



Community Resilience in the Netherlands

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Vision on community resilience

- Everyone is part of one or more communities; Community Resilience is the missing link between self-reliance of the individual and national security
- Resilience: ability to react swiftly, but also to come out of a crisis better. “Resilience is a process that leads to adaptation, not an outcome, not stability.”
- Professionals, government, citizens and businesses/entrepreneurs: a shared responsibility, respecting each others capabilities. Meaningful interaction between all actors is essential
- Fading distinction between safety & security; not only large crises, but daily concerns as well
- Only rules and laws will not enforce behaviour; connectedness and social norms are vital
- Social infrastructure is the most vital critical infrastructure





- Liveability, safety
- Economy
- Security

- City / region / nation** [political and socio-economic context]
- Rules and laws
 - Privacy, ethics
 - Culture
 - Relationship government-citizens

- Community** [neighbourhood, club, volunteer organisation, school, municipality, ...]
- Cooperation between stakeholders
 - Balancing responsibilities
 - Social capital
 - Physical environment

- Individual** [citizens, entrepreneurs, professionals]
- Competencies
 - Self reliance
 - Volunteerism
 - Risk awareness
 - Perception of safety and security

Interventions
[behaviour, technology, processes]

Level of impact

Multi-level approach to resilience

Time



**Expertisecentrum
Zelfredzaamheid**



Zelfredzaamheid
Feiten en cijfers
Foto's, video en audio
Instrumenten
International expertise
Kamerstukken en -vragen
Links
Nieuwsberichten
Onderzoeksprogramma's
Praktijkvoorbeelden (o.a. incidenten)
Presentaties en verslagen
Rapporten en publicaties
Vakbladartikelen
Vraag en antwoord
Wetten en regels

Brandpreventie
Brandveilige wijk & Brandveilig Leven
Handicap en Veiligheid
Ontruiming en evacuatie



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Home » Dossiers » Zelfredzaamheid

Zelfredzaamheid

Zelfredzaamheid is een thema dat op dit moment sterk in de politieke belangstelling staat. Het gaat hierbij om de handelingen die door burgers worden verricht ter voorbereiding op en tijdens rampen om zichzelf én anderen te helpen de gevolgen van een ramp of zwaar ongeval te beperken. Dit dossier bevat achtergrondinformatie over zelfredzaamheid (en burgerparticipatie).



Actueel in dit dossier

Titel	Datum
Videokanaal Zelfredzaamheid	11-2012
"Wat doe je?"	2012
"Wat doe jij bij brand? Haaglanden"	2011
"Wat doe jij bij een ramp?"	2012
"Wat doe jij bij brand?"	2012

Laatst gewijzigd: dinsdag 13 november 2012

Doelgroepen
Brandweer
Gemeente
Geneeskundige hulpverlening
Ministeries
Particulier
Veiligheidsregio

Partners bij dit dossier
NIFV afdeling Onderzoek
Kennis- en Expertisenetwerk Zelfredzaamheid
Expertgroep Zelfredzaamheid

Tweets
zlfredmhd (21 hours ago) Ik heb een @YouTube-video geupload: http://t.co/X4M5KTVR Jacqueline Buitendijk (VRU): "Wat verwacht burger van Veiligheidsregio?"
zlfredmhd (21 hours ago) Ik heb een @YouTube-video geupload: http://t.co/KvawuAx6 Hoe wordt de redactie van RTV Rijnmond voorbereid op calamiteiten?

