

# WILLOUGHBY PARISH COUNCIL COMMUNITY EMERGENCY PLAN

Review Date	Next Review Due	Review Date	Next Review Due
2 <sup>nd</sup> October 2017	October 2018		

# **Willoughby Parish Council**

## **Community Emergency Plan**

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**1. INTRODUCTION:** This Plan has been initiated by Willoughby Parish Council in order that, in the event of an emergency occurring in the village of Willoughby, there is a clear understanding of the roles and responsibilities of the various support agencies, and a plan to enlist local people to help others in the community - including a list of contacts should residents require help in the event of an emergency. The plan is intended to provide a self-help response, during any emergency affecting the parish community when the normal emergency response by the Emergency Services and County/ Borough Councils is delayed because of the scope or nature of the emergency.

**2. AIM OF THIS PLAN:** To provide a framework plan that will assist in the local response to an emergency, when assistance from the Emergency Services and other responders is delayed.

**3. OBJECTIVES OF THIS PLAN:**

- To establish a local emergency management structure
- To give an overview of roles and responsibilities
- To detail cascade call out arrangements
- To identify available community resources – personnel, equipment and emergency accommodation.

**4. WHAT IS AN EMERGENCY?:** The formal definition is “An incident arising, with or without warning, threatening or causing death or serious disruption to significant numbers of people, property or the environment, in excess of that which can be dealt with by the public services operating under normal conditions and requiring the special mobilisation and organisation of those services and the deployment of local authority staff and resources”. Under the Civil Contingencies Act 2004 an emergency is defined as ‘An event or situation which threatens serious damage to

- Human welfare
- The environment
- Security of the United Kingdom

Warwickshire County Council has a Contingency Planning Unit that works in partnership with the Emergency services, Rugby Borough Council and voluntary agencies in order to provide a co-ordinated response to a major incident. The Police have overall responsibility for control and coordination in an emergency situation. The county and borough councils have specific responsibilities, which include establishing emergency centres, providing temporary accommodation for those made homeless and managing the longer term recovery phase. The purpose of this document is to provide guidance and information about local resources that may be essential in the event of an emergency within this parish. This local plan has been drawn up under the auspices of the Parish Council, with help from representatives in the community who could be called upon for assistance. A key element is individual Councillors/ community emergency wardens who would be the main contact for each limited geographical area, who would co-ordinate local needs, in communication with a “nerve centre” at the Parish Council Headquarters. A list of Councillors is attached at Appendix A1.

**5. LEVELS OF EMERGENCY:** From initial research it has been established that there are three recognised levels of emergency:-

1. A major catastrophic event in Warwickshire or elsewhere in the Midlands, requiring large capacity shelters and support. Such incidents would require very large premises (far larger than the Village Hall, for instance) to accommodate and manage large numbers of temporary “refugees”. We need not concern ourselves too much with this category as the Parish Council would be approached as part of a measured, coordinated scheme initiated by a higher tier authority.

2. A major emergency at County or Borough level, or beyond, where the management of the event would be undertaken at County or Borough level. Whilst the Village Hall could well be a receiving station for dispersed persons, and selected local people involved in support, this need not be of immediate concern locally, as support services such as Warwickshire County Council’s Services for Families and the Women’s Royal Voluntary Service (WRVS) would be galvanised into action.

3. A local emergency within the Parish of Willoughby which, though inevitably involving the higher levels of Government for support, needs a high level of local involvement by local people as it is they who are most likely to know who is likely to be at risk and/or in need. This Plan concentrates entirely on this third category.

## **6. TYPE OF EMERGENCY:**

Three types of event which could trigger a local emergency:- Flooding or severe storms, Large scale evacuation due to a major event, e.g. major fire or pollution incident, A pandemic health threat.

Whilst all three would inevitably involve the emergency services and/or the major authorities, the knowledge of local people will be vital in mitigating the effects on the local community. Flooding is perhaps the most likely scenario, hence the Willoughby Flood Action Plan is a separate document that also links to the Emergency Action Plan.

