John Vickery

From:	Southwood Katherine <Katherine.Southwood@scambs.gov.uk>
Sent:	03 October 2018 16:16
To:	'clerk@cambourneparishcouncil.gov.uk'
Subject:	South Cambridgeshire District Council Parish Emergency Plan Guidance Notes & Template; Cambourne
Attachments:	Emergency Planning Guidance Booklet 2018.pdf; Parish Emergency Plan Template with TELEPHONE TREE.doc

Hi

You should of recently received a request from SCDC to complete a Parish Emergency Plan.

We have now created a **Emergency Planning Guidance Booklet** to assist with this process.
There has also been an amendment made to the Template originally sent out (an amendable telephone tree has now been included).

Please find both of these documents attached.

SCDC would like a copy of your completed plan by the 31/01/2019, if possible.
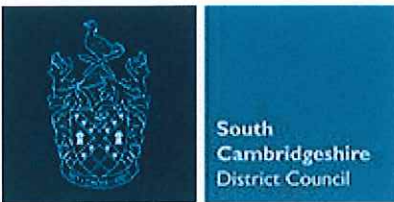
Any queries or questions please don't hesitate to contact me.

Kind Regards

Katherine

Katherine Southwood | Project Officer

Please note my normal working days are Monday to Thursday

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Disclaimer

Emergency Planning
Guidance Notes

South Cambridgeshire District Council

www.scambs.gov.uk

Introduction

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot wholly be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Although there is no statutory responsibility for communities to: plan for, respond to, or recover from emergencies, it is good practice to identify potential hazards and make simple plans on how they could respond to them.

The emergency plan template has been developed to provide a resilience strategy for the community in South Cambridgeshire in the pre-event phase or early stages of an emergency.

Why create a parish emergency plan?

To help your community cope with a disruptive event, particularly if the emergency services are overloaded.

- Reassure your community and give confidence to your parish
- Organise and co-ordinate your community response to an emergency
- Provide your community and the services with a local point of contact and assistance
- Help keep your community informed so people know what to do and are able to respond, especially in the first critical hours following an incident
- Help those that are vulnerable by providing care, support, information or practical help
- Represent the community and assist with community recovery

How to make a start on your emergency plan;

- Create an Emergency Plan Committee/ Working Group – key people in your community who will represent it in an emergency*
- Fill out the SCDC Parish Emergency Plan Template Provided

* How to recruit for the committee and key components of the emergency plan:

- Via Parish meetings, local knowledge, local notice boards, word of mouth
- Advertising in local media e.g., parish publications, local newspaper etc
- Advertising on parish social media platforms
- Researching agencies and asking them directly

Filling out the SCDC Emergency Plan Template:

1 Plan Distribution List

This will be the list of people organised in creating/updating and carrying out the Emergency Plan. This list will need to include South Cambridgeshire District Council Emergency Planning Officer, Paul Parry, paul.parry@scambs.gov.uk, 0844 736 8591.

2 Revision List

This needs to be completed each time an amendment is made to the plan.

3 Local Risk Assessment

This is a list of things that you might want to consider, it is by no means exhaustive and may not apply to your parish.

Possible events include:

- Flooding** and severe weather events: high winds, snow, heatwave
- Blocked Ditches, infrastructure failure, e.g. bridge collapse, building collapse
- Major Fires, explosions, gas leaks
- Hazardous Vapour release (consider nearby businesses and waste disposal sites)
- Major incident on railway line, airfield, airplane crash, major road accident
- Sustained electricity, water and/or gas failure
- Petrol explosions
- Disease epidemic: human / animal

**To obtain flooding risk for your area use The Environmental Agency Website, This will give you information on the risk of flooding from rivers or the sea, flood risk of surface water, and flood risk from reservoirs. This will require a postcode, once this is submitted the site will produce a map which details flooding risks in your area. The map will also detail major road details and larger key locations, which will be helpful in your emergency planning.

https://flood-warning-information.service.gov.uk/long-term-flood-risk

If you are at risk from floods you can sign up to get warnings in England, this is a free service;

https://www.gov.uk/sign-up-for-flood-warnings

Consider what local skills and resources you have in your community to hand:

