

Appendix 3

Ratby Gas Outage/Mental Health Support

- ▶ On the 30th January 2024 we were called into Emergency Planning & Resilience meetings due to residents within Ratby Village (part of Hinckley & Bosworth) being vulnerable to a sustained & large-scale GAS outage.
- ▶ As emergency planning procedures were implemented, teams from Hinckley & Bosworth Borough Council, Blaby District, Leicestershire County Council (LCC) the Police, Red Cross, Fire & Rescue Service & Search & Rescue came together to provide support for residents within the location.
- ▶ Initial Plans of work were implemented to support residents including multiple telephone calls & home visits by numerous volunteers across a number of days to ascertain safety & wellbeing. Including residents on numerous priority services registers via CADENT, Severn Trent & LCC. However, there was no clear pathway of support for those whose mental health had been affected by the incident.

The following actions were taken:

- ▶ Signposting residents to appropriate mental health support - Scripts were created for volunteers to be able to offer residents the correct mental health support pathways during the period of being without GAS, should this be needed.
- ▶ Pathway for residents to be highlighted as needing additional conversations/signposting. A central reporting route was established, for volunteers to escalate concerns/wants/needs of residents
- ▶ Work with Vita Health Group to consider Mental Health support for residents impacted by the emergency. Vita Health Group to supported ongoing resilience efforts with a self-help resource & digital poster.

Outcome:

- ▶ Good clear partnership working enabled Clear pathways were identified for residents seeking support with their mental health throughout the emergency. Informative poster was created to support residents

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