

Community Resilience Hub App (CRHA)

Service Definition Document

G-Cloud Framework

A Local Capability for National Resilience

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1. Service Overview

1.1 What is Community Resilience Hub?

Community Resilience Hub is a comprehensive emergency coordination platform designed to help local communities self-organise during crises and significant disruptions. The system enables parishes, towns, and local councils to maintain registers of community skills, equipment, and vulnerable residents, coordinate volunteer response during incidents, and maintain critical local information for emergency services.

The platform guides communities through three key phases. In the initial hub development phase, the app provides a handrail through a series of question-sets and considerations to guide communities in establishing physical hubs that fit their unique requirements, geography, and risks. In the preparedness phase, the app guides communities through further question-sets and checklists to build Standard Response Plans (SRPs) for likely scenarios such as power outages, flooding, or severe weather. These locally tailored SRPs can be activated during any incident, reducing the cognitive load placed on volunteers by providing critical information, actions, and considerations upfront. In the response phase, the app supports real-time incident coordination, volunteer tasking, welfare checks, and situation reporting.

The UK faces a growing range of disruptive risks that can rapidly overwhelm local response capacity. Severe weather events including storms, flooding, heatwaves, and prolonged cold spells are increasing in frequency and intensity. Infrastructure failures affecting power grids, water supplies, and telecommunications can cascade across regions. Cyber disruption through ransomware and targeted attacks can disable utilities, payment systems, and communications simultaneously. Industrial incidents including chemical spills, major transport accidents, and fires require rapid local coordination. Public health emergencies demand community-level response for pandemic management and mass vaccination. Hostile state activity below the threshold of armed conflict poses growing risks to critical national infrastructure through sabotage, GPS disruption, and supply chain interference.

These incidents increasingly occur simultaneously, escalate quickly, and place immediate strain on statutory responders. When power, mobile networks, and internet connectivity fail together, communities are left without the means to coordinate effectively. Community Resilience Hub addresses this critical gap by providing an offline-capable solution that works when conventional communications fail, enabling communities to help themselves while professional responders are overwhelmed or unable to reach the area.

The platform aligns with the Civil Contingencies Act 2004 principle of subsidiarity, empowering communities to resolve local issues independently while complementing statutory responders and Local Resilience Forum arrangements. It operates as a bottom-up coordination tool, capturing community-level situational awareness and feeding it upwards to Category 1 and Category 2 responders, while enabling communities to manage lower-level issues appropriately without burdening formal response structures.

1.2 Unique Value Proposition

A range of initiatives across the UK demonstrate that the challenge of community-level coordination during disruption is well recognised. However, current approaches are typically locally developed, variably resourced, and operationally inconsistent, resulting in limited interoperability between communities and regions and constrained scalability.

Community Resilience Hub addresses this gap by providing a consistent, standards-based digital framework for resilience hub development that can be adopted across local

authorities, Local Resilience Forums, and regions, while still enabling local ownership and bespoke planning. Rather than replacing existing initiatives, the platform provides a common operating model that allows good practice to be replicated, shared, and sustained.

Accessible via volunteers' existing smartphones and tablets, the platform supports communities to develop and maintain locally tailored response plans based on their specific assets, dependencies, and risks. In the event of disruption, it enables immediate, structured coordination at community level, improving situational awareness, tasking, and communication. Crucially, it also enables networking and mutual aid between neighbouring communities, supporting a scalable and proportionate response.

While platforms such as ResilienceDirect provide valuable situational awareness for Category 1 and Category 2 responders and utilities, they are not designed to capture or coordinate on-the-ground community-level activity and intelligence. Community Resilience Hub complements these systems by providing a structured, trusted mechanism for capturing local situational awareness and feeding it upwards, while enabling communities to resolve lower-level issues independently and appropriately.

