



An Roinn Tithíochta,
Rialtais Áitiúil agus Oidhreachta
Department of Housing,
Local Government and Heritage

Framework for Emergency Management

Community Support Centres

A Guide to Assisting Volunteer Groups in
Response to an Emergency

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1 Introduction

The experience following Storm Eowyn (2025), the flooding in Midleton (2023), and other recent severe weather emergencies shows that there is a need to identify a location within each local community where people affected by severe weather or other potential emergencies can access basic welfare needs such as food, mobile phone charging, hygiene facilities, and connect to Wi-Fi/internet. Such facilities could also be utilised as a means of communicating consistent important information on topics such as public updates, public health information and advice on accessing local Social Welfare offices and humanitarian schemes.

A **Community Support Centre (CSC)** is a premises situated within the local community that is activated rapidly to support the people based in that community or a neighbouring community in a time of need. The CSC offers basic services to impacted people in the community, which are facilitated by volunteers associated with that CSC. This type of support builds on the concept of community resilience and is supported by local authorities and other agencies. The review of previous severe weather emergencies indicates that community organisations and local volunteers play a vital role in responding to emergencies; these organisations need to be facilitated and supported. The primary purpose of a Community Support Centre is to provide a safe place where volunteers can deliver basic welfare services to affected people within their community.

After the 2025 Storm Éowyn severe weather event, many people were impacted by a lack of essential services such as electricity, water and communication systems. In response to this, communities across Ireland established response hubs with the assistance of the local authorities and other agencies. These hubs proved very successful and provided impacted people with a place to charge devices, obtain information, access Wi-Fi, avail of refreshments and other basic services. In addition, they provided people with the opportunity to engage with others, obtain key information and avail of important emotional support. This document aims to develop the concept of a response hub and provide structure and guidance on how such facilities should be activated and operated in future events. The guide will assist any agency,

organisation or volunteer group that may be involved in the provision or support of a Community Support Centre.

1.1 What is a Community Support Centre?

In general, a CSC can be any suitable building that is used by a community association or sports organisations for various activities in the community on a day-to-day basis and that, in addition, is designated as a location that can be used as a safe place for people to come together when an emergency or event that impacts on the local population occurs. When activated, the CSC can be a venue where people can attend to avail of basic services, access information and meet with other impacted people.

The volunteer staffing of the CSC is managed by the organisation that has proposed the premises as a potential CSC, such as a sports organisation or volunteer group that already exists within the community.

People are encouraged to be resilient and to consider their household's needs in response to emergencies such as severe weather. Household resilience targets a period of 72 hours. In planning for this period, people should consider their needs and resources, taking the necessary measures to ensure that they can remain self-sufficient for this period. In response to an emergency, it is not envisaged that the CSC would open immediately after a severe weather event, but it is likely to be activated where it is envisaged that the community will be impacted for a prolonged period. The CSC may open for a designated period each day (set hours), or it may need to be open for a prolonged period (weeks) while the community is recovering, and the people impacted continue to require basic welfare services. The volunteer group managing the centre, in consultation with the Humanitarian Subgroup established to support the CSCs during the emergency or adverse event, will determine the operating hours. There will be no overnight rest facilities provided at a Community Support Centre.

The Framework for Major Emergency Management and supporting documents establish the principle of Evacuation and Rest Centres, which are managed by Local Authorities in coordination with other PRAs. The Community Support Centres do not replace the Evacuation and Rest Centres or the requirement to plan for their activation.

CSCs are a separate element of the Framework; they are volunteer-led and fulfil a different function to other centres.

2 Designated Community Support Centres

The premises used as a Community Support Centre can be any premises suitably located near the community impacted, and once predesignated by the Local Authority as a safe place for the community to gather in times of crisis. Sports halls, Community Centres, Town Halls, Leisure Centres or other community facilities with appropriate resources can be considered for inclusion in a list of designated CSCs.

