



Dullingham Parish Emergency Plan

Preparing for and responding to emergencies and community challenges

Plan last updated on: 23/03/2020



Plan Distribution List

Copy No.		Issued on
1.	Parish Council Chair	
2.	Parish Council Emergency Coordinator	
3.	Parish Council Deputy Emergency Coordinator	
4.	District Council Emergency Planning	
5.	Voluntary Organisation Chair (TBD)	
6.	Parish Council Website	

Notes for Distribution

1. Consider carefully who should have a copy of the plan. Copies of the plan must be kept securely.
2. The PC should consider making the emergency services aware of our plan and ask if they would like a copy.
3. If we refer to voluntary organisations in our plan we should make them aware of this and ask if they would like a copy.

Plan Amendment List

Date	Revision Due	Details of changes made	Initials
23 Mar 2020	TBD	Initial issue	

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WARNINGS

IN AN EMERGENCY THE FIRST POINT OF CALL SHOULD BE MADE BY DIALING 999 AND REQUESTING THE APPROPRIATE SERVICE.

AT NO STAGE SHOULD ANY VOLUNTEER OR COORDINATOR PUT THEMSELVES OR OTHERS AT RISK, IF IN DOUBT STAY AWAY AND AWAIT EMERGENCY SERVICES.

Notes

Any advice and guidance provided by Local and National Governments at the time must be adhered to, to prevent escalation of the emergency.

Aims & Objectives

The aim of this plan is to enhance community resilience. The objectives are to:

- Identify hazards within the community

- Identify resources and key contacts in the community

- Assist in the identification of the vulnerable people and areas within the community

Emergency Coordinator Roles & Responsibilities

The role of Emergency Co-ordinator (and their deputy) is fulfilled by volunteer residents who provide a vital link between residents and organisations planning for and responding to an emergency. Their role is to:

- Facilitate the completion and maintenance of the Community Emergency Plan (this plan)

- Call a community meeting during an emergency (if deemed necessary)

- Provide the focal point for the community response to an emergency

- Provide a link between the community and other agencies responding, which may include the Emergency Services and the local council

- Assist the local council and appropriate agencies in emergency preparedness through awareness-raising activities

The Emergency Co-ordinator for Dullingham is TBD.

The Deputy Emergency Co-ordinator is TBD

Parish Emergency Volunteer Roles

Community Emergency Volunteers are residents who provide a link between the Emergency Co-ordinator (or Deputy) and residents in their immediate locality. This could be for one street or a cluster of streets.

Their primary role is to receive information from, and pass it on to, residents in their area.

Some Community Emergency Volunteers may have formal qualifications or training e.g. first aid that may be of assistance until the emergency services arrive.

Other Community Emergency Volunteers may, for example, visit and monitor vulnerable people, help with transport or pass messages on foot when communications are down.

Local Hazard Assessment

Hazard	Impact on community/Location	What can the Community Emergency Group do to prepare / assist?
<p>Severe Weather - Heavy Snow / Freezing Conditions</p>	<p>Possible loss of road access out of village</p> <p>If cut off, possible food or heating fuel shortages</p> <p>Increased potential for slips and falls</p> <p>Limits movement of some vulnerable people</p>	<p>Monitor weather forecasts & take precautions when required</p> <p>Ensure water supplies to empty or unheated premises are adequately protected from freezing or shut off</p> <p>Ascertain numbers of vulnerable people to support</p> <p>Decide on means of removing persons from risk area</p> <p>Open and staff community centre</p> <p>Coordinate supplies of power, water, food, bedding, heating and lighting</p> <p>Establish likely period of support</p> <p>Coordinate roster of support staff</p> <p>Report utility failures to council & relevant utility organisations</p> <p>Report frozen or burst water mains</p> <p>Check location of grit bins (for use on roads, not pavements)</p> <p>Consider clearing other pavements (special salt bins may be provided for this)</p>
<p>Prolonged power failure (due to natural or industrial action)</p>	<p>No street lights</p> <p>No heating/cooking facilities</p>	<p>Ascertain numbers involved</p> <p>Identify immediate risk e.g. power lines down</p> <p>Decide on means of removing persons from risk area (app --)</p> <p>Open and staff community centre</p> <p>Establish likely period of support</p> <p>Coordinate supplies of power, water, food, bedding, heating and lighting</p> <p>Coordinate roster of support staff.</p> <p>Protect, if possible, empty properties</p>

