

26th June 2009



Dear Volunteer

Volunteering in the event of a major incident

The council has a duty to respond to emergencies and deliver public services, it is law that we have arrangements in place to keep our most important services running. The local authority and health trust are developing a joint plan for how the borough might respond to the impact of a major incident in the borough i.e. an incident that lasts more than 48 hours).

One of the elements of this plan is that the Council would seek to ask local volunteers to step in and help to deliver essential services, in the event that a major incident incapacitates local services. We are working with the following local organisations to identify people who have a current CRB check, and who may be interested in helping:

- Hammersmith & Fulham Volunteer Centre
- Bishop Creighton House Settlement
- Age Concern Hammersmith & Fulham
- Fulham Good Neighbour Service
- Nubian Life Resource Centre

As a person who already volunteers in the borough, we would like to ask if you would be willing to help in the event of a major incident.

The sorts of tasks you might be asked to do will vary depending on the nature of the incident. You might be asked to do some shopping or collect medication for those who are housebound. You might be asked to help in a local health centre or hospital, or asked to help with office based functions such as dealing with post or telephone enquiries.

In the event of a major incident, volunteers who have indicated they would be able to help would be contacted by a council officer, or the organisation that you currently volunteer with to confirm your ability and willingness to volunteer, and to ascertain any additional information that may be required. A team of council and health staff will identify where help is needed, and match these requirements with volunteers' locations and skills.

If you would be willing to consider volunteering for the council in the event of a major incident, could you please complete the attached form and return it in the attached pre-paid envelope. Alternatively you can find the form on our webpages at www.lbhf.gov.uk/communityliaison.

Your details will not be used for any other purpose other than to contact you in the event of a major incident. If you have any queries, please visit the website above for further information.

Yours sincerely

Sue Spiller
Head of Community Liaison
London Borough of Hammersmith & Fulham