

Information Officer Card



Overview

- The role of the Information Officer is to coordinate all information coming into the Hub from the community and local responding agencies
- Ensure this information is displayed to the community, a common method is a display board
- Post certain information on community boards, or social media sites, if appropriate
- If information requests are made from responding agencies it is the role of the information officer to relay these

Key responsibilities

- Collect and display current and accurate information on the situation board
- A situation board can be an easel, a white board, or even some paper stuck the door
- Be the main source of information for the hub
- Display maps of the local area, stick dots can be added to show points of specific interest
- Display key information and upcoming weather

Information to be displayed on situation board

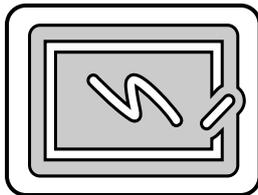
- Up to date information, e.g. electricity still off and likely to remain so for the next 24 hours
- known areas of concern, e.g. locations flooded
- State of utilities, e.g. drinking water is still usable but may have low pressure
- Anything you don't know, e.g. we are currently awaiting information on the timeline for flood water pumps
- Weather

Gathering information

- Consider what information would be most valuable to the community and how you find this out. Rely on trusted, reliable sources of information such as local authority and emergency services websites and their official social media channels.
- Consider if there's areas of the community you haven't heard from and how do you contact them?

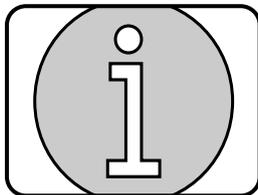
- Consider what information the Emergency responders or Local Authority might have that you require and identify how you might get this. Check official websites for updates (remember they may be very busy and unable to pass you the required information)
- You might need some help, consider asking a volunteer to assist

Key tasks



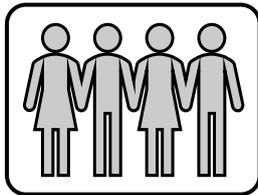
Situation Board

- Display current information on the board
- Display maps of the local area
- Display key utility information and upcoming weather



Keep tabs on what information you need to know

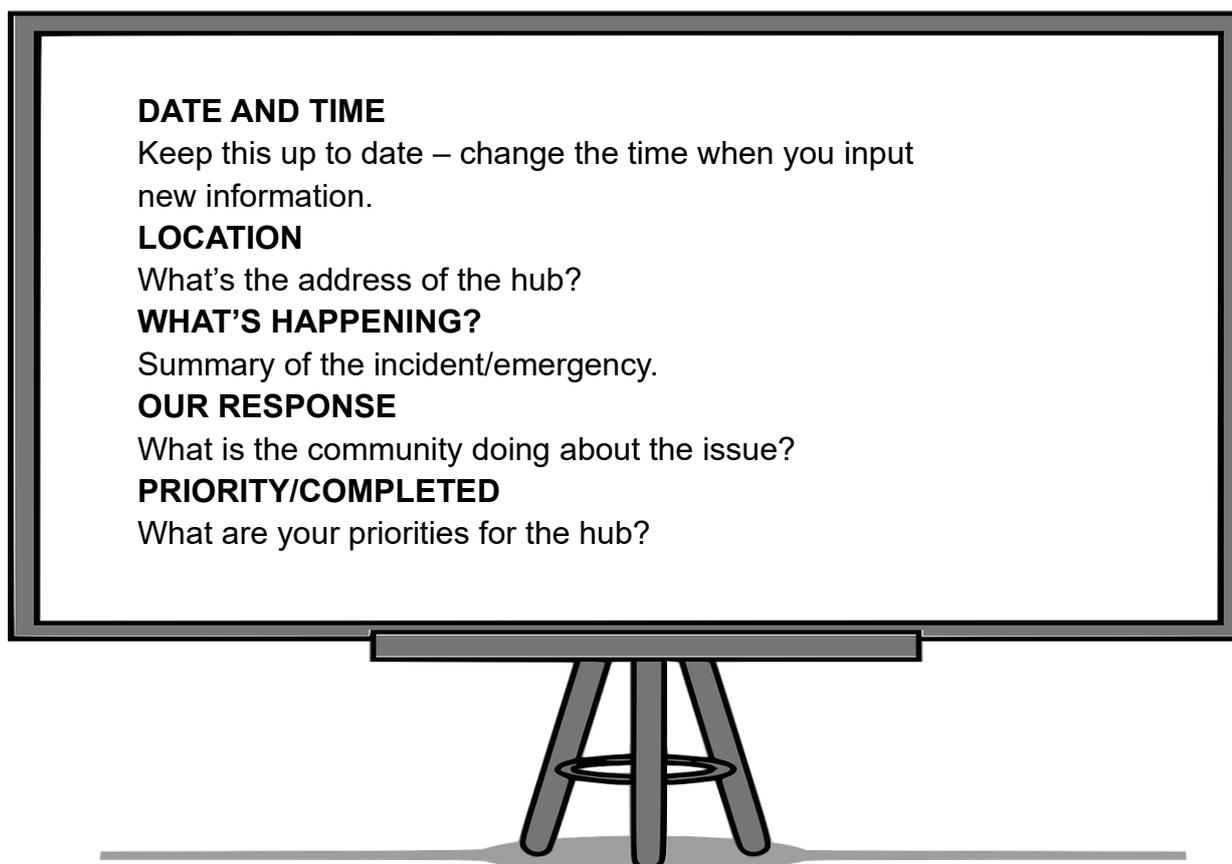
- What information do you require to get a better overview of the situation
- Is there a specific area of the community you haven't heard from?



Manage all information and any volunteers

- Be the main source of information for the hub
- Manage any extra information, volunteers and any related tasks

Suggested SITUATION BOARD layout



What should you report back to multi-agency organisations if asked (Community Emergency Hub Situation Report)

The best way of presenting information to responders is shown below, this is known as a **METHANE** report. It can help you organise your own information. Ensure you have recorded the time and date on the report.

	Description	Example
E (Exact location)	Where is the incident? Try to have precise addresses or a What 3-Words location is very helpful (what3words /// The simplest way to talk about location).	2 Lowercroft Drive Tinsel City BA56 7LA Or /// burger.umbrella.hose Or 5 houses on East Street, 6 on north side of Forest Road
T	What is the incident?	Flooding to a number of houses and the village hall. Water has reached the inside

(Type of Incident)		of three of the houses and the residents have been evacuated to the church hall (Emergency Contact Hub).
H (Hazards present)	What hazards does it present?	Water very deep and dirty. Covers the main road into the village. Water is pouring off the field and looks to have damaged a telegraph pole.
A (Access points)	How should any responders reach the site?	Village should only be accessed via the north entrance from B4567.
N (Numbers of casualties)	How many people are injured, or have been evacuated?	No injuries but nine people evacuated of varying ages. Three have nowhere else to go tonight.
E (Emergency services required)	What help would you like?	Local Authority to help with housing and signage into the village. Environment Agency are already on the scene with the fire service.