

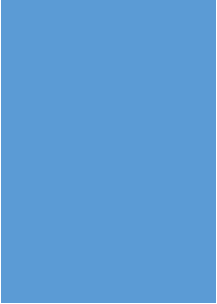
**Resilient
Communities
Wiltshire**



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**Community
Emergency Plan**



Plan Completion Date
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Plan Author
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Data Control, Privacy Notice & GDPR

Due to complexities surrounding these areas and the storing of personal data, Local Authorities cannot provide the wording for this section. Each town and parish will be responsible for developing their own wording / policy to add to this section.

Most Town and Parish councils should already have their own cover for this wording that could be applied to this document. A link to information Commissioners Office below may assist.

<https://ico.org.uk/for-organisations/sme-web-hub/how-to-write-a-privacy-notice-and-what-goes-in-it/>

Key Contacts

Community Emergency Volunteer Coordinator			
Name		Contact Number	Mob: Home:
Notes			

Community Emergency Volunteer (Deputy)			
Name		Contact Number	Mob: Home:
Notes			

Community Emergency Volunteer (Deputy)			
Name		Contact Number	Mob: Home:
Notes			

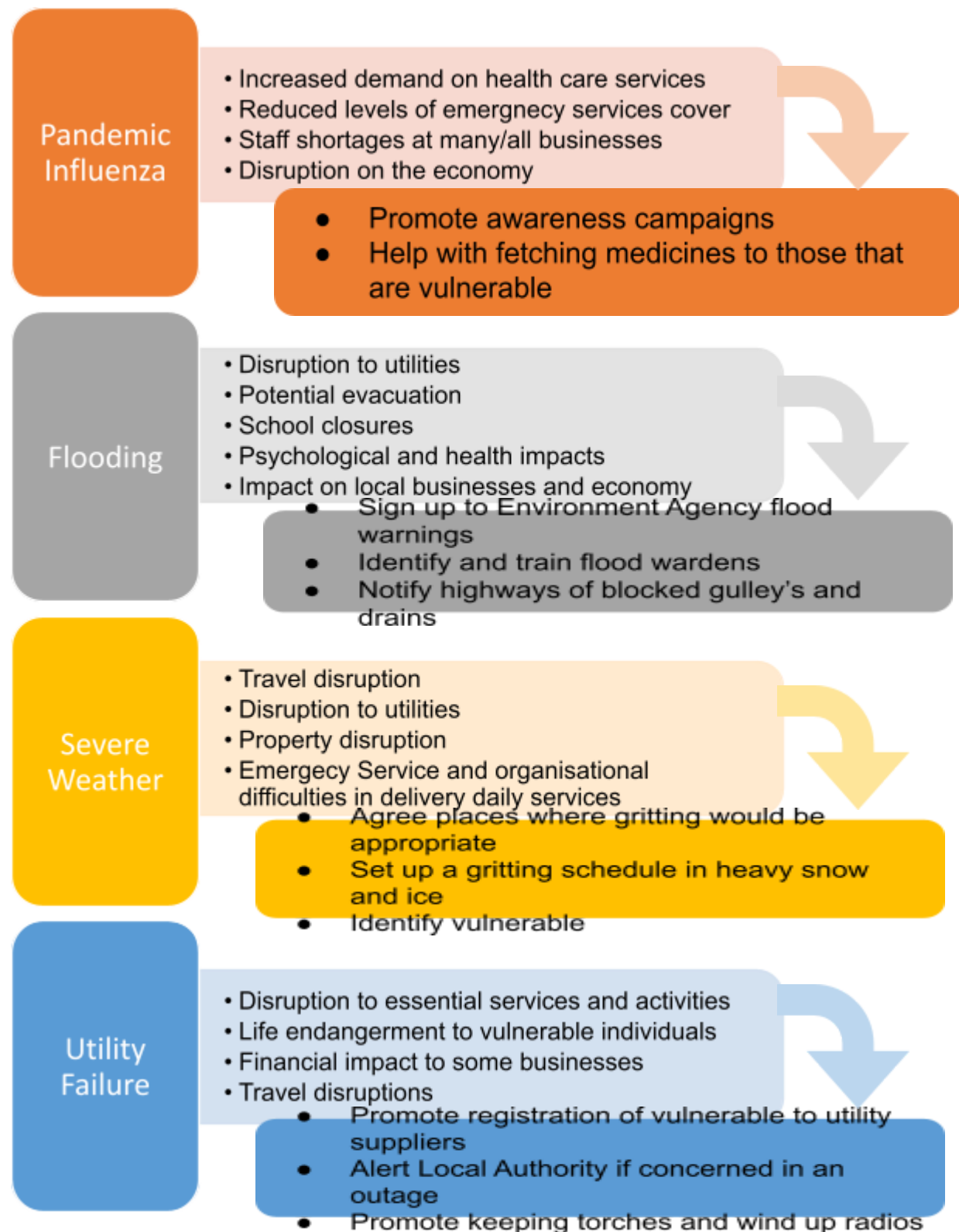
First Aider			
Name		Contact Number	Mob: Home:
Notes			

