



STAPLEHURST EMERGENCY HELP TEAM

Minutes of meeting held on Thursday 10 November 2014
The Youth Club, Staplehurst

Present: Rory Silkin (Chair), Geoff Barber, Sue Bassett, Anne Finlayson, Margaret Friswell, Erika Lock, Pam Payne, Bill Piper,

Apologies: Sue Bassett, Joan Buller, Paul Butcher, Bob Howse, Peter Jeffery, Mira Martin, Laureen Rodwell, Peter Spearink, Andrew Watson

Chairman: Rory welcomed us to the meeting.

Minutes: The minutes of the previous meeting were approved.

Matters Arising:

Defibrillator: This is still inside the library awaiting electrical connection. Some maintenance of its temperature is also required to keep it working. The Parish Council had also expressed interest in the defibrillator and its location.

KCC: We have not had confirmation of KRF/KCC's awareness of us and our identity.

Telephone Holder and Tree:

John Reardon had been asked to work out a better system for our telephone contact system. He himself had discovered that the existing system has flaws.

We discussed four possibilities that he presented. The clearest and most affordable was this:

- A member of the team will be the duty holder of the SEHT telephone for about one month. His/her responsibility will be to keep it charged and available.
- All calls to the SEHT number will be diverted by the network to the duty member's private number. The Kent Resilience Forum operator calls the SEHT number in the first instance but also has access to the telephone tree if the call is not answered.
- The duty member upon receiving the call will evaluate the situation, then, if necessary, will start the telephone tree cascade.

It was felt that as the number of calls is certain to be small the cost of the system would be minimal. However it should be tried for a year, particularly to check the costs, and then reviewed.

Generally agreed: John will now finalize details.

The telephone tree can now be updated. Anne will discuss amendments with Sue Bassett prior to the updating. It was suggested that there might be three people at the top of the tree.
(Action: Anne)

Tabletop exercise, 15th October 2014.

Printed notes on the exercise were presented by Anne, and this document is appended below.

Points which emerged during the exercise were: –

- review of the telephone tree. (see below)
- review of the emergency plan (Action: Anne, Erica and Sue)
- source leaflets on cultural issues relating to different nationalities
- check the contact list all community shelter keyholders (see below)
- when a SEHT member has been contacted, but not spoken to directly, a voicemail message detailing incident and meeting point should be left. (Action: all)

Anne thought that the group ultimately focused well and logically. At the beginning there was no clear leader, and there was quite a lot of talking over each other, but we got there in the end.

Erika discussed cultural awareness booklets. We would ask Kent Emergency Services to supply them.

We need to review the list of community shelters and their keyholders. For example, does each keyholder know that management has approved the use of premises? We may need to renew and review the list of shelters. Members need to be aware of them. (See the back of the telephone tree list).

(Action: Rory)

Geoff Barber expressed his gratitude for the exercise. However he thought that there is need for knowledge of food and blankets suppliers at the onset of the exercise or emergency.

Rory thanked Anne and Erika all their work.

Next Exercise: It was agreed that we should set the date at the next meeting.
(Agenda)

Emergency Kit: Chris Ralph has another (older) emergency kit bag which she has offered to the SEHT. Space has been offered at the Free Church, so it may be kept there.

Information Update:

Andrew Watson is now fully trained as a Flood Warden, and is also working with the Environment Agency on strategic planning for river management.

Pam suggested that we need to know where to get sandbags in an emergency. Andrew would be invited to comment.

In view of the possibility of more power cuts in future years, it was suggested that we publish a warning to householders on preparedness for blackouts. This could also be useful publicity for SEHT!

A list of possible needs could include LED torches and corded telephone.

(Action: Bill)

Date of the Next Meeting: 27th January 2015 at 7:30. At the Free Church if possible.

Notes of SEHT Tabletop Exercise 15/10/2014

A tabletop exercise to test the SEHT response to an incident in the community was held at the Staplehurst Free Church (SFC) on 15th October 2014. Thanks to the pastor and members of the church for making the team so welcome.

The exercise was triggered by a phone call and tested the telephone cascade. The exercise was run by Erika and Anne, 9 members of SEHT were able to respond to the request to attend.

The scenario presented was the discovery in a lorry on the industrial estate of 2 families in 2 containers. There were 27 individuals, men, women and children including a 6 month old. The families were Muslim, which brought a cultural dimension to a humanitarian situation.

The SEHT team were asked to work on the short term response to the incident, KCC having requested that the team deal with the immediate issues. The A229 was temporarily closed as a result of a major crash so 999 support would be delayed.

The team identified that a leader should be appointed, 2 members should visit the industrial estate to assess the situation and the incident leader would appoint members of SEHT to the range of roles included in the Staplehurst Emergency Plan as 2 members went to Sobell Lodge to retrieve the Emergency bags.

SFC was identified as a suitable location for a Community Shelter; plans were discussed for what was required to meet the immediate needs of the people who had been in the lorry for 3 days, with food and water for that time. SEHT would work to keep those people who were willing to move to SFC or be supported at the lorry fed, comfortable, safe and warm. These included: -

- Contact emergency services/KCC/MBC
- Food and drink, including milk and supplies for the baby
- Bedding
- Washing facilities
- What if's (plan for beyond immediate needs if necessary)
- Contact local medical support/first responder
- If possible identify interpreter to facilitate communication
- Brief the door manager not to respond to any press enquiries
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The team responded well to the challenge, a debrief followed the exercise.

Points which emerged during this were: -

- Review of telephone tree (distribute to SEHT members as soon as lead contact details are agreed). Action: Rory
- Review of Emergency Plan. Action: Anne, Erika and Sue
- Source leaflets on cultural issues relating to different nationalities. Action: To be agreed
- Check contact list for all Community Shelter key holders. Action: To be agreed
- When a SEHT member has been contacted, but not spoken to directly, a voicemail message detailing the incident and meeting point should be left. Action: All