National Strike eg refuse collectors/transport	Travel restrictions Increased road usage Reduction in hygiene	Ascertain numbers involved Establish likely period of support Establish waste holding areas Distribute flyers (App--) detailing separation of waste Arrange transport and collection schedule Open waste holding sites Notify authorities to coordinate collection from these points
Major accident/incident	Travel restrictions Casualties Uninhabitable properties Village trauma	Ascertain numbers involved Identify immediate risk(s) (fire, explosion, chemical) - If risk of smoke and/or fumes (liaise with emergency services if possible): Identify wind direction Identify evacuation route upwind of risk area Decide on means of removing persons from risk area Organise volunteers to marshal people away from risk area Direct people to appropriate community centre Open and staff community centre Establish likely period of support Coordinate supplies of power, water, food, bedding, heating and lighting Coordinate roster of support staff Establish parking facilities for emergency services
Infectious disease outbreak		Potential harm to human or animal health Follow medical advice, promote and follow appropriate health & hygiene measures Check & support vulnerable people and those affected to ensure they have means to survive the infection Call on appropriate medical advice and support when necessary

Missing person	Village anxiety	<p>This plan would normally only occur as a result of a request from the emergency services. <i>(MC note: What about a neighbor of family member reporting such....?)</i></p> <p>Open and staff community centre</p> <p>Establish likely period of support</p> <p>Coordinate supplies of water and food</p> <p>Coordinate roster of support staff</p> <p>Use coordinators and/or volunteers to contact as many residents as required by emergency services who are able to assist in searching</p>
Total or partial loss of telephone	Communications failure	<p>Report trees close to telephone lines to BT Openreach</p> <p>Report damage to telecoms infrastructure e.g. telephone exchange vandalism (BT Openreach & Police)</p> <p>Have both landline and mobile phones</p> <p>Maintain at least one plug-in, analogue, non-wireless landline phone to operate if mains electricity goes off</p>
Surface water flooding	Damage to property Travel restrictions	<p>Flooding of High Street from Bakehouse Hill to the Brinkley Road junction</p> <p>Potential damage to property</p> <p>Identify surface water flooding hotspots and bring to the attention of the Highways Authority, Anglian Water, and relevant landowner</p> <p>Encourage people affected to complete a Personal Flood Plan and promote local flood protection of premises - see www.environment-agency.gov.uk</p>
Severe Weather - Heatwave		<p>Dehydration and heatstroke can affect humans, pets and livestock</p> <p>Monitor weather forecasts and take appropriate precautions</p> <p>Consider community resources e.g. village hall that could be opened up and kept cool</p> <p>Visit, check and support vulnerable people when necessary</p> <p>Call in medical and veterinary advice & support if required</p>

Local Skills & Resources

Skill/Resource	Who?	Contact details	Location	Availability
First aider				
4x4 owner/driver				
Water/food supplies	Ellesmere Centre Shop			
Tree felling				
Tractor owner				

Key Locations Identified as Places of Safety

Building	Location	Potential use in an emergency	POC details of key holder	Infrastructure
Taylor Hall	Near church			Capacities Short term: 60 Long term: 30 Facilities Heat, light, water, catering (limited), toilets, parking (limited), NO PHONE.
Sports Pavilion	Sports field			Capacities Short term: 30 Long term: NIL Facilities Water, light, toilets, parking (subject to weather) NO PHONE, heat, catering.
Kettlefields School	Tea Kettle Lane			Capacities Short term: 160 Long term: 80 Facilities Water, heat, lights, catering, phone, internet, parking
Ellesmere Centre				Capacities Short term: 160 Long term: 80 Facilities Water, heat, light, catering (limited), phone, internet, parking

Parish Organisations for Identifying Vulnerable Persons

Organisation	Name and role of contact	Phone number
WI		

Actions for Emergency Responders in an Evacuation

[Note: Use this space to record details of the actions you can take to help emergency responders (e.g. police, local authority) if an evacuation is necessary in your community.]

1. Help police/local authority with the identification of vulnerable people (who should receive the earliest possible warnings and instructions).
2. Help police/local authority warn and inform the public e.g. if requested, assist with communicating the message to evacuate or door knocking.
3. Other points specific to your community.

[Note: "Vulnerable people" includes but is not limited to: the very young and old, those who are immobile, disabled, have dementia, have a sensory impairment, have recently had an operation, are dependent on prescription medication (which they would need if evacuated, for example), have language issues, limited access to transport, are visitors to the area or are transient.]