Place of Safety Key Holders			
Location			
Name		Contact Number	Mob: Home:
Name		Contact Number	Mob: Home:
Name		Contact Number	Mob: Home:
Notes			

1. Be Informed

1.1 What's an Emergency?

An Emergency, which can also be referred to as an incident, is anything that affects you, your family and your community. Below we have highlighted our highest risks in Wiltshire, some of the potential consequences and how the community can help



1.2 Why have an Emergency Plan?



1.3 Legalities

The question of insurance is something which always comes up within community resilience. What are we actually allowed to do? And are we insured to do so?

Health and Safety

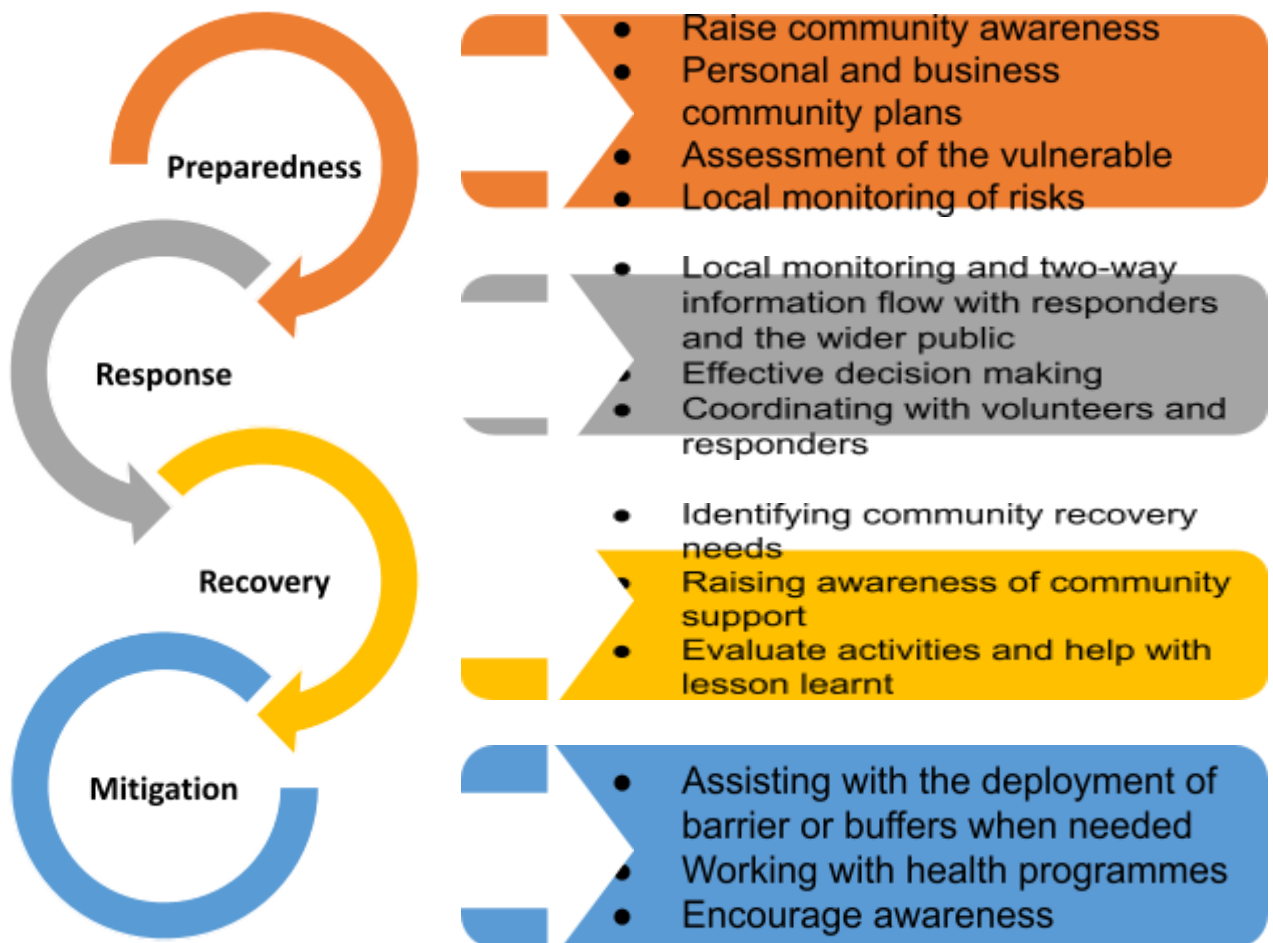
It is recognised that those named or recognised in this plan are not trained or resourced to carry out any functions of the emergency services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis.

