



## North Somerset Council's Community Emergency Shelter Scheme FAQ's to assist Venue Owners

### The Scheme

North Somerset Council's Community Emergency Shelter Scheme ensures residents have a safe place to go if evacuated from their homes or businesses following an emergency such as flooding or a gas leak.

The scheme provides a network of safe places across North Somerset which may be used by the council as a temporary emergency shelter' facility until a more permanent solution can be found.

Venues participating in the scheme are asked to display a promotional 'Community Emergency Shelter' sticker within their venue to raise awareness.

In the event of an emergency requiring evacuation of residents, North Somerset Council will contact a suitable venue and request the use of the building.

### FAQ's

**Q: What does the venue have to do?**

A. That's up to you. The minimum is to open the venue, but if you can assist your help will always be welcomed.

**Q: Who is expected to staff the venue in an emergency?**

A. Initially the community may be required to look after themselves until council officers or volunteer responders, such as from Community Resilience North Somerset, tasked by North Somerset Council, arrive at the venue to coordinate the 'Community Emergency Shelter'.

**Q: Whose insurance covers the premises in an emergency?**

A. The council's insurance covers the activity and use of the premises, your insurance (as with any lettings) covers your liabilities. It is advisable to tell your insurer that you are part of the scheme.

**Q: What if the venue has regular groups using the venue when it is needed for an emergency?**

A. We will seek to work around any activities you may have and if any activities are interrupted, we will seek to find an alternative venue for your groups. Remember, because of the emergency those usual groups may not be able to reach your venue, for example due to flooding or severe snow.

**Q: Who covers costs?**

A. The council will cover all costs associated with the venues use as a Community Emergency Shelter. Venues will not be left out of pocket.

**Q: How often will the premises be used?**

A. This scheme is about being prepared. With only a few incidents occurring in the whole of North Somerset every year, the likelihood of your venue being required for use as an 'emergency shelter' is minimal.

**Q: How long will the venue be needed?**

A. This is dependent on the nature and scale of the incident. We would look to use your venue until we can return the community to their homes/ place of work/ or find alternative accommodation. Ideally, Community Emergency Shelters should not be required beyond 24-48 hours.

**Q: Who calls the venue if it is needed as a Community Emergency Shelter?**

A. A North Somerset Council responding officer will telephone to request the use of your premises due to a nearby emergency incident. The Emergency Services or response volunteers from for example, Community Resilience North Somerset, may request access as the first to arrive at your venue. You will not be contacted to open by the public as we will not share your details with any member of the public.

**Q: Who clears up afterwards?**

A. Either council staff and volunteers, or yourselves if you prefer to do so. The council will cover any reasonable costs incurred including clean-up, if necessary.

**Q: Will we have to provide anything?**

A. Not if you do not want to. If you decide to provide anything (e.g. food and drink) please keep a log of expenditure and receipts so that the council can reimburse you.

**Q: How will the public / Emergency Services know we are part of the scheme?**

A. You will be provided with a 'Community Emergency Shelter' Sticker to display in a prominent position i.e. the front window of your venue. Your venue will be added as a 'Community Emergency Shelter' to the councils 'In my Community' map

**Q: I don't want my personal details shared/ published on the council's website. How can you safeguard this?**

A. Personal contact details, such as your name and 24/7 telephone number, are held securely by the council, and shared in an emergency only with those who need to know. Your personal contact details will not be published on the council's public website.

**Any queries please contact:**

Emergency Management Unit: [emu@n-somerset.gov.uk](mailto:emu@n-somerset.gov.uk)

Tel. 01934 426706

Out of hours 01934 622669