DRAFT

Brookside
Community Emergency Plan

Version 1: 2012

DEVON COMMUNITY RESILIENCE FORUM

This is a fictitious Community Emergency Plan

Amendments

Ensure updated copies are distributed to all individuals and organisations who hold a full or restricted version of the plan. The plan distribution list can be found in **Annex K.**

Date	Page Number	Reason for amendment	Changed by
29/12/2012	All	Version 1 published	Jacqui Dixon

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Contents

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1.   Introduction

Brookside has developed this plan to provide resilience for the community in the pre-event phase or early stages of an emergency.

Brookside Community Response Team has been formed to assist the activation of this plan and to assist the emergency services wherever possible, prior to, during and after an emergency event.

The aim of this plan is to increase resilience within the local community through developing a robust co-ordinated approach that compliments the plans of responding agencies.

The objectives of this plan are to:
• Identify the risks most likely to impact the community
• Identify relevant steps to mitigate and respond to emergency situations, including warning the community as required.
• Identify vulnerable people / groups / establishments in the community
• Identify community resources available to assist during an emergency
• Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities.
• Provide information and assistance to the Emergency Services upon their arrival and as appropriate throughout the event.

1.1   Community Response Team

A Community Response Team (CRT) should be established to coordinate the community's response to an incident. They are also responsible for keeping the plan up to date.

Role	Name	Tel
Coordinator	Jacqui Dixon	01392 123456
Deputy	Katie Rogers	01392 234567
Team Member	Ron Dixon	01392 567890
Team Member	Jimmy Corkhill	01392 456789
Team Member	Sheila Grant	01392 345678
Team Member	Barry Grant	07777 678901
Team Member	Terry Sullivan	01392 789012

1.2 Responsibilities

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 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 and County Councils and the emergency services, to ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to the community.
- Delegate specific roles to others on the CRT
- 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.

2.0 Related emergency planning

2.1 Arrangements between emergency services and local authorities

Local authorities and emergency services have an emergency response structure, as illustrated by the following diagram:

This is a fictitious Community Emergency Plan
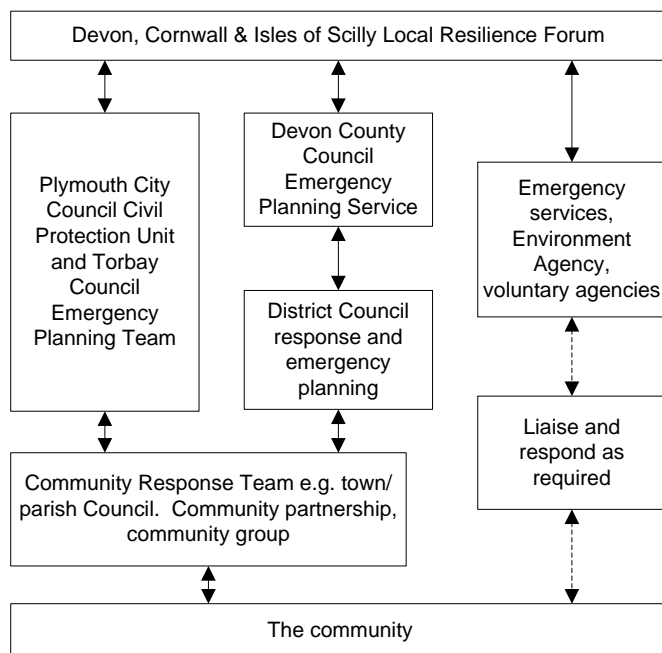
3. Knowing the unknowns

3.1 Identifying and preparing for risks

Risk assessments for Brookside are listed in **Annex A**.

Maps of the community, highlighting key buildings, locations at risk of flooding, etc, are listed in **Annex B.**

<Insert risk assessments for your volunteers and their tasks here>.

Vulnerable buildings/people are listed in **Annex R1.**

4. Activating the emergency plan

4.1 Triggers

The triggers or signs that will alert us to an emergency and help us decide when to activate our emergency plan are listed below.
- Met Office National Severe Weather Warning Service email alerts for South West England (by email)
- Environment Agency Flood Alerts for Mid Devon Rivers (by phone, text and email)
- Environment Agency Flood Warning for the Brook at Brookside (by phone, text and email)
- Devon & Cornwall Police Community Messaging system (by phone, text and email)
- Local observations (e.g. severe weather impacts, road closures, etc), reported via members of the community or the media

4.2   Notification

The Coordinator is registered to receive the triggers listed above (Section 4.1) and is responsible for monitoring them. They will pass on notification of an emergency to the Community Response Team, using a Telephone Tree notification system, which can be found in **Annex C.**

4.3 Activation

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

Specific flood triggers and respective actions are detailed in **Annex E**.