Each premise will be different, but the list below outlines the basic requirements that are considered necessary for a CSC:

- An established volunteer group that has control of the use of the proposed premises
- Large hall/room to allow people to gather
- Tables and chairs
- Premises should be able to accommodate people with mobility difficulties
- Premises should have an adequate heating system
- A serviced kitchen or kitchen area with facilities to provide basic refreshments such as tea/coffee, soup, sandwiches, Meal Ready to Eat (MRE), etc.
- Adequate toilets and washroom facilities (suitable for use by the public)
- First Aid kit (basic supplies)
- Wi-Fi services that are easily accessible to everyone using the premises
- Extension cables to enable people to charge devices
- A private space or additional room that can be utilised where necessary for nursing mothers, receiving medication or people needing privacy to talk to a member of An Garda Síochána, etc.

When deemed suitable by the Local Authority to become a designated CSC, the relevant Local Authority will make arrangements with a qualified electrician to install an electricity changeover switch in the CSC. This enables the CSC to be supplied with

a generator and ensures that the CSC can be activated when there is no power in the community. Local authorities will have access to a number of generators for this purpose. The cost associated with installing a changeover switch will be covered by the relevant Local Authority. Appendix C outlines the requirements for the installation of the changeover switch.

In addition, there are additional requirements that may influence whether a Community Support Centre is suitable to be established in response to an emergency. These are desirable features, but do not prohibit the use of any premises as a CSC.

- An uninterruptible power supply. In the event of a disruption to the electricity supply, the Community Support Centre may be required to assist people who have no power. Only premises that have access to power would be suitable in these instances; having premises that can utilise an independent power supply (i.e. a generator connected to the building) to provide power would be very beneficial and is a desirable feature.
- Car parking adjacent to the building
- Identified external smoking/vaping area
- Electric Car charging point

Child welfare should be considered by the volunteer group in how the CSC is operated; however, it is not envisioned that any children would be at the CSC without a parent or suitable guardian.

The Community Support Centre must designate a coordinator who will act as the point of contact between the CSC and the Local Authority or subgroup of the Local Coordination Group.

3 Support Structures for Community Support Centres

The coordination of agencies responding to any emergency event in Ireland operates under the Framework for Major Emergency Management. CSCs are an element of response outlined within the framework document. When an emergency occurs, a

multi-agency Local Coordination Group (LCG) or Regional Coordination Group (RCG) (RCG is where more than one Local Authority is included in the group) may be formed to coordinate the strategic response among the Principal Response Agencies (PRA), the Principal Emergency Services (PES) and any other appropriate agencies or entities that are required during the response or recovery phases.

As soon as it is identified that there is likely to be a need for humanitarian assistance as a result of an emergency. The established coordination group should consider the establishment of a humanitarian subgroup to oversee the humanitarian elements of the response and recovery phases. This subgroup would be chaired in line with the lead agency concept and will generally be chaired by the Director of Service with responsibility for the Community section (or alternate). The subgroup will report to the established coordination group (LCG or RCG).

When Community Support Centres are identified as a necessary element of the response or recovery, the coordination of support for any activated CSCs is delivered through the subgroup.

This subgroup should have representatives from any department, agency, utility or service that may be needed to provide support or advice to the impacted people availing of the services at any CSC. The established coordination group (LCG or RCG) should decide on the composition of the subgroup.

Membership of the subgroup may include some or all of the following:

- Local Authority Staff
- Health Service Executive Staff
- An Garda Síochána Staff
- Elected Representatives
- Representatives from the Government Departments responsible for administering humanitarian schemes
- Civil Defence
- The Red Cross
- Utility providers involved in the emergency

Additional members may be added to the subgroup depending on specific circumstances of the emergency and the factors affecting the CSCs activated, or the community in which they are based.

Consideration may be given to including additional members representing any of the following: NGOs working with disadvantaged people, TUSLA, Family Resource Centres, Local representatives from national organisations such as the GAA, An Post, Utility providers, Public Participation Networks (PPN), and Children and Young People's Services Committees (CYPSC). This is not an exhaustive list, and membership of the subgroup should be continually reviewed. Any group that can assist or aid in delivering humanitarian assistance at a local level may be asked to join the subgroup.

