

**** TEMPLATE ****

Your logo

Add Community Name

Community Emergency Plan

Version: xx

Date of Plan: **xx**

This Plan is next due for review on: **xx**

If an emergency occurs, your first action should ALWAYS be to contact the emergency services by dialling 999

Map of area covered by plan is on **Page XX**

Supported by

**Bath & North East
Somerset Council**

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First things to do in the event of an emergency

1. **Ring 999** to inform the Emergency Services and provide
 - Clear
 - Concise
 - Actual information as soon as possible
2. Contact the plan volunteers
3. Meet at the Coordinators Assembly Point

Primary Coordinator Assembly Point

Name of Venue: **INSERT NAME**

Address of Venue: **INSERT LOCATION**

In the event that the above location is inaccessible the following will be used:

Backup Coordinator Assembly Point

Name of Venue: **INSERT NAME**

Address of Venue: **INSERT LOCATION**

The coordinator and Plan Group may then decide to:

- Agree locations and open Evacuation Assembly Point/s [If required]
- Contact plan volunteers with specific skills, equipment or resources who may be able to help with the emergency situation
- Contact other plan volunteers using the other Communications Tree

Activating the community emergency plan

The Plan may be activated when:

- An emergency has occurred
- Warnings are received prior to an anticipated emergency
- Emergency services request support or are not able to attend immediately.
- No emergency / warning has occurred but it is felt a community response would be of benefit, particularly for more vulnerable residents e.g. prolonged cold snap and icy conditions.

Until help arrives and without endangering yourself or other local people **contact the appropriate members of the community listed in the plan and ask them to report to the agreed assembly point.**

When the emergency services or other responders have arrived try to make contact with them, explain who you are and what your role is.

Role	Name	Tel	Mobile	Address
Coordinator				
Deputy				
Team Member 1				
Team Member 2				

Add more team members to suit your plan needs or available volunteers

- The Plan can be activated by the Emergency coordinator based on that person's assessment of the situation. It is easier to stop the plan should events come under control sooner than expected than to not respond at all.
- Sometimes full plan activation will not be required and the plan should also be seen as a resource to solve smaller issues within the community
- If details of an incident are received from a source other than the emergency services or local authority then those receiving the notification must contact the emergency services to ensure they are aware of the incident. This may require making a 999 call.

Communications in an emergency

If appropriate, and safe the Emergency Team should aim to meet face to face to assess and give direction

The primary communications channels are:

- Insert primary communication channels for your community eg: WhatsApp for Coordination Team
- Village news email or other for broadcasting messages to the community

Emergency Team initial actions

On receipt of the initial contact

- If it comes from the emergency services or BANES, note their immediate requirements, if any.
- If it comes from another source:
 - Ensure that the emergency services are aware of the incident
 - If necessary call 999
 - Contact the Co-ordinator (or next in line) and decide if the plan should be activated (in full or in part)

Assembly points for the emergency team

The location needs to be in a safe and accessible area (depending on the emergency)

- Primary assembly location: xxxxxx
- Backup assembly location: xxxxxx

Emergency team members should:

- Assemble at designated assembly point
- Make initial contact with BANES and/or the emergency services
- Review the situation and identify/take actions (if safe to do so)
- Keep a log of proceedings and update each other on actions
- When the emergency services or other responders arrive, make contact with them, agree roles and actions and follow their lead.

Checklist for Team Meeting:

1. Assess the current situation

Shared Situational Awareness

In the initial stages, pass information between emergency responders and Control Rooms using the METHANE mnemonic.

- M** Major Incident declared?
- E** Exact Location
- T** Type of incident
- H** Hazards present or suspected
- A** Access - routes that are safe to use
- N** Number, type, severity of casualties
- E** Emergency services present and those required

2. Allocate roles, such as:

- I. Coordination, communications, contacting those with the relevant local skills and resources, contacting vulnerable residents, opening up assembly/evacuation centres, gathering further information on the incident.

3. Communications

- I. Are WhatsApp and/or phone systems available (or is door knocking required)?
- II. Contact the community group coordinators to start cascade
- III. Contact people with relevant skills and resources

4. Establishing contact with the emergency services

- I. Pass on any useful information (use METHANE)
- II. Agree roles, communications and resources required
- III. Follow lead taken by responders

5. What actions can be safely taken (eg. If emergency services delayed)

- I. Supporting the vulnerable
- II. Opening up assembly points (and stationing a team member there)
- III. Contacting people on the resources/skills list

Community resources and skills

Evacuation Assembly Points

Record here details of accommodation that would be suitable for persons, including casualties, requiring temporary shelter until help arrives e.g. halls, hostels, churches etc. Local authority premises, schools, leisure/community /day centers will be opened by the local authority as appropriate.

