



Community Emergency Plan

Incorporating Appendix 1 The Flood Plan

RESTRICTED COPY FOR VOLUNTEERS & PLACES OF
SAFETY

NORTHWAY COMMUNITY

February 2018 / Version 3



Gloucestershire
COUNTY COUNCIL

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Amendments

Date	Page Number	Reason for amendment	Changed by
21/07/15	5	Change in Parish Councillors and addition of Flood Warden	CRT & Clerk
21/07/15	9	New Village Agent Details	CRT & Clerk
21/07/15	10	BP Garage & Army Camp added to Factories/Industrial Estate	CRT & Clerk
15/09/15		A change to the 'possible actions' under Flooding heading	CRT & Clerk
21/07/15	11	Change of Key Holders and post codes added	CRT & Clerk
21/07/15	15	Change of Co-ordinator	CRT & Clerk
21/07/15	17	Change of Councillors Details	CRT & Clerk
21/07/15	18	Removal of keyholder for Village Hall, new telephone number for Caretaker	CRT & Clerk
21/07/15	19	Change in volunteer details including additions	CRT & Clerk
21/07/15	21	Cleeve Link –Additional Info	CRT & Clerk
15/09/15	Cover	Incorporating the Flood Plan	CRT & Clerk
15/09/15	6	Including a role for Flood Warden	CRT & Clerk
15/09/15	4	Reference section included	CRT & Clerk
29/09/15	20	Removed volunteers names	Clerk
07/02/18	5	Northway Parish Council address change Deputy name change Team Member change	CRT & Clerk
7/02/18	10	Removal of 2 names and addition of 4 Remove Village Agent and add EA info	CRT & Clerk
7/02/18	11	Change of action for low flying jet	CRT & Clerk
7/02/18	12	Northway Infant School , Change of Head And additional text re use of school Ray Shill Building now Northway Community Hub	
7/02/18	16	Change of Method Contact Name Change Noticeboard name change Playing Field name change	CRT & Clerk
7/02/18	18	Remove 2 x Cllrs, add 2 x Cllrs Remove Cleeve Link Change of caretaker Change of Ray Shill Building Name Change of caretaker	CRT & Clerk
7/02/18	19	Change name of Ray Shill Building Change name of caretaker Remove Cleve Link	CRT & Clerk
7/02/18	20	Remove Volunteer (TW), Cllr Ward, Cllr Godwin move to Team Add 3 x Cllrs	CRT & Clerk
7/02/18	21	Remove Cleeve ink	CRT & Clerk
25/09/18	10	Addition of Community Wellbeing Service	CRT & Clerk
25/09/18	12	Removal of 'caretaker' NVH	CRT & Clerk

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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 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 hazards and make simple plans on how they could respond to them.

Aim

To increase resilience within the local community through developing a robust co-ordinated approach that compliments the plans of responding agencies.

Objectives

- Identify the risks to the community and relevant response actions
- Identify vulnerable people / groups in the community
- Identify resources in the community available to assist during an emergency
- Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities

Activation Procedure

A guideline activation procedure can be found in **Annex A**. This procedure details the call out order, communicating of information to the community and logging of actions.

Appendix 1

1. Flood Warden – Terms of Reference

Community Response Team

The Community Response Team (CRT) co-ordinate the community's response to ensure that vulnerable people are cared for and to promote self help to householders. They are also responsible for keeping the plan up to date.

Co-ordinator	Cllr Mrs Sandra Terry	01684 290997	07484 142 535	7 Monkey Meadow GL20 8RX
Joint Co-ordinator	Northway Parish Council (Clerk)	01684 297938	07540 274 939	Northway Community Hub, Lee Walk, Northway GL20 8QG
Deputy	Cllr Steve Ward	01684 294118	07860 681 355	2 Northway Lane GL20 8PQ
Team Member	Cllr John Roberts	01684 292290	07967 698 040	17 Wheal Road GL20 8UH
Team Member (Flood Warden)	Cllr George Shelton	01684 276163	07554 129 777	15 Kestrel Way GL20 8SZ
Team Member	Cllr Mrs Pauline Godwin	01684 275304	07773 268 940	23 Oak Drive GL20 8QN
Team Member	Cllr Chris Porter		07950402 797	42 Sycamore Road GL20 8PY
Team Member	Cllr David Birch	01684 292861	07794 373 628	8 The Park GL20 8RA