Insurance

Wiltshire and Swindon Borough Councils do **not** cover volunteers with any insurance unless specifically tasked by the Emergency Planning Team to carry out a function in a set incident. However local parish councils may provide their own insurance, the details of which should be added below.

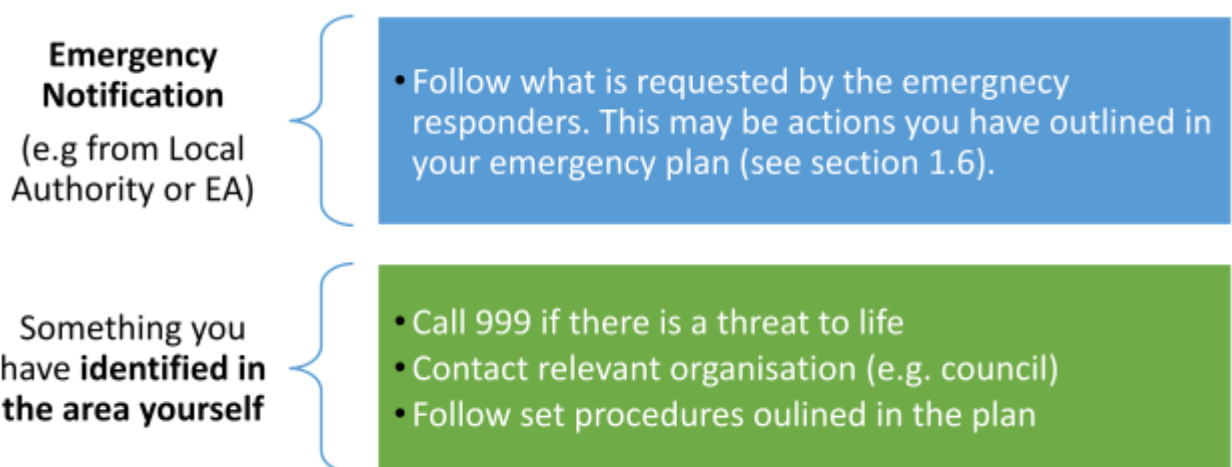
1.4 Community Role in an Emergency

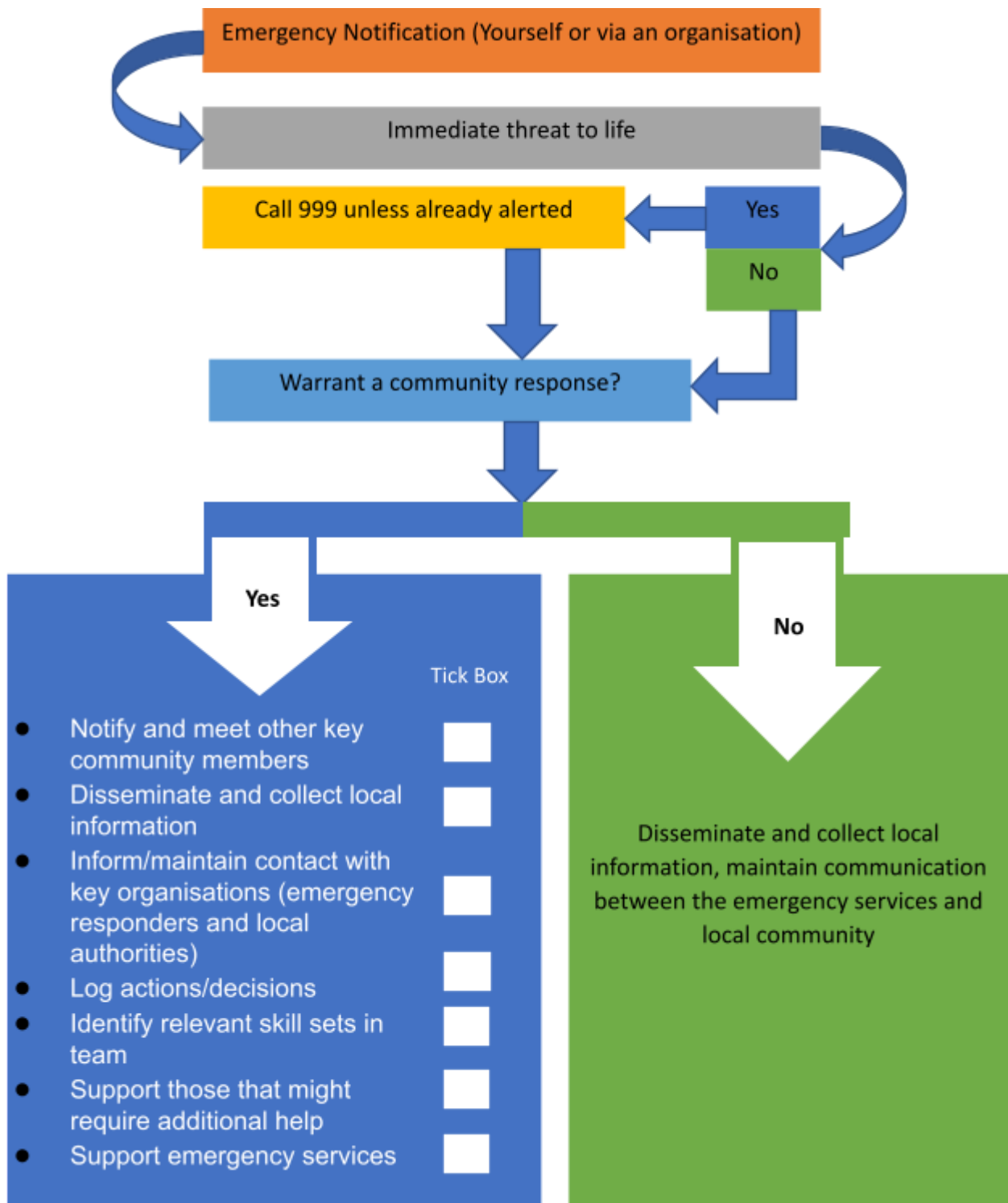
Communities have a role to play in all types of emergency and can be involved at every stage.



