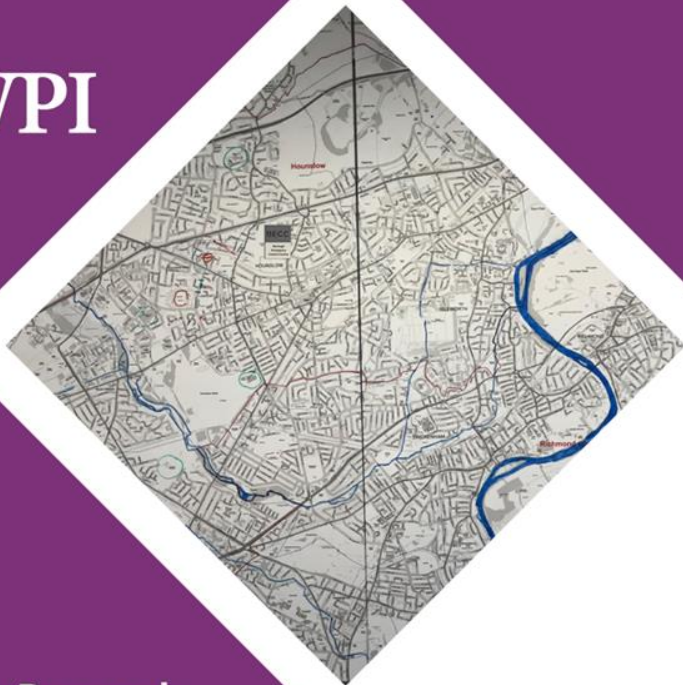# Agenda

- **Project Goals**
- **Background**
- **Methodology**
  - Identify best practice
  - Assess current practices
  - Assess stakeholders
- **Findings**
  - Best practices
  - Current practices
  - Needs and capabilities of local stakeholders
- **Recommendations**

Project Goal

PROJECT GOAL

Project Goals: Improve community engagement and management of voluntary contributions before, during, and after an emergency in Hounslow

Identify best practices in volunteer management and community engagement.

Evaluate local authorities and other government agencies.

Assess the needs and capabilities of stakeholders in Hounslow.

Background

Convergence

Types of Convergence

- Material Convergence
- Personnel Convergence
- Informational Convergence

Causes of Convergence

- Human desire to help
- Inaccurate media reports

WPI

London Borough of Hounslow

Methodology

Experts, Stakeholders and Government Agencies

IDENTIFY BEST PRACTICES

Identifying Interviewees

- Sifted through citations in our literature review
- Looked for established academics

Interviews

- Skype or face-to-face
- Interview Points:
  - ‣ Topics related to their fields
  - ‣ Convergence
  - ‣ Improvements to coordination and cooperation
  - ‣ Contact in the future

WPI

London Borough of Hounslow

ASSESS CURRENT PRACTICES

Interviews Procedures

- Review internal documents
- Interview:
  - Local authority
  - Police

Interviews

- Face-to-face interview
- Interview points:
  - Who does the … engage with? How?
  - How does the … manage spontaneous volunteers?
  - How does the … communicate?

WPI

London Borough
of Hounslow

ASSESS STAKEHOLDERS

Identify Stakeholders

- Businesses groups
- Faith groups
- Community groups
- Volunteer groups

Interviews

- Face-to-face interview
- Interview points:
  ‣ Determine willingness to volunteer
  ‣ Assess assets
  ‣ Snowball Sampling
- Construct Database of stakeholders

Hounslow Chamber
supporting business across the borough

HOUNSLOW FRIENDS OF FAITH

all souls

WPI

London Borough of Hounslow

INTERVIEWEES

Academic Experts	Government Officials	Local Stakeholders
David McEntire	Timothy Arnold	Richard Frank
Jose Holguin-Veras	Dave Turtle	Bessie White
Claire Rubin	Joan Conlon	Prem Sondhi
Thomas Drabek	Aine Hayes	Stephen Fry
David Alexander		Michael Green
		Satvinder Singh Dadiahla
		Robert Johnson

Findings

Best Practices

◄◄◄

- Established Communication Networks
- Improvised Response
- Volunteer Training and Certification
- Handling Convergence
- Media Interaction

Established Communication Networks ⊕ **Trained Volunteers** ➔ **Coordinated Response**

Desire To Help / Education quadrant chart:

2		3
1		2

Desire To Help (vertical axis)
Education (horizontal axis)