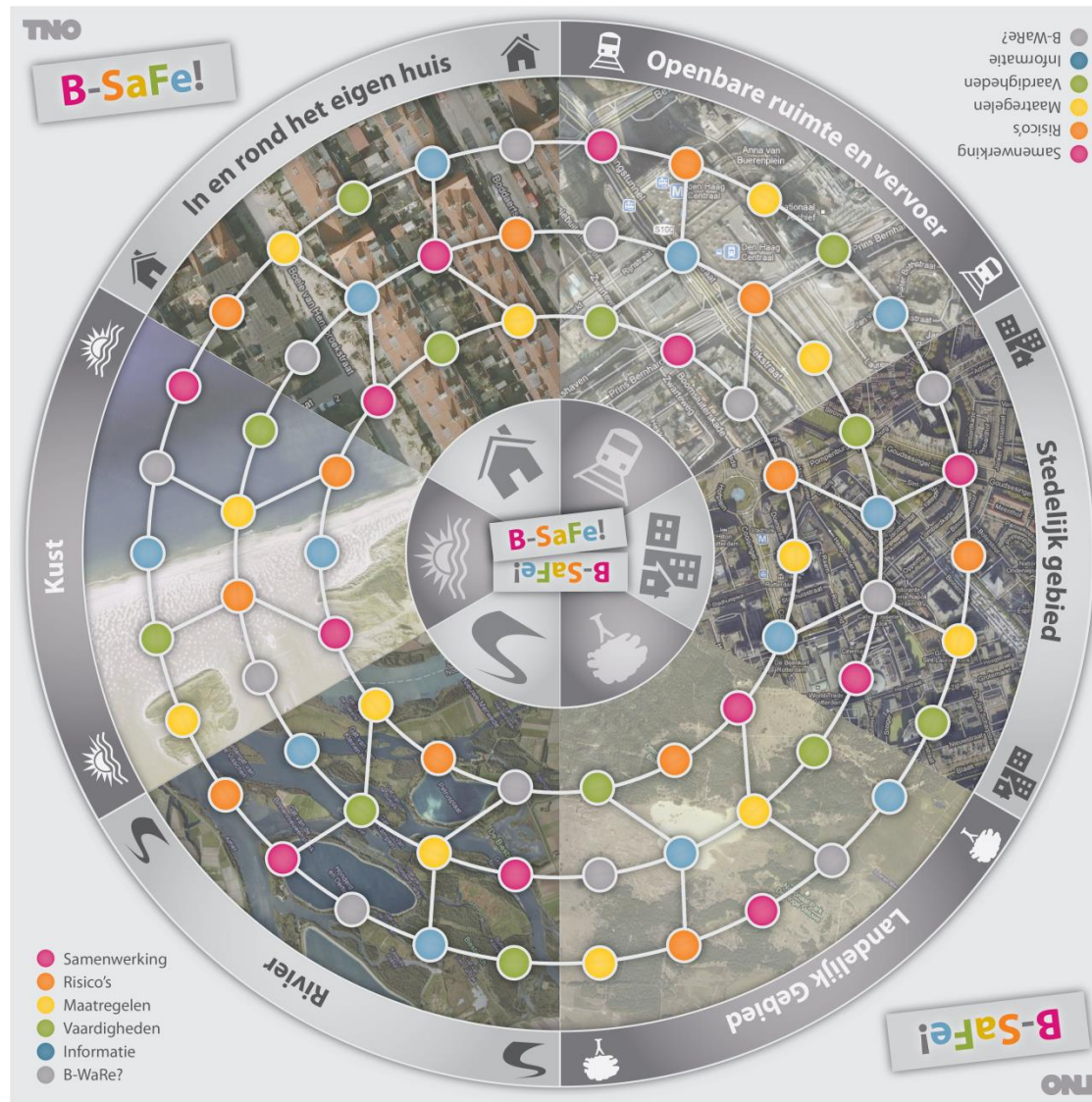
Meest bekeken items
Incidenten waarbij opgeschaald naar GRIP 1, GRIP 2, GRIP 3 of GRIP 4
Promotieonderzoek naar menselijk gedrag bij brand en serious gaming
Burgerhulp bij rampen
FP7 Security Research project leaflets
Burgers bij de bestrijding van rampen: betrokken, beschikbaar, bekwaam

www.infopuntzelfredzaamheid.nl
www.youtube.com/zelfredzaamheid



B-Safe!

A game to be
prepared for
risks and crises





Eigen mogelijkheden

Welke maatregelen kunnen genomen worden om de kans op een brand in huis te verkleinen? Welke maatregelen hebt u genomen?



Dilemma's

Er dreigt een overstroming. Net als vele anderen realiseert u zich dat u geen noodvoorraad in huis heeft. De supermarkten kunnen de drukte dan ook nauwelijks aan en er is net voldoende water en houdbaar eten om iedereen een minimale hoeveelheid te laten kopen. Houdt u zich aan de oproep om niet te hamsteren, of koopt u uitgebreid in om goed voor uw eigen gezin te kunnen zorgen?



Voorbereiding

Wat zou er in een noodpakket moeten zitten en waarom?



Risicocommunicatie

Hoe ontvangt u informatie over een crisis als de stroom uitvalt?



