

**COMMUNITY *INSERT NAME***

**EMERGENCY RESPONSE PLAN**

**Your priority is to stay safe**

**If you are in immediate danger call 999**

**OCTOBER 2016**

**Why is resilience important?**

Communities that spend time planning and preparing are best placed to respond to and recover more quickly from local or wider emergencies.

They can use local knowledge and expertise to identify and prioritise risks and put in place plans to mobilise local skills and resources in response to an emergency

**Definition of an emergency**

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.

**What are the benefits of community resilience?**

It identifies who in your community might need your help

It makes you aware in advance of local risks and mitigation measures which could reduce the likelihood of an emergency occurring

Preparing yourself, your family and your community makes it easier to recover from the impacts of an emergency

Utilising local knowledge, skills and resources can significantly reduce the impact of an emergency: Local emergency responders will always have to prioritise those in greatest need, especially where life is in danger and during those first few critical hours.

**Why develop a Community Emergency Plan?**

To increase resilience within the local community (before, during and after emergencies) and to link into the local councils’ (statutory authorities) and emergency services’ emergency response structures.

This Plan documents how (*insert name of your community*) would respond in an emergency situation e.g. while awaiting the assistance of statutory authorities/emergency services, or in support of them.

**It is not the role of the community to take on the responsibilities of these agencies e.g. to save life; to take any risks to themselves; or to cope for hours without agencies’ help and support.**

**Plan objectives:**

* + - Identify the risks to the community and relevant response actions
		- Identify vulnerable people / groups in the community
		- Identify resources available in the community to assist during an emergency
		- Provide contact details for the Community Response Group (CRG); key community resources; the Emergency Services; and local councils.

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**Community**

**Response Team Activation guidance documents**

 **and**

**response tools**

**ACTIVATION OF THE PLAN**

This plan will be activated when an emergency has occurred, or if warnings are received prior to an anticipated event.

It will also be activated when emergency services need support or are not able to attend immediately e.g. in severe weather.

If this is the case, the Community Response Team will assess the situation, ring Emergency Services if necessary and consult with the District/Borough Council*.* The Community Response Team will then put all or part of the Plan into effect as appropriate.

***Follow Community Response Team Triggers and Activation procedure overleaf***

**Community Response Team Triggers and Activation**

**Receipt of**

**Severe Weather**

**/Flood Warnings**

**Incident occurs**

**Call 999**

 **(unless already alerted)**

**Alerted by the Emergency Services/**

**Local Authority/**

**Environment Agency**

**Community Plan**

**activated**

**Contact Community Response Team**

**see Contacts sheet at Annex A4**

**Be prepared to respond urgently.**

**Contact other members of the community that need to be alerted by agreed method.**

* **Households affected**
* **The Parish Council/Ward via the Parish Clerk/**
* **Volunteers and key holders as appropriate.**

**Contact and inform your Borough/District Council with an update on the situation and the community response team. See Key Contact Information at Annex A5.**

**Begin recording details on the Log sheet Annex A7 including:-**

* **Any decisions made and why**
* **Actions taken**
* **Who you spoke to and what you said (including contact numbers)**
* **Any information received**

**If necessary convene a Community Response Group meeting but ensure the venue is safe and people can get there safely. See meeting Agenda Annex A8**

**Ensure notes are taken and a record of agreed actions from the meeting. If a decision is reached to activate the Community Response Plan remember to follow the appropriate check sheets in the Annexes.**

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

**If you are unsure, please ask.**

**Activation of the Plan**

Having a Community Emergency Response Plan is not a substitute for calling 999 if there is risk to life. This procedure details the call out order, communicating of information to the community and logging of actions.

* When an emergency happens, you will need to know how to activate your plan and contact your volunteers.
* You will have made your Community Response Team (CRT) aware of the plan as part of your planning process, so in most circumstances you will activate your plan in response to a call from the local category 1 responders (eg local authority, emergency services etc). You should work with them to identify how they will contact you and how you should contact them.
* You should develop a series of triggers you can use as a community to decide whether and when to take action.
* Using your list of skills, people and resources at **Annex A9** you will need to decide what you can do to safely support the work of the local emergency responders.

**Community Response Group**

First Community Response Group Meeting – (Sample draft agenda for your first meeting in an emergency situation **Annex A8.**) It is important to make sure that everyone is safe and working in a co-ordinated way.