**7. WHO IS RESPONSIBLE, FOR WHAT, IN AN EMERGENCY?** This document lists the principal actions of each organisation. However, it must be noted that it may not always be possible for all actions to be carried out during all emergencies. Responding organisations have limited resources so may not be able to provide assistance in all circumstances. In such cases, the owners and occupiers need to be aware that they should make their own arrangements to protect their property from risk, especially flooding (see separate action plan). Many factors may influence the level of response to specific emergencies. Priority is likely to be given to those that are vulnerable when assisting people, and to property which is occupied. The classification of roads may be used in prioritising the response to road flooding; protection of commercial property may depend on the risk of environmental pollution from stored chemicals etc

## **8. PARISH ROLES AND RESPONSIBILITIES:**

### **8.1. ROLE OF THE PARISH EMERGENCY CO-ORDINATOR**

The role of the Parish emergency co-ordinator is

- To advise and help local community preparations for the response to an emergency.
- Assess local problems that may arise in the event of abnormal circumstances such as a major incident or a natural disaster occurring.
- Identify vulnerable local residents such as the elderly who may require assistance.
- To determine the capabilities of the community to care for itself during an emergency in the absence of support from the emergency services and county/borough authorities.

- To prepare and maintain the Community Emergency Resources Register.

### **8.1. Role of the Parish emergency co-ordinator during a major incident.**

- Assess the situation within the community.
- If isolated, co-ordinate some immediate self help recovery.
- To report the local situation to the Borough's Safety and Emergency Planning Adviser and/ or Warwickshire's Emergency Management Centre
- To organise such local resources as are available within the community.
- To provide local knowledge to the emergency services or other organisations, as and when they are able to respond to the incident.

### **8.2. RESPONSIBILITIES OF THE PARISH EMERGENCY CO-ORDINATOR**

- To ensure that the Parish Councillors are aware of their role should an emergency occur.
- To ensure that the local community is aware of the Parish Council's Emergency Plan and that residents are aware of Councillors contact details.
- To ensure that all those involved in the cascade call out system are aware of what action they have to take.
- To maintain the Community Emergency Resource Register with the aid of the Parish Councillors
- To liaise with the Borough's Safety and Emergency Planning Adviser to identify suitable training that may be available to emergency volunteers

### **9. RESPONSIBILITIES OF PARISH COUNCILLORS:**

- To assist the Parish Emergency Co-ordinator in identifying other community volunteers.
- To take part in exercises arranged to test the cascade call out system and working of the register.
- To assist the Parish Council in dealing with any emergency which may affect the community

## **10. ROLES AND RESPONSIBILITIES OF OTHER AGENCIES:**

The Emergency Services will normally provide most of the initial response. They will be supported by the local authorities (Borough and County Councils), Environment Agency, utility (Gas, water and electricity) companies and voluntary organisations. The emergency services' main role will most frequently be to save life. If there is any risk to life at all. The Fire and Rescue Service is responsible for rescuing survivors. The Ambulance service is responsible for treating casualties and taking them to hospital.

### **The role of the Police (Phone 999) Warwickshire Police Headquarters (Phone 01926 415000)**

- Inform other emergency services about the incident.
- Co-ordinate the emergency services and other organisations during the response phase -
- Protect and preserve the scene
- Investigate the incident alongside other investigative organisations
- Collect and pass on information about casualties
- Identify those involved
- Restore stability with the aim of restoring normality.

### **The role of the Fire & Rescue Service (Phone 999) Works Fire & Rescue Services (Phone 01926 4232310)**

- Inform other emergency services about the incident.
- Rescue
- Respond to all emergency incidents as required
- Assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant
- Tackle fires or chemicals which have been spilt and other dangerous situations
- Make sure all personnel involved in the rescue work are safe
- Gather information and carry out hazard assessments.
- Help ambulance service get live casualties away from the scene
- Help Police recover bodies
- Restore stability with the aim of restoring normality.

**The role of the Ambulance Service (Phone 999) Warks Ambulance Service (Phone 01926 881331)**

- Inform other emergency services about the incident.
- Provide a focal point for all medical resources.
- Identify and contact the appropriate receiving hospitals.
- Set up a casualty clearing station.
- Prioritise casualties so that their injuries can be treated.
- Prioritise which casualties must be evacuated using appropriate transport
- Restore stability with the aim of restoring normality.]

**The role of the Environment Agency - 24 hour public line (Phone 0800 807060) or Floodline (Phone 0845 988 1188)**

- Issue Flood Warnings
- Receive and record details of flooding incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers, adopted critical watercourses and their own structures
- Respond to pollution incidents
- Advise on waste disposal issues

**The role of Warwickshire County Council (Phone 01926 410410)**

- Co-ordinate emergency arrangements and voluntary agency support
- Support the emergency services and district/borough councils.
- Help people in distress e.g. through the provision of a trauma support service.
- Maintain safe conditions on the roads excluding those managed by the Highways Agency or private roads
- Put flood warning signs on the highway



- Organise road closures and traffic diversions
- Clear blockages on highway drainage systems
- Clear road side gullies
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system

