



Be prepared for an emergency

Community Emergency Plan

**IF YOU ARE IN IMMEDIATE DANGER
CALL 999**

If this plan is being activated now go to section 3.

COMMUNITIES PREPARED
building resilient communities
in Berkshire

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1. Plan Details

1.1 Version control

Issue Date	
Version	
Author	
Signed	
Review Date	

1.2 Record of amendments

Record any changes made to the plan since last issue

Date	Changes made	Changes by

1.3 Plan distribution

People or places that hold copies of the plan

Name/Location	Address	Contact number / email	Date issued

1.4 Plan activation and/or Exercise Record

Date	Details of Activation/Exercise

2. Roles and Responsibilities

2.1 The Community Emergency Team (CET)

The Community Emergency Team is made up of a small number of volunteers from within the community and has an Emergency Team coordinator to lead the team. Details of the team are on Page XXXX.

The Community Emergency Team is responsible for:

- a. Developing and maintaining this plan.
- b. Reviewing the risks in the community.
- c. Supporting the community in being more prepared as individuals, businesses, community groups and as a whole.
- d. Supporting actions to prevent or reduce the risk of an emergency.
- e. Coordinating the community's response to an emergency.
- f. Supporting the community in an emergency or developing emergency working with the whole community until such time as other services can provide support.

2.2 Community Emergency Team Coordinator (CETC)

Before an emergency the community emergency team coordinator will be responsible for:

- a. Co-ordinating the Community Emergency Team
- b. Ensuring this plan is maintained and reviewed on at least an annual basis

During an emergency the community emergency team coordinator will be responsible for:

- a. Acting as a focal point for the community in the response to an emergency
- b. Working with the Community Emergency Team to ensure the following is in place:
 - i. Someone is nominated (if not the CETC) as the main contact point for West Berkshire Council and other emergency services to ensure that two-way communication is maintained
 - ii. Ensuring that the appropriate authorities and individuals are notified
 - iii. Ensuring important messages are relayed to the whole community
 - iv. Undertaking the co-ordination of effort to sustain the local community – especially if isolated
 - v. Identifying members of the community who may have become vulnerable (e.g. in need of additional assistance) as a result of the emergency
 - vi. Sourcing and activating resources as required
 - vii. Ensuring a “Lessons Learned” sheet throughout the emergency and recovery phase is maintained, to allow the Community Emergency Team to update future plans.

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.

2.3 Deputy Emergency Team Coordinator (s)

The Deputy Emergency Team Coordinator will deputise for the Community Emergency Team Coordinator when required and will assist them if needed with the actions outlined above.

2.4 Community Emergency Team Members (may also be known as Flood Wardens)

Before an emergency the Community Emergency Team will:

- a. Make sure they know their community they are responsible for. Consider splitting the community down into smaller areas/streets to be looked after by allocated members of the team.
- b. Support the promotion of the area they are responsible for being more prepared as individuals, businesses, community groups and as a whole.
- c. Attend planning meetings.

In the event of an emergency within the community, the Community Emergency Team Members will:

- a. Assemble and collect local information.
- b. Help to monitor the situation e.g. monitor weather forecast and river levels.
- c. Alert members of the community who are at risk when an incident occurs e.g. disseminating flood warning information and advice.
- d. Give as much information as possible to emergency services attending about the incident and the local issues/concerns and/or
- e. Help to advise on a course of action within the community and/or
- f. Request advice from responding agencies (Situation Report – Appendix D).

The Community Emergency Team can be invoked through the contact list below.