**Incident Co-ordination**

The community has identified their Emergency Meeting Points (EMP) as follows:

The primary EMP will be at:

The secondary EMP will be at:

EMP equipment is located at:

Upon arrival of the emergency services, who may locate at a different EMP, the Community Response Co-ordinator should make him/herself known to the emergency services. They should provide them with a copy of this Community Emergency Response Plan and be available to provide local knowledge.

A CRT should be established to co-ordinate the community’s response to an incident. They are also responsible for keeping the plan up to date.

EVACUATION – During an emergency it may be necessary for some members of your community to be evacuated from their homes to a safe place (see **Annex A12** for identified locations). Speak to those co-ordinating the response to see what role the CRT can play. You may be able to assist with door knocking and the delivering of emergency messages or the running of a rest centre.

COMMUNICATIONS – Discuss how to cope if communications are disrupted in the area. You may have access to two-way radios or amateur radio groups. It may be necessary to consider door knocking as an option to communicate with the public. It is important to ensure that any messages delivered to the community are consistent with those issued by local or national authorities.

A sample Telephone Tree for cascading information can be found at **A6**

**The role of the Community Response Team Co-ordinator is to:**

* Pull together 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 Community Response Team members. *(Possibly via a Council Meeting)*
* Act as the main contact point for your local community area and the emergency services, to ensure that two-way communication is continually maintained.
* Ensure that the appropriate authorities and individuals are notified.
* Speak on behalf of the community as required
* Communicate important messages to the community. *(Consider signage/local radio etc) Please note: Press enquiries should be directed to your local councillor. In some instances the Emergency Services will take the lead with media enquiries*
* Delegate specific roles to others members of the Community Response Team.
* 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.
* Speak on behalf of the community at incident meetings during and after the emergency.
* Ensure that the vulnerable are provided with additional assurance during an emergency.
* Ensure that communications are maintained within the community and to the Local Authority Councils.
* 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 that may be required.
* Have sufficient knowledge of the plan to act as designated Co-ordinator in their absence if required.
* The Deputy and other team members should support the Co-ordinator in carrying out their role.

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| Community Response Team (CRT) contact information |
| **Community Response Team Coordinator** | **Office hours:** | Tel:Email: |  |
| **Out of hours:** | Tel:Mobile: |  |
| **Lead Flood Warden** | **Office hours:** | Tel:Email: |  |
| **Out of hours:** | Tel:Mobile: |  |
| **Area Flood Warden** | **Office hours:** | Tel:Email: |  |
| **Out of hours:** | Tel:Mobile: |  |
| **Flu Friends** | **Office hours:** | Tel:Email: |  |
| **Out of hours:** | Tel:Mobile: |  |
|  | **Office hours:** | Tel:Email: |  |
| **Out of hours:** | Tel:Mobile: |  |
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| Key contact informationContact details for statutory authorities and emergency services |
| **Emergency Services** | **24 hours:** | Tel: | 999 |
| **Dorset Police****non-emergency number** | **24 hours:** | Tel:Website: | 101www.dorset.police.uk |
| **Dorset & Wiltshire Fire & Rescue Service**Five Rivers Health & Wellbeing Centre, Hulse Road, SalisburySP1 3NR | Always call 999 in an emergency.If your call is operationally urgent, or you need to contact us out of hours, please contact Fire Control on 0306 799 0019. |
|  | Tel:Email :Website: | 01722 691000enquiries@dwfire.org.ukwww.dwfire.org.uk/ |
| **District/Borough Council** *(insert name)* | **Office hours:** | Tel:Website: | www.dorsetforyou.com |
| **Out of hours:** | Tel:Mobile: |  |
| **Dorset County Council** | **Office hours:** | Tel:Website | 01305 251000www.dorsetforyou.com |
| **Out of hours:** | Tel:Mobile: |  |
| **Dorset County** **Highways Emergencies**  | **Office hours:** | Tel:Email: | 01305 221020 |
| **Out of hours:** | Tel:Mobile: | 0845 0678999 |
| **Report a sewerage flooding** | **Office hours:** | Tel:Email: | 0345 8505959 |
| **Report property flooding** |  | Website: | https://apps.geowessex.com/swim/ |
| **Report road flooding** |  | Website: | https://www.dorset/roads-and-driving/report-a-road-problem |
| **Environment Agency:**Incident Communications Service for public | **24 hours:** | Tel:Email: | 0800 807060 |
| **Out of hours:** | Tel:Mobile: |  |
| **Environment Agency****Flood line (24 hr)** | **24 hours:** | Tel: | 0345 9881188 |
|  | Website: |  [www.gov.uk/flood](http://www.gov.uk/flood)  |
| **Environment Agency**General Enquires |  | Tel:Website: | 03708 506 506 enquiries@environment-agency.gov.uk |
| **Met Office**General Enquiries (24hr) | **24 hours:** | Tel:Website: | 0370 900 0100enquiries@metoffice.gov.uk |
| **Met Office Website**for weather forecast and warning information  |  | Website: | <http://www.metoffice.gov.uk/> |