5 Taking control and managing the incident

5.1 Incident Coordination

The community have identified their initial Incident Control Points (ICP) as Brookside Primary School.

ICP equipment is located at: Post office car park (the key code to shed door is: **????**)

Upon arrival of the emergency services, who may locate at a different ICP, the CRT Co-ordinator should make him/herself known to the emergency services and provide them with a copy of the Community Emergency Plan and to be available to provide local knowledge and a situation Report using **Annex F**.

6 Skills and Resources

6.1 Resources

Key resources available to support the community are listed in **Annex G.**

6.2 Contacts lists

Contact details for key organisations and groups, which are publicly available, are listed in **Annex H,** e.g. emergency services, health organisations, town/parish councils, local authorities, utility companies, Environment Agency, schools etc.

7 Key facilities

7.1 Community Shelter(s)

If people need to leave their homes, the district council and/or county council or unitary authority will open a rest centre.

Brookside has identified a Community Shelter, in the event that local authorities are not able to provide immediate assistance. The aim of the Community Shelter is to provide a facility for the public to use as a short-term refuge, until local authorities relieve us.

Our Community Shelters are:
- Brookside Holiday Park (function room)
- Brookside Village Hall

Their locations are shown by the maps in **Annex B**. For key holder contact details, refer to **Annex G**. Instructions for the establishment and operation of the Community Shelter can be found in **Annex I.**

8   Keeping in touch

8.1   Communications

If landline and mobile phone networks don't work, use hand-held battery operated 2-way radios to community between CRT members.

8.2   Warning and informing

Methods for warning and informing are listed in **Annex J**.

9.0 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	Community risk assessment
Annex B	Maps of the community
Annex C	Telephone tree notification system
Annex D	Activation procedure and logging sheet
Annex E	Community flood plan
Annex F	Situation report
Annex G	Community resources
Annex H	Key contacts list (publicly available)
Annex I	Instructions for the establishment and operation of the Community Shelter(s)
Annex J	Communications, warning and informing
Annex K	Plan distribution
Annex L	Glossary
Restricted distribution:	
Annex R1	Vulnerable people within the community

10. Plan maintenance

The CRT should meet to discuss the community's resilience arrangements at least on a 6 monthly basis.

A full review of the plan by the CRT should be carried out annually 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. The plan distribution list can be found in **Annex K.**

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Annex A – Community risk assessment