Omgevingsbewustzijn

Stel: er gebeurt iets waardoor u zo snel mogelijk uw naasten bij u wil hebben. Hoe kunt u hen snel bereiken en wat zijn de risico's?



Risicoperceptie

Waar moet je juist wel en wat niet doen als er een gaswolk is?

Risks, river

Suppose: the river nearby has flooded and in order to get away to an up-hill area you have to cross a bridge. Which problems may you encounter and how do you prepare?



NL Alert: “Immediate information during a crisis situation”





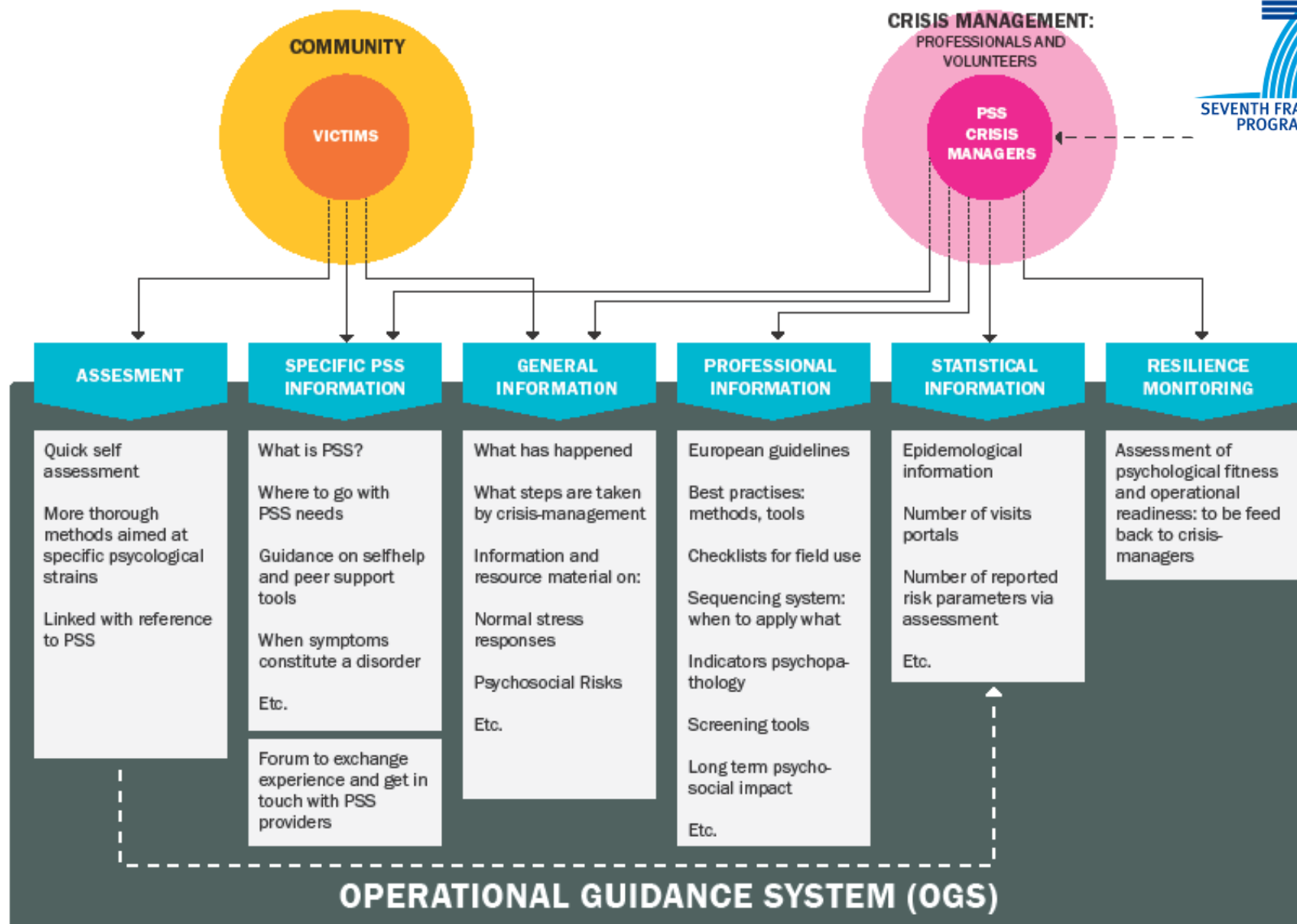
Mayor's Game

- › How to deal with uncertainty and incompleteness of information
- › How does this impact the decision-making process, and the roles the mayor can have (e.g. leader CM-team, father/mother of the community)
- › Mayor's rarely have time to train
- › Single player, with simulated team members
- › Short scenarios, also small crises and issues