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| Key contact information (continued) |
| **Met Office Mobile Website**For weather forecast and warning information |  | Website: | <http://www.metoffice.gov.uk/services/mobile-weather> |
| **Met Office App**for weather forecast and warning information  |  | Website: | <http://www.metoffice.gov.uk/services/mobile-digital-services/weather-app> |
| **Met Office Twitter (24 hr)**for weather forecast and warning information  |  | Twitter: | @metoffice |
| **National enquiry number for power outages** | **24 hours:** | Tel: | 105 |
| **Scottish & Southern Energy****Power Distribution** | **24 hours:** | Tel:Email: | 0800 072 7282 |
| **Western Power Distribution** | **24 hours** | Tel: | 0845 651651 |
| **British Gas** | **24 hours:** | Tel:Email: | 0800 111999 |
| **Southern Gas Networks****NECC Emergency Contact****(General Public)** | **24 hours:** | Tel:Email: | 0800 111999 |
| **Office hours:** | Tel:Mobile: | 01929 818020 |
| **NHS Choices**  | **Office hours:** | Tel:Website: | 111www.nhs.uk |
| **Parish Meeting Clerk/Chair:** *(insert name)* | **Office hours:** | Tel:Email: |  |
| **Out of hours:** | Tel:Mobile: |  |
| **Local place of safety key holder:** *(insert name – with person’s permission)* | **Office hours:** | Tel:Fax: |  |
| **Out of hours:** | Tel:Mobile: |  |
|  | **Office hours:** | Tel:Email: |  |
| **Out of hours:** | Tel:Mobile: |  |
|  | **Office hours:** | Tel:Email: |  |
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**Sample Telephone Tree**

The Telephone Tree works as a pyramid, with the coordinator at the top making the first call to two people; in turn they call an assigned set of people and so on until the tree is complete

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| **Incident Log Summary Sheet**  |
| **Date/Time****(24hr)** | **Call from:****(where appropriate)** | **Call to:****(where appropriate)** | **Message / Event Text (including decisions and outcomes)** |
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| **Incident Log Summary Sheet (continued)** |
| **Date/Time****(24hr)** | **Call from:****(where appropriate)** | **Call to:****(where appropriate)** | **Message / Event Text (including decisions and outcomes)** |
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| **Community Response Team****Meeting Agenda**In the event of an emergency and your plan’s activation, this suggested agenda can help guide your response. |
| **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?ElderlyFamilies with children What local skills and resources do we need**?****(refer to Local skills and resources assessment sheet at Annex ??)**Food?Off-road vehicles?Blankets?Shelter? (refer to Shelter Locations sheet at Annex ??2. Establishing contact with the emergency services3. 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?** |

**Dorset Community Risk Register**

The Dorset LRF Community Risk Working Group has considered the National Risk assessment and agreed the risks to the Dorset LRF area. These can be found on the Community Risk Register Matrix overleaf.

**Local Community Risk Assessment**

Many of the risks will be planned for at a National / Regional / County or District level. Therefore the risk assessments may consider how the community could respond to ensure the community’s safety / wellbeing relevant to your local area by using your local knowledge.

**Environment Agency Local Flood Risk Assessments**

The Environment Agency Local Flood Warning Plan contains assessments and useful information of those areas at risk of flooding and can be made available to help develop the community plan.

Considering the risks to your community, complete the template A10 on pages 18-21 detailing the likely impact on the community and what the Community Emergency Group can do to prepare.

Completion of the templates listed below, found on pages 22-25, will also assist in recognising who has local skills, key resources available and what vulnerable people and groups require special consideration.

