



Challenge From Swedish Red Cross

Your name and role

Ylva Jonsson Strömberg (Head of Domestic Disaster management) & Benjamin Hasselgren-Hallén (Product Owner, Digital Development)

Brief description of objective

Compile information from numerous sources and visualize and find patterns in order to make better decisions. Today we, manually, scan Omni.se, TT, Google and Aftonbladet. We would like to add social media (Twitter, Facebook, Instagram, Snapchat, etc.), open data (SCB, SMHI, etc) and a few more traditional news media sources.

Challenge and problem statement

We strongly believe that a lot of information (data), if monitored and compiled, can detect a crisis in a very early stage.

For example: if a fire breaks out in a smaller area - local news will probably write about it and people will post information on social media. It might not be on the national news in an early stage of the fire.

Another example could be a traffic incident if social media post information about a *traffic accident* and *bus* - we want to be aware of this as soon as possible to be able to give heads-up to our volunteers in the area.

Background

The International Red Cross and Red Crescent Movement is an international humanitarian movement with approximately 97 million volunteers with members and staff worldwide. RC

was founded to protect human life and health, to ensure respect for all human beings, and to prevent and alleviate human suffering.

Swedish Red Cross has a big focus on domestic crisis management. During the forest fires of 2018, we facilitated the matching of volunteers to the needs of municipalities and regions. We handled 6000 volunteers. Our focus and contribution during a crisis in Sweden are volunteer management, First Aid, psychosocial support and operational coordination.

Goals

Have one view where we can detect crisis before they become reality or, at least, be able to act on an early stage to prevent escalations. All this information compiled in one view.

End user

It would be especially valuable for our “Officers on duty” (Swedish: Tjänsteperson i Beredskap, TiB). An “Officer on duty” is a function that is reachable 24/7. It monitors and scans the context in media in order to be able to detect crises that the Red Cross might need to respond to. “Officers on duty” also has a specific telephone number that can be reached 24/7 to which municipalities, regions and authorities can call in order to ask for support. Our local branches can call that number as well if they feel they need support from the national crisis team. The “Officers on duty” role is to monitor, assess, make an analysis and then decide upon the possible Red Cross response to a crisis.

What hashtags goes along with the challenge

#crisismgmtinsweden #swedishredcross

Future plans

We are very interested to work with this challenge over time and have the resources to do that.