OPSIC: Operationalizing psychosocial support in CM





Volunteers in safety and security

1. Why do volunteers join an organisation (in the safety domain)
 - Related to social environment
 - Motives or functions
2. Why do they stay?
 - Match between initial motives and reality
3. How to stimulate people to become volunteer?
4. Our research:
Develop an e-support tool
using narratives



E-support for volunteers

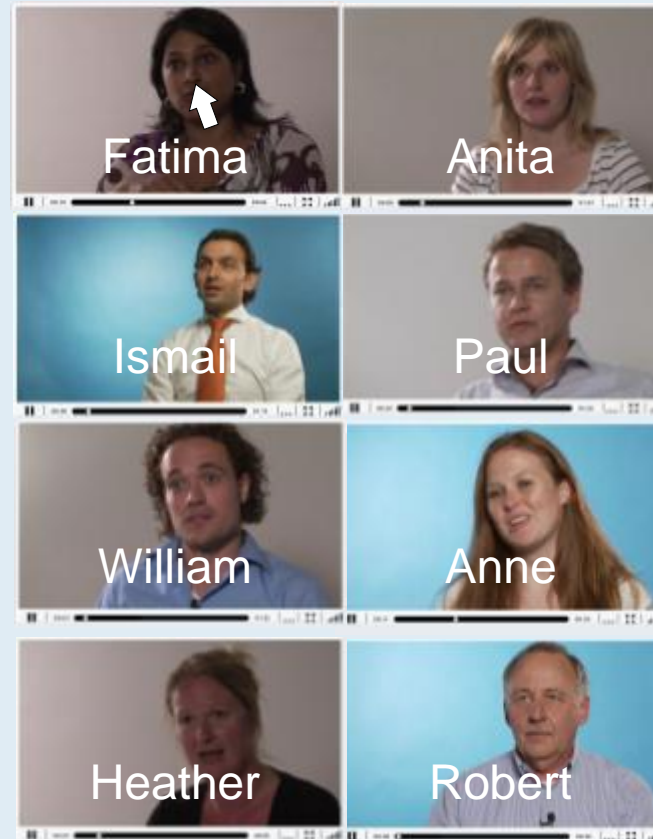
[Home](#)[How to](#)[Organisations](#)[Contact](#)

Interested in volunteering?

...but not sure if it fits your interest, not really knowing what kind of work it is and if you have sufficient time available?

With this e-support tool you can discover the possibilities in volunteering. Your motivations are leading and this e-support tool can help you identifying these.

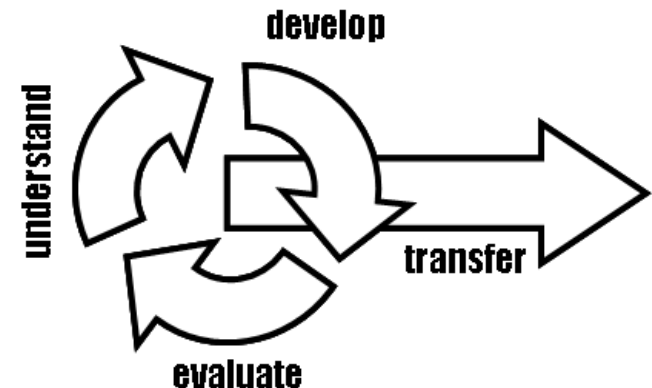
Click on one of the clips to start the e-support tool. You will see a number of videos and will be asked for your opinion. Based on your answers we give some suggestion on which kind of volunteering may best fit you.

