

Guide to Community Resilience

Warminster

**Wiltshire Council
County Hall, Bythesea Road, Trowbridge BA14 8JN**

**Please read this document carefully and retain it for
future reference**

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Introduction

In order to ensure that Wiltshire Communities are truly resilient it is vital that they are aware of the risks which affect them. This will help the area boards to decide which threats they are comfortable with, without having to take any preventative action and those where a more proactive approach may be required.

This information will also be made available to each member of the community to ensure that they are able to take necessary measures such as preparing an 'Emergency Box', purchasing sandbags to protect their property or carrying out a business impact analysis for a Business Continuity plan for example.

Recent studies have shown that the 'just in time' society in which we live has had a major effect on the way in which people view their own safety and their reliance on the local authority and emergency services. Whereas in the past people tended to be very much aware of the precautions they could and should take to look after their family, property and/or business, they are now more reliant on assistance from public services. Whilst this document does not advocate the derogation of the public service responsibility to care for its population, it is intended to highlight areas where members of the public can be more proactive in protecting themselves and their communities.

Community Resilience is not just about the Community Safety agenda, it is much more involved than that. It is about how the community, the individual within that community and businesses can best prepare to meet the challenges they may face if confronted with a major incident. It is also about how the community can continue to operate for as long as possible and how it can adapt to its new circumstances once the incident has passed. This is best outlined by the following definitions¹:

Resilience: The capacity of an individual, community or system to adapt in order to sustain an acceptable function, structure and identity.

Community Resilience: Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services.

We can't stop disruptive challenges from happening, but we can mitigate their effects on the community by comprehensive preparations on the part of both the public services and members of the public, and by carefully planning the recovery from such events. This document focuses on the preparatory measures that can be taken and which are covered in more detail throughout. Recovery from a major incident is covered in a separate document which outlines how the local services intend to approach restoration and improvements to communities affected by a major incident in order to help them adapt to their new, post incident circumstances.

¹ Article in 'Resilient Nation 2008

Business Continuity

The business continuity concept helps all kinds of organisations, not just business, to be more resilient and hence to live through and recover from incidents which affect their community.

Organisations and business are linked to their communities in different ways. Staff, members and customers will often, although not always, be community based. Businesses and other organisations can help their communities if they have to deal with a large scale incident. For instance grocery stores may be able to provide food and other items to vulnerable people, DIY shops can assist with tools and hardware, other organisations can provide staff, expertise or transport.

Businesses and other organisations can also form smaller community groups and support each other in their recovery.

Business continuity offers a thought through process with well-defined, distinct steps to achieve greater resilience for all sizes and kinds of organisations. Although there are different approaches to business continuity, the overall process consists of five steps:

- Understanding the organisation
- Determining their business continuity strategy
- Developing and implementing a business continuity response
- Exercising, maintaining and review
- Embedding business continuity in the organization's culture

There are various ways to implement a business continuity management system. By and large for smaller organisations it is a fairly straight forward process while for larger organisations it is inevitably a bit more complex.

Aim

The aim of this guide is to identify the risks applicable to each community area and highlight measures which will need to be implemented to mitigate their effects and assist the community to become more resilient.

Resilience and vulnerability assessment is one aspect of community profiling and localised emergency management planning. In addition there is a strong link between community resilience and business resilience. Businesses with strong business continuity plans will prove advantageous in progressing towards a stronger cohesive community revival.

Local businesses rely on local communities for their workforce and in some cases purchasing power, so it is important to have business continuity measures at the forefront of plans tackling emergencies.

It is noted that none of the six parishes has a Parish plan to cater for an emergency and it is the desire that this document is utilised to assist Parishes and Community Area Boards in the compilation of such a document.

Intention

The intention is that all parishes have an up to date Community Resilience plan to replace where necessary the Initial Response Plan that some parishes (the minority) had written some years ago. These plans once written will be kept up to date by a nominated person (nominated by the Area Board) who will maintain ownership of the plan

This document refers to the national and localised risks but the individual bespoke problem areas need to be catered for within each individual plan.