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.
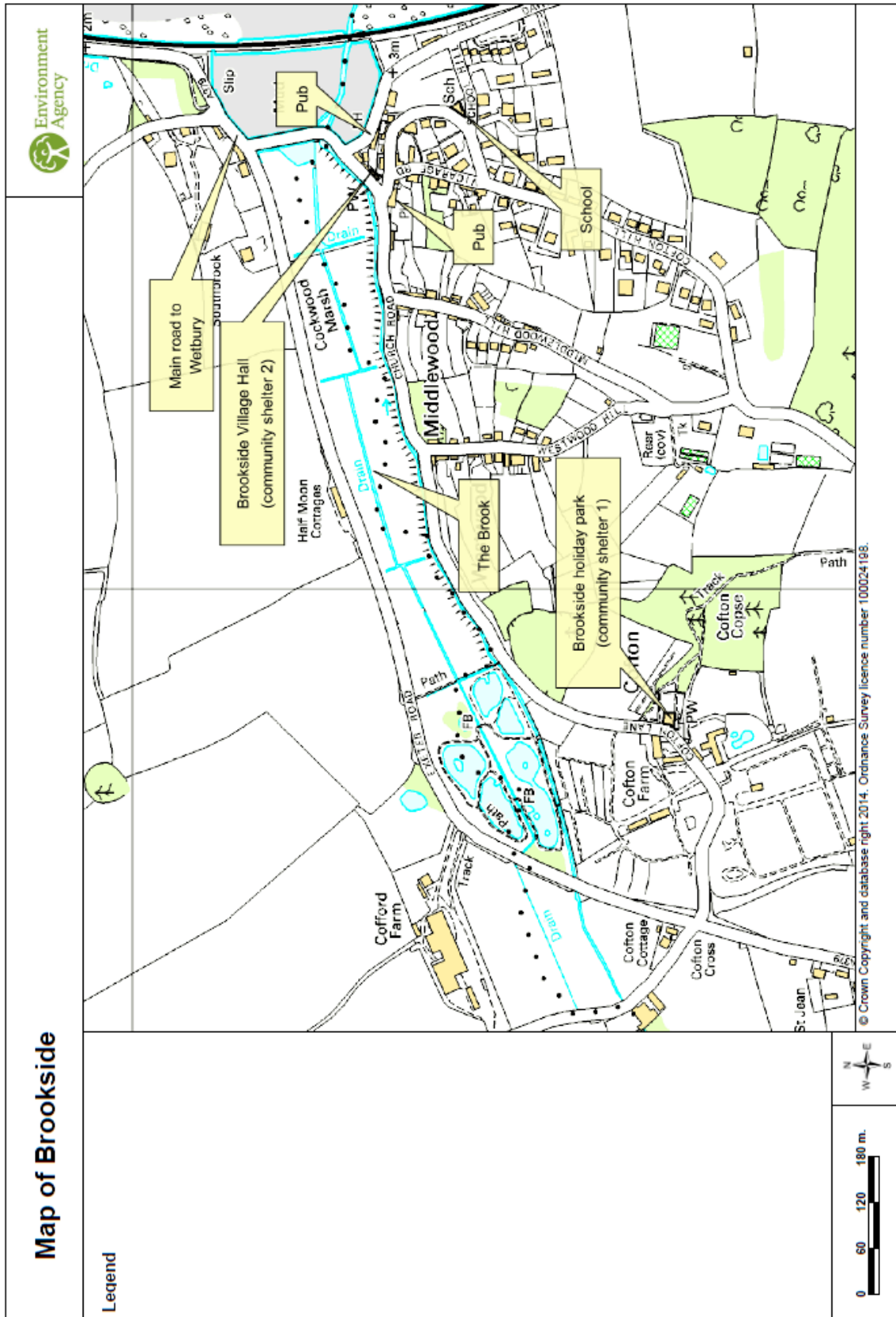
Risks	Impact on community	What can the Community Emergency Group do to prepare?
Flooding	Flooding of local streets Blocked access to town hall Damage to property **Flood maps in Annex B show the locations at risk of flooding.**	Encourage residents to improve home flood defences Work with local emergency responders to see if they 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 See **Annex E** for actions to take during and after a flood.
Sustained Gas/Electricity Failure	Affects residential properties and public/commercial services	Community Response Team to meet Identify affected areas Consider checking of known vulnerable persons Consider activation of Brookside Community Shelter
Sustained Water Failure	Affects residential properties and public/commercial services	
Heavy Snow	Blocked access to shops and amenities Road closures	Brookside Community Response Team to meet Brookside Community Response Team to arrange salt spreading footways/roads in local neighbourhoods Supply additional salt from Post Office car park store if required Liaison with Devon County Council's Neighbourhood Highways Officer, Fire Station Commander and Neighbourhood Police Team – report impassable footways and roads

		Consider checking known vulnerable persons
Severe weather/high winds	Damage to properties Injuries Road closures	Community Response Team to meet Identify affected areas Liaison with Devon County Council's Neighbourhood Highways Officer, District Council's Emergency Planning Officer, Fire Station Commander & Neighbourhood Police Team, to report concerns: fallen trees, blocked roads to relevant authorities

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Annex B – Maps of the community

B.1 Map of Brookside to show the location of key buildings

Map of Brookside

Legend

Pub

Main road to Wetbury

Brookside Village Hall (community shelter 2)

Pub

School

The Brook

Brookside holiday park (community shelter 1)

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B.2 Map showing the risk of flooding from the Brook

Risk of flooding from the Brook

Legend
National Flood Risk Assessment (NaFRA)
Very Low
Low
Medium
High

Environment Agency

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B.3 Map showing the risk of flooding from surface water

Risk of flooding from surface water

Legend
uFMfSW (2013) – 1 in 30 chance rain
uFMfSW (2013) – 1 in 100 chance rain
uFMfSW (2013) – 1 in 1000 chance rain