The humanitarian subgroup can be established to assist with the delivery of essential services, public information and to gather information from impacted communities that may inform key decision-makers. The humanitarian subgroup will liaise closely with any CSC that is activated within its designated area, this close relationship will enable the subgroup to gather key information from communities and reduce the possibility of any lag time, where local assistance or solutions can be identified the subgroup should assist and where issues arise that are beyond the LCG or RCG level these can be collated and presented to the relevant forum.

Reporting through the appropriate CCMA or LGMA representative, the Humanitarian Subgroup of the LCG/RCG can provide accurate information to contribute to the national decision-making structures, reflecting the issues faced by local communities dealing with the consequences of an emergency.

3.1 Functions of the Humanitarian Subgroup

One of the key functions of the subgroup is to ensure that any Community Support Centre activated is supported and assisted by the relevant agencies providing services to the impacted community. The role of the subgroup will vary depending on factors such as the nature of the emergency, the number of CSCs established in the County, the length of time the CSC is required, and the level of resources available.

The role of the subgroup may include any of the following

- Identify if humanitarian assistance is required and in what form
- Coordination of departments, agencies, NGOs or other groups to deliver assistance to people impacted by an emergency
- Identifying areas where Community Support Centres may be needed
- Contacting the Community Support Centre coordinator and requesting the activation of the CSC
- Providing updates and information to the Community Support Centre coordinators to inform impacted people
- Providing requested resources to the Community Support Centre, where available
- Publishing details of the location of each activated CSC and the relevant operating hours through available public messaging sources
- Providing access to funding where it has been made available
- Providing outreach services from departments or agencies to the impacted people, utilising the Community Support Centre as a suitable location to meet with people
- Providing representation on behalf of the Community Support Centres to the LCG or RCG so they can inform the relevant various Departments, Agencies, Volunteer Groups or Utility Providers
- Identifying and sharing good practices that have been identified at other activated Community Support Centres
- Providing information to the affected communities about active CSCs or available resources. Establishing links with local radio stations and providing them with key localised information may be an essential tool for communities that may have lost other communication links.

The humanitarian subgroup may be established before an emergency has occurred. In anticipation of an impending emergency, the coordination group can decide to establish a subgroup to plan and prepare for some of the likely consequences and

may decide to place volunteer groups on standby that the Community Support Centres may be required to operate after the emergency has occurred, and it is safe to do so.