### **Rugby Borough Council (Phone 01788 533533)**

- Co-ordinating role for emergencies in own area as a key responder under the Civil Contingencies Act 2004.
- Support emergency services
- Initiate Emergency accommodation plan
- Emergency assistance — e.g. provision of sandbags, emergency accommodation, feeding
- Clear blocked ordinary watercourses NB. The arterial watercourses through Willoughby are largely maintained (managed by the Environment Agency)
- Provide environmental advice, street cleaning etc.
- Environmental health issues — pollution and public health issues
- Blocked road channels and gullies due to litter and leaf fall
- Warn and inform the public regarding emergencies
- Emergency planning support to the Parish Council

### **Willoughby Parish Council (Phone 01788 891338 – Mike Thomas)**

- Creation of a Flood Plan, with emergency contacts
- Flood warning dissemination (by local agreement with Environment Agency)
- Appointment of “flood wardens” for each local area
- Identification of vulnerable groups – e.g. Elderly or disabled
- Assist with distribution of sandbags from stockpiles
- Assist the Borough Council to warn and inform the public regarding emergencies, at local level

- Pass information regarding local issues and needs to key responders, via the Borough Council

### **Severn Trent Water (Phone 0800 783 4444)**

- Emergency over pumping or tankering at sewage pumping stations
- Clearing blockages in public sewers
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems

### **Electricity, Gas and Telecommunication Companies**

Gas – (Phone 0800 111999)

Central Networks Customer Contact Centre – 24 hours (Phone 0800328 1111)

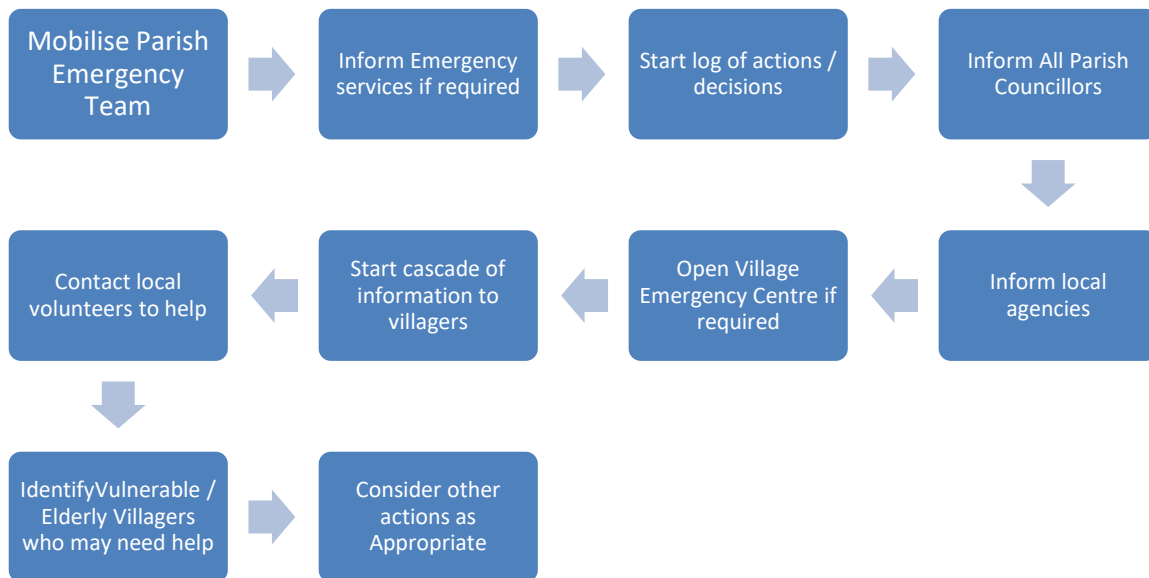
British Telecom (Phone 0800 800 150)

- Attend to emergencies relating to their service at properties putting life at risk as a result of flooding
- Attend to flooding emergencies at their own serviced installations

## 11. RESPONSE FLOWCHART - COMMUNICATIONS PROCEDURE.

The flowchart below shows the contact points necessary in the event of an emergency.

Local Event/Incident:



## **12. RESPONSE ACTION:**

A central register of sources of voluntary assistance is attached at Appendix C1, C2 and C3. Provided volunteers would be working under the sole control of the Parish Council and with any hand tools owned by the volunteers or the Parish Council, they would be covered under the Parish Council's Insurance Policy. However, this does not extend to material damage to the tools themselves which, if owned by the volunteer, should be covered (if required) under their own policy.

