

[Insert your community name here] Community Emergency Plan

Plan last updated on: DD/MM/YYYY

How to use this template: This template is designed for you to fill in the details of your community emergency preparations. There are examples given to help you fill the template. Detailed notes on how to create a plan can be found in the Community Emergency Plan Toolkit document here www.cabinetoffice.gov.uk/communityresilience.

If you are in immediate danger call 999

Plan distribution list

Name	Role	Phone number/email address	Issued on
Mrs Chairman	Parish Council Chairman	020 1234 5678	01/06/2014
Ms Pam Flu	Community Emergency Coordinator	0203 1111 111	01/06/2014
Miss Joan Rivers	Local Flood Warden	0203 2222 222 floods@anytown.uk	01/06/2014
Mr John Snow	Local Snow Warden	0203 3333 333 snow@anytown.uk	01/06/2014
Mr Val N Tear	Volunteer Coordinator	0203 4444 444	01/06/2014

Plan amendment list

Date of amendment	Date for next revision	Details of changes made	Changed by
DD/MM/YY	DD/MM/YY	Power cut appendix added	Community Emergency Coordinator

DD/MM/YY	DD/MM/YY	New Community Emergency Team member added	Community Emergency Coordinator
DD/MM/YY	DD/MM/YY	Updated volunteer details	Community Emergency Coordinator
DD/MM/YY	DD/MM/YY	Contact details for Council Emergency Team amended	Parish Council Chairman

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Local risk assessment

Risks	Impact on community	What can the Community Emergency Group do to prepare?
River through village can flood	<ul style="list-style-type: none"> • Flooding of local streets • Blocked access to Care Home • Damage to property on Rising Tide Way • Cars travelling too quickly cause waves into properties • School bus can't get into village 	<ul style="list-style-type: none"> • Sign up to EA Flood alerts • Encourage residents to improve home flood defences • Identify and train flood wardens • Notify Highways Dept in autumn of gulleys that are blocked • Apply for 1 T of sand from Wiltshire Council
Snow blocking roads	<ul style="list-style-type: none"> • Access issues • Heating of local 	<ul style="list-style-type: none"> • Agree places where gritting is required <ul style="list-style-type: none"> - Steep Hill at X

	residents	<ul style="list-style-type: none"> - Tight Bend at Y • Access to be maintained to village shop • Write to Wiltshire Council in Oct, asking for grit bins to be refilled. • Check safety of vulnerable people. • Apply for 1T salt scheme
Pandemic Flu	<ul style="list-style-type: none"> • People being able to get to pharmacy for medication 	<ul style="list-style-type: none"> • Identify volunteers who can collect and deliver medicines for people who are vulnerable / live alone. • Put up posters
Power Cut	<ul style="list-style-type: none"> • Residents can't get heat, light or hot water • Unable to cook food • Defrosting of fridges 	<ul style="list-style-type: none"> • Promote registration with suppliers as vulnerable customers • Ask volunteers to door knock •

Local skills and resources assessment

Skill/Resource	Who?	Contact details	Location	When might be unavailable?
Trained first aider	Sandy F	01700 5668xx	17 Brookvale Street	Can usually leave work within one hour
4x4 owner/driver	Bob S	01700 5648xx	Garages to rear of High Street	Tuesday mornings (already volunteers)
Chainsaw owner (tree surgeon)	Simon C	01700 5605xx	Simon's Landscaping – 4 Terrace Yard	Will need to travel from site
Water/food supplies	Village Shop	01700 5608xx	2 High Street	Shop closed on Weds but can call owner
Medical Supplies	24 hr Pharmacy	0800 320xxx	Royal Wootton Bassett	24 hours
Flood warden	Bertie G Alice K	01700 5615xx 01700 5605xx		
Retired GP		01700 5615xx 01700 5605xx		

Key locations identified with emergency services for use as places of safety

Building	Location	Potential use in an emergency	Contact details of key holder
Example: Church Hall	1 Church Square	Rest Centre/safe place	Colin Molesworth – Warden 07749 8557xx
Watley Central; High School	Watley Street	Rest Centre/safe place	Jane Shulman – Caretaker 07749 8655xx
Acme Ltd Conference Hall	High Street	Rest Centre / shelter	Malcolm Butterworth Managing Director 07732 559 477

Emergency contact list - Internal

Responsibilities	Name: Paul Ridgeway
	Role: Community Emergency Coordinator
	24hr telephone contact: 07700 7785xx
	Email: xx@xx.xx
	Address: 2 Brook Road
	Name
	Role:
	24hr telephone contact:
	Email:
	Address:
	Name:
	Role:
	24hr telephone contact:
	Email:
	Address:
	Name:

	Role:
	24hr telephone contact:
	Email:
	Address:

