

### AIDE MEMOIRE FOR WARD COUNCILLORS DURING RESPONSE

During the emergency response phase, Ward councillors should:

#### As community leaders

- Be a visible, trusted and reassuring presence in the community
- Advise the Local Authority Liaison Officer (LALO) when providing direct support to communities, so that officers are aware of your involvement and can arrange necessary briefings etc
- Communicate key messages and reliable information to the public and media on behalf of the council.
- Signpost members of the public and businesses towards the right agency to get the support they need.
- Provide support and encouragement to council staff and others involved in the response effort.

#### As community representatives

- Be present locally to identify the needs of individuals and the wider community and feed them in to the appropriate response organisation via council officers
- Confirm the reliability of information before passing it on.
- Avoid attempting to get involved in the operational response to the emergency and do not cross access-controlled cordons
- Avoid attempting to evaluate the effectiveness of the emergency response.
- Maintain a record of significant experiences and actions for use in subsequent debriefs, scrutiny activity and official inquiries etc.