Annex C – Telephone tree notification system

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. It is important to remember that if the Coordinator is not available the next person in the tree is called to ensure the message is cascaded.

```
                    Jacqui Dixon
                    (Coordinator)

                    01392 123 456
              │                    │
              ▼                    ▼
      Katie Rogers            Sheila Grant
       (Deputy)             Contact number

      01392 234 567          01392 345 678
       │        │              │        │
       ▼        ▼              ▼        ▼
```

| Jimmy Corkhill
01392 456 789 | Ron Dixon
01392 567 890 | Barry Grant
07777 678 901 | Terry Sullivan
01392 789 012 |

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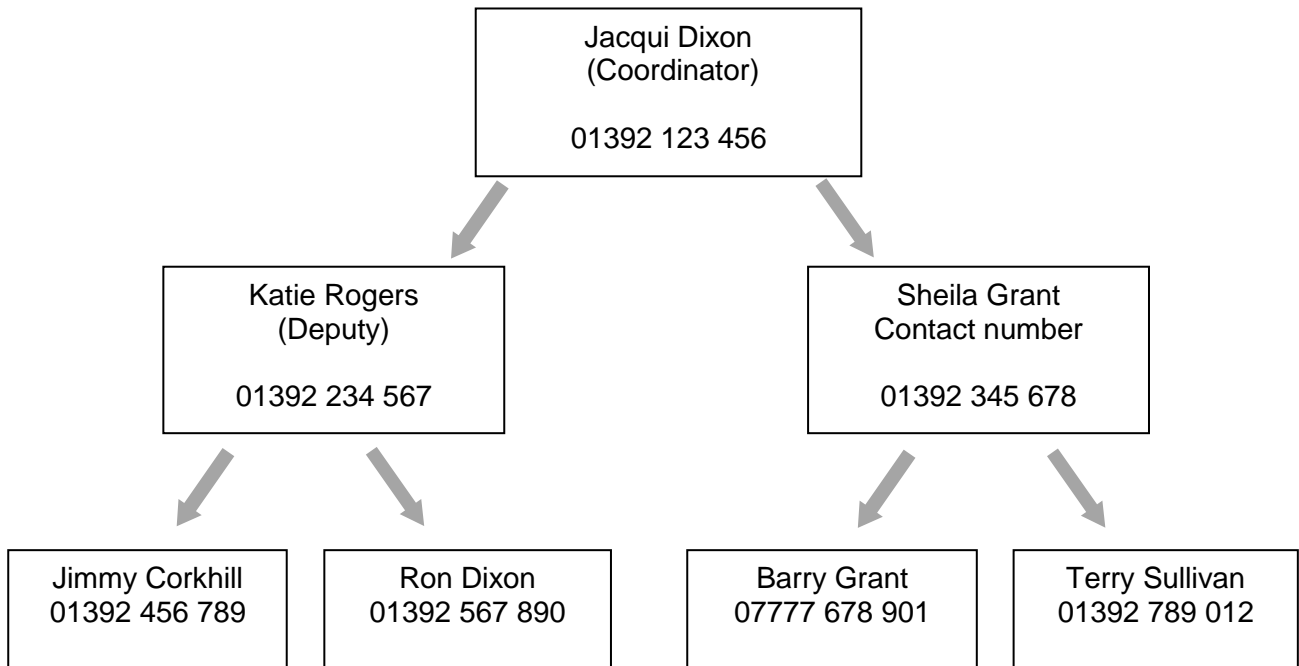
Annex D – Activation procedure and logging sheet

Action		Complete
1	Where an emergency is possible or anticipated monitor the situation and warn members of the CRT and community as appropriate. Be prepared to respond urgently.	
2	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform your District/Borough Council.	
4	Begin recording details on the Log Sheet overleaf including: • Any decisions you have made and why. • Actions taken. • Who you spoke to and what you said. (Including contact numbers) • Any information received.	
5	Contact other members of the Community Response Team and 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.	
6	If necessary, call a community meeting but ensure the venue is safe and people can get there safely	
7	Make sure you take notes and record actions from the meeting. If a decision is reached to activate an Emergency Plan remember to follow the appropriate check sheet.	
8	When the emergency services attend, the co-coordinator should make him/herself and the CEP available.	

UNDER NO CIRCUMSTANCES SHOULD YOU PUT YOURSELF OR OTHERS AT RISK TO FULFIL THESE TASKS.