Purpose

A localised resilience and vulnerability assessment² is an integral part of effective planning to manage the consequences of an emergency. With this profile it will be possible to:

- Identify the **strengths** of particular areas, communities or groups, in terms of resources, skills, networks and community agencies. These strengths and local capabilities maybe used and further developed to minimise the negative consequences of an emergency. Prevention and preparedness activities, as well as recovery activities can be supported.

² Assessing Resilience and Vulnerability in the context of emergencies – State Government of Victoria, New South Wales, Australia

- Identify **vulnerabilities** of particular areas, communities or groups so these can be managed in terms of prevention and preparedness activities, response activities and recovery programs

The composition of these vulnerable groups may include any number from the following categories therefore processes need to be in place to cater for the relevant challenges that may ensue:

- Alcohol/drug dependent individuals
- Children especially those of pre-school age
 - Those isolated due to the incident
 - When gathered in large groups such as being at school
 - When the ratio of adults to children is significantly high
- Ethnic minorities
- Immigrants
- Prison population
- Those where English is not understood
- Large and high density households
- Livestock owners
- Medication dependent individuals
- Migrant workers
- People dependent upon public transport
- People living below the poverty line
- People with disabilities
 - Mobility specific
 - Hearing related visually impaired communication and verbal skills
 - Physical
 - Mental or cognitive skills
 - Dependency on electricity for life support systems
- Pet owners
- The elderly
 - Limited mobility
 - Isolated or confined
 - Medically or mentally fragile
 - Heavily dependent upon medication
 - Dependent upon life support systems
- Single parent families especially those who cannot take time off work during the response or recovery phases
- Socially isolated people
- Tourists
- Transient communities

Wiltshire Council will provide information and advice about matters such as temporary accommodation, provision of food and fuel supplies to the vulnerable and delivery methods³, public transport and the provision of tools and equipment. In addition where the public highway and Council owned properties have been affected Wiltshire Council will arrange for assessment by the appropriate Council Departments prior to any remedial work being undertaken.

Objectives

In order to achieve the aim, intention and purpose, the following objectives have been established:

- Identify each individual Community Area Board
- Establish a strong liaison with the members of each Community Area Board
- Identify risks from the Local Resilience Forum Community Risk Register applicable to each individual Community Area Board
- Identify lower level, individual risks applicable to each Community Area Board through a consultation exercise
- Assist in the undertaking of a risk assessment on the identified individual risks in the context of each Community Area Board
- Agree with each Community Area Board the measures which can be taken to mitigate the identified risks where applicable
- Produce a Community Area Board Risk Register for each area
- Communicate the Community Area Board Risk Assessments to the people who live and work within the area
- Provide information and advice to the public on measures which they should take in order to protect themselves, their families and their property
- Link the Community Board Risk Registers, the Local Resilience Forum Community Risk Register and the Wiltshire Council Corporate Risk Register through established governance structures
- Engage the Community Emergency Volunteers in assisting with the provision of emergency preparedness advice leaflets to households and businesses within their communities
- Ensure the established warning protocols are known to the Community Area Boards
- Parishes to provide an individual plan owned and updated by the respective Community Area Board

³ A previously adopted process will be made available to obtain food and fuel supplies to the vulnerable where there is no alternative means of obtaining these items

Contextualisation

Warminster is strategically situated at the junction of the A36 and A350. with direct links to the M3 and M4. Warminster is also served by a main line railway station on the Cardiff to Portsmouth line

It is a major Garrison Town utilising Salisbury Plain as a major training area. The military garrison at Longleat is home to the School of Infantry and supports the military establishments at nearby Larkhill, Tidworth, Bulford and Netheravon.

To the west of Warminster is the Longleat estate ancestral home of the Marquis of Bath with the major leisure facilities of the safari park and Centreparcs

Key facts for the Warminster Community Area;

Total population, 2007: 24,319

Population density, 2007: 0.87 people per hectare

Proportion of population aged 0 – 15 years, 2007:17.8%

Proportion of population aged 16 – 59 years, 2007:58.6%

Proportion of population aged 60 – 65+ years, 2007: 23.6%

Area of Natural Beauty, Cranborne Chase and West Wilts Downs

Sites of Special Scientific Interest; 12 sites

Warminster and Cricklade are relatively affluent with a low recorded crime rate compared to other towns in Wiltshire. In 2008 the average property price was £217,333 against the County average of £221,864.