4 Local Skills

Paramedics
Doctors
Nurses
Trained First Aiders
Pharmacist
Radio Amateurs
Electricians
Builders
Vets
Interpreters, for non english speaking
Farmers
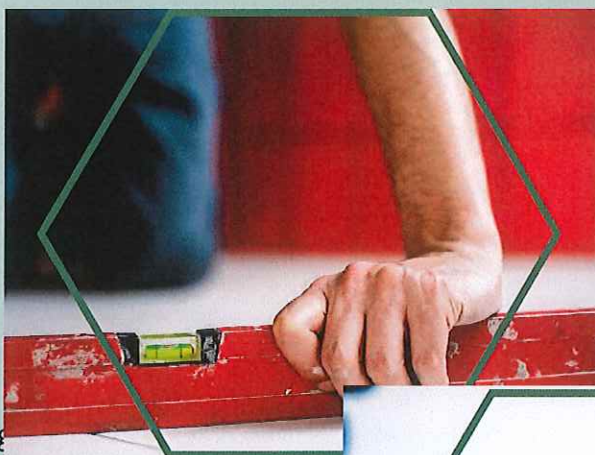
5 Resources Assessment***

Communication
Radios, amateur radios, Walkie talkies
Telephones mobile and land line, including chargers

Transport
4 x 4 wheel drives
Cart and horse
Minibuses
Inflatable boats/boats for flood situations

Services
Pharmacy – meds to elderly/vulnerable in community if roads or access blocked
Doctors Surgery
Water/Food Supplies, local shops
Vets

Equipment
Emergency Box, wind up torches, battery torches, head torches, street map, copy of the emergency plan, paper and pens
Register of electors
Blankets, bedding
Industrial machinery, tractors, chainsaws
Sandbags, shovels, snow chains, fire extinguishers
Building materials: tarpaulins etc.
First Aid Kit/ Defibrillators
Generators
Hi-Vis Jackets

***Please note, the resources list is not a list that needs to be purchased, it is a list that you would at least need to know where to obtain from. For example, as a parish you do not need to purchase sandbags but you should have the knowledge on where to obtain them from, for example the local hardware store.

6 Key Locations

Are communal places of safety for evacuation****

Sports Clubs, e.g. bowls club,
Community Centres
Church/ church hall
Primary & Secondary Schools, Colleges
Pavilions
Village Hall
Hotel, B&B's
Large Supermarket, Business Park Buildings, Warehouses

****Consider how you would gain access to building/buildings in an emergency (list the key holders and contact details) and the capacity of the building, and facilities available in the building, i.e. toilet and kitchen facilities.

7 Emergency Contact List

List of individuals that would be involved in the emergency, made up of your volunteers.

8 Telephone Tree

The phone tree works as a pyramid, with the co-ordinator at the top making the first call or two or more people. In turn, they call an assigned set of people and so on, until the tree is complete. If anyone is not answering, bypass them and carry on down the tree.

A Telephone Tree Template has been included in appendix 1 of the emergency plan template.

9 List of Community Organisations

This may be helpful in identifying vulnerable people or communities in an emergency.

St Johns Ambulance
Salvation Army
Neighbourhood Watch
Youth Club
Animal Welfare, RSPCA, DSFRS large animal rescue
Parish Council
Scouts
Radio Club e.g. radio Cambridgeshire
Red Cross
Pubs
Aged groups / Mobile Warden Schemes
Community transport
Hospitals, Local Doctors
Utilities - Water Companies etc.
Electricity Emergency Service and Supply Failure
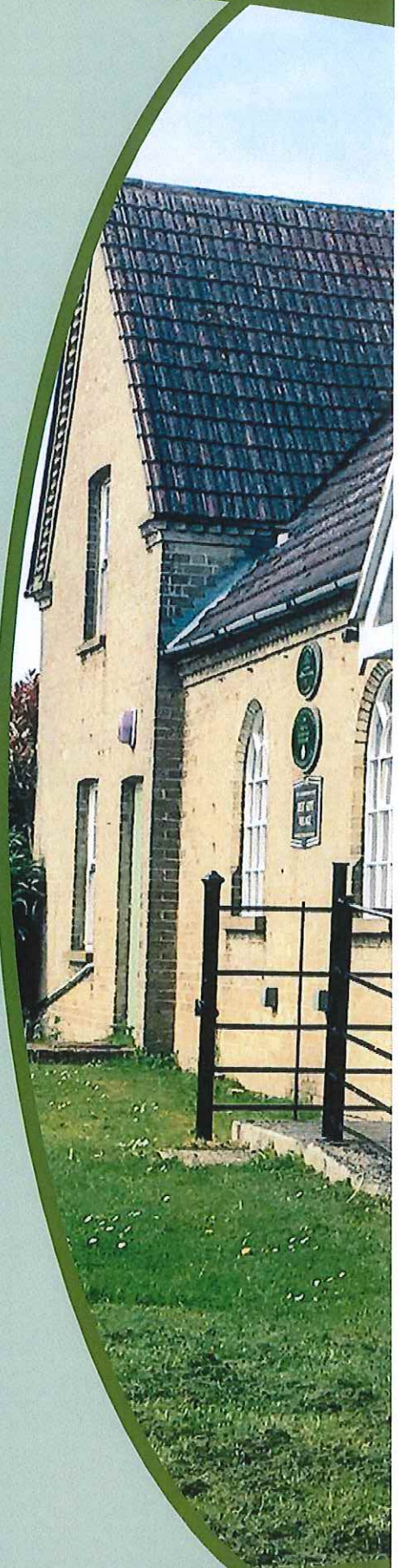
10 Activation Triggers