Key Holders Name	Facility Address	What3 Words	Telephone No.	Mobile No.	Email Address

Ensure that the managers of these buildings are aware of their inclusion in this Plan, and that they are briefed as to what might be expected of them in an emergency i.e. to open the building, provide shelter (including heating if appropriate) and refreshments to evacuees.

Local Skills and Resources

Resources available within the community include:

- Eg: 4 wheel drives
- Trailers

Skills available within the community include:

- Eg: First Aid

Name	Phone	Insert resources – 1 per column	Insert Skills – 1 per column	Eg: Trailer	Eg: First Aid
Mr Smith	075xxxxxxx			x	
Mrs Johnson	075xxxxxxx		x		x

Defibrillator

Location:

What3Words:

Access code:

Local Risk Assessment

Known potential hazards

Insert information eg:

Gas pipeline (& map)

Or

Local catchment area – flooding (& map if available)

Map of the Community

Supporting organisations

Emergency Contact numbers

Name / Contact	Role	Daytime contact number	24hr contact number
Emergency Services		999	999
Local GP Surgeries			
B&NES Council			
Environment Agency	Floodline	0345 9881188	
Environment Agency	Incident Hotline	0800 807060	0800 807060
NHS Direct			
Utility companies			

Top Tips – Personal Resilience

There is an important part to be played by individuals and households to help themselves at a personal level. There is a lot that individuals can do to cope better during, and recover quicker from, an emergency.

Personal resilience is the foundation of community resilience. If individuals are unable to look after themselves, then they cannot assist others in an emergency. Those at greatest risk can also reduce the burden on the emergency services if they take small but effective measures to manage their own resilience better. The more at risk you, your household or business is (for example, if you live within a flood zone), the greater your preparations should be.



When a severe weather event is forecast, postpone any travel arrangements you might have if you are able to do so. If that proves impossible then there are some sensible precautions that you can take when driving in poor conditions on rural roads. Try to ensure you have the following in your vehicle:

- Ice scraper and de-icer
- Torch and spare batteries
- Boots and hi-vis jacket
- First aid kit
- Jump leads
- Mobile phone charger
- Warm drink in a vacuum flask, drinking water and snacks
- A shovel
- Road atlas
- Sunglasses (snow can dazzle)
- Personal medication
- A blanket or sleeping bag and warm hat



The following is a simple checklist that can be followed during an emergency to ensure that you don't forget important things. Some of these can be undertaken beforehand, whereas for others you will need to wait until an emergency warning has been issued in your area.

Items for an emergency grab bag (if you need to be evacuated):

- Prescription medicines & toiletries
- Identity documents (driving license / passport / insurance documents / NHS numbers)
- First aid kit and whistle to signal for help
- Radio and torch (preferably wind-up or with spare batteries)
- Notebook & pen / pencil with key contact details such as the doctor / dentist / school
- Spare glasses / contact lenses, house / car keys
- Mobile phone charger
- Wet wipes, bin bags and plastic ties for personal sanitation
- Items for any pets
- Other useful things to be aware of:
 - Knowing where and how to turn off your utilities (gas / water / electricity)
 - Family meeting place / alternative place to stay in case of evacuation
 - Important computer information backed up onto a USB stick or the Cloud
 - 3 days' supply of non-perishable food and water to be kept in your home
 - Check smoke / carbon dioxide alarms weekly
 - Storing items of sentimental value or importance upstairs or on upper shelves (bank statements / photo albums etc)
 - Even if you cannot manage all of these, by doing what you can, you will be better prepared for an emergency affecting your home or business.

Useful information

Avon and Somerset Local Resilience Forum (LRF) community risk register (a guide to the top 10 risks in this region and what you can do to be prepared in your home)

<https://media.aspolice.net/uploads/production/20200107090454/Community-Risk-Register.pdf>

Reporting a power cut (and advice)

[National Grid - How to report a power cut](#)

Registering as a vulnerable customer

[National Grid - Priority services](#)

Bristol water report a problem

<https://www.bristolwater.co.uk/home/account-and-services/your-water/problems-with-my-water>

Bristol water register as vulnerable

<https://www.bristolwater.co.uk/home/account-and-services/your-account/priority-services>

Wessex Water report a problem

<https://www.wessexwater.co.uk/report-a-problem>

Wessex Water register as vulnerable

<https://www.wessexwater.co.uk/help-and-advice/priority-services>

Weather warnings and advice (Met Office)

[UK weather warnings - Met Office](#)

Flood alerts and guidance

[How to plan ahead for flooding - Check for flooding - GOV.UK \(check-for-flooding.service.gov.uk\)](#)

Flood maps are available online

[Flood map for planning - GOV.UK \(flood-map-for-planning.service.gov.uk\)](#)

A guide to rural community resilience is available on the communities prepared website

[Building resilience in rural communities – Communities Prepared](#)