The Community Response Team Co-ordinator should:

- Oversee the completion and updating of the Community Response Plan.
- Ensure that the plan is regularly reviewed and updated.
- Report annually to the Community detailing if the plan has been activated and highlighting any changes to the CRT members.
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point for District/Borough Councils and ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to the community.
- Activate resources as required.

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

All members of the Community Response Team should:

- Reside in the community.
- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that the vulnerable are provided with additional assurance during an emergency.
- Ensure that communications are maintained within the community and District/Borough Council.
- Ensure that Confidentiality is maintained where necessary.
- Maintain his / her own action log in the event of an emergency.
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required.
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence.

The Deputy and other team members should support the Co-ordinator in carrying out their role.

The Flood Warden should:

- Report Flooding
- Act as a communication channel
- Ensure local people are aware of flooding and encourage them to take action.
- Help to co-ordinate Community Flood/Emergency Plan Actions.
- Help to identify vulnerable residents
- Keep a log of events and action taken

Key information

The Annexes of this plan provide areas to record key information to plan for and use in the event of an emergency.

- Annex A – Emergency Action Check List and Template Logging Sheet
- Annex B – Key Contact list (Publicly available)
- Annex C – Risk Assessments (Identifying risks to the Community)
- Annex D – Community Resources
- Annex E – Householders Emergency Plan
- Annex F – Communications
- Annex G – Maps of the Community
- Annex H – Plan Distribution

Restricted Distribution

- Annex R1 – Key Contact (Not for general distribution)
- Annex R2 – Vulnerable Groups within the Community.

Plan Maintenance

The CRT should meet to discuss the community's resilience on a quarterly basis.

A full review of the plan should be carried out yearly by the CRT and 6 monthly the contact details need to be checked to ensure that the contact numbers are still correct.

When issuing updated pages of the plan it is important to ensure the removed pages are returned as this will help ensure that all the plans are correctly updated.

Annex A

Emergency Action Check List

Action		Complete
1	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
2	Contact and inform your District Council.	
3	Begin recording details on the Log Sheet overleaf including: <ul style="list-style-type: none">• Any decisions you have made and why.• Actions taken.• Who you spoke to and what you said. (Including contact numbers)• Any information received.	
4	Contact other members of the Community Response Team and members of the community that need to be alerted; <ul style="list-style-type: none">• Households affected.• The Parish Council / Ward via the Parish Clerk.• Volunteers and key holders as appropriate.	
5	If necessary, call a community meeting but ensure the venue is safe and people can get there safely	
6	Make sure you take notes and record actions from the meeting. If a decision is reached to activate the Emergency Plan ensure that steps 1 – 4 above are carried out.	

Under no circumstances should you put yourself or others at risk to fulfil these tasks.

Annex B

Key Contacts list

E.g. Emergency Services, Health Organisations, Town / Parish / District / County Councils, Water Company, Gas, Doctors, Highways, Environment Agency, Schools etc.