1.5 Activation

Activation of your volunteers may come from one of two different ways:





1.6 Local Emergency Responders

Who?	How to contact them?	What they do in an emergency?
Police	<ul style="list-style-type: none"> • Dial 999 in an emergency such as a crime in progress • Non-emergency Police reporting dial 101 	<ul style="list-style-type: none"> • Responding to incidents • Often take command of an incident, if appropriate.
Fire	<ul style="list-style-type: none"> • Dial 999 in an emergency 	<ul style="list-style-type: none"> • Responding to incidents • Fire-fighting and fire prevention • Detection, identification, monitoring and management of hazardous materials and protecting the environment. • Will take command of an incident if fire-related.
Ambulance & NHS	<ul style="list-style-type: none"> • Dial 999 in an emergency • NHS non-emergency number: 111 	<ul style="list-style-type: none"> • Responding to incidents • Identify & alert the receiving hospitals
Wiltshire Council	<ul style="list-style-type: none"> • In and out of hours use: 0300 456 0100, ask for the Emergency Planning Team or Emergency Planning On-Call • You may use emergencyplanning@wiltshire.gov.uk for non-emergency enquiries. 	<ul style="list-style-type: none"> • Support the emergency services • Help the community recover • May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system • Help facilitate road closures and diversions • Identify and set-up a safe place for community to stay after being evacuated - known as rest centre
Environment Agency	<ul style="list-style-type: none"> • Incident hotline 0800 80 70 60 (24-hour service) • Floodline service 0345 988 1188 	<ul style="list-style-type: none"> • Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers • Issue flood alerts and warnings to the public and implement flood defence where appropriate • Deal with emergency repairs and blockages on main rivers and own structures
Utility Providers	<ul style="list-style-type: none"> • Gas (National Grid) 0800 111 999 • Power Cut - call 105 • Wessex Water: 0345 600 4600 • Thames Water 0800 3169800 • British Telecoms 0800 1217667 	<ul style="list-style-type: none"> • Support statutory responders • Ensure continuity of supply • Provide alternative means of supply during an emergency if there is a threat to life

In some cases, the emergency services and local authorities will have to prioritise those greatest in need and therefore may not be able to reach you immediately. Communities can play a vital role in helping the emergency responders by reducing the impacts of an emergency by producing community plans, followed by regular training and exercising of it.

2. Get Involved

2.1 Scope

What are you trying to achieve with your community plan? What areas are you covering (whole village/town/certain communities. Make sure your scope is Specific, Measurable, Agreed, Realistic, e.g.

EXAMPLE: The Random Place community plan aims to provide the village with a good level of resilience that will enable us to complement the emergency services alongside coping with small scale issues either on our own or before the relevant services arrive.

Your Scope	
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2.2 Preparation and Triggers

Think about your local risks and what your triggers would be – whether that is a flood warning or a news/weather report. Once that trigger has occurred you then need to decide on what your next actions are. For some incidents such as flooding you may choose to have a separate annex going into flooding in more detail. Remember in section 1.1 there are some preparatory actions for key incidents outlined.

Incident	Preparation	Trigger	Action
<i>Example: Ice</i>	<ul style="list-style-type: none"> Identify routes to grit Arrange grit delivery each year 	<i>Local weather predicts freezing temperature</i>	<ul style="list-style-type: none"> Grit local frequently used paths Check if vulnerable community needs help getting medication/food
Flood			

Snow			
Loss of Utilities			
Animal Health			
Pandemic Flu			
[Additional space for local risks]			
[Additional space for local risks]			
[Additional space for local risks]			

2.3 Key Local Skills

This is a good way of highlighting what key skills you might need alongside those that provide them. You may add as many as you like below.

Skill/Resource	Who?	Contact Details	When might not be available
Trained First Aider			
4x4 Owners			
Water/food supplies	<i>Local Shop?</i>		
Medical Supplies	<i>GP surgery or pharmacy?</i>		

2.4 Places of Safety

A place of safety can be anything from a shelter for a few hours to overnight stays (so therefore a church, pub or village hall would all be good options).

Wiltshire Council can support these places of safety when an official evacuation has begun. They also have a number of pre-identified Rest Centres across the County.

Building	Location	Contact Details (Name, phone)	Capacity	Resources (kitchen, showers?)

