeguarding For Community Buildings And Village Halls - Community Support North Yorkshire \(communitysupportny.org.uk\)](http://communitysupportny.org.uk)

North Yorkshire Police Services

- [Tell us about possible terrorist activity | North Yorkshire Police](#)
- [Refer someone to the Prevent Team | North Yorkshire Police](#)
- Non-emergency North Yorkshire Police: call 101

National support

- [VCSEP | Voluntary & Community Sector Emergencies Partnership - Bringing a Coordinated Response to Emergencies | UK](#)
- [ProtectUK | Home](#)
- [HOPE not hate](#)
- [ACRE Guide to Rural Community Resilience](#)
- [England riots – statement from NCVO's chief executive | NCVO](#)

TRAINING AND DEVELOPMENT

[The NaCTSO Counter Terrorism Crime Prevention Toolkit](#) is aimed at small organisations. It contains helpful, low-cost solutions to deter crime and counter terrorism e.g. making it difficult to gain access to premises, increasing chance of detection and reducing access to contents and victims.

A 5-step process for risk management is outlined here - [ProtectUK Risk Management Guidance | ProtectUK](#) - including guidance around CCTV, doors and locks, windows, shutters and grilles – as well as how to develop a security culture.

The E-learning package [E-Learning | ProtectUK](#) is a good place to start with developing understanding and practice in this area.

They have also provided guidance for staff at work: <https://www.protectuk.police.uk/advice-and-guidance/response/run-hide-tell>

PLEASE CONTACT COMMUNITY FIRST YORKSHIRE FOR FURTHER INFORMATION AND SUPPORT

Call us on 01904 704177 or email: info@communityfirstyorkshire.org.uk



**Community First
Yorkshire**

Registered Charity No. 515538

Unit A, Tower House, Askham Fields Lane, Askham Bryan, York, YO23 3FS

01904 704177 info@communityfirstyorkshire.org.uk www.communityfirstyorkshire.org.uk