Emergency contact list – External

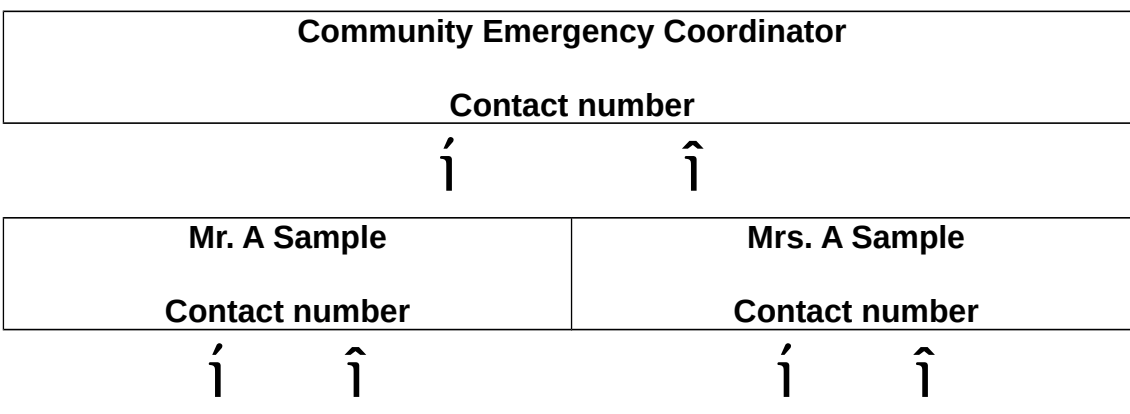
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	Role: Community Emergency Coordinator
	24hr telephone contact: 07700 7785xx
	Email: xx@xx.xx
	Address: 2 Brook Road
	Name
	Role:
	24hr telephone contact:
	Email:
	Address:
	Name:
	Role:
	24hr telephone contact:
	Email:
	Address:
	Name:

	Role:
	24hr telephone contact:
	Email:
	Address:

Sample telephone tree

The phone tree works as a pyramid, with the coordinator at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.

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Mr. B Neighbour		Mrs. B Neighbour		Mr. C Neighbour		Mrs. C Neighbour	
Contact number		Contact number		Contact number		Contact number	
í	î	í	î	í	î	í	î
Mr. D Sample Contact number	Mrs. D Sample Contact number	Mr. E Sample Contact number	Mrs. E Sample Contact number	Mr. F Sample Contact number	Mrs. F Sample Contact number	Mr. G Sample Contact number	Mrs. G Sample Contact number

List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency

Organisation	Name and role of local contact	Phone number
Neighbourhood Watch		
Church		
Wiltshire Good Neighbours		
Link Volunteers		
Age UK		

Activation triggers

[Use this space to record details of how your plan will be activated. You should include details of how the plan will be activated as a result of a call from the emergency services, and also how your community will decide to activate the plan yourselves, if the emergency services are unavailable]

1. FLOOD - When we get a flood warning from EA, turn to Annexe A, page
2. SNOW – When we receive alert from Wiltshire Council, turn to Annexe B, page
3. PANDEMIC FLU – When we receive a health warning, turn to Annexe C, page

4. LOSS OF UTILITIES – When electricity, gas, water is lost, turn to Annexe D, page

5. ANIMAL HEALTH – When disease is declared, turn to Annexe E, page

First steps in an emergency

[Use the table to add the steps to be followed in when the plan is activated]

	Instructions	Tick
1	Call 999 (unless already alerted)	
2	Ensure there is in no immediate danger	
3	Contact the Community Emergency Group and meet to discuss the situation	
4	Use the Agenda p12	
5	If the emergency is covered by one of the Annexes, use them	
6	Assign Actions, Timescales and time of next meeting	
7		
8		

9		
10		

Community Emergency Group first meeting agenda

Date:
Time:
Location:
Attendees:

1. What is the current situation?

Location of the emergency. Is it near:

- A school?
- A vulnerable area?
- A main access route?
- Type of emergency:
- Is there a threat to life?
- Has electricity, gas or water been affected?

Are there any vulnerable people involved?

- Elderly
- Families with children

What resources do we need?

- Food?
- Off-road vehicles?
- Blankets?

- Shelter?

2. Establishing contact with the emergency services

3. How can we support the emergency services?

4. What actions can safely be taken?

5. Who is going to take the lead for the agreed actions?

6. Any other issues?

Actions agreed with emergency responders in the event of an evacuation

[Use this space to record details of the actions you can take to help your local authority if an evacuation is necessary in your community.]

1. Help police/local authority with door knocking
2. Tell emergency services who might need extra help to leave their home

Alternative arrangements for staying in contact if usual communications have been disrupted

Communication Type	Name of contact	Location
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Radio		
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FLOOD PLAN

ANNEXE A

TRIGGER – LOCAL FLOOD ALERT FROM ENVIRONMENT AGENCY, OR LOCAL KNOWLEDGE

1. Map showing

- Areas at risk of flooding
- Drains and gulleys

- Location of sand stores
- Roads, bridges and crossing points that are at risk of closing

2. Contact details of

- Flood wardens
- Farmers who can assist
- Local Highways Engineer (Wiltshire Council)
- Flood and Drainage Team (Wiltshire Council)
- Environment Agency
- Voluntary Groups who are in touch with vulnerable people.