Service / Name	Telephone Number	Website
Emergency Services	999	
Police	101	www.gloucestershire.police.uk
Fire & Rescue	01452 888 777 (non emergency) 01452 753 333	
Ambulance	01392 261 500 and website list numbers for different departments	www.swast.nhs.uk/patient-advice.htm
Tewkesbury Borough Council	01684 295010 Out of hours emergencies 01684 293445	www.tewkesbury.gov.uk
Gloucestershire County Council	01452 425000 (Mon-Fri 8.30am-5pm)	www.gloucestershire.gov.uk
GCC Highways Team	08000 514 514 (24 hr)	www.gloucestershire.gov.uk/transport
NHS Choices	111 (24 hr) when medical help required but not 999 emergency	www.nhs.uk
Environment Agency:		
General Enquiries	03708 506 506 (Mon-Fri 8am-6pm)	www.environment-agency.gov.uk
Environment Incident	0800 80 70 60 (24hr)	www.gov.uk/government/organisations/environment-agency
Floodline	0345 988 1188 (24hr)	
Water/Sewerage Co:		www.stwater.co.uk/
Severn Trent Water	0800 783 4444 (24hr)	www.stwater.co.uk/in-my-area/?postcode=
Gas Leaks	0800 111 999 (24hr)	www.nationalgrid.com
Electricity Distributors:		
Western Power Distribution	08006783105 (24 hr)	www.westernpower.co.uk Loss of supply interactive map http://www.westernpower.co.uk/Power-outages/Power-cuts-in-your-area.aspx
Scottish & Southern Electric	0800 072 7282 (24 hr)	https://www.ssepd.co.uk/Powercuts/ Loss of supply interactive map https://www.ssepd.co.uk/Powetrack/
Community Wellbeing Service	0300 365 6463	glccg.ccpcommunitywellbeing@nhs.net
Local Radio BBC Gloucestershire Heart Gloucestershire	01452 308 585 01452 331 024	Gloucestershire@bbc.co.uk
Samaritans	01793 537 373	
Met Office	0870 900 0100	www.metoffice.gov.uk
Association of British Insurers	020 7600 3333	www.abi.org.uk/flooding

Annex C

Risk Assessments

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a national / Regional / County or District level. Therefore the risk assessments should consider how the community could respond to ensure the community's safety / wellbeing.

Risk / Hazard	Possible Actions
Sustained Power Failure	There would be no need to act upon this immediately but after a few hours residents should be encouraged to check on vulnerable neighbours as well as the CRT Team. The Parish Council/District Council should put pressure on the Power Company to be very active in trying to restore the loss. The Parish Council should also encourage vulnerable residents to have themselves put on the 'Priority User List'.
Sustained Water Failure	Severn Trent have a plan in place to deal with such a failure but there may be a need to contact the Local Authority for details of vulnerable people. The Parish Council need to encourage residents to check on their neighbours and encourage vulnerable people to have themselves put on the 'Priority User List'.
Heavy Snow/Adverse Weather	Members of the Community should be encouraged to clear the snow from outside their own houses. The Community should be encouraged to assist with blocked roads.
Flooding	The Flood Warden should report back to the Parish Council monthly and in the event of a flood should report to the Emergency Plan Co-ordinator
Low flying jets or helicopters (Army Camp)	'Go in, stay in, tune in'.
Factories/Industrial Estate/ BP Garage/Army Camp	'Go in, stay in, tune in'. Need to be sure the Parish Council has 'places of safety' arranged.
M5/A46	'Go in, stay in, tune in'.
Railway	Places of safety may be necessary for passengers in the event of derailment/accident. Ensure passengers are looked after as well as residents that may have been evacuated.
Infectious Diseases	'Go in, stay in, tune in'. Support community with basic needs i.e. shopping (flu buddies). Ensure residents are receiving relevant information.

Annex D

Community Resources

Key resources available to support the local community should be listed here. E.g. Community hall.

Resource	Contact / Key Holder	Conditions of use	Additional Information
Sycamore Chapel Sycamore Road Northway Tewkesbury Glos	Ben Lawrence Christine Woodward	Leave as find	Annex R1
Northway Community Hub, Lee Walk Northway GL20 8QG	The Clerk The Caretaker	Leave as find	Annex R1
Northway Village Hall Northway Playing GL20 8GL	Roy Winrow Pauline Godwin	Leave as find	Annex R1
Northway Infant School Virginia Road Northway	Karen Palin (Head) Cleaner Dawn Ryder	Leave as find (Agreed by Governors with disclaimer 'We are happy to support the community in a crisis but clearly governors have to be mindful of costs incurred, and are assuming that the school's budget would not be affected' also 'it is based on a judgement that in such a crisis school would be closed for the children')	Annex R1
Carrant Brook School Hardwick Bank Road, Northway Tewkesbury	Maria Budd Head Teacher Ruth Winters Caretaker	Leave as find	Annex R1

Annex E

Householders Self Help

The following Householder Emergency Plan can copied and distributed to residents in your community.