Volume crime which comprises offences of criminal damage, theft, violent offences and vehicle offences shows 45.3 offences per 1000 of the population and other crime which includes burglary (dwelling and non dwelling), drugs and other offences shows a even lower number of 9.2 per 1000 of the population (data Wiltshire Police March 2007 – April 2008)

Existing and adopted emergency procedures

Introduction

The Emergency Services are the Police, Fire and Ambulance services all who operate at the time of an emergency incident to procedures and guidelines laid out in the ' Wiltshire LRF Major Incident Joint Procedures Guide' This document also details how other agencies such as the Local Authority, NHS and voluntary agencies assist thus giving a united response

The structures outlined indicate the existence of a number of processes that may be operating in parallel at the time of an emergency (see Figure 1); these include those managed by the emergency services.

Any of the above agencies can call for the emergency to be declared a ' major incident'

Definition of a major incident

A major incident is any emergency, including acts of terrorism, that requires implementation of **special arrangements** by one or all of the emergency services. The NHS or the local authorities and will generally include some or all of the following features.

- The initial treatment, rescue and transportation of **large numbers of casualties**
- The involvement either directly or indirectly of **large numbers of people**
- The handling of a **large number of enquiries** likely to be generated from the public and the news media, usually made to the police
- The need for **large scale combined resources** of the police, fire service and ambulance service, the mobilisation and organisation of the emergency services and supporting agencies, for example, local authority to cater for the threat of death, serious injury or homelessness to a large number of people.

Emergency structures as shown in Figure 1

Inner cordon area: immediate area surrounding an emergency where access is limited to emergency services and where a specialised team of emergency personnel operate to eliminate the hazard/threat, rescue victims and recover casualties, as well as gather evidence in an emergency.

Evacuation assembly point: area designated by the police or fire services to which individuals are directed and from where transport to a survivor reception centre, an evacuation centre, or rest centre will depart. An evacuation route

identified by the police may be used to direct individuals to the evacuation assembly point and a representative from Wiltshire Council may be on-hand to provide support or advice.

Casualty clearing station: area for the immediate treatment and triage of the injured immediately adjacent to the emergency area and the ambulance loading point as coordinated by the ambulance incident commander.

Survivor reception centre: area to which injured survivors not requiring immediate hospitalisations can be taken for short-term shelter and first aid, as well as to conduct interviews and complete documentation needed for police investigations, before transfer to a hospital, rest centre or elsewhere. This centre may be established by the emergency services, and managed with the assistance of voluntary groups, NHS medical staff and/or Wiltshire Council. The physical and welfare needs of those involved in an emergency will be different from those of evacuees so, where possible, a survivor reception centre should be established in addition to a rest centre.

Timescale	Lead
Immediate	Initially police and other emergency services that are first on the scene will set up the SRC. The ongoing management will probably be passed onto the Local Authority (LA) with the support of the voluntary agencies. Again from the 7 th July 'lessons learnt' it was believed that if a proper SRC had been set up many of those caught up would have had their details taken prior to leaving the scenes, some of whom were never traced.

Evacuation/rest centre: premises used for sheltering evacuees for short periods only (less than 24 hours). Welfare facilities such as hygiene and catering facilities are not available, but hot drinks and/or snacks may be served as appropriate. Registration of evacuees may take place. If necessary, an evacuation centre may become a rest centre should the evacuation continue and longer-term accommodation be required.

Where Rest Centres are set up numerous agencies become involved and where designated Rest Centres such as the Sports Centre, Woodcock road, Warminster would be used for a larger evacuation the village halls in the parishes may prove more practical.

Timescale	Lead
Immediate up to 24 hours	Local authority following a decision taken by the emergency services to evacuate. The Wiltshire Council Department of Community Services (DCS) will run the centre assisted by the voluntary agencies.

Decontamination centre: a short term centre set up and managed by the Great Western Ambulance Service and/or Wiltshire Fire and Rescue Service should decontamination and treatment of the public be required following an

incident involving chemical or biological agents. A decontamination centre may also be used to gather information.

Police casualty bureau: a central contact and information point for gathering and distributing information about individuals who have been, or are believed to have been, involved in an incident. Should the police decide to establish a casualty bureau; a central phone number will be promulgated.