## **13. PARISH EMERGENCY CONTROL CENTRE:**

A building should be identified that is capable of being used as a 24-hour parish emergency centre. It should preferably have a central location and be well known to local residents. Consideration should be given to communications e.g. telephone, fax, and computer links. The accommodation should include cooking, washing and toilet facilities.

The address of the Parish Emergency Control Centre (PECC) is:

The Village Hall

Main Street

Willoughby

Tel:

Keyholders :-

Mrs Beryl Hallam, Lower Street, Willoughby Telephone 01788 890003

Mr Bert Ogle, Main Street, Willoughby Telephone 01788 890498

It will be necessary to prepare an incident box containing Ordnance Survey maps, copies of the electoral roll and other useful items to aid the Emergency services.

Remember the role of the Parish Council is to be available to assist the Emergency services as required but not impede their operations

## **14. TEMPORARY ACCOMMODATION:**

(In the event of people being made homeless or needing shelter)

The borough/district councils in Warwickshire have responsibility for opening and managing rest centres, supported by Warwickshire County Council's Services for Families and voluntary organisations. The Coventry, Solihull & Warwickshire Resilience Team have identified and hold details for the following Rest Centres in the Rugby Borough Council area:

Lawrence Sheriff School	Clifton Road, Rugby
Bilton High School	Lawford Lane, Bilton
Ken Marriott Leisure Centre	Bruce Williams Way, Rugby
Benn Hall	Newbold Road, Rugby

Rugby Borough Council (or its agent) will arrange transport to take evacuees to the Rest Centre where they will be given practical and emotional support. The local Primary Care Trust will provide medical support and access to pharmacy services. Warwickshire County Council's Child Protection Unit will support Rugby Borough Council and assist with arranging transport for evacuees to rest centres etc. as required.

While at the Rest Centre, the police and local authorities will gather specific information, which will be recorded on rest centre registration forms. Social Services (Services for Families) are responsible for making sure that this process is carried out and that an initial assessment of each individual is made to identify any extra support that may be needed. The police will either fax or take the forms to Casualty Bureau, if invoked, to be processed.

In Willoughby, the following premises may be used as rest centres:

The Village Hall, Main Street

The Church, Brooks Close

The Rose Inn, Main Street

## **15. Role of the Police Casualty Bureau**

Often during major incidents the police will set up a Casualty Bureau to specifically deal with missing persons, survivors, evacuees and witnesses involved, or believed to have been involved, in the incident. It is not a general information bureau and is designed to register information and details rather than provide general information on an incident.

The police will provide a number of telephone lines, but depending on the volume of calls, you may experience a delay in getting through. Make a note of the reference number given and quote this when speaking to staff at the Casualty Bureau.

When casualties or survivors are identified, the enquirer is told as soon as practicable following their call, but bear in mind that this can take a while. If you have contacted the Casualty Bureau number to report a missing person and then

subsequently locate them, make sure that you call the Casualty Bureau back to let them know. This will allow the police and other organisations to focus on finding those people that are still missing.

The Casualty Bureau telephone number will be different for every incident. If one has been established the number will appear on the homepage of its website; it will also be broadcast on news bulletins.

**Resources:**

The following items may be required if available:

Blankets	First Aid Equipment	Radio	Space Heaters	Crockery
Toilet	Camp beds	Cutlery	Waste Disposal Bags	Fire Fighting Equipment
Care of Pets	Bottled Water	Food		

**16. COMMUNICATIONS:**

16.1 Loss of communications

If telephones are affected by the emergency, communications within the community should be considered using couriers carrying written or verbal messages if safe to do so.

16.2 Communications beyond the community

Passing messages via amateur radio operators, and asking them to relay messages to the Police may be an option. Rugby Borough Council can liaise with SCC Child Protection Unit regarding mobilising RAYNET (Radio Amateurs Emergency Network).

16.3 Local and national radio

Consider maintaining a listening watch on local and national radio and television channels for information. A roster may be instigated as necessary.

- 0800 to 1200 hours .....
- 1200 to 1600 hours .....
- 1600 to 2000 hours .....
- 2000 to 2400 hours .....
- 2400 to 0400 hours .....
- 0400 to 0800 hours .....