1.3 Target Customers

Community Resilience Hub is designed for adoption at multiple levels of local government and community organisation:

- County Councils and Unitary Authorities seeking to strengthen community resilience across their area with a consistent, coordinated approach
- District and Borough Councils requiring practical tools to support parish and town council preparedness
- Parish Councils and Town Councils as the primary operators of local resilience hubs
- Community groups and neighbourhood associations in areas without parish councils
- Local Resilience Forums seeking to extend coordination capability below traditional Tier 1 and Tier 2 response layers

Resilience hubs are typically established based on geography and population, reflecting natural community boundaries, transport links, and the practical reach of volunteer coordination. A rural parish may operate a single hub from the village hall, while a market town might establish multiple hubs across different neighbourhoods. The platform supports flexible configuration to match local circumstances.

1.4 Core Modules

Community Register

The community register enables residents to self-register their skills, equipment, and any vulnerabilities or support needs. Skills are categorised including medical qualifications, technical trades, practical abilities, and general volunteering capacity. Equipment registration covers power generation, vehicles, tools, machinery, water supplies, and communications equipment. Vulnerable resident registration captures medical dependencies, mobility needs, carer requirements, and welfare check preferences. All registrations include emergency contact details and availability preferences.

Local Infrastructure Directory

A comprehensive directory of critical local information including emergency service rendezvous points with grid references, fire hydrant locations, helicopter landing sites, road closure points, and known problem areas such as flood-prone roads or narrow access lanes.

Key contacts are maintained for parish councils, local authorities, utilities providers, and neighbouring community coordinators. Offline maps with key locations marked are available for download, ensuring coordinators can navigate and direct resources even without internet connectivity.

Incident Management

During emergencies, coordinators can log incidents, assign volunteers, and track progress through to resolution. A simple traffic-light system indicates welfare check status for vulnerable residents. Checkpoints enable coordinators to track completion of critical tasks such as welfare visits, road assessments, and damage reporting. The incident board provides a clear overview of active tasks, assigned resources, and priority levels. All incident data synchronises automatically when connectivity returns, providing a complete audit trail for debriefing and reporting.

Volunteer Coordination

The platform supports structured volunteer management with defined roles and responsibilities. Hub Coordinators manage overall incident response and liaise with external agencies. Team Leaders coordinate specific task groups such as welfare checks or road clearance. Runners deliver messages and supplies when electronic communication fails. Loggers maintain the incident record and track task completion. Welfare Officers focus on vulnerable resident support. These roles can be assigned during hub activation, with clear guidance on responsibilities and reporting lines.

Debrief and Learning

Following incident resolution, the platform supports structured debriefing to capture lessons learned. Incident timelines, task completion data, and resource utilisation are automatically compiled. Coordinators can record what worked well, what could be improved, and any gaps in community preparedness. Debrief reports can be shared with local authorities and used to update standard operating procedures, ensuring continuous improvement in community resilience.

Offline Data Pack

The platform downloads a complete data pack to each device, enabling full functionality without internet connectivity. This includes all register data, key contacts, standard operating procedures, and detailed offline maps of the local area with critical infrastructure marked. Coordinators can view all registers, log incidents, assign tasks, and complete welfare checks entirely offline. Data synchronises bidirectionally when connectivity returns, with clear timestamps showing last sync status. PDF export enables paper backup for filing and distribution.

Mutual Aid Network

Communities can opt into a mutual aid network enabling resource sharing with neighbouring parishes. Coordinators can see summary information about neighbouring hub activation status and available resources and can send requests for assistance. This enables a scalable response where communities facing severe disruption can draw on support from less affected neighbours. Privacy is preserved through summary-only visibility with request-based access to specific resources.

2. Registration System

2.1 Resident Self-Registration Portal

A simple, public-facing web form enables residents to register without downloading an application. The registration process captures essential contact details, skills and equipment offerings, and any support needs, with explicit consent for data processing. The portal is designed for ease of use by residents of all ages and technical abilities.