**Templates**

**A11** Local Skills and Resources

**A12** Community Sandbag Stores (if available)

**A13** Vulnerable Groups within the community

**A14** Key locations identified with the emergency services for use as places of safety

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| **Risk Assessment (based on the Dorset Local Resilience Forum (DLRF) Community Risk Register Matrix)**

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| Use this section to identify which risks are most relevant for your community. Remember that many of them will be planned for at a national or local level so consider how your community could respond to them using local knowledge skills and resources.  |  |  |

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| **Hazard** | **Impact on the community** | **What can the Community Emergency Group do to prepare?** |
| **Forest or moorland fires** |  |  |
| **Local urban flooding**  |  |  |
| **Low temperatures and heavy snow** |  |  |
| **Local tidal flooding**  |  |  |
| **Localised flash flooding** |  |  |
| **Local fluvial flooding** |  |  |
| **Local Fuel disruption** |  |  |

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| **EXAMPLE** **Hazard/risk****identified locally** | **EXAMPLES****Impact on the community** | **EXAMPLES****What can the Community Emergency Group do to prepare?** |
| **River through village can flood** | * 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
 | * *Sign up to receive Met Office weather warnings email alerts from* [*www.metoffice.gov.uk/about-us/guide-to-emails*](file:///C%3A%5CUsers%5Cdgeorge%5CAppData%5CLocal%5CTemp%5CnotesC7A056%5Cwww.metoffice.gov.uk%5Cabout-us%5Cguide-to-emails) *for rain for your area.*
* *Sign up to EA Flood alerts:* [*www.environment-agency.gov.uk/*](http://www.environment-agency.gov.uk/)
* *Encourage residents to improve home flood defences*
* *Identify and train flood wardens*
* *Notify DCC Highways in autumn of gulleys that are blocked:* [*www.dorsetforyou.com/drainage*](http://www.dorsetforyou.com/drainage)
* *Apply for 1 T of sand from Xshire Council, noting the policy for your areas:* [*www.dorsetforyou.com/flooding/protection*](http://www.dorsetforyou.com/flooding/protection)
 |
| **Snow blocking roads** | * Access issues
* Heating of local residents
 | *Sign up to receive Met Office weather warnings email alerts from* [*www.metoffice.gov.uk/about-us/guide-to-emails*](file:///C%3A%5CUsers%5Cdgeorge%5CAppData%5CLocal%5CTemp%5CnotesC7A056%5Cwww.metoffice.gov.uk%5Cabout-us%5Cguide-to-emails) *for snow for your area** *Agree places where gritting is required*
* *Steep Hill at X*
* *Tight Bend at Y*
* *Access to be maintained to village shop*
* *Write to Xshire Council in Oct, asking for grit bins to be refilled.*
* *Check safety of vulnerable people.*
* *Apply for 1T salt scheme*
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| **Pandemic Flu** | * People being able to get to pharmacy for medication
 | * *Flu Buddies Scheme - Identify volunteers who can collect and deliver medicines for people who are vulnerable / live alone.*
* *Put up posters*
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| **Hazard** | **Impact on the community** | **What can the Community Emergency Group do to prepare?** |
| **No notice loss of significant telecommunications infrastructure in a localised incident such as a flood** |  |  |
| **Heatwave** |  |  |
| **Land movements** |  |  |
| **Storms and gales** |  |  |
| **Localised groundwater flooding** |  |  |
| **Building collapse** |  |  |
| **Loss of drinking water supplies due****to a major accident affecting infrastructure** |  |  |
| **Failure of water infrastructure or accidental contamination with a non-toxic contaminant** |  |  |
| **Technical failure of the national electricity network** |  |  |

