

DONHEAD ST ANDREW Community Emergency Plan

Plan last updated on: 06.12.2015

How to use this template: Please complete each section Bronze, Silver and Gold.
As each is completed, please send to epr@wiltshire.gov.uk

If there is an emergency in your local area we will be in touch.

If you are in immediate danger call 999

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LEVEL 1

Emergency contact list - Internal

Responsibilities	Name: Vacant
	Role: Community Emergency Coordinator
	24hr telephone contact:
	Email:
	Address:
Parish Clerk	Name: Sandra Harry
	Role: Parish Clerk
	24hr telephone contact: 01747 828269
	Email: Donheadstandrewpc@gmail.com
	Address: The Castle, Brookwater
Parish Council Chairman	Name: Malcolm Cullimore
	Role: Parish Council Chairman
	24hr telephone contact:
	Email: m.cullimore@btinternet.com
	Address: truffles, Pigtrough Lane
	Name:
	Role:
	24hr telephone contact:
	Email:
	Address:

LEVEL 1

Emergency contact list – External

Responsibilities	Name: Paul Ridgeway
	Role: Community Emergency Coordinator
	24hr telephone contact: 07700 7785xx
	Email: xx@xx.xx
	Address: 2 Brook Road
Highways, Social Care, Emergency Transport Community Emergency Planning	Name: Wiltshire Council
	Role: Highways, Social Care, Emergency Transport
	24hr telephone contact: 0300 456 0100
	Email: EPRR@witlshire.gov.uk (only during an incident)
Police Neighborhood Team	Name:
	Role:
	24hr telephone contact: 101
	Email:
	Name:
	Role:
	24hr telephone contact:
	Email:

LEVEL 1

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 if there is an emergency (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 Situation Report on page 12	
5	If the emergency is covered by one of the Annexes, use them	
6	Send messages to community volunteers	
7	Notify local authority of any issues that cannot be managed locally	
8	Assign Actions, Timescales and time of next meeting	
9		
10		

LEVEL 1

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?

LEVEL 2

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, p 13
2. SNOW – When we receive alert from Wiltshire Council, turn to Annexe B, p 14
3. PANDEMIC FLU – When we receive a health warning, turn to Annexe C, p 15
4. LOSS OF UTILITIES – When electricity, gas, water is lost, turn to Annexe D, p 16
5. ANIMAL HEALTH – When disease is declared, turn to Annexe E, p 17
6. FUEL DISRUPTION – When there is information in the news, turn to Annexe F, p18

LEVEL 2

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 residents 	<ul style="list-style-type: none"> Agree places where gritting is required <ul style="list-style-type: none"> Steep Hill at X 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 Alert LA of vulnerable

LEVEL 3

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	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	Warminster	24 hours
Flood warden	Bertie G Alice K	01700 5615xx 01700 5605xx		

List of organisations helpful in identifying vulnerable people in an emergency

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

LEVEL 3

Key locations identified 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

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 communications

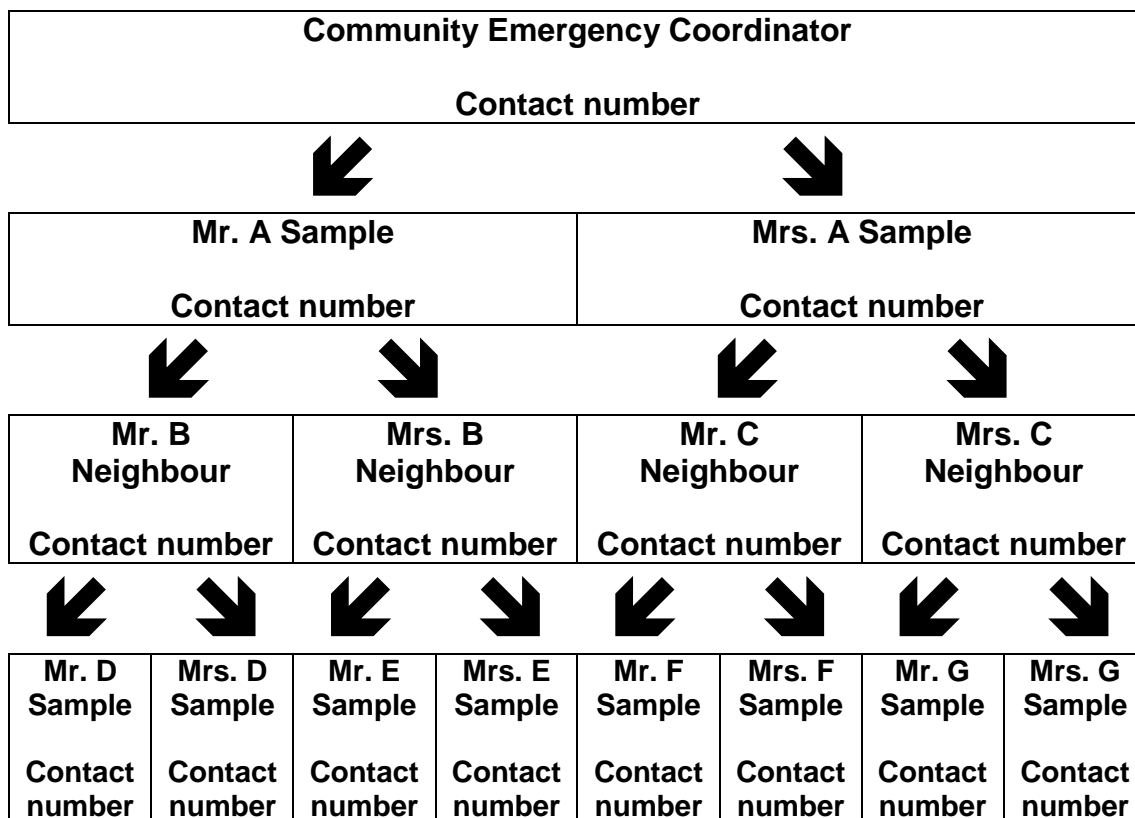
Communication Type	Name of contact	Location
Local Radio		
Amateur radio operator		

LEVEL 3

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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SITUATION REPORT FOR HELPING COORDINATE EMERGENCIES

DATE

TIME

ATTENDEES:

1. WHAT IS THE INCIDENT?

2. LOCATION OF THE INCIDENT?

3. IS THERE A THREAT TO LIFE? Y / N IF YES CALL 999

4. HOW MANY ARE AFFECTED:

ADULTS

OF THESE HOW MANY ARE VULNERABLE?