Timescale	Lead
Immediate	Police – Wiltshire Police are likely to be the host force for casualty bureau in respect of collation of those involved in the incident. However in a large scale incident ‘Casweb’ is likely to be activated with other forces taking on call handling duties on behalf of Wiltshire Police. This happened on the 7 th July bombings where Forces other than the Metropolitan Police opened up casualty bureau using the same data base as the Metropolitan Police.

Family and friends reception centre (FFRC): premises used for the centralisation and registration of fatalities’ families and friends who have travelled from within the UK or abroad; used by the police to obtain and pass on information on the missing, injured or deceased; and, when emergency mortuaries are in operation, for the coordination of viewings, collection and/or repatriation of deceased. The centre may be established by the police, in consultation with Wiltshire Council.

Timescale	Lead
Immediate up to 24 hours prior to the HAC opening.	Police will establish and look for help from the local authority. In addition representatives from the voluntary agencies and faith communities including interpreters may be required.

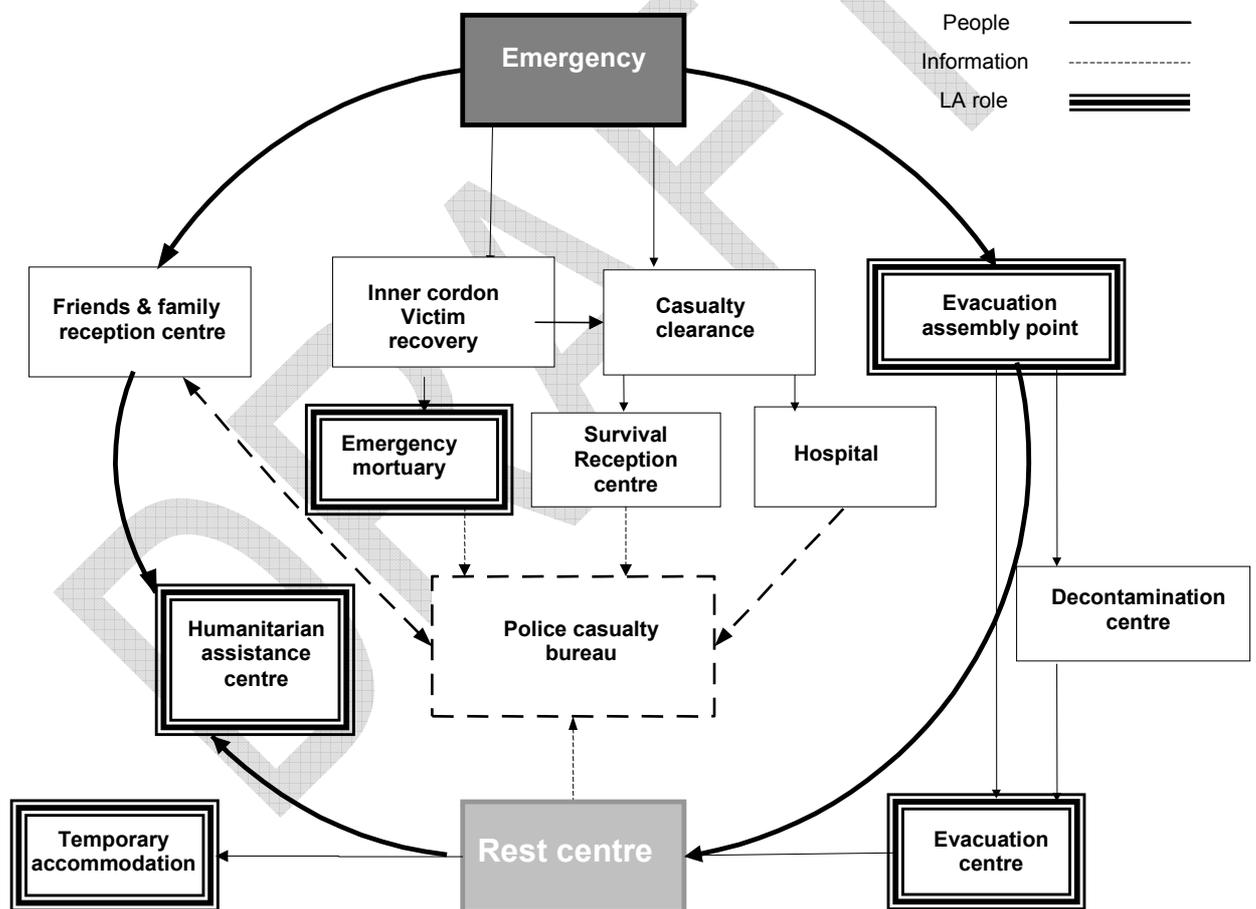
Humanitarian assistance centres: The purpose of a HAC is to act as a focal point (referred to as a one shop stop) for information and assistance to families and friends of those missing, injured or dead, to survivors and those directly affected by the emergency. In addition, anyone who has been affected by the incident in any way can access the same services available. The HAC will provide access to guidance on a wide range of agencies’ services to allow people to make informed choices according to their needs. The aim is to have a seamless multi-agency approach to a whole range of likely assistance that anyone affected might require, which should also minimise duplication and avoid any gaps.