A call from the emergency services to the Community Emergency Coordinator will trigger calling a meeting of the Emergency Committee.

The community may decide to activate the plan, if the emergency services are unavailable.

11 First Steps in an Emergency

1. Call 999 (unless already alerted).
2. Ensure you are in no immediate danger.
3. Call the telephone tree and meet to discuss the situation.
4. Establish a base at the Parish Office, if able to.
5. Put up posters on the notice boards and alert the village via all possible sources of communication including social media if available.

12 Draft Community Emergency Group First Meeting Agenda

This example has been included so that you as a parish can have a go at what you would do in a practice emergency event.

Actions agreed with Local Authority in the Event of an Evacuation

There is no need for you to action this at this time. Scambs will review your emergency plan once completed and will make agreements where applicable for the use of any buildings or resources.

Other things you may want to consider:

- Consider your vulnerable groups, children, elderly, and adults with disabilities. Have a list of these. For Priority evacuation
- Links to neighbouring parishes, can you share skills and resources?
- Child minding facilities (list of nurseries, preschools that would help), if able adults with children can assist in a emergency
- Tea & Sympathy team
- Liaising with local businesses and ensuring they have all their electronic data backed up and they are covered by insurance www.scambs.gov.uk/business-continuity
- Volunteers team to do door to door or evacuation
- Promoting your emergency plan

To ensure the Parish Emergency plan is up to date and fit for purpose it should be reviewed on an agreed frequency (i.e. every 6 months, every 12 months).

This is your plan; keep it simple but effective, it is the key to helping your community should an emergency arise.

Please ensure that you send a copy to SCDC so that we can store it and refer to in an emergency