CHILDREN

OF THESE HOW MANY ARE VULNERABLE?

PETS

LIVESTOCK

5. WHAT RESOURCES ARE NEEDED

SHELTER

FOOD

4 X 4

BLANKETS

OTHER

6. HOW WILL WE COMMUNICATE TO RESIDENTS

7. ACTION TRACKER

WHAT ACTION IS REQUIRED?	WHO WILL DO IT?	TIME/DATE COMPLETED

LEVEL 1

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 if there is a drain/gulley which floods and makes it dangerous for drivers when it rains.
- Encourage residents to join Environment Agency [‘Floodline Warnings Direct’](#) scheme, by publicising 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.

LEVEL 1

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

LEVEL 1

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. Confirm 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.

LEVEL 1

LOSS OF UTILITIES

ANNEXE D

TRIGGER – Loss of supply

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) Gas - Smell gas? Call the Gas Emergency Services on 0800 111 999

Interruption to supply? Call National Grid 24 hour Interruption information helpline:

08457 400 000

3) 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

ANIMAL HEALTH

ANNEXE E

TRIGGER – NOTIFICATION OF INFECTED PREMISES

The risks of disease being spread by those seeking recreational access to the countryside are very small, and can be reduced further by avoiding direct contact with animals.

In the event of a disease outbreak, there will be a presumption in favour of access to the countryside, subject to veterinary risk assessment.

However, restriction in the movement of animals, people and vehicles on and around infected site/premises may be put in place.

There may be disinfectants that need to be applied when entering / leaving affected premises.

1) Animal Disease

These diseases have a serious economic impact for the farmer and will cause fluctuations in price of the meat, and animal products.

There may be restrictions put on movement around the infected premises in zones.

i). Diseases that affect only the animal.

Such as Foot and Mouth, Blue Tongue and Classical Swine Fever, etc.

Access to and from infected flocks/herds will be restricted, to isolate the disease.

ii) Zoonotic Diseases

Diseases that can pass from animals to humans

Such as Avian Influenza, E.Coli, Salmonella, etc.

Access to the area and to animals will be restricted for infection control.

2) Parish Council Actions:

Obtain up to date information from:

Department for Environment, Food and Rural Affairs.

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

and, Animal and Plant Health Agency

<https://www.gov.uk/government/organisations/animal-and-plant-health-agency>

- Liaise with Council Animal Health Team, 0300 456 0100
- Provide information to community about closed footpaths and bridleways.
- Provide information about alternative public byeways which are suitable for exercising dogs, horses, etc.
- Check that positioning of public warning and information signage stays in place, and report to Council if tampered with/removed 0300 456 0100.
- Keep in touch with the affected farmer's family, and check their welfare.

FUEL DISRUPTION

ANNEXE F

Fuel disruption can cause severe hardship in rural areas that rely on vehicles to get supplies, including food and medication.

TRIGGER

News about fuel disruption, such as tanker driver strike or supplies not reaching the UK.

1. Use your website, newsletter, etc. to advise the community to conserve fuel:
 - take fewer trips by car (walk to shops, school, etc)
 - encourage the use of public transport
 - use online shopping, if available.
 - List heated community buildings, if heating oil supplies.
 - promote Wiltshire's carsharing <https://wiltshire.liftshare.com/>
2. Identify priority workers in the community who will have preferential access to fuel. Can they offer lifts, or do shopping for their neighbours?
3. Check on the needs of vulnerable people in the community. Report anything to the Council that cannot be managed locally.
4. Provide details of the nearest filling stations, and opening hours.
5. Please ask the community **not** to stockpile fuel (it can be very dangerous!)

MAJOR EMERGENCY

ANNEXE G

Trigger – Plane crash, serious road traffic collision, explosion, chemical spill, etc.

1. The Emergency Committee should keep in contact. If the emergency services need your assistance, they will contact you using the contact details in this plan.

2. Share message with the community, encouraging please to

GO IN Go indoors, close doors and windows and shut down ventilation systems if it is safe to do so. Unless there is an obvious risk to the property this will give you good short-term protection against the vast majority of hazards.

STAY IN Stay indoors until you know more about the situation and the appropriate action you need to take to protect yourself further. The action you should take will be different depending on the nature of an incident so you could put yourself at more risk by not waiting for further instructions.

TUNE IN: Tune in to local radio and television to find out more about what is happening. If there is a major emergency radio and TV companies will interrupt programming to give the public safety advice and information about the incident.

BBC Wiltshire can be heard via:

Salisbury area: 103.5FM,

Swindon area: 103.6FM and 1368AM,

West Wilts area (Chippenham, Devizes and Trowbridge): 104.3FM,

Marlborough area: 104.9FM

AM frequency: 1332.

4. From the information that you have, prepare a situation report (see page 12)

5. Consider putting the local place of safety on standby.

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 Kelly Brook	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