The HAC should not be confused with other help or sources of information that exist as an important part of current emergency planning procedures (e.g. casualty bureau, survivor reception centre, rest centre etc.) It is not intended that the HAC should be set up to replace any of these facilities as their usage is very much bespoke to the incident. They are set up for different reasons and where a survivor reception centre may lead into a HAC it will not abdicate the response to the assembling of a humanitarian assistance centre.

Timescale	Lead
After 72hrs and possibly for a significant period dependant upon the incident	Local authority following the decision to open a HAC made by the strategic co-ordination group also referred to a Gold command. The centre will be run by DCS in company with police, in particular family liaison officers, and voluntary agencies.

Emergency mortuary: a short-term mortuary facility (dismountable or converted premises) used to supplement existing mortuary facilities where post-mortem and identification examinations of victims can take place and where necessary, provide body holding capacity.

Figure 1 – Emergency centres



The initial reporting of an incident by the emergency services

The mnemonic **CHALETS** is used by all emergency services when reporting an incident. All ingredients of CHALETS should be included in the message:

Casualties	Approximate numbers of casualties – dead, injured and uninjured
Hazards	Present and potential hazards
Access	Best access routes for emergency vehicles and suitable provisional rendezvous points
Location	The exact location of the incident, using map references if possible
Emergency Type	Those emergency services present and those required The type of incident with brief details of types and numbers of vehicles, buildings, etc involved
Safety/ Start a log	The safety of others attending the scene including the officer and the need to start a log of decisions and actions.

Crisis management structure

The police will coordinate the response of the emergency services and hold overall command and control of the incident up until the recovery stage where the local authority will lead on the return to normality. The crisis management structure is composed of three levels; Gold (Strategic), Silver (Tactical) and Bronze (Operational).

Gold: this group comprises of representatives from each member of the Local Resilience Forum (LRF) and meets at the Joint Control Centre in Devizes. The main role of Gold is to formulate the strategy for the response.

Silver: This group will normally be situated close to the scene. Its role is to provide a tactical response that will see the strategy of Gold implemented effectively. To this end it will direct the activities of the operational staff. Silver will also regularly liaise with Gold in order to ensure that the strategic response is effective. Silver also controls the resources provided by the various agencies.

Bronze: the operational Bronze group controls and deploys resources at the scene, in a specific role and location. There may be a number of Bronze groups in operation, depending upon the size of the incident and the specific nature of the emergency, in order to fulfil the tactical and strategic response effectively.

Coordinating the response

The local authority, in conjunction with the emergency services and local Health Protection Unit, coordinate the response of voluntary and support agencies.

Should any agency be required to work within the inner cordon at the incident site there will be a need, particularly in the early stages of an incident, for those agencies to report through the Fire and Rescue Service Incident Command system and work under the direction of the scene fire commander.

Voluntary agencies and other supporting groups

In Wiltshire, voluntary groups, together with other supporting organisations, contribute towards the successful outcome of an incident. This support can often alleviate some pressure on the statutory bodies by providing humanitarian services. This is especially so during the consolidation and recovery phases when fire, police and ambulance personnel are fully deployed elsewhere.

