



For External Partners: What to Do in an Emergency

This document outlines **the step-by-step process** that the London Communities Emergencies Partnership (LCEP) follows when responding to an emergency, from initial notification through coordination, communication, and post-action evaluation.

Step 1: Identify and Communicate the Emergency

- **1.1 Notify LCEP:** In an emergency¹, notify LCEP via **one of the following routes**:
 - email - info@lcep.london
 - phone or text - +44 7752 653010 (Emily Coatham, LCEP Partnership Manager)
 - fill out the [request for support form](#)
- **1.2 Provide Details:** Share as much information as possible about the emergency, including **location, nature of the emergency, and specific needs or challenges**.

Step 2: Await LCEP Response

- **2.1 Initial Acknowledgment:** LCEP will acknowledge your notification and may request additional information.
 - During working hours, **we'll respond within an hour**. Outside these hours, replies may be delayed until the next business day as per our after-hours protocol outlined below.
- **2.2 A coordinated and supported response:** Please see below for LCEP response information.

LCEP's Role and Actions in an Emergency

Out of Hours Emergency Protocol: During emergencies outside LCEP's regular hours (09:00-17:00, Mon-Fri), the British Red Cross (BRC) will endeavour to attend Strategic Coordination Group (SCG) or Tactical Coordination Group (TCG) meetings where voluntary sector presence has been requested. BRC will be alerted to an emergency through their 24/7 contact centre or London Resilience Group Alerts. After being alerted they have access to the following LCEP communication channels to liaise with other voluntary and community organisations when necessary:

- Slack channel for all LCEP partners
- WhatsApp group for emergency response charities

LCEP will assume responsibility as soon as possible.

Step 1: Initial Assessment and Activation Decision

- **1.1 Severity Assessment:** Upon receiving notification (*from partners e.g. voluntary and community organisations, statutory agencies, the London Resilience Forum or through monitoring alerts from the Met Office, UKHSA, and other relevant agencies*), **LCEP will quickly assess and decide on the level of activation required**:
 - Low: Minimal impact, likely resolved locally without LCEP intervention.
 - Medium: Moderate impact, potential escalation, may require LCEP involvement.
 - High: Significant impact, LCEP action required.

¹ According to the [UK Civil Protection Lexicon](#) an emergency is 'An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or the security of the UK or of a place in the UK.'



Step 2: LCEP Response Level: The response level to an emergency will be determined according to the identified severity levels:

- **2.1 First Level Action (Low Severity):**

- LCEP will continuously monitor the evolving situation through partner information, London Resilience Group updates and monitor external alerts and news channels.
- LCEP will update all partners via Slack, acknowledging the event. They will provide status and actions taken by LCEP and its partners as appropriate.
- LCEP will ensure that any organisational learning is captured and is addressed as the operation develops.
- LCEP will reassess LCEP activation response level as new information becomes available.

- **2.2 Second Level Action (Medium Severity):**

- LCEP will attend SCG or TCG meetings as necessary for multi-agency strategic and tactical coordination.
- LCEP will identify key contacts and resources via the Voluntary Sector Capabilities Document, the LCEP Internal Contact List, and wider organisations.
- LCEP will communicate with partners via:
 1. Direct emails
 2. Telephone calls or 1:1 online meetings
 3. VCS Emergencies Partnership #London Slack channel for general updates
 4. LCEP WhatsApp group for emergency response charities
- **Includes all actions from the First Level (Low Severity).**

- **2.3 Third Level Action (High Severity):**

- LCEP will convene relevant partners for coordinated action as needed, frequency dependent on the emergency's severity.
- LCEP will set up one or both of the following dedicated communication channels depending on scale of emergency and add relevant contacts:
 1. Specific Slack channel for general updates
 2. Dedicated WhatsApp group for operational coordination
- **Includes all actions from the Second Level (Medium Severity) and, by extension, the First Level (Low Severity).**

Step 3: Post-Emergency Process (only for Medium or High Severity)

- **3.1 After Action Review²:**

- LCEP will hold an external After Action Review session with partners involved in the response to discuss the emergency response and gather feedback.
- LCEP will hold an internal After Action Review session to evaluate the effectiveness of the response and identify areas for improvement.

- **3.2 Learnings:**

- LCEP will gather learnings and insights from the After Action Review sessions and any other relevant sources. This will be shared with all LCEP partners and identified actions will be fed into the LCEP model and workplan.

² An After Action Review (AAR) is a qualitative review process to assess actions taken in response to an emergency. Its purpose is to identify best practices, gaps, and lessons learned. This process helps in systematically identifying what worked and what didn't, and how to make improvements.