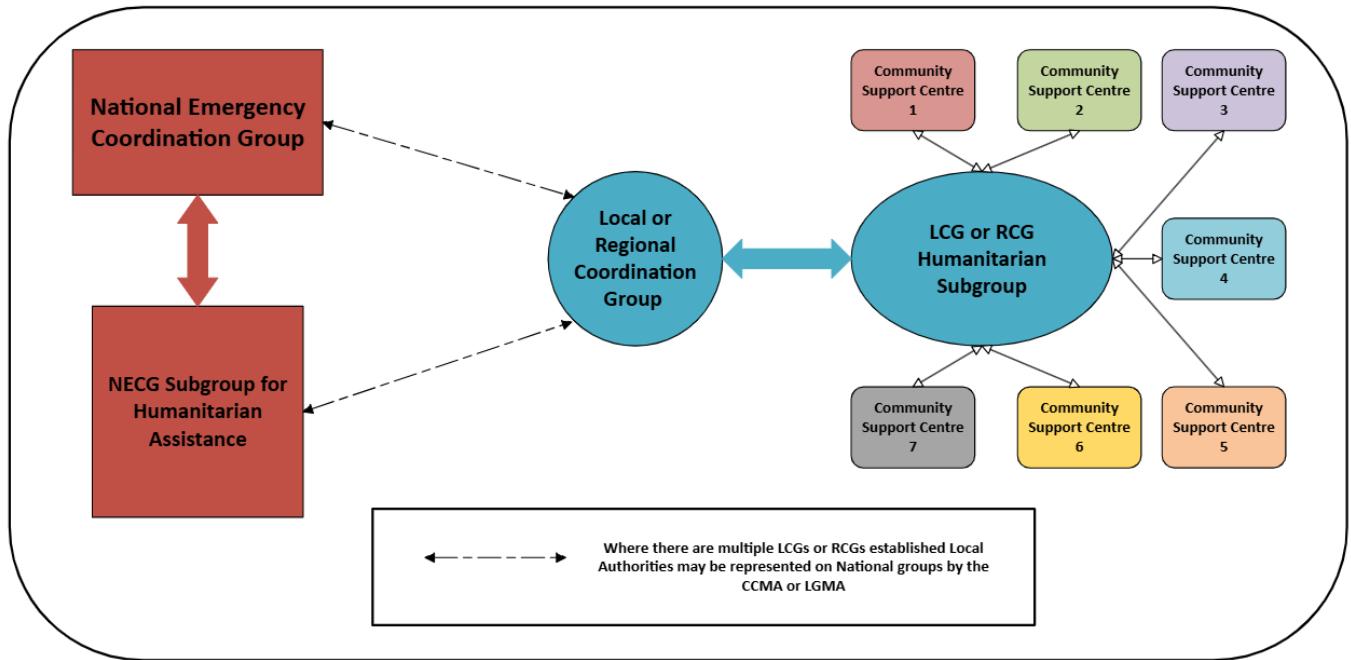


Figure 3.0 Potential structure for oversight of Community Support Centres

4 Procedure for Activating a Community Support Centre

Community Support Centres can be activated in response to an emergency, or as outlined, the CSC may be asked to be on standby in preparation for an emergency. In terms of household resilience, the public is advised to consider the individual needs of their household and to plan and prepare for a period of up to 72 hours. Ensuring that they have contingency for such a period in terms of food, water, medical needs and energy. The potential activation of a CSC is not intended to replace the need for household resilience.

If asked to activate, an aide memoire for volunteer groups is attached in Appendix A and indicates some considerations volunteer groups should take into account prior to opening a CSC.

The activation can occur in either of two ways:

4.1.1 At the Request of a Coordination Group

Each Local Authority maintains a pre-established list of each designated Community Support Centre, which includes the details of the people to contact when the CSC needs to be activated. The Local Authority will confirm that the details are accurate on an annual basis. The volunteer group managing the CSC is required to inform the relevant Local Authority if there are any changes before the annual confirmation.

When an emergency that may require a Community Support Centre to be activated occurs or is anticipated, the LCG is established with the three PRAs and any other necessary agencies included. They can identify the locations where a CSC may need to be activated and contact the relevant coordinator(s), requesting activation. The volunteer group operating the Community Support Centre may outline the services that will be provided at the CSC and the proposed hours for operating. A Humanitarian Subgroup of the LCG (or RCG) is then established to support the volunteers operating the Community Support Centre(s).

4.1.2 Self-activated by the Community Group

When a sudden-onset emergency occurs, the community volunteers connected to a designated Community Support Centre may decide to activate their CSC to support the impacted people in the community or nearby areas. In a fast-moving emergency where rapid activation is necessary, the Community Support Centre will inform the Local Authority that the CSC will be activated, the services that will be provided, and the hours it will be open. The Local Authority will then determine if the formation of the LCG or subgroup is required.

4.2 Additional Communications with the Public

In the case of a high-impact emergency event, the Local Authority may establish a dedicated phone line which will provide information on the location of a Community Support Centre and supporting information on services available from different sources, such as the DSP, the Department of Enterprise, Trade and Employment, the Department of Agriculture and active NGOs. Where communities are affected by severe disruption to telecommunications/ broadband services, the Local Authority may work with An Post to arrange leaflet drops and with local radio stations to broadcast any relevant information.