Community Area Volunteers

Community Area Volunteers for the Warminster are located at:

Community Emergency Volunteers make themselves available, if required, to their town or parish council, or other elected leadership, to:

- act as a point of contact for day-to-day emergency situations
- provide a point of contact for the Environment Agency with regard to flooding in their community
- assist in the production, review, updating and implementation of an Initial Response Plan for civil emergencies
- provide advice, either from their own training and experience, or by contacting the Emergency Planning Unit, on any emergency matters, which may not fall directly within the remit of the Police, Fire, or Ambulance Services
- be a channel of information, and advise on such matters to members of the community who may approach them directly
- maintain contact with the Emergency Planning Unit on any matters they consider appropriate
- provide a focal point in their community for any expansion in volunteer numbers arising from a peacetime or war emergency

To equip themselves for these tasks, Community Emergency Volunteers undertake to:

- be briefed on the role and requirements by the Emergency Planning Unit
- be aware of problems particular to their own community, which may arise in an emergency
- attend local refresher courses from time to time
- take part in local exercises and meetings
- maintain contact as necessary with the Emergency Planning Unit.

DRAFT

Contacts

Team Leader	Mary Cullen	Community Area Manager	Katherine Dew
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Capability

Parish	CEV	Flood Warden	Parish plan
Chapmanslade	✓		
Upton Scudamore	✓		
Warminster	✓		
Bisgopstrow	✓		
Norton Bavant	✓		
Heytesbury	✓		
Knook	✓		
Chitterne			
Codford	✓		
Upton Lovel	✓		
Stockton	✓		
Sherrington	✓		
Boyton	✓		
Sutton Veny	✓		✓
Longbridge Deverill	✓		
Brixton Deverill			
Kingston Deverill			
Maiden Bradley			
Horningsham	✓		
Corsey	✓		

Assets

Type	Address	Post Code	Contact Number
Police Stations	Warminster	BA12 9BR	
Ambulance Stations (GWAS)	Station Road Warminster	BA12 9BP	
Fire Stations	Warminster		
Doctors Hospitals/Surgeries	Warminster Hospital, The Avenue, Warminster	BA12 8QS	
	Smallbrook Surgery, Warminster Hospital, The Avenue, Warminster	BA12 8QS	
	Avenue Surgery, 14 The Avenue,	BA12 9AA	

	Warminster		
Designated Rest Centres	Sports Centre, Woodcock Road, Warminster	BA12 9DQ	
Premises suitable for use as a Rest Centre			
Chapmanslade	Premise	Do Parish Plans Exist	Communications and Services 1) Land line Number 2) Mobile phone coverage – good, fair, bad 3) Electric 4) Gas 5) Water 6) Toilets 7) Kitchen facilities
Upton Scudamore			1) 2) 3) 4) 5) 6) 7)
Warminster			1) 2) 3) 4) 5) 6) 7)
Bisgopstrow			1) 2) 3) 4) 5) 6) 7)
Norton Bavant			1) 2) 3) 4) 5) 6) 7)
Heytesbury			1) 2) 3) 4) 5) 6) 7)
Knook			1)

Warminster

			2) 3) 4) 5) 6) 7)
Chitterne			1) 2) 3) 4) 5) 6) 7)
Codford			1) 2) 3) 4) 5) 6) 7)
Upton Level			1) 2) 3) 4) 5) 6) 7)
Stockton			1) 2) 3) 4) 5) 6) 7)
Sherrington			1) 2) 3) 4) 5) 6) 7)
Boyton			1) 2) 3) 4) 5) 6) 7)
Sutton Veny			1) 2) 3) 4) 5) 6)

Warminster

			7)
Longbridge Deverill			1) 2) 3) 4) 5) 6) 7)
Brixton Deverill			1) 2) 3) 4) 5) 6) 7)
Kingston Deverill			1) 2) 3) 4) 5) 6) 7)
Maiden Bradley			1) 2) 3) 4) 5) 6) 7)
Horningsham			1) 2) 3) 4) 5) 6) 7)
Corsey			1) 2) 3) 4) 5) 6) 7)

Specific risk information

Risk	Location	Parishes affected
Fluvial flood plain		
Flash flooding (evidence)		
Pipeline		
Trunk road	A36 A350	
Railway	Cardiff to Portsmouth Line	Warminster