2.2 Skills Registration

Residents can register skills across multiple categories using simple tick-box selection with the ability to add custom entries:

- Medical: First aid trained, nurse or doctor, mental health first aider, carer experience
- Technical: Electrician, plumber, mechanic, IT and communications, generator operation
- Practical: Tree surgery and chainsaw qualified, agricultural machinery, HGV or tractor driver, building and construction
- Professional: Project management, logistics, communications, administration
- General: Able-bodied volunteer, cooking for groups, childcare, animal care
- Other: Free text field for additional skills

2.3 Equipment Registration

Equipment registration follows the same tick-box approach across categories:

- Power: Generator (portable), generator (large), battery powerwall, solar panels, inverter
- Vehicles: 4x4 vehicle, tractor, trailer, van or pickup, boat
- Tools: Chainsaw, wood chipper, pressure washer, pumps, hand tools
- Machinery: Digger or excavator, forklift, winch, telehandler
- Water: Bowser, borehole access, water pump
- Communications: CB or amateur radio, satellite phone, loudhailer
- Welfare: Catering equipment, camping gear, portable heaters, large first aid kit
- Other: Free text field for additional equipment

2.4 Vulnerability Registration

Residents can confidentially register support needs they may require during emergencies:

- Medication requiring refrigeration
- Powered medical equipment dependency (CPAP, oxygen concentrator, dialysis)
- Mobility difficulties
- Daily carer visit dependency
- Living alone with welfare check preference
- Other specific needs with free text description

All vulnerability data is access-controlled and only visible to authorised coordinators.

2.5 Volunteer Roles and Responsibilities

The platform supports defined volunteer roles to ensure clear accountability during incidents:

Hub Coordinator

Overall responsibility for hub activation and incident management. Maintains communication with local authority emergency planners and Category 1 and 2 responders. Authorises resource deployment and prioritises tasks. Ensures incident log is maintained and situation reports are issued.

Deputy Coordinator

Supports the Hub Coordinator and assumes responsibility in their absence. May lead specific workstreams such as welfare or infrastructure assessment.

Team Leader

Coordinates a specific task group such as welfare checks, road clearance, or equipment deployment. Reports progress to Hub Coordinator and manages volunteer safety within their team.

Welfare Officer

Focuses on vulnerable resident support. Coordinates welfare check visits, maintains contact with carers and family members, and escalates safeguarding concerns appropriately.

Logger

Maintains the incident record including all tasks, assignments, and completions. Records incoming information and outgoing communications. Supports situation report compilation.

Runner

Delivers messages, supplies, and equipment when electronic communication is unavailable. Provides physical liaison between the hub and deployed teams.

General Volunteer

Undertakes tasks as assigned by Team Leaders including welfare visits, practical assistance, and community support. Reports completion and any concerns through the defined structure.

Role assignments are made during hub activation and recorded in the platform. Volunteers receive clear guidance on their responsibilities and reporting lines. Role-specific checklists guide task completion and ensure consistent standards.

2.6 Annual Review Process

Registered residents receive an annual email prompting them to confirm or update their details. A single click confirms details remain accurate, or residents can access the update form to make changes. This ensures the register remains current and accurate. Residents can remove their registration at any time through a self-service deletion option.

3. Technical Requirements

3.1 Service Constraints

Community Resilience Hub is a cloud-hosted platform requiring a modern web browser (Chrome, Firefox, Safari, or Edge) for the web portal. Mobile applications require iOS 14 or later, or Android 10 or later. The platform is designed to function fully offline once data has been downloaded, with automatic synchronisation when connectivity returns. Scheduled maintenance windows occur monthly during off-peak hours with advance notification. Support is available during UK business hours with optional extended support packages.

3.2 Service Interface

The platform provides an intuitive interface optimised for use during stressful emergency situations. Large, clear buttons and high-contrast text ensure usability for users of all ages and technical abilities. The coordinator dashboard displays registered helpers, vulnerable residents, and active incidents at a glance. During incidents, a simplified view focuses on immediate tasks: welfare checks, incident logging, and volunteer assignment. Dark mode is available for low-light conditions.

3.3 Accessibility

Community Resilience Hub follows WCAG 2.1 AA accessibility standards. The interface has been tested with screen readers including JAWS, NVDA, and VoiceOver. All interactive elements are accessible via keyboard navigation. Form fields include descriptive labels and error messages are announced clearly. Colour contrast ratios meet accessibility standards. Mobile applications have been tested with iOS VoiceOver and Android TalkBack. A high-contrast mode with enlarged text is available for users with visual impairments.