Logging Sheet

It is important to record all information during an emergency. Completing a logging sheet is an easy way to ensure information is not lost. It can also help support / justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials

Annex E - Community flood plan

Trigger	What to do
Environment Agency Flood Alert for Mid Devon Rivers **Or** **Met Office Severe Weather Warning for Rain**	• **Communication** at an early stage is essential • Alert your Community Response Team (CRT) to the rainfall forecast, especially if heavy rain has started **(Annex C).** Check CRT's availability.

	• **Be aware. Know the signs.**
	• Locations at risk of flooding are mapped in **Annex B.2 and B.3**
	• **Start local observations.** Signs to watch for include:
	    o Heavy rain and/or severe weather reports
	    o Rainfall not draining away, leading to surface water flooding
	    o Rising river levels, with dark churning water
	    o A build-up of debris in rivers, which could give way and cause a wave of water to surge

	• **Consider starting the activation procedure and incident log (Annex D)**
Flood Warning for the Brook at Brookside	• **Report flooding** and blockages that may increase flood risk, by phoning **0800 807060** and asking to speak to your local Flood Warning Duty Officer
	• **Call 999 if there's a risk to life**, or if you're trapped
	• **Stay safe. Prioritise your own safety** at all times • Be ready to relocate to a safe place, if told to do so by the emergency services • Do not walk or drive through flood water

	• **Provide support and guidance ahead of the arrival of the emergency services.** For example:
	    o "Do not walk or drive through flood water
	    o Stay in a safe place with a means of escape
	    o Call 999 if you're in immediate danger
	    o Cooperate with emergency services
	    o If you're in a building with at least two storeys and believe it's safer to stay where you are, move to a higher storey of the building and wait for instructions from the emergency services. Turn off your gas, electricity and water mains supplies
	    o If you are in vulnerable accommodation e.g. bungalow, caravan or tent, seek shelter in the nearest two storey building or go to higher ground
	    o Be ready should you need to evacuate your home"
	• You can provide valuable support by directing people to a place of safety e.g. temporary community shelter/official local authority rest centre

	• **Collect information about the flood**, if it's safe to do so
	    o Take photos of the impacts
	    o Note the date and time

	• **When emergency services arrive:** • Community Response Team coordinator to make themselves known to the Bronze commander at an early stage • Provide a picture of the issues present. Relay concerns, local knowledge and issues to relevant authorities (using template providing in Annex F). • You may be asked to help relay information to the community, such as areas to avoid, promote health and well-being e.g. door to door visits • You may be asked to assist with evacuation • Cooperate with emergency services • You can provide valuable support by directing people to a place of safety e.g. temporary community shelter/official local authority rest centre • Remember: Nobody has the powers to force people out of their homes

	• Liaise with emergency responders before interacting with the media, even if 'off the record'

After a flood	• **Collect information about the flood**, if it's safe to do so
	    o Take photos
	    o Note the date and time
	• Encourage residents and businesses to remember to 1) take photos before the clean up as they may need to rely on them for insurance claims and 2) ask their insurer before discarding items that can't be cleaned.
	• **Help relay concerns**, local knowledge and issues to the relevant authorities
	• **Signpost** flood recovery advice e.g. http://www.bdma.org.uk/publications/flooddocs

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Annex F – Situation report

In the initial stages (and as required), pass information to emergency responders using the following SITREP. This should also be handed to the Emergency Responders when they arrive.

SITUATION REPORT		
E	Exact location of the incident.	
T	Type of incident.	
H	Hazards present or suspected.	
A	Access – routes that are safe to use.	
N	Number, type and severity of casualties.	
E	Emergency services present?	

Date:
Time:
Location:
Attendees:

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?

Elderly
Families with children

What resources do we need?

Food?
Off-road vehicles?
Blankets?
Shelter?

Establishing contact with the emergency services

How can we support the emergency services?

What actions can safely be taken?

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

Any other issues?

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Annex G – 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
High visibility jackets Wet weather gear Sandbags Torches Wind up / battery powered radios Salt bin for gritting	Contact Ron Dixon (Community Response Team member) for permission (01392 567890)	Can be found in Community Emergency Store, which is located in the Post Office car park. Four digit keycode for the lock on the door is **????**
Incident Control Point (Brookside Primary School)	Contact Headteacher for permission between 8am and 5pm on 01392 ??????. Out of office hours and during school holidays, contact Caretaker for permission on 01392 223456)	Staffroom can be used for Community Response Team meetings. Tea/coffee making facilities and toilets.
Brookside Village Hall (Community Shelter)	Sammy Rogers is the keyholder. Can be contacted 24/7 on 07777 334567	Has a kitchen, toilet facilities, central heating, tables and chairs
Brookside Holiday Park	Contact Max Farnham (24/7 Site Manager) to arrange on 01392 445678	Function Room can be used as a Community Shelter. Canteen and toilets available. Showers also available. Disabled access.