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| **Hazard** | **Impact on the community** | **What can the Community Emergency Group do to prepare?** |
| **Technical failure of electricity network due to bad weather causing damage to the system** |  |  |
| **Drought** |  |  |
| **Local accidents on major trunk road** |  |  |
| **Bridge collapse or closure** |  |  |
| **Large scale event evacuation (planned or unplanned)** |  |  |
| **EXAMPLE Hazard/risk****identified locally** | **EXAMPLES****Impact on the community** | **EXAMPLES****What can the Community Emergency Group do to prepare?** |
| **Power cut** | * Residents with no access to power for a prolonged period of time. Most vulnerable are those with only electric power
* Residents can’t get heat, light or hot water
* Unable to cook food
* Defrosting fridges
 | * *Identify residents most at risk.*
* *Activate ‘telephone tree’ to check on residents.*
* *Open up Place of Safety (Village Hall) for hot refreshments and information point.*
* *Coordinate hot refreshments delivery to housebound residents.*
* *Promote registration with suppliers as vulnerable customers*
* *Ask volunteers to door knock*
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| **Local Skills & Resources**Key resources available to support the local community should be listed here. Consider who in your community has tools and machinery; there may be people who are qualified, willing and capable to operate the tools and machinery in an emergency. Consider talking to local businesses and suppliers who might be willing to provide provisions such as food and water which may be difficult to obtain. (If a written agreement is made between your community and the supplier, attach a copy to this document as an annex). Find out which vehicles could be used by the local community and how to access them in an emergency (i.e. 4 x 4 vehicles). It is important to ensure that the vehicle owners are properly licensed and insured to use their vehicles in this way. |
| **Skills/Resource** | **Who** | **Contact Details** | **Location** | **When might be available** |
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| **Community Sandbag Stores**If there are existing sandbag stores in your community include details of them here |
| **Address** | **Property** |
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| **Vulnerable Groups within the Community**It is important to ensure that isolated or vulnerable people are contacted to see if they need assistance during an emergency. External organisations, such as The Red Cross or WRVS volunteers, may have systems and resources to help, but these groups cannot always determine what individuals want or need, nor can they identify who in your community may be vulnerable in a crisis. This requires local knowledge and your help. Emergencies can make anyone vulnerable and make life more difficult for those who are already vulnerable. Your local emergency responders will need to help those in most need first; it will assist them if the Community Response group has an understanding of those in greatest need and where they live. Lists are constantly changing and therefore it would not be practical for Communities to permanently hold a list. Emergencies can also make people vulnerable who are not normally, therefore any details should be collated following a major incident. It is important to note that:  People may become vulnerable at any point and in different circumstances  Being vulnerable means different things to different people and groups  Vulnerabilities vary in their duration and may last through the recovery period from an emergency |
| **Name/Organisation** | **Telephone Number** | **Address** | **Additional Information** |
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| **Key locations identified with the emergency services for use as places of safety**In an emergency, the emergency services may need your assistance to help identify a safe place for people to shelter and set up a rest centre. Different emergencies may affect different parts of your community in different ways, so you should try to identify a number of alternative locations. Remember to get permission of those responsible for any buildings you might wish to use in an emergency and ensure that they have the appropriate insurance and liability cover to use the premises in this way.The Local Authority holds a list of identified establishments for Rest Centres that have agreed to assist in an emergency situation. |
| Building | Location | Potential use in an emergency | Contact details of key holders |
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| **DOCUMENT DETAILS** |
| **Document title** | *INSERT NAME* Community Emergency Response Plan |
| **Version**  | Version 1 |
| **Date version published** | *INSERT DATE* |
| **Review process** | A full review of the plan should be carried out annually to ensure that the information contained in the plan is up to date.  Remember to document any amendments or additions and send updated copies of your plan to those on your distribution list.The next routine review date ***INSERT MONTH / YEAR*** |
| **Circulation list** | Once completed, share the plan with the Emergency Planning Officer from your Local Authority, the local emergency responders and the Dorset Civil Contingencies Unit so that, in the event of an emergency they will know who to contact and what assistance you can provide. |
| **Document ownership** | *INSERT NAME* Community Emergency Response Group  |
| **Acknowledgments**  | Insert the name of individuals contributing to the development of the most recent version of the document.Share the Plan with your community to get their views. It is important that the community feels the plan works for them. |
| **Equality and diversity impact assessment**  | Refer to the supporting guidance on equality and diversity.(work in progress) |
| **Data protection statement** | The lawful basis of sharing personal information in support of emergency response is detailed in the BDP LRF Personal Data Exchange Agreement. This policy document makes reference to statutory duties in both the Civil Contingencies Act 2004 and the Data Protection act 1998.  |
| **Freedom of information** **statement** | This document is disclosable under the Freedom of Information Act 2000 subject to any exemptions under the Act either for security or commercial reasons. All Responders must be contacted before disclosure to ensure that no compromise either tactical or commercial will be brought about by its disclosure as a whole or in part. This document has been classified under Her Majesty’s Government’s Protective Marking Scheme as ‘Sensitive’. |

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| **DOCUMENT CHANGE HISTORY** |
| **Version number**  | **Date** | **Details of change** |
| October 2016 | Oct 16 | Key Contact information page 10.Updated Dorset & Wiltshire Fire & Rescue Service contact information.Key Contact information page 11.Included National enquiry number for power outages. |
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**Prepared by**

**Dorset Civil Contingencies Unit**

**Police HQ**

**Winfrith**

**Dorset**

**DT28DZ**

**Telephone: 01305 229044**

**Email: ccuadmin@dwfire.org.uk**