South Cambridgeshire District Council
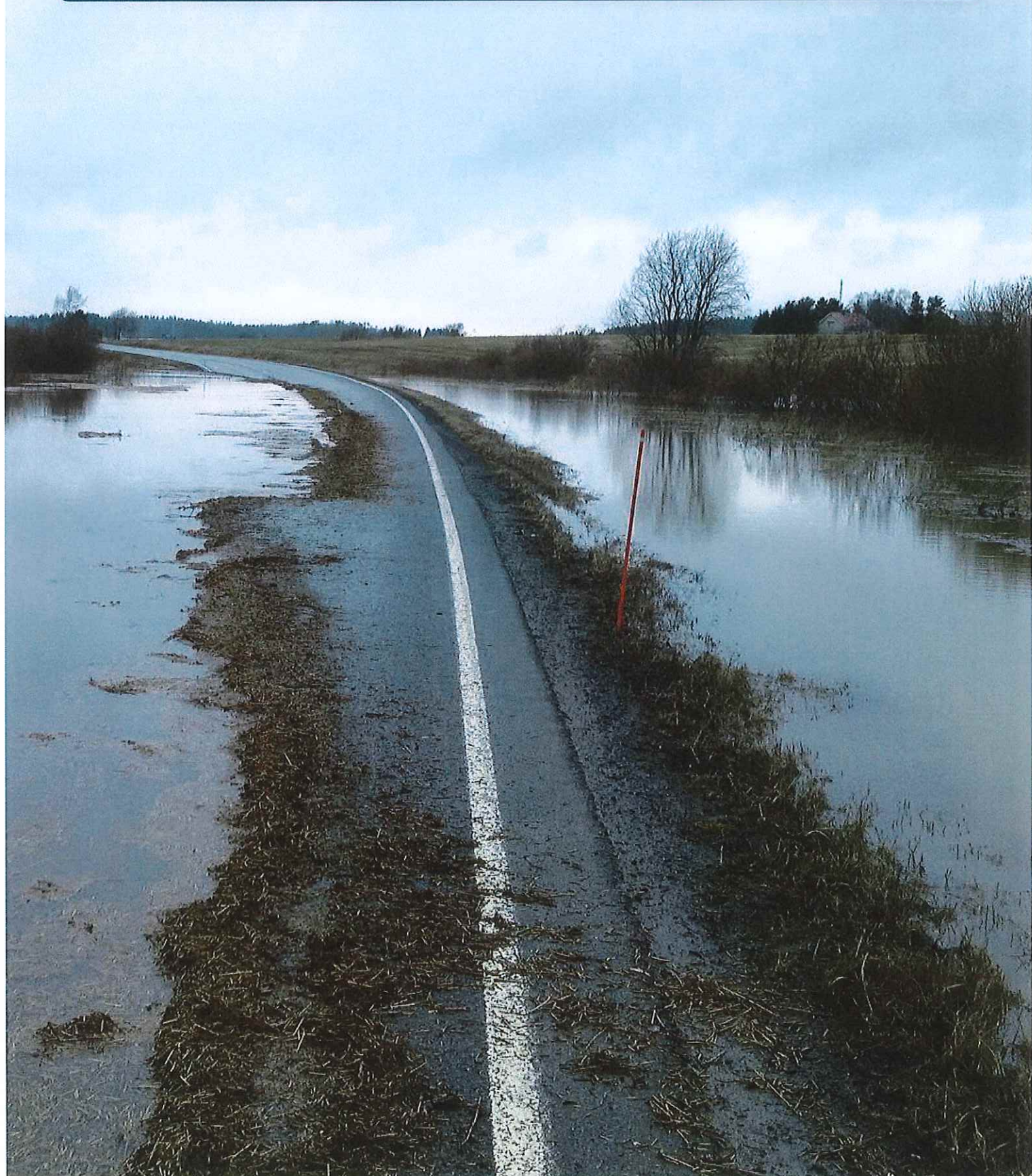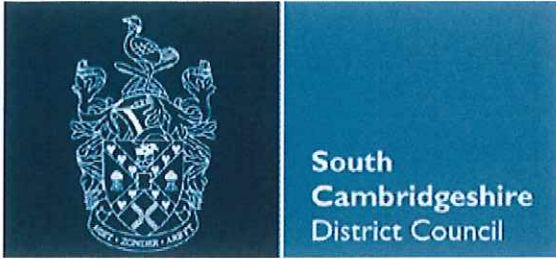
XXXXX Parish Emergency Plan

Plan last updated on: xxxxxx

If you are in immediate danger
Please ring 999

1. Plan distribution list

Name	Role	Phone number/email address	Issued on

2. Revisions

Name	Date for next revision	Details of changes made	Changed by
27/02/12	Before 27/02/13	First publication	
06/03/12		Minor corrections	

Contents

3. Local Risk Assessment

Risks	Impact on community	What can Community Emergency Group do to prepare?
Flooding	Access to houses near the river becomes difficult Damage to property	• 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
Surface water flooding	Could happen anywhere in Damage to property People made temporarily homeless.	• Prepare places for people to shelter.
High winds blowing down large numbers of trees causing damage	Possible power disruption, road blockages, people made homeless.	• Prepare places to shelter temporary homeless and those who cannot heat their homes. Maintain list of people with chainsaws to help remove blockages.
Blocked Ditches	Flooding, damage to property	
Industrial accident within the village or nearby	Possible contamination of water supplies.	
Bad weather forcing people to leave their cars and lorries	Influx of people needing shelter	• Establish a contact system so it can be ascertained whether they need any help from the village resources.
Major incident on railway line		
Airfield	Airplane crash, Fuel dispersal over properties, major fires to properties, property damage, road closures, environmental impacts	
Power failures		
Disease Epidemic		

4. Local Skills and Resources Assessment

Skill / resource	Who?	Contact details	Location
Paramedic/s			
Doctors Surgery Defibrillator Minor surgery			
Nurse/s, Retired Nurse/Midwife			
Trained First Aider/s			
Pharmacist			
Radio Amateur			
Electrician with Emergency situation experience			
Builder/Engineer			
Vet/s			
Interpreters for people that do not have English as a main language			
Farmers			