3.4 Mobile Applications

Native iOS and Android applications provide full offline functionality. Coordinators can view all registers, log incidents, assign volunteers, and complete welfare checks without connectivity. Data synchronises automatically when connection is restored. Push notifications alert coordinators to hub activation requests and mutual aid enquiries when online. The mobile interface prioritises quick actions with simplified navigation suited to emergency use. Administrative functions including user management and configuration remain available through the web portal.

3.5 Offline Capability

The offline data pack includes all registered helpers with skills and equipment, all vulnerable residents with support needs and emergency contacts, all key contacts and local infrastructure information, standard operating procedures and activation checklists, role-specific guidance and task checklists, and incident logging capability. Critically, detailed offline maps of the local area are included, with key locations marked including rendezvous points, fire hydrants, vulnerable resident addresses, and known hazard areas.

Coordinators control when to download updates via a manual sync button. Clear timestamps show when data was last synchronised. Changes made offline queue automatically and synchronise when connectivity returns, with conflict resolution for simultaneous edits. The offline capability ensures communities can operate effectively precisely when infrastructure has failed and the platform is most needed.

3.6 Security Features

Security features include role-based access control ensuring volunteers see only what they need while coordinators have full access to manage the response. All data is encrypted at rest using AES-256 encryption and in transit using TLS 1.3. Audit trails track all data access and modifications, supporting governance requirements and post-incident review. Authentication supports username and password with optional two-factor authentication. Session timeouts protect against unauthorised access on shared devices.

4. API and Integration

4.1 API Capabilities

Community Resilience Hub provides a RESTful API enabling integration with existing local authority systems. Users authenticate using API keys with scoped permissions for secure data exchange. The API uses open, structured data formats to enable export and sharing of situation reports with local authorities, emergency planners, utilities, and Local Resilience Forum partners.

4.2 Local Authority Integration

The API enables local authorities to receive situation reports from activated hubs, view aggregated statistics across multiple parishes, export incident data for Local Resilience Forum reporting, and push warning messages to hub coordinators. This supports the bottom-up flow of community-level intelligence to Category 1 and Category 2 responders, complementing rather than duplicating existing responder systems. Integration supports standard data formats including JSON and CSV.

4.3 Reporting and Analytics

Data export features allow incident data and coordination statistics to be exported for analysis. Reports can be generated in Excel, CSV, or PDF formats. Standard reports include incident summaries, welfare check completion rates, volunteer deployment statistics, resource utilisation, and debrief findings. Custom reports can be configured for specific local authority requirements. The platform supports integration with existing emergency planning processes and Community Risk Registers.

4.4 Mutual Aid Network API

The mutual aid network operates through secure API endpoints enabling participating communities to share hub activation status and available resource summaries, send and receive assistance requests, and coordinate cross-boundary response. This enables networking between neighbouring hubs and supports a scalable, proportionate response to incidents affecting multiple communities. All mutual aid data sharing requires explicit opt-in by community coordinators.

4.5 API Limitations

Tenant-level configuration, user management, and security settings require web interface access for security purposes. API rate limits apply at 500 requests per hour per token. File uploads are limited to 5MB per request. Bulk operations are limited to 200 records per request.

5. Customisation

5.1 What Can Be Customised

Community Resilience Hub offers customisation to match local requirements. Communities can add custom skills and equipment categories based on local resources. Standard operating procedures can be tailored to local geography, risks, and infrastructure. Key contact lists are fully configurable. Hub activation triggers and checklists can be customised. Volunteer role definitions and responsibilities can be adapted to local arrangements. Debrief templates can be configured to capture locally relevant learning. Branding options include community logos and colour schemes for the coordinator interface.

5.2 Sector-Specific Presets

Pre-configured templates are available for rapid deployment across different community types including rural parishes with agricultural focus, coastal communities with flood and storm risks, urban neighbourhoods with high-density considerations, and market towns with mixed residential and commercial areas. These presets provide appropriate skill categories, equipment lists, volunteer role structures, and standard operating procedures while remaining fully customisable.