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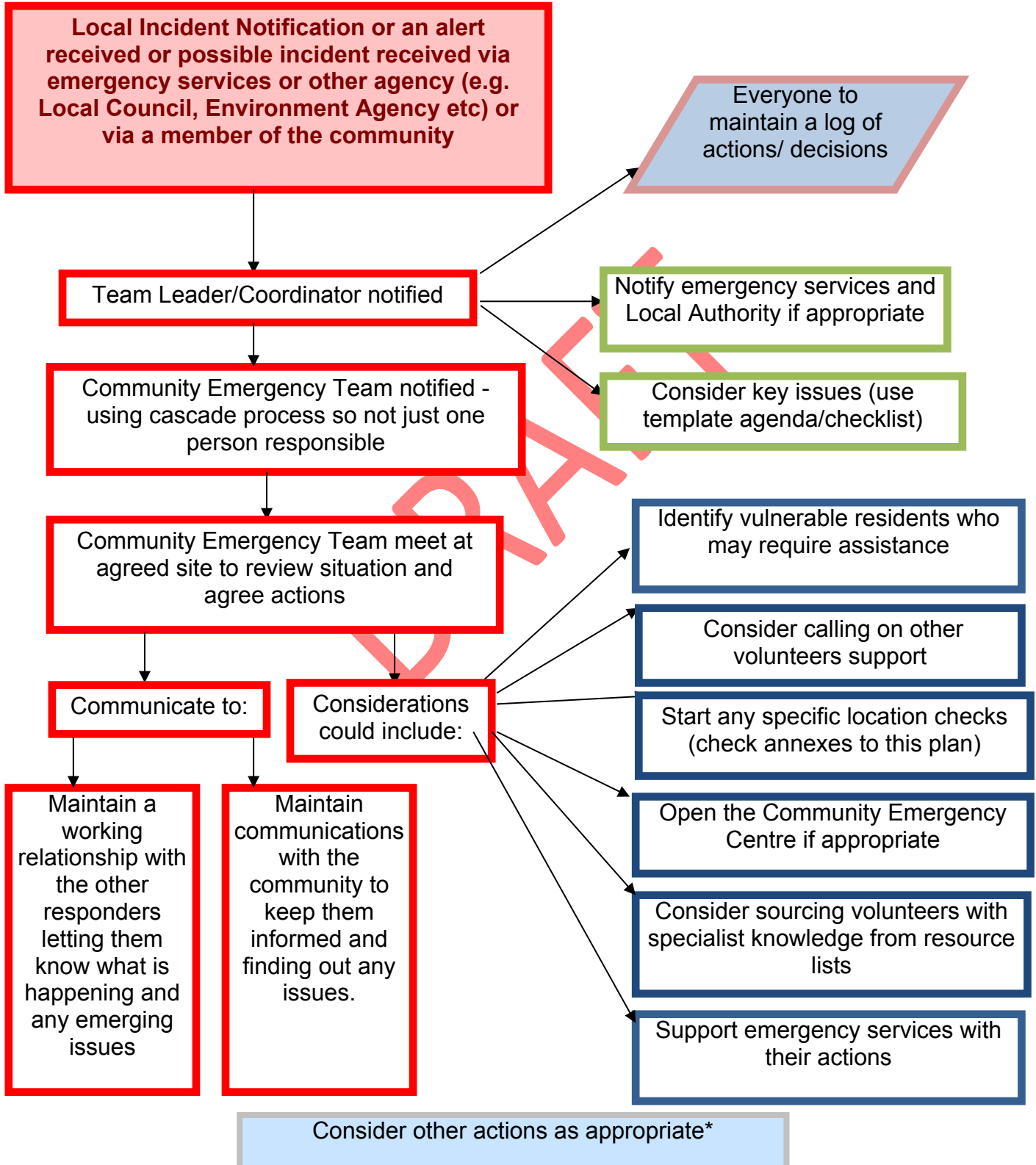
2.5 Community Emergency Team Contact List

Community Emergency Team Coordinator			
Name	Joe Blogs		
Home phone			
Mobile phone			
Email address			
Home address			
Deputy Emergency Team Coordinator			
Informed by		Informs	
Name			
Home phone			
Mobile phone			
Email address			
Home address			
Emergency Team Member (Flood Warden)			
Informed by		Informs	
Name			
Home phone			
Mobile phone			
Email address			
Home address			
Area (s) of responsibility			
Emergency Team Member (Flood Warden)			
Informed by		Informs	
Name			
Home phone			
Mobile phone			
Email address			
Home address			
Area (s) of responsibility			
Emergency Team Member (Flood Warden)			
Informed by		Informs	
Name			
Home phone			
Mobile phone			
Email address			
Home address			
Area (s) of responsibility			
Emergency Team Member (Flood Warden)			
Informed		Informs	
Name			
Home phone			
Mobile phone			
Email address			
Home address			
Area (s) of responsibility			

3. Emergency Actions

It is important that when an emergency happens or is forecast that all know how they will be activated.