Generic risk information

Information taken from the Wiltshire and Swindon Local Resilience Forum
Community Risk Register

Risk	Likelihood	Impact	Risk rating
Pandemic Flu outbreak	High	Catastrophic	Very high
Fuel disruption	High	Significant	Very high
Telecomms failure	Medium	Significant	Very high
Electric failure	Medium	Significant	High
Heat wave	Medium	Moderate	High
Drought	Medium	Minor	Medium
Low temperature/severe snow	Medium	Moderate	High
Failure of water infrastructure	Medium	Moderate	High
Emerging infectious disease	Medium	Moderate	High
Storms and gales	Medium	Moderate	High
Animal disease (Non-zoonotic)	Medium	Moderate	High
Aviation incident	Low	Moderate	Medium
Loss of drinking water supplies	Medium	Minor	Medium
Land movement	Medium	Minor	Medium
Bridge collapse	Low	Moderate	Medium
Building collapse	Low	Minor	Low

Appendix 'A'

[Insert your community name here]

Draft Emergency Plan template

Consultation document

Plan last updated on: xx/xx/xxxx

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

**IF YOU ARE IN
IMMEDIATE DANGER
CALL 999**

Plan distribution list

Name	Role	Phone number/email address	Issued on
Example: Ms Epo	Local Authority Emergency Planning Officer	020 1234 5678	DD/MM/YY
Example Mr Field	Local Environment Agency officer	020 1234 5678	
Example Miss Flood	Local Flood Warden	020 1234 5678	

Changes to plan

Name	Date for next revision	Details of changes made	Changed by
Example: DD/MM/YY	DD/MM/YY	Annex X added.	Community Emergency Coordinator
Example DD/MM/YY	DD/MM/YY	New Community Emergency Team members added.	Community Emergency Coordinator
Example DD/MM/YY	DD/MM/YY	Updated volunteer details.	Community Emergency Coordinator

Content

Local Risk Assessment

Local Skills and Resources Assessment

Key locations

identified with local authority for use as places of safety

Emergency Contact List

Sample telephone tree

List of community organisations

Activation triggers

First steps in an emergency

Draft Community Emergency Group first meeting agenda

Actions agreed with local authority in the event of an evacuation

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

Local Risk Assessment

Risks	Impact on community	What can Community Emergency Group do to prepare?
Example: River through village can flood	<ul style="list-style-type: none"> • Flooding of local streets • Blocked access to town hall • Damage to property 	<ul style="list-style-type: none"> • Encourage residents to improve home flood defences • Work with local emergency responders to see if can help with distribution of flood warnings and any evacuation and rest centre establishment required • Find out what flood defences exist or are planned in the area

Local skills and resources assessment

Skill/resource	Who?	Contact details	Location
Example: Trained first aider	Sandy Fortman	01700 5668xx	17 Brookvale Street
4x4 owner/driver	Bob Southwold	01700 5648xx	Garages to read of High Street
Chainsaw owner (tree surgeon)	Simon Chalmers	01700 5605xx	Simon's Landscaping – 4 Terrace Yard
Water/food supplies	Village Shop	01700 5608xx	2 High Street