Alternative Communications in the event of Routine Communications Failure

[Note: It would be helpful to responding services to have a means to communicate to a significant amount of the population as quickly as possible to help warn and inform the public. Please consider how you could help with this. Also consider communications between the Emergency Co-ordinator, Community Emergency Volunteers and the community. Consider and record the network coverage of mobile phone providers in your area.]

Communication Type	Name of contact	Location
Message runners		
Radio Enthusiast		
Information boards at [location]		

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. When we get a flood warning
2. When contacted by Emergency Services
3. When contacted by the Emergency Planning Team
- 4.
- 5.

First Steps in an Emergency

	Instructions	Tick
1	Call 999 (unless already alerted) to ensure the emergency services are aware of the emergency. Follow any advice given.	
2	Ensure you are in no immediate danger.	
3	Review activation triggers and decide whether to activate this plan. Use the log sheet in the Appendix to record decisions made, who you spoke to and what you said.	
4	Contact other members of the community that need to be alerted: <ul style="list-style-type: none"> • The Parish/Town Council via the Clerk • Members of the Emergency Group • Those specifically under threat Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken.	
5	Determine if a Community Emergency Meeting is necessary. If one is needed: <ul style="list-style-type: none"> • Check the meeting venue is safe and people can get there safely • Contact the key holder for the building • Contact Community Emergency Volunteers via the call cascade, if not already done • Tell the community there will be a meeting (if appropriate) • Advise the District / City / Town Council you are holding a Community Emergency Meeting • Take a copy of the First Agenda to the meeting. 	
6		
7		

Do not put yourself or others at risk to fulfill these tasks

External Contacts List

Service / Role	Additional info	Telephone number	Website / email
Emergency Services		999	
Police HQ	For non-999 calls	101	www.cambs.police.gov.uk
Fire Service HQ	For non-999 calls	01480 444500	www.cambsfire.gov.uk
Environment Agency	Floodline and Flood Warnings	0345 988 1188	www.environment-agency.gov.uk
Cambridgeshire County Council	Customer Service Centre number	0345 0455200	www.cambridgeshire.gov.uk
East Cambridgeshire District Council	Customer Services	01353 665555	www.eastcambs.gov.uk
East Cambridgeshire District Council	Emergency Planning	01354 622353	emergencyplanning@eastcambs.gov.uk
Water - Anglian Water	Reporting Leaks	0800 771881	www.anglianwater.co.uk
Water - Anglian Water	Water & Sewage Queries	03457 145145	www.anglianwater.co.uk
Electricity - UK Power Networks	Electricity cables down or causing significant risk	999	www.ukpowernetworks.co.uk
Electricity - UK Power Networks	Supply interruption, 24hr fault line	105 or 0800 3163105	www.ukpowernetworks.co.uk
Electricity - UK Power Networks	Electricity cables down or causing significant risk	999	www.ukpowernetworks.co.uk
Electricity - UK Power Networks	Supply interruption, 24hr fault line	105 or 0800 3163105	www.ukpowernetworks.co.uk
Gas - National Grid	24hr emergency number for gas safety	0800 111 999	www.nationalgrid.com/safety-and-emergencies

External Contacts List (continued)

Service / Role	Additional info	Telephone number	Website / email
Electricity - UK Power Networks	Electricity cables down or causing significant risk	999	www.ukpowernetworks.co.uk
Electricity - UK Power Networks	Supply interruption, 24hr fault line	105 or 0800 3163105	www.ukpowernetworks.co.uk
Gas - National Grid	24hr emergency number for gas safety	0800 111 999	www.nationalgrid.com/safety-and-emergencies
Telephones British Telecom	BT faults and all line faults	151	www.bt.com
Medical NHS	Urgent medical problem but unsure what to do	111	111.nhs.uk
Local doctors' surgery		TBD	
Local hospital		TBD	

Appendix

1. Log sheet
2. Emergency contact list
3. Cascade Telephone Tree
4. Community Emergency Group first meeting agenda
5. Vulnerable people and assistance they may require

Appendix 1

Log sheet

Note: It is essential to keep a log of the actions you have taken during an emergency.