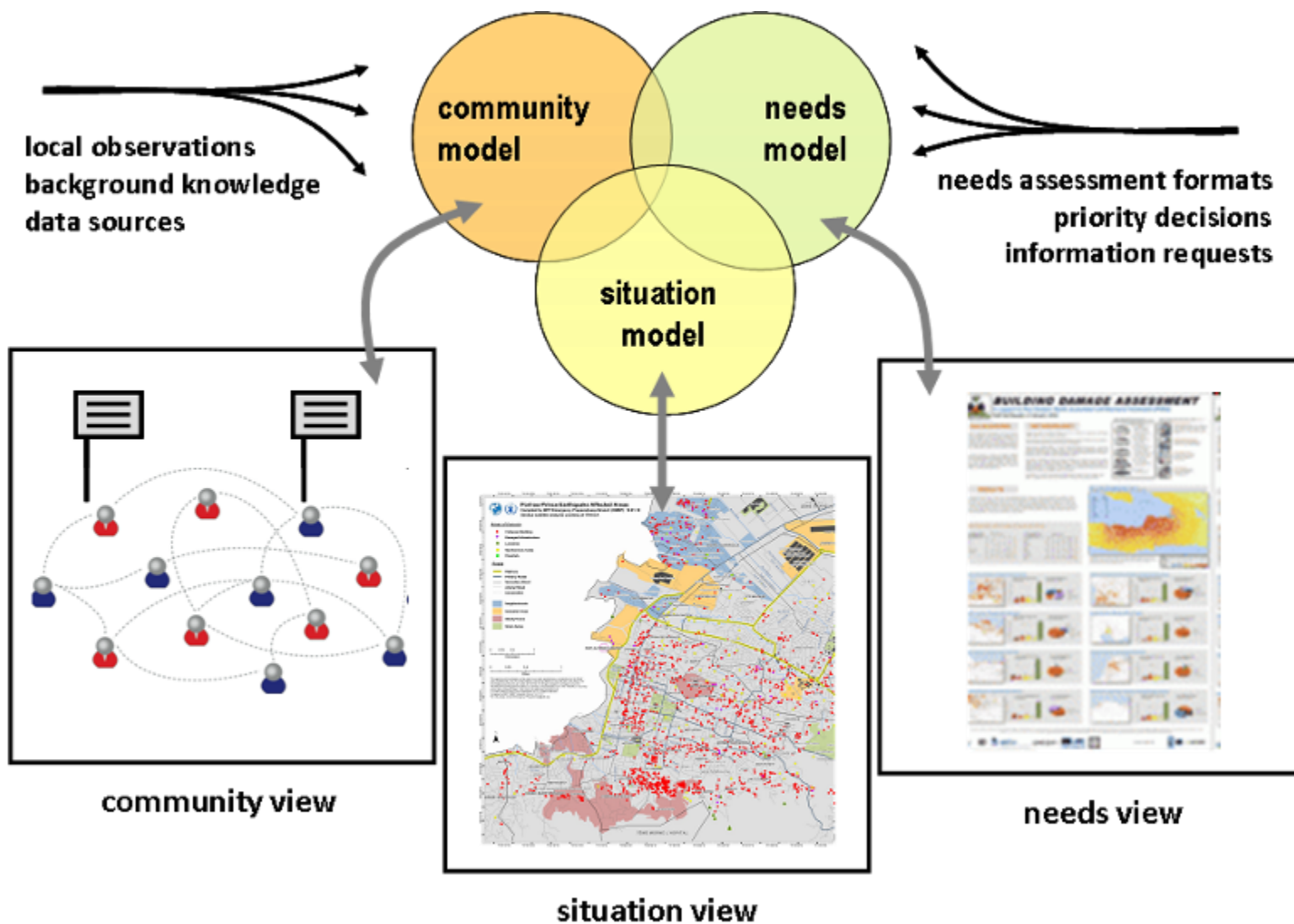




COBACORE: A collaborative workspace in support of common needs assessment in humanitarian recovery operations

- › Key issue: serious collaboration gaps between actors in the humanitarian aid domain, especially during recovery.
- › Objective: create a collaborative work environment that features:
 - › whole of community involvement in information gathering
 - › understand the situation from a whole of community view
 - › collaborative sensemaking, needs assessment and planning
- › Approach
 - › CD&E with large live exercise
 - › NL/GE border area (Twente, Limburg)
 - › Dissemination through endusers networks,
 - › conferences, and public media







Crisis Communication Game

- › Collaboration with other parties (awareness of needs and insight into network)
- › Stimulating resilience: courses of action for civilians
- › Performance under pressure
- › Single-player (professional crisis communication personnel)
- › Simple to use, golden hour, play time 45 minutes