Key locations, identified with local authority for use as places of safety

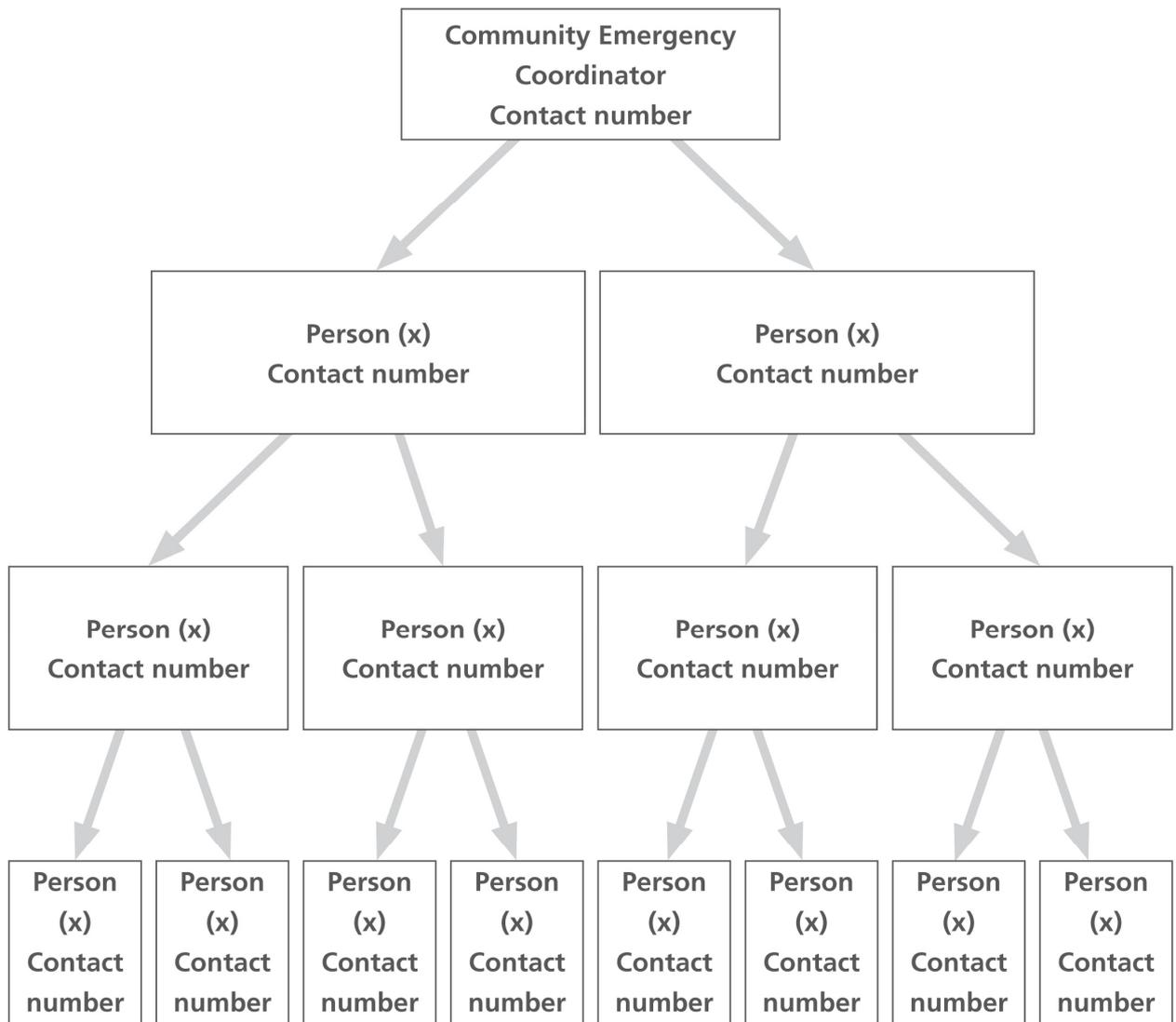
Building	Location	Potential usage in an emergency	Contact details
Example: Church Hall	1 Church Square	Rest Centre/safe place	Colin Molesworth – Warden – 07749 8557xx
Watley Central; High School	Watley Street	Rest Centre/safe place	Jane Shulman – Caretaker – 07749 8655xx

Emergency contacts list

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



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

[Use this space to record details of organisations active in your local area that may be able to help you identify vulnerable people in an emergency.]

Action 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]

First steps in an emergency

Follow the instructions below when the plan is activated.

	Instructions	Tick
1	Example: Call 999 (unless already alerted)	3
2	Ensure you are in no immediate danger	
3	Contact the Community Emergency Group and meet to discuss the situation	
4		
5		
6		
7		
8		
9		
10		

Draft community emergency group first meeting agenda

Example Community Emergency Group Emergency Meeting Agenda

Date:

Time:

Location:

Attendees:

1. What is the current situation?

You might want to consider the following:

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
- Non-English-speaking people.
- 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 local authority 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.]

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

[Use this space to record details of alternative communications within your local area should usual methods communications be disrupted. This could include the owner/locations of long distance walkie-talkies or details of your local Radio Amateurs' Emergency Network (RAYNET) group]