5 Becoming a Designated Community Support Centre

Each Local Authority will advertise an Expression of Interest (EoI) seeking submissions from community-based volunteer groups that have premises that may be suitable as a Community Support Centre. They will be asked to supply the following information:

- Location of the premises
- Details of the community organisation owning/operating the centre
- Details of the child protection policy of the organisation owning/staffing the centre
- Contact details of the coordinator proposing the venue
- Contact details of the people to request the activation of the CSC from
- Details of the premises and the associated resources
- Details of the potential capacity of the CSC
- Details of the services that may be provided at the CSC

The Local Authority will review the submissions from this process and determine which premises should be included in the list of Community Support Centres for that County. Appendix B sets out the information that Local Authorities may need to collate before determining if a venue and volunteer group should be designated as a CSC. The information acquired and the contact details of these CSCs will be held by the Local Authority and will be validated in advance of the winter season each year, notwithstanding the potential for these CSCs to be needed at any time.

Locations and contact details of predesignated centres should be included in the Local Authorities' Major Emergency Plan.

The list of Community Support Centres (name and location) should be available to the other PRAs, Government Departments, and the availability of this resource should be considered in future emergency management training and exercises.

Appendix B of this document will advise the volunteer group proposing the Community Support Centre on the preparations that they need to carry out to ensure that the CSC is maintained and ready for activation. The inclusion of any venue as a designated location will not affect the normal functioning of the venue outside of when it is required as a CSC.

An online GIS system will be available to volunteer groups to provide information to Local Authorities that enables the capture of relevant information relating to CSCs. This system will also facilitate a mapping of CSCs, which can be shared with the public during any response period, indicating which CSCs are active and the times they will be operating at.

6 Funding for Community Support Centres

There are two potential streams of funding available for designated Community Support Centres, as follows:

6.1 Capital Funding

Funding will be provided to every Local Authority for the procurement and maintenance of transportable generators that will be suitably designed for use at CSCs. Each Local Authority will maintain several generators for the purpose of providing an uninterrupted power supply to CSC. If a CSC is required in an area that has no power, the CSC can operate with the power provided by a generator. When designated as a CSC, the Local Authority will make arrangements for a changeover switch to be installed in the CSC. The costs associated with this installation will be covered by the Local Authority. Each Local Authority will maintain the same generator and equipment, which provides a national resilience of equipment which can be transported between counties as required.

Funding is also available to Local Authorities for the installation of the changeover switches in each designated CSC.

6.2 Funding in Support of an Activated Community Support Centre

When a CSC activates in response to an emergency, funding may be available for centres that have been requested or approved by the Local Authority. The volunteer group that operates the CSC should keep a copy of all receipts associated with the operation of the CSC which may be needed in a recoupment process. This may be available during or after the emergency event.

The operations in a CSC will take place under the public liability insurance of the venue or the volunteer group. The activities at a CSC do not operate under any Local Authority insurance scheme. If the venue is damaged or affected as a result of operating as a CSC, the volunteer group may seek funding from the relevant Local Authority to reinstate or repair the venue.

Appendix A

An Aide-Memoire for Volunteer Groups Establishing a Community Support Centre

When asked to activate a Community Support Centre, the relevant volunteer group should consider the following areas:

IDENTIFY THE NEED

- The CSC can be activated by either a request from the Local Authority or by a volunteer group contacting the Local Authority and offering to operate a CSC.
- Establish a contact to liaise with in the Local Authority and discuss the need that has been identified for the community.
- Is the need a result of a power outage, or is it due to another community need?

CHECK THE VENUE

- Before the venue can be activated, the volunteer group must ensure the venue is in a position to operate. They should visit the venue and confirm it is undamaged and suitable for the purpose.
- Is the proposed venue available to be used as a Community Support Centre at that time?
- Does the venue have power? (If not, the use of the centre may be determined by the availability of a suitable generator)
- Does the venue have water?
- Is the WI-FI working?
- Is the heating working?
- Does the venue need to be set up before opening?