Local radio stations are:

**BBC Coventry & Warwickshire (94.8, 103.7, & 104 FM)**

News desk – 02476 86 0086

Switchboard – 02476 57 0100

**Radio WM (95.6 FM)**

News desk – 0121 414 8802/3/4/5

**Heart FM (100.7 FM)** – 0121 607 7227

**Mercia FM (97.0 & 102.6 FM)** – 02476 86 8200

**Fox FM (97.4 & 102.6 FM)**

News room - 01865 871000

**BRMB (96.4 FM)** – 0121 250 0964

**Touch FM (102 FM)** – 01789 262636

**Rugby FM (107.1 FM)** – 01788 541100

**17. WILLOUGHBY PARISH COUNCILLORS and CLERK (March 2016))**

Name	Address	Phone numbers
Mike Thomas (Chair)	Church View, Lower St, Willoughby	01788 891338 / 07970886413
Dennis Neville (Clerk)	The Stumps, 5 Brooks Close, Willoughby	01788 890710
Ben Hallam	The Firs, 31 Main Street, Willoughby	01788 891178
Alan Belgrove	6 Magdalen Road, Willoughby	01788 890416 / 07943336575
Ant Ray	Barberry Cottage, 1 Lower Street, Willoughby	01788 891317 / 07711502854
Rachel Settle	Rosebud Cottage, 3 Lower St, Willoughby	01788 890724 / 07885501551

Local District Councillor: Mrs Emma Crane, 07956895529

Local Country Councillor: Mr Howard Roberts, 01788 519603

<b>17.1 Contacts</b>			
Organisation	Telephone – Office hours	Emergencies - 24 hrs	Website address
<b>Emergency Services</b>			
Police	01926 415000	999	
Fire & Rescue Service	01926 423231	999	
Ambulance Service	01926 881331	999	
Environment Agency	0800 807060	24 hour line	www.environmentagency.gov.uk
Floodline	0845 988 1188	24 hour line	
NHS Direct	0845 4647	24 hour line	www.nhsdirect.nhs.uk
<b>Utilities</b>			
Electricity	08457 331331	24 hour line	
Gas	08457 33388	24 hour line	
Telephone	0800 800 150	24 hour line	
Severn Trent Water	0800 783 4444	24 hour line	
<b>Authorities</b>			
Warwickshire County Council	01926 410410		
Rugby Borough Council	01788 533533		
Emergency Management Centre	When operational: 01926 412719		
<b>Adjacent Parish Council Clerks</b>			
Council	Contact Name	Telephone number	
Grandborough	Mrs Kay Worrell	01788 811605	
Wolfhamcote	Ms Julie Plackett-Smith	01788 891250	
Barby	Mrs Catherine Camp	01788 891184	



## Appendix 1

<b>List of Resources – Human Skills</b>			
	Nearest Base	Telephone number	Emergencies / 24 hour service
<b>Emergency Services</b>			
Police	Rugby		101 / 999
Fire & Rescue	Rugby		999
Ambulance	Rugby		999
<b>Doctors &amp; Nurses</b>			
Dunchurch Surgery	Dunsmore Heath, Dunchurch	01788 522448 / 522400	As day number
Abbey House Surgery	Golding Close, Daventry	01327877770	Out of hours: 01327 702215
<b>Dentists</b>			
See attached booklet			
<b>First Aid Training</b>			
St Johns Ambulance	Rugby	Miss Bradbury 07790438574 or Mr Sharp 01788 543772	
<b>Voluntary Organisations</b>			
See attached booklet			
<b>Pharmacies</b>			
See attached booklet			

<b>Vets</b>			
Rainsbrook Veterinary Group	Crick Road, Hillmorton	01788 542221	On answerphone

## Appendix 2

### List of Resources – Local skills

Name	Address	Skills / Occupation	Telephone number
Allan Board	Magdalen Road	Builder	01788 890405
Russell Vessey	Main St	Carpenter	01788 891336
Wayne Truslove	Moor Lane	Joiner	
Tim Settle	Lower Street	General Maintenance	01788 890724

## Appendix 3

### List of Resources - Materials

Name	Address	Supply	Telephone
Plantool	4 High March, Daventry NN11 4HB	Plant hire/ Power tools	01327 878711
Travis Perkins	2 Somers Road, Rugby CV22 7DD	As above + building / repair materials	01788 542171

### List of Resources – Useful Premises

Location	Type of Premises	Key holder contact details
Village Hall Main Street Willoughby	1 x large hall, 1 x small hall, 1 x Committee Room. Toilet facilities. Kitchen. Tables & chairs	Mrs B Hallam 01788 890
The Rose Inn Main Street Willoughby	Several small rooms with tables & chairs. Kitchen. Toilet facilities	Rudi & Gillian 01788 891180
St Nicholas Church	Seating	Mrs Jackie Gibbard 01788 891191

## Appendix 4

People who may have special problems during an emergency:

Name	Address	Telephone number	Details