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5. Resources

Person	Resources	Contact	Address
	Radios, walkie talkies, telephones		
	4 x 4 wheel drives		
	Cart and horse		
	Minibuses		
	Inflatable boats, boats for flood situations		
	Pharmacy		
	Water/Food supplies, local shops		
	Emergency Box		

6. Key Locations

Identified with local authority for use as places of safety

Building	Location	Potential usage in an emergency/ capacity of building	Contact details
|Sports Clubs, e.g. bowls club			
Community Centre & Annex		Rest Centre/safe place, Capacity 100 people	Centre Manager mob:
Church Hall		Rest Centre/safe place, Capacity 40 people	The Rector

7. Emergency Contact List

Photo to come	Name:
	Title:
	24hr telephone contact:
	Email:
	Address:
Photo to come	Name:
	Title: Parish Clerk /
	24hr telephone contact:
	Email:
	Address

8. 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. If anyone is not answering, bypass them and carry on down the tree.

See **Appendix 1** for an amendable telephone tree

9. List of Community Organisations

That may be helpful in identifying vulnerable people or communities in an emergency.

St Johns Ambulance

Salvation Army

Neighbourhood Watch – PC Help   01223 xxxxxxx

Youth Club – xxxxx 01954 xxxxx

Animal Welfare, RSPCA, DSFRS large animal rescue

Parish Council

Scouts

Radio Amateurs Emergency Network (RAYNET) group - 24 hour emergency contact number 0303 0401080

Group Controller Cambridgeshire RAYNET - G1UAF
(M) 07753 561679

10. Activation Triggers

A call from the emergency services to the Community Emergency Coordinator will trigger calling a meeting of the Emergency Committee

The community may decide to activate the plan, if the emergency services are unavailable.

Emergency Committee or members or employees of Parish Council, will meet at ????

11. First Steps in an Emergency

Follow the instructions below when the plan is activated.

	Instructions	Tick
1	Call 999 (unless already alerted)	
2	Ensure you are in no immediate danger	
3	Call the telephone tree (Community Emergency Group) and meet to discuss the situation	
4	Establish a base at the Parish Office	
5	Put up posters on the notice boards and alert the village via	

12.   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?