DISCUSS WITH VOLUNTEERS

- Can the volunteer group meet the need?
- Are there sufficient volunteers to operate the CSC?
- What are the times that the CSC can operate at?

COMMUNICATIONS

- Are there local community forums that can be used to inform people when the CSC will operate?
- Are there potentially vulnerable people in the community who may need to be made aware or offered transportation to the CSC?
- Is the Local Authority kept informed about the operating arrangements of the CSC?

RESOURCES

- Does the centre have the necessary basic resources?
- Are there tables and chairs available?
- Are the basic refreshments available at the CSC?
- If there are specific resource requirements, pass these requests to the Local Authority.

OTHER ISSUES TO NOTE

- Assign specific roles and responsibilities to volunteers to assist in the management of the CSC
- The volunteer group should maintain receipts for all spending related to the running of the CSC for future possible recoupment
- Where issues are identified with individual humanitarian needs, these should be passed to the relevant agencies. The Local Authority CSC contact person may be of assistance

Appendix B

Designating a Community Support Centre

After receiving an expression of interest from a volunteer group, the relevant Local Authority should engage with a representative from the volunteer group to gather information and determine if the venue proposed is suitable to be designated as a Community Support Centre

In most cases, the proposed venue should **not** need to be visited by the Local Authority to determine suitability; however, if there are some questions about suitability, the Local Authority should arrange a visit before the venue is designated as a Community Support Centre.

Outlined below is the information that will be required from each volunteer group.

When this information is collated, if the venue is to be designated as a Community Support Centre, the details are recorded and held by the relevant section of the Local Authority. The name and location of the Community Support Centre should be added to a list of designated CSCs that is held nationally.

Required information to be gathered from a volunteer group that is proposing a venue for inclusion as a designated Community Support Centre

- Name of the proposed Community Support Centre
- Address of the proposed CSC
- Eircode of the proposed CSC
- Details of the contact person for the expression of interest
- Name of the volunteer group proposing to run the CSC
- Details of the individuals who can be contacted when a proposed activation of the CSC is

Checklist for venues to be considered as a Community Support Centre

- Does the volunteer group have control of the proposed venue, and are they in a position to offer the venue for use as a Community Support Centre?
- Does the proposed venue have a large hall space for people to gather?
- Does the proposed venue have suitable tables and chairs?
- Can the proposed venue accommodate people with mobility issues?
- Does the proposed venue have a working heating system?
- Does the proposed venue have suitable toilets and washroom facilities?
- Does the proposed venue have suitable car parking?
- Is there a designated kitchen area with facilities to provide basic refreshments?
- Is there a private space or additional room that can be used as required?
- Is there accessible Wi-Fi at the premises?

Power Considerations

- Does the proposed venue operate on single-phase or three-phase electricity?
- Is the proposed venue currently connected to a backup generator?
- Is the proposed venue willing to facilitate the installation of a changeover switch to allow generator use if required during an activation? (If required, the generator would be supplied by the LA)
- Is there a suitable location to temporarily site a generator if it is needed during an activation?
- Does the proposed venue have access to multiple block extension cables?

Additional Information that may be beneficial to obtain

- Does the Proposed venue have any additional facilities?
- Is there a designated external smoking/vaping area
- Is there an electric car charging point
- Does the venue have an uninterrupted power supply from solar panels?

Appendix C

Site Requirements for Temporary Transportable Generators

Introduction

The purpose of the attached is to outline the site requirements to enable the successful connection of the temporary transportable generators that may be provided by the Local Authorities to a designated Community Support Centre.

Installation of Change Over Switch

When a CSC is designated, the relevant Local Authority will provide an approved and qualified electrician to design, install and commission a Manual Transfer Switch (MTS) in a changeover panel, interfacing with the main board (MDB). A manual switch is preferred as the generator will not be permanently in situ and will be mobilised to the site during outages and will be removed after mains power is restored. All associated costs with the changeover switch will be covered by the Local Authority and are recoupable from the DHLGH.