5.3 How Users Can Customise

All customisation is performed through the web-based administration panel requiring no technical expertise. A guided setup wizard assists with initial configuration. Changes take effect immediately across web and mobile interfaces. Communities can duplicate existing configurations as templates and modify as needed.

5.4 Who Can Customise

Role-based permissions control customisation access. Community Administrators can modify all settings including categories, contacts, procedures, and role definitions. Hub Coordinators can update key contacts and incident procedures within their assigned area. Volunteers have read-only access and cannot modify configuration. This ensures system integrity while enabling local ownership and adaptation.

6. Support

6.1 Standard Support (Included)

Standard support is included with all Community Resilience Hub subscriptions at no additional cost. This provides email and web-based support seven days a week, including bank holidays. Response times are within 24 hours for general enquiries and within 4 hours for critical issues affecting service availability. Standard support includes access to our online knowledge base, user documentation, and video tutorials.

6.2 Enhanced Support (Additional Cost)

Enhanced support is available for local authorities requiring telephone assistance. This tier includes telephone support during UK business hours (Monday to Friday, 9am to 5pm) in addition to standard email and web-based support. Enhanced support also includes priority handling for critical issues, onboarding assistance for new communities, configuration guidance during initial setup, and annual review sessions to optimise platform usage.

6.3 Emergency Support

During declared emergencies, enhanced support subscribers receive 24/7 telephone support for critical platform issues. This ensures communities have access to technical assistance when they need it most. Emergency support covers platform availability issues, data synchronisation problems, and urgent configuration changes required during active incidents.

6.4 Service Metrics

Community Resilience Hub provides service metrics including registered volunteer counts, vulnerable resident numbers, and registration completion rates. Incident metrics show response times, welfare check completion rates, checkpoint completions, and volunteer deployment statistics. Platform metrics track sync frequency, offline usage patterns, and mobile application adoption. Debrief completion rates and lessons learned are tracked to support continuous improvement. All metrics can be filtered by date range, community, and incident type.

7. Onboarding and Training

7.1 Onboarding Process

We provide a structured onboarding process to ensure communities are operational quickly. Upon subscription, communities receive a dedicated onboarding session via video call to configure their tenant, establish community boundaries, define skill and equipment categories, set up volunteer roles and responsibilities, and establish initial key contacts. This guided setup typically takes one to two hours. We then support the community registration drive with template communications and guidance on encouraging resident participation.

7.2 Training

Online training is provided for coordinators and volunteers. Coordinator training covers community registration management, incident logging and response coordination, volunteer role assignment, welfare check procedures, checkpoint management, offline operations, debrief facilitation, and reporting. Volunteer training focuses on the mobile application, understanding assigned roles, viewing and completing tasks, welfare check procedures, and logging incidents. Training is delivered via live video sessions and recorded tutorials accessible on demand. Onsite training is available upon request at additional cost.

7.3 Exercise Support

We recommend communities conduct annual exercises to test their resilience hub procedures. The platform includes an exercise mode that enables realistic practice without affecting live data. Exercises can test hub activation, volunteer mobilisation, welfare check procedures, and communication with external agencies. We provide exercise scenario templates covering various incident types and can facilitate tabletop exercises for communities requiring additional support. Post-exercise debriefs use the platform's debrief facility to capture lessons learned and identify improvements.

7.4 Documentation

Comprehensive user documentation is available through our online knowledge base. This includes step-by-step setup guides, video tutorials, frequently asked questions, role-specific guidance, and best practice recommendations. Quick-start guides are available as downloadable PDFs for distribution to volunteers. Documentation is maintained and updated with each platform release.

8. Service Levels

8.1 Availability Guarantee

Community Resilience Hub guarantees 99.9% service availability for the cloud platform, measured monthly excluding scheduled maintenance windows. Scheduled maintenance is performed during low-usage periods with a minimum of 48 hours advance notification. The offline capability ensures communities can continue operations even during platform unavailability.