Date	Time	Information / Decisions / Actions	Initials

Appendix 2

Emergency contact list

Name
24hr telephone contact:
Email:
Address:

Name
24hr telephone contact:
Email:
Address:

Name
24hr telephone contact:
Email:
Address:

Name
24hr telephone contact:
Email:
Address:

Name
24hr telephone contact:
Email:
Address:

Appendix 4

Community Emergency Group First Meeting Agenda

Date & time:

Meeting venue:

Attendees: (Numbers. Identify key individuals)

1. Briefing on the current situation. Issues to consider:

- Location
- Type of incident
- Numbers of people involved and their condition
- Threats to life
- Current and potential hazards
- Access to the scene
- Condition of utilities (electricity, gas, water, sewerage, telephones)
- Availability of fuel oil, coal etc
- Vulnerable people (e.g. very young/old, immobile, disabled, dementia, sensory impairment, recent operation, dependent on prescription medication, language issues, visiting the area, transient)

2. Immediate actions and resources to aid the response to the emergency

Issues to consider:

- Assistance that can be given to the emergency services / establishing contact with the emergency services if not already done
- The actions that can safely be taken - consider health and safety of all responders
- How the actions are to be co-ordinated within the emergency group and with emergency services
- Communication with the emergency services, Community Emergency Volunteers and the community
- Vulnerable people - welfare checks, language issues

3. Actions and resources required in the longer term to aid community recovery e.g. Advice, guidance, physical assistance

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

5. Any other issues?

6. Time, date and venue of next meeting

Note: Record key points on the log sheet

Appendix 5

Vulnerable people & assistance they may require

Name	Contact details	Location	Type of assistance required

Note: We do not have to complete this table. We may consider the “List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency” is sufficient to identify most vulnerable people.

Data in this table will have to be reviewed annually.]

From the Dullingham Parish Council

Important Please spare a few minutes to read this letter

Community Emergency Plan for Dullingham

Recent extreme events have reminded us that anyone, anywhere could suddenly find themselves without drinking water or electricity or be confined to, or away from, our homes for a considerable period of time. This could coincide with the Emergency Services having to respond to larger issues in the surrounding area.

The best way for any community to survive and recover is good, old-fashioned community spirit: local people helping neighbours and other local people. To help co-ordinate this, Dullingham Parish Council is developing a Community Emergency Plan.

My name is [name] I am a resident of [place] and I have been asked by [name/title] to be the Emergency Co-ordinator for the Parish/Community/Area.

My first job is to contact all of the households in the area to find out who can offer help and who might need help in an emergency.

Please tick any box that you feel relevant. You are not committing yourself to anything at this stage, but you may be contacted again to check the information you have given.

(MC note: Possibly need to add in a note about volunteers being covered by insurance as per our insurance policy? Also add in a note about reimbursement of expenses?)

All information that you supply will be treated as confidential. It will be kept secure and it will only be used in an emergency to assist the community emergency response, the council's Emergency Planners and the emergency services. Details will be reviewed annually. Thank you for taking the trouble to read this letter. Please return the completed form to [person / place] by [date]. [Name] Emergency Co-ordinator.

Do you think you might need assistance in an emergency?

Assistance needed in an emergency

If you think you might need assistance in an emergency, or just someone to drop in and make sure that you are well, warm and fed, please note below what help you may need and, if relevant, under what circumstances.

.....
.....
.....

Name & Address:

.....
.....

Home telephone number: Mobile number:

Note: All information will be treated in the strictest confidence. It will be kept secure and it will only be used in an emergency to assist the community emergency response by the parish and emergency services. Details will be reviewed annually. Please tell us a.s.a.p. if your details change.

Community Emergency Plan - Assistance Offered and Wanted

Please tick relevant boxes

Do you have any equipment that you could make available in an emergency to help people in this community?

Equipment that you could make available in an emergency

- Tractor Trailer 4x4 vehicle Portable heater
- Two-way radios Lifting equipment e.g. JCB, heavy duty hoist / tackle
- Submersible pump Spare wheelchair Portable lighting
- Portable generator Camping gas stove or LPG cooker
- Other.....

Do you have any formal qualifications (e.g. medical training) or specialist knowledge that may be of use?

Formal qualifications or specialist knowledge:

- Medical training Certified first aider Tractor driver
- Certified chainsaw operator Other

Note: We will contact you to check qualifications, licences etc.

Are you willing to become a Community Emergency Volunteer and offer general assistance in an emergency?

General assistance offered in an emergency:

- I can help with lifting and carrying
- I can visit and monitor people who need help
- I can make tea or cook a meal for an elderly or infirm person
- I can help transport people and items (e.g. bottled water)
- I can provide emergency accommodation for people (specify limitations)
- I can provide emergency accommodation for pets (specify limitations)
- I am happy to be contacted about being a Community Emergency Volunteer

Please note any days or times when you would not be available:

Date for review : Annually in May