- The MTS changeover panel installation will have to be designed and suitably rated for each site but will be connected after the main ESB cut-out and meter and before the main breaker (or incorporated into this). The MTS will be connected permanently to the MDB.
- A 2 or 4-pole MTS is required, depending on whether the connection is single or three-phase. The earthing requirements for each site should be examined and confirmed if the temporary transportable generator & trailer will require its own earthing (earth rod into the ground).
- The MTS will provide mechanical interlocks to prevent backfeeding to the grid. The generator will not operate in parallel with the grid.
- The MTS panel shall consist of a 3-position switch on the front of the panel to be labelled for
 - Utility
 - Off
 - Generator
- The MTS panel will have a 'Mains Healthy' indicator (LED lamp on the front of the panel) sourced from the utility side to indicate when mains power is available.

- The generator circuit protective device shall be rated for the inlet, cable size and fault level currents.
- Where a Surge Protection Device (SPD) is not installed in the building, the installation of an appropriate SPD may be considered and included as part of the works undertaken by the electrician working on behalf of the Local Authority.
- If the connection point is remote from the proposed generator connection point, then a cable will be run from the changeover panel to a location in proximity to where the proposed generator will be installed. In this location, a suitably rated isolator and CEEForm inlet will be installed permanently.
- The electrician should also design a flexible cable (in H07RN or other suitable) to connect from this external socket to the proposed location of the generator, with suitable CEEForm sockets or plugs on either side (The generator plug shall match the generator sockets listed below)

Generators available from the Local Authority

Each local authority will be able to provide one of the following generators as required:

- 100 kVA 400V/230V, 3Phase, 50 Hz
- 30 kVA 230V, 1Phase, 50 Hz

They can be transported via trailer from the local authority site to the point of use. The generator can be operated while located on the trailer, or if necessary, the generators are fitted with both forklift points or lifting eyes where it is required to be removed from the trailer.

Each generator set will be equipped with the following CEE form sockets:

Single-Phase (Blue, 230V, 6h, 2P + E)	100 kVA	30 kVA
1 x 16A	Yes	Yes
1 x 32A	Yes (Note 1)	Yes
1 x 63A	-	Yes
1 x 125A	-	Yes
Three-Phase (Red, 400V, 6h, 3P + N + E)		

1 x 32A	Yes	
1 x 63A	Yes	
1 x 125A	Yes	

Note 1. It is an expectation that the 100kVA unit can run 32A single-phase without issue. However, larger connections to single-phase supplies on this generator will lead to phase imbalance issues with the generator.

Additional information:

- There is also a separate CEE form socket (or other approved connection type) for charging the batteries and operation of the coolant and anti-condensation heaters during storage.
- A fuel tank is integrated into the generator skid and will provide a minimum of 7 hours of storage when running at full load.
- An acoustic enclosure is included as part of the generator skid.
- Genset will come with its own control panel and a method of relaying alarms via an app that is downloadable on any user's phone.

On-site Requirements for when a Generator is sent to a CSC

The following is an outline of the requirements that would be required on-site when a generator is provided to a designated CSC.

- Identify which generator is the most suitable for the location where it would be connected up, i.e. 100kVA three-phase or 30kVA single-phase.
- Identify where the generator will be located on site and ensure a level base for siting the trailer unit or offloading the genset from the trailer if required. It is possible to operate the generator directly from the trailer.
- The location should allow access for refuelling, along with spill kits and should be considerate of any noise implications for running the generator.
- Select the appropriate connection cables with CEE-form plugs/sockets to mate with both the changeover inlet and the generator outlets; confirm the appropriate lengths to suit the agreed set-down location. Ensure cables are sized appropriately for voltages, current, etc.
- Ensure that the cables are not a trip hazard and are clearly identified.
- Set up remote communications and the alarm method to route information on the generator via the app.
- If the generator will be stored for extended periods at this site, then consider providing a separate CEE-form socket for battery charger, coolant heater, and anti-condensation heater.

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