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Annex H – Key contacts list (publicly available)

Category	Service/Name	Telephone Number	Additional Information
Emergency Services	Police	Emergency: 999 Non Emergency: 101	
	Fire	Emergency: 999 Office: 01392 872 200	Fire/Flood Rescue, Support/Resources
	Ambulance	Emergency: 999 General: 01392 261621	
	Coastguard	Emergency: 999 General: 0870 6006505	Water Rescue Resources/Support
Activation and Emergency Planning	Devon County Council	0845 1551020	General enquiries
Flooding and Forecasting	Environment Agency Flooding	0345 9881188	Report flooding. Seek advice regarding flood warnings and what to do before/during/after a flood
	Environment Agency	08708 506506	General enquiries
	Met Office	0870 9000100	Meteorological forecasting
	Met Office Weathercall	09014 722054	
Utilities	South West Water	0800 1691144	Non-domestic water leaks
	Western Power Distribution	Office: 0845 6012989 Silent: 0800 365900	Power cuts
	British Gas	0800 111999	Gas leaks
	National Gas	0800 1691144	Gas leaks
	BT	01525 290647 0800 800150	Telecommunications
Healthcare	Local Doctors Surgery	xxxx	Medical/Healthcare
	NHS Direct	0845 4647 (until February 2014)	Advice
	Xxxx Hospital		Medical/Healthcare
Highways	Devon County Council Highways	01392 383329	Highways management
	Highways Agency	08457 504030	Highways Information Line
Vehicle recovery			

Schools			
Local Media	BBC Radio Devon	News: 01752 234511 Travel: 0845 3002829 On air: 0845 3011034 Plym'th: 01752 260323 Exeter: 01392 215651	Media, warning and informing
Animal Welfare	RSPCA	24 hour: 0300 1234999 Office: 0300 1234555	
Emotional Support Services	Samaritans 24hrs	0845 3030900	24hr telephone support
	Victim Support 0800-2000	0845 6761020	Support

Annex I – Instructions for the establishment and operation of the Community Shelter(s)

When an evacuation is deemed necessary and appropriate, people will need a safe place to gather to receive vital information about the emergency. This safe place is the Community Shelter (CS).

Activation of the CS

The CS will be activated if the CRT decides that due to unique incident factors, it is necessary to provide this facility in advance of the arrival of the Emergency Services.

Staffing the CS

There will be a requirement for volunteers to staff and run the CS. The minimum requirement is shown below:

Serial Post Responsibilities

	Post	Responsibilities
1	Parish Shelter Coordinator	• Located at designated CS • Manage Shelter • Provide feedback to ICP
2	Receptionist 1	• Staff Reception Desk • Maintain Register of those entering
3	Receptionist 2	As above
4	Volunteer 1st Aiders (See Section 3 and Annex C)	• Provide basic 1st Aid as required
5	Volunteer Cook	• Provide snacks/meals as required
6	Volunteers Evac. Assistants	• Assist Evacuees as required • Issue blankets etc

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Evacuee Information Sheet

Important information
Please take a few moments to read this sheet as it contains important information that you will likely need regarding the CS. This Information Sheet may not answer all your questions. If you require further information please ask any of the staff.

Registration
Please register at the Registration table. Registration is not mandatory, but it is strongly recommended, as it assists the staff to meet your needs and assists if any of your relatives are trying to trace you. Registration information is considered confidential.

Smoking and alcohol
Smoking and the consumption of alcohol is not permitted anywhere inside the CS.

Personal belongings and children
We cannot assume responsibility for your belongings. Please keep valuable items with you. Parents are responsible for keeping track of and controlling the actions of their children. Please don't leave them unattended.

Medical and injuries
If you have a medical condition that could require special consideration, i.e., heart condition, recent surgery, or pregnancy, please bring this to the attention of the staff. All medically related information should be noted on your registration card and will be treated with confidentiality.

Pets
We understand your pets are part of your family, unfortunately, our facilities may not be suitable for them. Let us know about your pets and we can help in locating a temporary location of safety for them where they will be well looked after. Registered Guide/Hearing Dogs are allowed within the CS.