8.2 Service Level Agreement

Our SLA defines availability as the ability for authenticated users to access core platform functionality including the mobile application and web dashboard. Availability is monitored continuously and measured as a percentage of total minutes in each calendar month. Offline functionality is excluded from availability calculations as it operates independently of cloud services.

8.3 Service Credits

If availability falls below guaranteed levels, customers are entitled to service credits applied to future invoices:

Availability Level	Service Credit
99.0% to 99.9%	10% of monthly fee
95.0% to 99.0%	25% of monthly fee
Below 95.0%	50% of monthly fee

8.4 Claiming Credits

Customers must submit credit requests within 30 days of the affected month. Credits are capped at 50% of the monthly subscription fee and do not apply where unavailability results from factors outside our control, scheduled maintenance, or customer-side connectivity issues.

9. Resilience and Security

9.1 Infrastructure Resilience

Community Resilience Hub is hosted on UK cloud infrastructure, leveraging multiple availability zones within UK regions. This ensures continued service operation if an individual datacentre experiences failure. Data is automatically replicated across availability zones, providing redundancy and rapid failover capability. All infrastructure is located within the United Kingdom.

9.2 Database Resilience

Each community tenant has a logically separated database configured with automated backups and point-in-time recovery. Backups are stored in geographically separate UK locations from primary data. Database replication ensures data durability and enables quick restoration in the event of failure. Backups are retained for 90 days.

9.3 Application Resilience

The application layer uses load balancing to distribute traffic across multiple servers. Auto-scaling provisions additional capacity during demand spikes, which may occur when multiple communities activate simultaneously during widespread incidents. Health monitoring automatically removes unhealthy instances and replaces them without manual intervention.

9.4 Offline Resilience

The offline-first architecture ensures communities can operate independently of cloud infrastructure. Complete data packs stored on local devices enable full functionality during connectivity outages. This design recognises that emergencies often coincide with infrastructure failures, and ensures the platform remains useful precisely when it is needed most.

9.5 Disaster Recovery

A documented disaster recovery plan is maintained and tested annually. Recovery time objective is 4 hours and recovery point objective is 1 hour. Full details of our disaster recovery approach are available on request. The offline capability provides additional resilience, ensuring communities are never entirely dependent on cloud infrastructure availability.

9.6 Data Security

All data is encrypted at rest using AES-256 encryption and in transit using TLS 1.3. Vulnerability data receives additional protection with field-level encryption and access logging. Regular penetration testing is conducted by independent security assessors. Security patches are applied within 24 hours for critical vulnerabilities. All staff with data access undergo background checks and security training. Full audit logging tracks incident activation, tasking and coordination actions, and access to safeguarded information.

9.7 Data Sovereignty

All customer data is stored and processed exclusively within United Kingdom datacentres. No data is transferred outside the UK unless explicitly requested and agreed in writing. This ensures compliance with UK data protection requirements and provides assurance for

communities handling sensitive resident information including vulnerability and dependency data.

10. Data Management and Contract Exit

10.1 Data Protection

Community Resilience Hub is designed with data protection principles embedded throughout. Data minimisation ensures only necessary information is collected. Purpose limitation restricts data use to emergency coordination. Storage limitation is enforced through annual review prompts and retention policies. Residents can access, correct, and delete their data through self-service portals. Communities remain data controllers with our organisation acting as data processor under appropriate contractual terms. The platform supports local authority safeguarding and data governance frameworks.

10.2 Data Export Options

At contract end, communities can extract all their data through multiple methods. The web dashboard provides built-in export functionality allowing administrators to download complete datasets including resident registers, incident histories, debrief records, and audit trails. Data is exported in standard formats including CSV, Excel, and JSON for easy migration or archival purposes.

10.3 API Extraction

Communities with API access can programmatically extract all data during the contract notice period. The API provides endpoints for retrieving complete records across all data types, enabling automated migration to replacement systems.

10.4 Assisted Extraction

Upon request, our team can provide a complete data export package containing all community data in structured formats. This service is provided at no additional cost during the contract termination period.