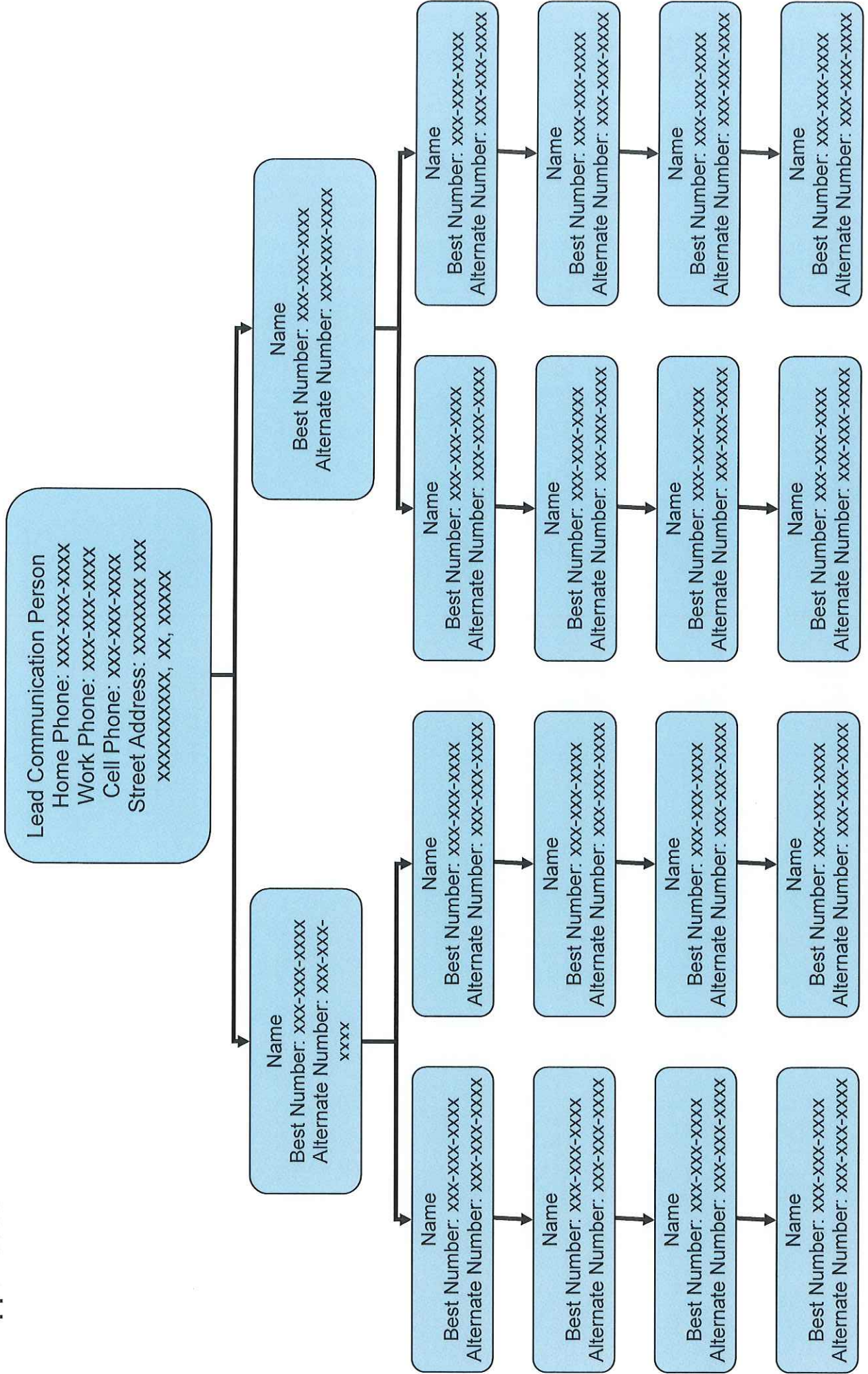**5. Who is going to take the lead for the agreed actions?**

6. Any other issues?

Actions Agreed with Local Authority in the Event of an Evacuation

SCDC will review the Emergency plan once completed and will make agreements where applicable for the use of any community buildings or resources. There is no need at this time for your parish to complete this section.

Appendix 1

PHONE TREE

Lead Communication Person
Home Phone: xxx-xxx-xxxx
Work Phone: xxx-xxx-xxxx
Cell Phone: xxx-xxx-xxxx
Street Address: xxxxxxx xxx
xxxxxxxxx, xx, xxxxx

Name
Best Number: xxx-xxx-xxxx
Alternate Number: xxx-xxx-xxxx

Name
Best Number: xxx-xxx-xxxx
Alternate Number: xxx-xxx-xxxx

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Best Number: xxx-xxx-xxxx
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Alternate Number: xxx-xxx-xxxx

What is a Call Down Procedure and Why Is It Useful?

A call down is a series of telephone calls from one person to the next used to relay specific information. An established and exercised call down protocol can be used during emergency situations, such as a natural disaster, to deliver urgent information to and for communication among staff and volunteers. This sample call-down procedure is intended to be adapted for use by individual churches based on their own organizational structure.

- Using the phone tree system can spread a message quickly and efficiently to a large number of people
- You can assign several people calling their branches.
- Hold message drills regularly to test your phone tree for effectiveness and identify areas for improvement. The drill also helps to update phone numbers.

When Calling:

- The person at the top will start the tree and it may be helpful to have a brief script complete with the specific action
- Ask the person to get paper and pencil to write specifics
- Give facts about the event
- Please be sure that you have alternative phone numbers, so you can reach a person if he/she is not available at the first number.
- If nobody is answering, leave a message and call the next person. This should ensure that everyone gets the information in a timely fashion.
- Confirm they will be making the next call on the list.
- Prearrange with staff and volunteers at the end of the list to contact the person at the top once they receive the message. The *LAST* person on the phone tree should *CALL THE FIRST* person to ensure that the tree is completed and that the message was accurate.

Message Drill

Phone numbers listed on the call-down protocol should be updated regularly. Call-downs should also be exercised regularly. The following table is a sample of documentation of call down drills.

Sample Call-Down Drill

Testing date	
Person initiating call down procedure	
Time call down initiated	
Time notification of staff completed	
Percentage of staff and volunteers contacted	
Time in minutes for response	
Notes	

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