Bulletin boards
Updates and bulletins will be posted for your information.

Volunteering and help
Evacuees are encouraged to help in the CS. Please see the staff if you believe that you can help.

Telephones
We encourage you to notify one family member or friend as to your whereabouts and then ask them to notify others that may be concerned about you. Please be considerate of others when using a mobile phone by speaking quietly.

Community Shelter(s) coordinator
Please follow the instruction of the Coordinator and staff. They are the designated authorities in the CS.

Problems and complaints
Please direct all comments regarding the CS operation to the Coordinator.

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News/media
News/media representatives often visit the CS during emergency operations. They may request interviews or photographs of you; however, they must ask your permission first. It is your right to refuse. Please report any problems or questions regarding the media to the CS Coordinator.

Special needs/requirements
If you have any special needs, i.e., required diet, health etc., please let the staff know.

Annex J – Communications, warning and informing

Method	Location (If applicable)	Contact / Responsibility	Additional Information
Notice boards,	Pubs, Brookside Primary School, Post Office, bus stops	Jacqui Dixon (Coordinator)	Posters will be displayed on noticeboards, to keep the community informed and signpost them to where they can seek advice and support.
Local meeting	Brookside Village Hall	Katie Rogers (Deputy)	Keyholder
Community leaflets	N/A	Katie Rogers (Deputy)	Brookside Primary School has agreed to print leaflets, if required as a back-up communication method during and after an emergency. They will be distributed to affected properties by the Community Response Team.
Floodline	N/A	0345 988 1188	Can be used to see advice on what to do before, during and after a flood and where flooding is possible or expected.
Battery/wind-up radios (20 in total)	Community Emergency Store, Post Office car park	Katie Rogers (Deputy)	Key information such as road or school closures are usually reported on local radio. If mobiles / television / mains operated radios don't work and the community is isolated, the community can keep up to date by listening to local radio stations on a battery operated/wind-up radio.

Station	Frequency	Website
BBC Radio Devon	96 FM, 94.8 FM, 95.7 FM, 95.8 FM, 103.4 FM, 104.3 FM	www.bbc.co.uk/radiodevon
Heart FM	97FM & 103 FM	www.heart.co.uk/devon

Annex K – Plan Distribution

Organisation	Contact details	Number issued
Devon Community Resilience Forum (to share with Emergency Services via the 'Resilience Direct' web portal)	Electronic copies only. c/o Devon Communities Together info@devoncommunities.org.uk	

Restricted

Organisation	Contact details	Number issued
Devon Community Resilience Forum (to share via the DCRF website)	Electronic copies only. c/o Devon Communities Together info@devoncommunities.org.uk	
Brookside Community Response Team		

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Annex L – Glossary

Acronym/Term Definition

Bronze Command	Operational Command
CEP	Community Emergency Plan
CRT	Community Response Team
CS	Community Shelter
DCC	Devon County Council
EA	Environment Agency
CS	Evacuation Assembly Point
EBC	Evacuation Briefing Centre
EP	Emergency Plan
Evac	Evacuation
FAZ	Flood Action Zone
FCP	Forward Command Post
Gold Command	Strategic Command
GR	Grid Reference
HLS	Helicopter Landing Site
ICP	Incident Control Point
LHA	Local Health Authority
DC	District Council
NHS	National Health Service
SAR	Search and Rescue
SDP	Sandbag Distribution Point
SDP Controller	Manages the filling and distribution of sandbags
Silver Command	Tactical Command

Annex R1 – RESTRICTED - Vulnerable people within the community

Name / Organisation	Telephone Number	Address	Additional Information
Edna Cross Harry Cross	01392 890 123	1 Church Road	Elderly. Bungalow is at risk of flooding.
Brookside Primary School	01392 901 234	School Hill	Young children may be especially vulnerable during emergencies
Village Hall	N/A	Church Road	Civic building where people may gather, which is at risk of flooding
The Kings Arms	01392 012 234	Brookside	Pub is at risk of flooding. Tourists and visitors who are unfamiliar with local area and flood risk may gather here, which makes them vulnerable.

Vulnerable people lists are constantly changing and therefore it would not be viable for Communities to permanently hold a list. Emergencies can also make people vulnerable who are not normally and therefore any details should be collated following a major incident.

Information should be provided to the emergency services and welfare agencies as a priority. The Community list should be secondary.