3. Preparatory work

- Contact Local Highways team in late summer requesting clearing of drains, etc.
- Promote Environment Agency Flood Line registration through Parish newsletter in Summer edition.
- Apply for 1 Tonne of sand, bags, road signs and gel sacs.
- Write to local barracks to ask if they are happy to assist when Parish is in trouble.

4. Actions when a flood warning has been issued

NOTE – Specify WHO is responsible for each action, and when they need to do it.

- Flood warning to check vulnerable properties
- Update website
- Notify Wiltshire Council of number of homes and businesses at risk, and those that have been flooded.

SNOW PLAN

ANNEXE B

TRIGGER – ALERT FROM WILTSHIRE COUNCIL SEVERE WEATHER OFFICER

1. Map showing

- Roads that are gritted by Wiltshire Council
- Local areas at most risk (tight bends, steep hills, route to school, etc)
- Priority areas that will be gritted by Parish / Town Council
- location of grit bins
- Location of 1 Tonne salt
- Location of farmers who can help

2. Contact details

- Snow warden volunteers
- Farmers with gritting equipment and snow ploughs
- Wiltshire Council Severe Weather Team
- 4 x 4 drivers
- voluntary groups that are in contact with vulnerable people

3. Preparatory work

- Apply for 1 Tonne for salt
- Check grit bins, and contact Severe Weather team requesting grit if necessary.
- Ask farmer to confirm their equipment can be used
- Put article in Winter edition of Parish newsletter

4. Actions to be taken

NOTE – Specify WHO is responsible for each action, and when they need to do it.

Call meeting of emergency committee

Put warnings on website
Notify farmer to mobilize salt stores
Ask snow volunteers to grit pavements
Refill grit bins from 1 Tonne salt

PANDEMIC FLU PLAN

ANNEXE C

PANDEMIC FLU – is the UK’s highest risk. In a severe outbreak, up to 750,000 people could die of flu in the UK.

TRIGGER – PANDEMIC DECLARED BY WORLD HEALTH ORGANISATION

1. Form emergency committee – include health care professionals if possible. Make this committee larger than others, since during a full pandemic up to half the committee could catch the flu.
2. Contact details for
 - Volunteers who can collect and drop-off prescriptions, collect food, etc.
 - Local Link Volunteers (provide transport for people without transport)
 - Organisations for identifying vulnerable people
 - Local GP surgeries

- Local pharmacy
- Nearest 24 hour pharmacy

3. Preparatory Work

- In Autumn, distribute information about 'flu jabs' in local website and newsletter
- Share plans with the community

4. During Pandemic

- Put up NHS posters, and share with churches, village shop, etc.
- Consider cancelling public gatherings and meetings, as advised by the NHS
- Activate volunteers to help people living alone with:
 - Dropping off food
 - Dropping off prescriptions / anti-viral flu drugs
 - Looking after pets
 - Keeping in touch with infected people through email / phone.

LOSS OF UTILITIES

ANNEXE D

TRIGGER – LOSS OF WATER AND ELECTRICITY

1) **Electricity** – is distributed in Wiltshire by Scottish and Southern Energy

i). Preparation:

Download 'Power Track' App for smartphones (shows outages on a map)

Create <http://www.ssepd.co.uk/Powertrack/> as a favourite on your web browser

Encourage vulnerable people to join the 'Priority Services Register' 0800 294 329

Contact voluntary groups to check welfare of vulnerable people during an outage.

Consider opening a rest centre in an outage, if prolonged period.

ii) . In an outage:

Call 0800 072 7282 for information (0345 072 1905 from a mobile phone)

2) **Water** – is supplied by:

Bournemouth Water

- Check website for planned works <http://www.sembcorpbw.co.uk/>
- Call 01202 590059 to report problems
- Encourage vulnerable people to join 'Customer Care Extra' by calling 01202 590059
- Contact voluntary groups to check welfare of vulnerable people

Bristol Water

- Call the Emergency Helpline on 0345 702 3797
- Keep <http://www.bristolwater.co.uk/news/emergency/> as a favourite on your web browser
- Encourage vulnerable people to join the 'Customer Care Plus Register' 0845 600 3 600
- Contact voluntary groups to check welfare of vulnerable people.

Thames Water

- Keep <http://www.thameswater.co.uk/thameswaterlive/index.htm> as a favourite on your web browser

- Ring 0800 316 9800 to notify supplier that there is no water.
- Contact voluntary groups to check welfare of vulnerable groups.
- Encourage vulnerable people to join the 'Special Assistance Register' 0845 641 0068.
- Contact voluntary groups to check welfare of vulnerable people

Veolia Water

- Call 08451 482 909

Wessex Water

- Keep <http://www.wessexwater.co.uk/> as a favourite on your web browser
- Emergencies and operational problems Telephone 0345 600 4 600
- Encourage vulnerable people to join the 'Customer Care Plus' 0345 600 3 600