WPI
WORCESTER POLYTECHNIC INSTITUTE 1865
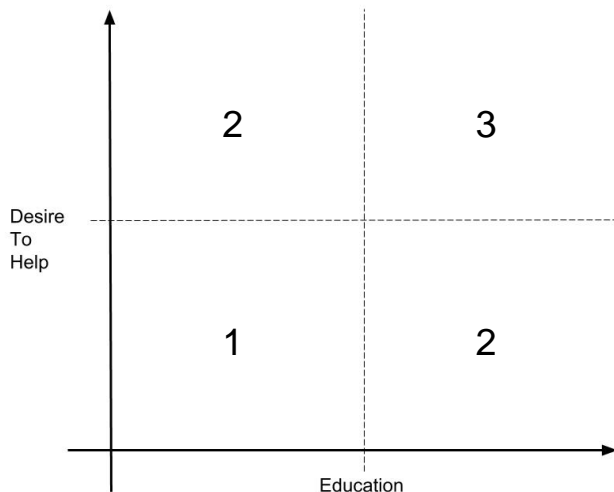
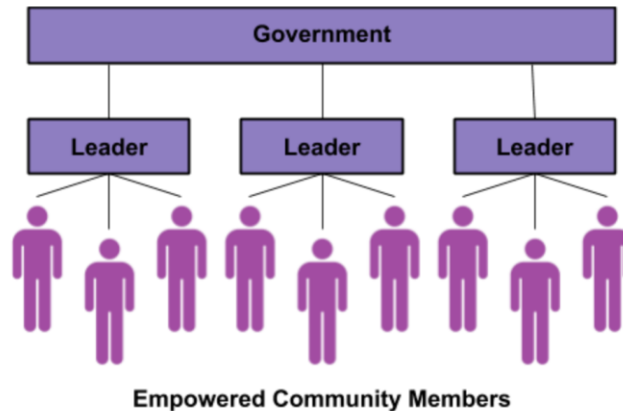London Borough of Hounslow

Current Practices

- Community Engagement - Other Groups
  - Direct, informal, two-way connections
  - Committees and forums
  - Social media
  - Training/empowerment
- Evaluation of CPU Community Engagement
  - Connected to Red Cross
  - Council volunteers
  - Needs from the community:
    - Volunteers
    - Food
    - Vehicles
    - Space

Empowered Community Members

Needs and Capabilities of Local Stakeholders

Needs	Capabilities
Networking	Volunteers
Scenario Training	Space
Guidance	Donations

- Willing to help
- Engagement preferences in line with best & current practice
- Database

◀◀ <u>Database</u>

Database entries are composed of three main categories:

- Organization Information
- Contact Details
- Resources

Organisation Information					
Organisation Name	Address	Category	Size (approximate number of members)	Validated	Organisation Notes

Contact Details			
Contact Name	Email	Phone	Contact Preference

Resources								
Volunteers		Space		Vehicles		Food		Other
Offered	Notes	Offered	Notes	Offered	Notes	Offered	Notes	Notes

RECOMMENDATIONS

Engagement with Voluntary Groups

1. Scenario Training
2. Fill Out the Database
3. Update the Database

4. Committee

Engagement with Community At-large

5. Social Media

12. Networking

11. Train the Trainer

6. Media Planning

Managing Spontaneity and Emergence

7. Direct Spontaneous Volunteers
8. Plan to Manage Donations
9. Plan for Emergent Groups
10. Individual Training

RECOMMENDATIONS

Engagement with Voluntary Groups

Engagement with Voluntary Groups

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3. Update the Database
4. Committee
12. Networking
11. Train the Trainer
6. M

1. Scenario Training

2. Fill Out the Database

3. Update the Database

4. Form a Committee

« **Engagement with Community At-large**

5.   Social Media

6.   Media Planning

Managing Spontaneity and Emergence

7. Direct Spontaneous Volunteers

8. Plan to Manage Donations

9. Plan for Emergent Groups

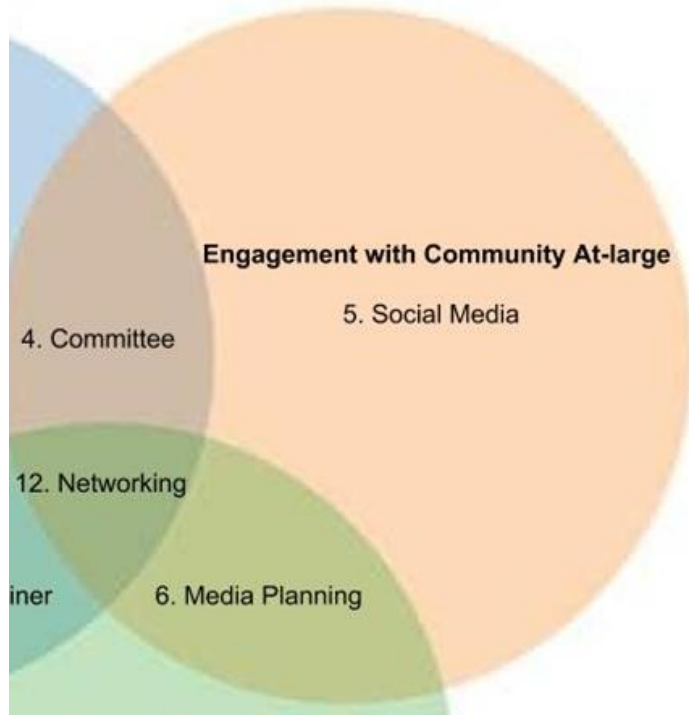10. Individual Training

11. Train the Trainer

12. Networking

Engagement with Voluntary Groups

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RECOMMENDATIONS

ACKNOWLEDGMENTS

Thank
You
for
coming

« **Conclusion**

Agenda:

- **Project Goals**
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