2.5 Map of Local Risks

Below you can input a map of your local risks and resources. This could include, places that suffer from flooding, known areas you want to grit, the location of your places of safety and anything you feel relevant. Remember not all risks are mappable. Many communities choose to use screen shots from Google to get these maps, but please choose the option best for your area.



2.6 Setting Up a Community Group

Many communities find the best way to start a resilient programme is to form a community group. Below is the starter for ten for of how you could set one up. The roles and names of individuals can then be added to this plan.

Parish Council/ Community Group

- The Parish Council is often an appropriate lead for Community Resilience planning, this enables a good link with Wiltshire Council and ensures it also covers the whole community.
- However it is possible to have a community plan without the Parish Council involvement if that works better for your area.

Community Emergency Volunteer Coordinator

- Community groups work best with an overall coordinator or leader, this means that in an emergency you have a dedicated person to manage the volunteers and ensure everyone is staying safe and on task.
- You may need several coordinators as you can't guarantee that the main coordinator will be around when the incident happens


Deputy Coordinator


- Deputy coordinators are there to assist in large incidents and also cover if the main coordinators are not available

Community Volunteers

- Community Volunteers are the heartbeat of the group and can be available to help in a variety of incidents - like door knocking, spreading grit and helping the vulnerable.
- You may have as many volunteers as you feel necessary or who are available
- You might want some extra specific volunteers if your community suffers from specific events e.g. Flood Wardens - these could be considered in a separate Flood annex to this plan.

2.7 Action Cards

Community Emergency Volunteer (CEV) Coordinator/Deputy	
Activation	Key Responsibilities
 <p>A diagram consisting of two rectangular boxes. The left box is blue and contains the text 'Parish Council'. A white arrow points from the right side of the blue box to the left side of a green box on the right, which contains the text 'CEV Coordinator'.</p>	<ul style="list-style-type: none"> • Coordinate the community response • Ensure Health and safety is adhered too • Liaise with relevant emergency services/organisation/council • Ensure actions and decisions are logged or recorded
Actions	
<ol style="list-style-type: none"> 1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services 2. Continually liaise with the emergency services/LRF members 3. Coordinate the organisation of the community volunteers 4. Keep an eye on Health and Safety of the volunteers 5. Record all decisions and actions of the community 6. Coordinate the requests for extra resources – in liaison with the council 	

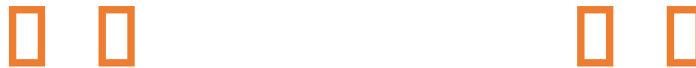
Community Volunteers	
Activation	Key Responsibilities
 <p>A diagram consisting of two rectangular boxes. The left box is green and contains the text 'CEV Coordinator'. A white arrow points from the right side of the green box to the left side of a yellow box on the right, which contains the text 'Deputy CEV/Community Volunteers'.</p>	<ul style="list-style-type: none"> • Help with community tasks • Collect community information • Help disseminate information • Assist in incident response (sand bagging, flood monitoring etc)
Actions	
<ol style="list-style-type: none"> 1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted unless you are specifically trained to the correct standards). 2. Follow the direction of the CEV Coordinator 3. Help collect information or disseminate to the local residents/community members 4. Help identify those vulnerable in certain incidents alongside potentially checking on them. 5. Monitor most at-risk areas (particularly seasonal risks) 6. Help with the clearing of paths in icy or snow conditions 7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app or website) 	

2.8 Telephone Tree

Community Emergency Volunteer (CEV) Coordinator	
Name	
Contact number	



CEV Deputy	CEV Deputy
Name	Name
Contact number	Contact number



Volunteer	Volunteer	Volunteer	Volunteer
Name	Name	Name	Name
Contact number	Contact number	Contact number	Contact number



Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer
Name	Name	Name	Name	Name	Name	Name	Name
Contact number	Contact number	Contact number	Contact number	Contact number	Contact number	Contact number	Contact number

2.9 Contact Details

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			

Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email

Address		Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			
Telephone Number	Mobile	Home	Email
Address			Skills

Name			
Job Role (<i>e.g Volunteer</i>)			

Resilient Communities Wiltshire

Telephone Number	Mobile	Home	Email
Address			Skills