3.1 Actions when notified of an Emergency or the Risk of an Emergency



3.2 Plan Activation and Coordination of Response.

Normally this plan will be activated by:

Back up to activate the plan is:

Coordination of the response will normally be by the Emergency Team made up of:

- Community Emergency Team Coordination
- Deputy Community Emergency Team
- Minute Taker
- Emergency Team Members

If some of these people are affected by the incident or not available then other volunteers will be asked to support the coordination of the local response.

3.3 Other necessary actions for your community

1	Insert any specific businesses or people in the community – not necessarily the team to be notified (eg key holder to hall etc etc)
2	
3	
4	
5	
6	
7	
8	

4. Communications

Communications are key in emergencies – not knowing what is happening or going to happen can cause significant anxiety to those affected.

4.1 Awareness raising communication methods prior to an emergency

Method of communication	Details of Location, Owners/Editors and contact	Types of information
Information boards		
Community magazine		
Residents Association meetings		
Websites		

4.2 Communications used during an incident

Below are set out the main and alternative means of communicating with the community about what is happening.

Communication method	Primary	Secondary	Date contact details/location Checked (as appropriate)	Comments/Limitations
Door Knocking	✓			Who is responsible
Mobile phones	✓		Details held by XXXX last updated XXXXX.	
Text Messages				
Landlines		✓		
Email		✓		
Shop/Business Windows			Where – name of shop, hotel etc	
Public and or Private Notice Boards			Where (e.g. Canal and River Trust Boards, Parish Notice Boards, Post Office)	
Social Media Community Groups		✓		Insert what it is called Who updates it
Community Website		✓		Insert details Who updates it

4.3 Local TV & Radio Stations

Name	Frequencies (if appropriate)
------	------------------------------

BBC Radio Berkshire	104.1 fm http://www.bbc.co.uk/radioberkshire
Heart Berkshire	102.9fm http://www.heart.co.uk/berkshire/
Kennet Radio	http://kennetradio.com
Jack FM	107fm
BBC South Today	
ITV Meridian	

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5. Community Emergency Coordination Centre

The Community Emergency Centre will be used as a base to coordinate the Community Emergency Team's (and other volunteer's) response to an emergency and as a liaison point to the emergency services and other responders.

5.1 Community Emergency Centre Locations

	Location	Name	Phone number	Key Holder Details
Primary				
Alternative				

5.2 Facilities/Equipment available at each location

Primary Location	Y/N – where stored	Alternative Location	Y/N – where stored
Telephone		Telephone	
Fax		Fax	
Internet/Wifi		Internet/Wifi	
Photocopier		Photocopier	
Printer		Printer	
Stationery		Stationery	
Kitchen		Kitchen	
Toilets		Toilets	
Uninterrupted Power Supply		Uninterrupted Power Supply	
TV		TV	
Radio		Radio	
Local Area Maps		Local Area Maps	
Hi-Visibility jackets		Hi-Visibility jackets	
Torches		Torches	
First aid kit		First aid kit	
Incident log sheets		Incident log sheets	
Plans – some laminated		Plans – Some laminated	
White Board and suitable pens		White Board and suitable pens	

6. Local Rest Centres & places of safety

Provision of a formal rest centre is the responsibility of West Berkshire Council. However in an emergency often a local facility is needed first to support the local community, providing facilities in a number of different buildings including:

- Village Halls
- Leisure Centres
- Church Halls
- Community Centres
- Hotels
- Pubs
- Barn

They can be used in the short term as reception centres or for more formal rest centres or local information hubs.

The actual location of the building to be used will be decided during an incident by the in accordance to the conditions on the day.