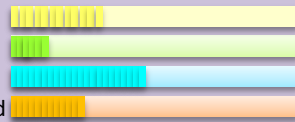


Crisis Communication Game



SATISFACTION

Businesses
Families
Disabled
Not directly involved



ANALYSIS OF ENVIRONMENT

1. Aanrijding vrachtwagen met onbekende stoffen bij winkelcentrum
2. 3 gewonden
3. Angst voor giftige stoffen
4. Gerucht 2 doden
5. Onderzoek naar eventuele stoffen is gaande
6. <...>

COPI

COPI



RIVM

COMMUNICATION ADVICE

Wat, wie, hoe en door wie is er in opdracht van jou gecommuniceerd (gelinkt aan info situatieschets)

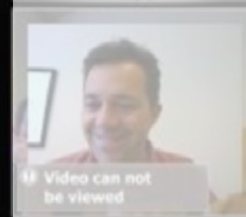
INTERNAL & EXTERNAL PARTNERS

SELECT OTHER PARTNERS

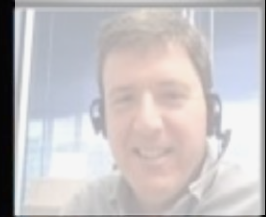
COPI



ROT



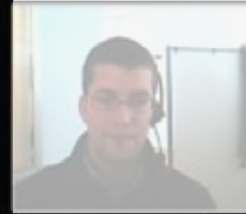
BURGEMEESTER



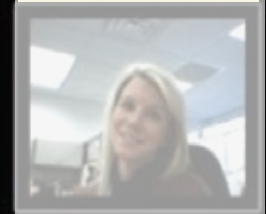
RIVM



PERS



MEDEWERKER



RIVM



ASK INFORMATION

GIVE ADVICE

GIVE ADVICE

WHAT?

Sense-making

Option 1

Option 2

Damage control

Option 1

Option 2

Provide information

Option 2

Still investigating....

WHO?

☐ Businesses

☐ Relatives

☐ Inhabitants

☐ Disabled

☐ Curious people

☐ <...>

HOW?