10.5 Data Retention

Following contract termination, community data is retained for 60 days to allow for any additional extraction requirements. After this period, all data is securely deleted from our systems in accordance with our data protection policies. Communities receive written confirmation of data deletion upon request.

10.6 End-of-Contract Process

Prior to contract end, we provide written notification and offer the opportunity to renew. During the notice period, administrators retain full access to export all community data through the web dashboard or API. Our support team is available to assist with data extraction requirements at no additional cost. Upon contract termination, user access to the mobile application and web dashboard is disabled.

11. Contract Inclusions

11.1 Included in Contract

- Full platform access for the community including unlimited resident registrations
- Up to 10 coordinator accounts per community
- Unlimited volunteer accounts
- iOS and Android mobile applications
- Offline data pack functionality including offline maps
- Incident management and checkpoint tracking
- Debrief and lessons learned facility
- Standard support with 24-hour response times
- Access to all standard features and updates released during the contract period
- Online training materials and documentation
- Initial onboarding session including configuration and setup
- Annual review reminder system for resident registrations
- Data export at contract end

11.2 Additional Costs

Additional costs may apply for:

- Enhanced telephone support
- 24/7 emergency support
- Onsite setup or training
- Additional coordinator accounts beyond 10
- Bespoke development or customisation requests
- Local authority dashboard access and multi-community oversight
- Custom API integrations requiring dedicated implementation support
- Exercise facilitation and scenario development

12. Hosting and Location

12.1 Hosting Infrastructure

Community Resilience Hub is hosted exclusively on cloud infrastructure within the United Kingdom. All customer data is stored and processed within UK datacentres, ensuring compliance with UK data sovereignty requirements and relevant data protection legislation including the UK General Data Protection Regulation and Data Protection Act 2018.

12.2 Data Location

Primary data storage and all processing occurs within UK datacentres. Backup data is replicated to geographically separate facilities within the UK. No customer data is transferred outside the United Kingdom unless explicitly requested and agreed in writing. This includes all resident registration data, vulnerability information, incident logs, and community configuration.

12.3 Maintenance Windows

Scheduled maintenance is performed monthly during low-usage periods, typically between 02:00 and 06:00 GMT on weekdays. Communities receive a minimum of 48 hours advance notification of planned maintenance. Emergency maintenance may be performed with shorter notice in exceptional circumstances, with affected communities notified as soon as practicable. The offline capability ensures communities can continue operations during maintenance windows.

13. Summary of Key Features

- Offline-capable coordination platform for community emergency response across all incident types
- Resident self-registration portal for skills, equipment, and vulnerabilities
- Comprehensive skills and equipment categorisation with custom additions
- Confidential vulnerable resident register with role-based access controls
- Local infrastructure directory including emergency service rendezvous points and fire hydrants
- Offline maps with critical locations marked for use when connectivity fails
- Incident logging, checkpoint tracking, and volunteer coordination during emergencies
- Defined volunteer roles and responsibilities with role-specific guidance
- Traffic-light welfare check system for vulnerable residents
- Structured debrief facility for post-incident learning and continuous improvement
- Mutual aid network for cross-community resource sharing
- Bottom-up situational awareness feeding into Category 1 and Category 2 responder systems
- iOS and Android mobile applications with full offline functionality
- Comprehensive audit trails supporting governance and post-incident review
- Data encryption at rest and in transit with UK-only hosting
- Annual registration review and data accuracy maintenance
- Local authority integration and reporting capabilities
- Customisable categories, procedures, roles, and branding
- WCAG 2.1 AA accessibility compliance

Community Resilience Hub provides a practical, deliverable, and scalable solution for strengthening community resilience. By empowering communities to coordinate effectively during the critical early stages of any disruption, the platform reduces pressure on emergency services, improves outcomes for vulnerable residents, and builds the foundation upon which successful response and recovery depend.

The platform delivers a standardised yet locally adaptable capability that fills a recognised gap below traditional Tier 1 and Tier 2 response layers. It enables secure, usable, and scalable coordination while enhancing the effectiveness of existing local authority and responder arrangements.

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