The local community may be asked to support emergency shelter to those who have to leave their homes during an emergency. These are listed below:

6.1 Temporary Places of Safety

Location	Address	Key holder	Contact details

7. Local Risk Assessment

The risk assessment below sets out some of the risks that may affect this community. The risk assessment enables the Community Emergency Team to think about risks that may affect this community and put in place some specific actions based on the risk. The risk register has been considered by taking into account the Thames Valley Local Resilience Form Community Risk Register <http://www.thamesvalleylrf.org.uk/>.

Hazards	Risk	High Risk Areas	Moderate Risk Areas	Impacts
<ul style="list-style-type: none"> Flooding from the River Thames 	Fluvial Flooding	•	•	<ul style="list-style-type: none"> Homes and property affected by flood water Homes and property affected by foul water People trapped by flood waters Elderly and vulnerable at risk Loss of Gas/Electricity/Sewerage services Water supplies affected

Appendix A – Emergency Contact List

Emergency Services	
Police/Fire/Ambulance For all non emergency Police matters please dial: 101	Please dial 999 in an Emergency
Neighbourhood policing team	
Local Authorities	
District Council	
Parish Clerk	
Ward Member(s)	
Parish Councillors	
Catering Availability	
Food Suppliers: Mini Markets	
Pubs & Restaurants	
Other	
Medical Assistance	
Local GP surgeries	
NHS Direct	
Flooding	
Environment Agency Floodline	
Fuel, e.g. Local petrol stations	
Adjacent town/parish councils	
Animal Welfare e.g. RSPCA, local veterinary surgeons and boarding kennels	
Transport	
Network Rail	08457 114141
Utilities (Emergency Contacts)	
Gas (National Grid)	0800 111 999
UK Power Networks	0800 7838 866
Scottish and Southern Energy	0800 0727 282
Sewage (Thames Water)	0845 9200800
Water (Thames Water)	0845 7823333
Telephone (BT)	08457 555999

Appendix B – Draft Community Emergency Team Meeting First Meeting Agenda & Minutes Template

Date:			
Time:		Location	
Attendees			
1.	What is the current situation?		
1a	Location and timescale of the emergency. Is it affecting: <ul style="list-style-type: none"> • Houses? • A vulnerable area? • A main access route? 	DRAFT	
1b	Type of emergency: <ul style="list-style-type: none"> • Is there a threat to life? • Has electricity, gas or water been affected? 		
1c	Are there any vulnerable people involved? <ul style="list-style-type: none"> • Elderly/infirm/disabled • Families with children • Non-English-speaking people. 		
1d	What resources do we need? <ul style="list-style-type: none"> • Food? • Off-road vehicles? • Blankets? • Shelter? 		
2.	How do we establishing contact with the emergency services and local authority?		
3.	How can we support the emergency services and local authority?		
4.	What actions can safely be taken?		
5.	Who is going to take the lead for the agreed actions?		
6.	Any other issues?		

Appendix C – Emergency Log Sheet

Record every significant event and decision made/action taken. It may be useful to make photocopies of this page, so all Community Emergency Team members have enough copies to record the incident details and put them in their grab bag. Also log key details on the white board so that visiting emergency responders can quickly ascertain up to date details.

Date	Time	Information/Decision/Action	Initials

Date	Time	Information/Decision/Action	Initials

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Appendix D – Situation Report

Date		Time	
Author		Report Number	
Approximate number of people requiring emergency temporary accommodation			
Contact details of people in need of additional assistance			
Location of affected roads and properties			
Areas without electricity			
Areas without gas			
Areas without water			
Areas without telephones			
Current community emergency team tasks			
Resources available		Resource requests	
Other issues		Other issues	

Appendix E – Community Groups

Local community groups can potentially assist with the emergency response, such as neighbourhood watch, local flood groups, resident’s association, faith groups. This may help in identifying vulnerable people or communities.