☐ Social media

☐ Press announcement

☐ Press conference

☐ Personal visit

☐ SMS alert

☐ <...>

Community Resilience

GIVE ADVICE



DRiving InnoVation in crisis management for European Resilience



DRIVER Main Objectives

TNO innovation
for life

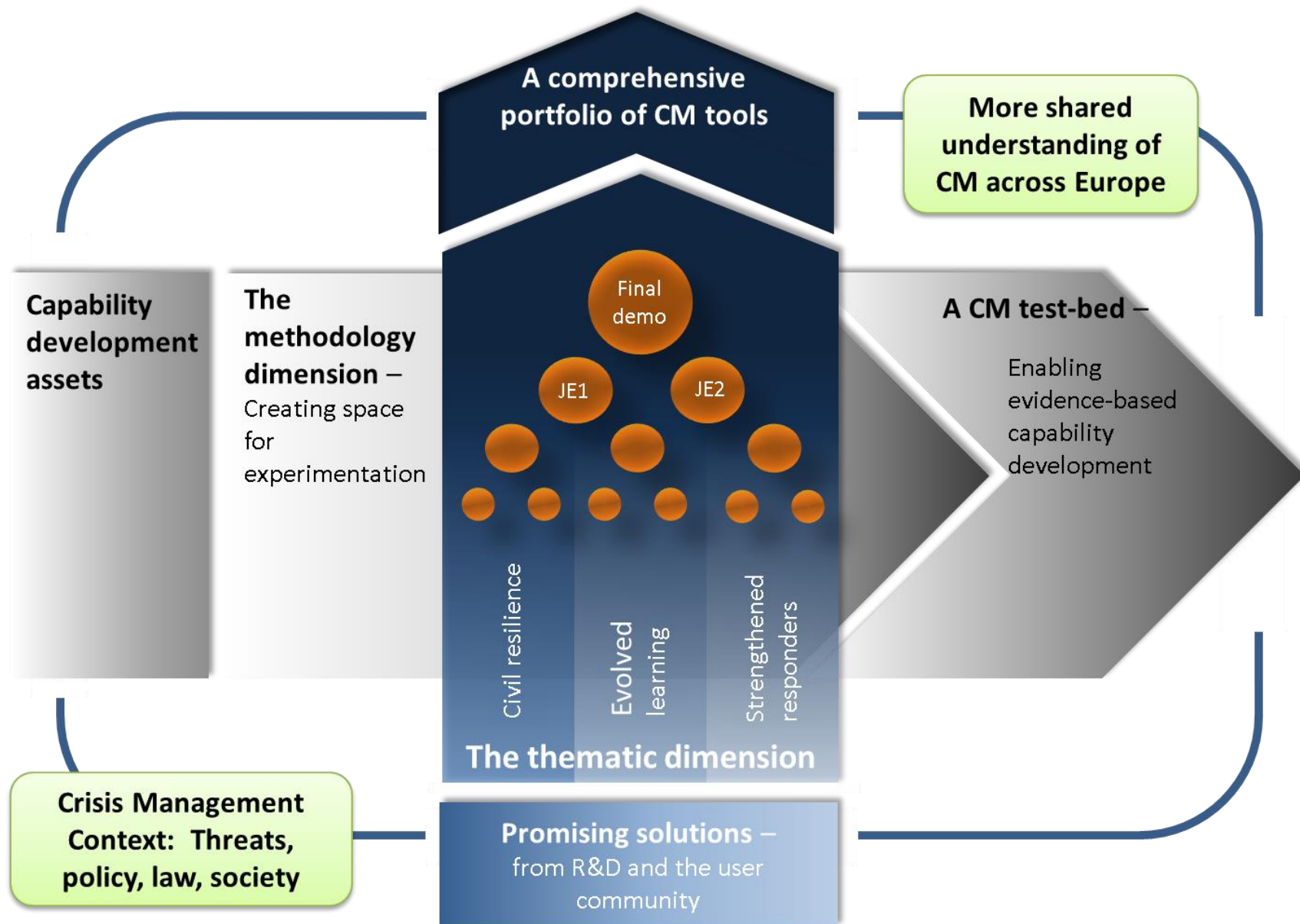
- › To achieve a well-balanced comprehensive **portfolio of CM tools**,
 - › Tools: technology, procedures, training, societal support...
 - › From preparedness to aftermath
 - › End-users to decision makers to citizens
 - › Regional to European

- › To build a distributed European **test-bed** for CM capability development
 - › Virtually connected exercise facilities and crisis labs
 - › For users, providers, researchers, policy makers and citizens
 - › To create an **evidence-base** for new approaches and solutions
 - › To ensure **sustainability also after the lifetime** of the project

- › To create more **shared understanding** of CM across Europe
 - › For adoption of DRIVER portfolio tools in Member States
 - › To ensure long-term sustainability of the test-bed
 - › To help develop a **common European CM culture**



Industry	Atos, Thales, Edisoft, Frequentis, GMV, Isdefe, Ecorys
End-users	Red Cross (DE, AT, DK, UK), MDA, SDIS13, THW, MSB, City of Hague, Irish Defence Forces
EU bodies	EU Satellite Centre, JRC
SMEs	ARTTIC, CIES, ITTI, E-Semble, HKV Consultance, Q4 PR, Disaster Waste Recovery
RTOs	Fraunhofer, FOI, TNO, PRIO, DLR, AIT, Armines CRC
Academia	United Nations University, Bulgarian Academy of Sciences, Westfälische Wilhelms-Universität Münster.
Other	Pole Risque (FR competitiveness cluster on Civil Protection) , Public Safety Communications Europe (PSCE), DIN (German Standardisation Body), CITET (Transport & Logistics Org)





Experimentation plan

TNO innovation
for life

- › A progression of **experimentation campaigns** of increasing complexity:
 - › Subproject experiment 1 (SE1 in SP3-4-5):
 - › does it work? does it help?
 - › within WP
 - › Subproject experiment 2 (SE2 in SP3-4-5):
 - › does it work in combination with legacy/other WPs (within SP)
 - › cross WP + legacy
 - › Joint experiments (JE1/JE2)
 - › conducted in parallel
 - › cross SP
 - › centred on operational effectiveness. => how does this SP3-4-5 system work in “almost real conditions”?
 - › Final Demo
 - › cross SP
 - › will validate **the DRIVER portfolio of CM tools**
- › **The JE/FD scenarios**
 - › JE1: Flooding with follow-on pandemic;
 - › JE2: Major ice storm with power & ICT failure;
 - › FD: Mediterranean Tsunami with add-on hazards.



For more information please contact

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