Household Emergency Plan



Emergencies can affect the County with little or no notice. Being prepared can help reduce the effects on your family's lives, reduce the need for support from others and enable you to support the vulnerable in your community.

Disruption to essential services such as water and electricity, to regional and national travel and telecoms are all ways an emergency can affect our everyday lives.

Complete the following sections and keep it in a safe place all your household can easily access

If you are not involved in an incident but are close by or believe you may be in danger, in most cases the advice is:

GO IN, STAY IN, TUNE IN.

Station	Frequency	Website
BBC Radio Gloucestershire	104.7FM & 1413 AM	www.bbc.co.uk/gloucestershire
Heart FM	102.4FM	www.heartgloucestershire.co.uk

Household Contact Details		
Name		If you are evacuated is there somewhere we can go? Friends or Family?
Mobile		
Work		
		If you can't contact each other, where should you meet / or who should you leave a message with?
Name		
Mobile		
Work		Who will be responsible for picking the children up from school? (if Applicable)
Name		
Mobile		
Work		

Emergency telephone numbers			
Emergency Services		Doctor	
NHS Direct		School	
Local Police Station		Home Insurance	
Local Authority			

How do you turn off the following? Who is responsible?	
Electricity	
Gas	
Water	

CREATING AN EMERGENCY BOX

Be prepared. Creating an emergency box will help locate essential equipment quickly in an emergency.

Some suggested items are: -	
...Torch and spare batteries	...Toiletries
...Battery powered radio and spare batteries	...List of useful contact numbers
...Candles / Matches	...Copy of this plan
...First Aid kit	

In case you are unable to leave the house it is suggested you should have:
...Bottled Water
...Ready to eat food (tinned)
...Bottle/Tin opener

In case you are stuck in your car it is suggested you should have:
...Bottled Water
...Blankets
...Torch and Spare Batteries

If you are in a position where you are able to offer help to your community start by checking that your neighbours are alright.

Name	Address	Telephone number	Mobile

Useful Websites	
Gloucestershire County Council	www.gloucestershire.gov.uk/emergencymanagement
Environment Agency	www.environment-agency.gov.uk/
BBC Gloucestershire	www.bbc.co.uk/gloucestershire/
National Flood Forum	www.floodforum.org.uk

Annex F

Communications

Providing accurate information is essential during an emergency. Methods available will differ depending upon the type of incident, therefore alternatives should be considered.

E.g. Notice boards, Local meeting, Community leaflets, telephone cascade system, Door knocking.

Method	Location (If applicable)	Contact / Responsibility	Additional Information
Facebook - Parish Council Tewkesbury Noticeboard Northway Noticeboard Facebook.com/northwaypc	Internet	Laura Spiers Christine Woodward	01684 2979328 parish.council@northwaypc.org.uk
Twitter @northwaypc	Internet	Laura Stewart	01684 2979328 parish.council@northwaypc.org.uk
Web page www.northwaypc.org.uk	Internet	Laura Stewart	01684 2979328 parish.council@northwaypc.org.uk
Notice Board	Northway Playing Field, Lee Road, The Park, Northway Centre, Hardwick Bank Rd	Office Staff/Cllrs Northway Community Hub Northway Tewkesbury Glos GL20 8QG	01684 2979328 parish.council@northwaypc.org.uk
Telephone Cascade	Cllr Terry as Coordinator to start/or Deputy Coordinator		01684 290997 07484 142 535
Door knocking	CRT		
Word of mouth	CRT		

Key information such as road or school closures are usually reported on local radio.

Station	Frequency	Website
BBC Radio Gloucestershire	104.7FM & 1413 AM	www.bbc.co.uk/gloucestershire
Heart Fm	102.4FM	www.heartfm.co.uk

Annex G

Maps of the community

Maps of the community should be attached highlighting any key buildings and major hazards.