Organisation	Role	Members	Contact details
Neighbourhood Watch	<i>Help identify vulnerable people in the community</i>		

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Appendix F – List of Resources – Human Skills

Examples include; doctors, nurses, first aid trained, RAYNET amateur radio, 4x4 drivers, voluntary organisation members, caterers

Name	Address	Phone number	24 hr?	Occupation	Skills
Joe Bloggs	1 Any Street			Retired	

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Appendix G – List of Resources – Materials

Examples include; heavy plants, pumps, builder’s products, tractors/trailers, generators, sandbags

Name	Address	Phone number	24 hr?	Occupation	Materials

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Community Emergency Store

- The equipment held in the Community Emergency Store (.....), includes:
- x Sandbags
-
-
- Access Keys are held at the and

Appendix H – List of Resources – Useful Premises

Examples include; town/village meeting buildings, commercial accommodation – guest house or bed & breakfast, barns, public houses, outbuildings, church accommodation, schools, care homes etc

Location	Types of premises	Key holder contact details

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Appendix I – Issues Log

The identified issues with regards to local risks are detailed below and this should be maintained / updated as necessary by the Community Emergency Team. The issue log should be used to record details of local issues where the community group believe specific action is required e.g. drainage maintenance and riparian ownership issues.

Ref	Location	Description of Problem	Solutions Identified	Action Required
01		e.g. Ditches and drains blocked leading to road flooding	<ul style="list-style-type: none"> - Identify owners responsible for maintenance of ditches and drains - Regular monitoring of situation by community emergency team to identify conditions that could lead to flooding 	<ul style="list-style-type: none"> - Regular maintenance by owners - Contact Local Authority to make aware of issue - Monitor situation and contact LA if ditches become blocked and could cause flooding

Ref	Location	Description of Problem	Solutions Identified	Action Required

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Appendix J – Community Map(s)

Inset any relevant maps of the community here.

E.g. map of area

Maps showing where Community Emergency Volunteers cover

Map noting key sites of interest (linked to appendix before)

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Appendix K – Flood PLAN

The community is at risk of flooding from




- Groundwater Flooding
- River Flooding
- Surface Water Flooding

The River XXXXX (give description of river within the community)

The following Flood Alert and Flood Warning Areas cover this area (for example):

WARNING TYPE	NAME	FLOODLINE QUICKDIAL NUMBER
FLOOD ALERT	RIVER KENNET FROM BERWICK BASSETT TO NEWBURY	171008
FLOOD WARNING	RIVER KENNET AT NEWBURY	171007

To find out flooding information specific for this area call Floodline on 0345 9881188 or and when prompted enter one of the quickdial numbers above.

 <p>FLOOD ALERT</p>	<p>This means “Flooding is possible. Be prepared”. We issue Flood Alerts for targeted specific locations that are at risk of flooding. It will indicate that flooding is possible and that people should make some low impact preparations (e.g. move small valuable items upstairs, check travel plans) and remain vigilant.</p>
 <p>FLOOD WARNING</p>	<p>This means that “Flooding is expected. Immediate action required”. We mainly target Flood Warnings at specific communities that are at risk from flooding. Some Flood Warnings may apply to stretches of coast and river. It will indicate that flooding is expected and that people should take more direct impact actions e.g. move belongings upstairs.</p>
 <p>SEVERE FLOOD WARNING</p>	<p>This means “Severe Flooding. Danger to life”. All customers who receive a Flood Warning will receive a Severe Flood Warning if conditions are met. It will be used in extreme circumstances to tell people that flooding is posing significant risk to life or significant disruption to communities which could also cause risk to life. Depending on the circumstances it would indicate that people should evacuate the area or take shelter within safe buildings.</p>

N.B: please refer to the Environment Agency publication ‘What to do before, during and after a flood’ for further information on the flood warning service.

Community Flood Prevention Actions

- Individual actions

- Community river maintenance events
- Reporting of blockages etc

Community Actions on issue of a Flood Alert:

- note areas likely to flood
- note any properties/local infrastructure at risk
- note any access routes at risk
- note key culverts/ditches to check
- Who to alert if there are issues

Community Actions on issue of a Flood Warning:

- note areas likely to flood
- note any properties/local infrastructure at risk
- note any access routes at risk
- note key culverts/ditches to check
- Who to alert if there are issues
- Specific actions to do eg
 - Strategic flood defences for community
 - Make sure cars away from flood risk areas
 - Check on vulnerable (move them out?)
 - Make sure all flood gates etc in place on homes at risk etc

Community Actions on issue of a Severe Flood Warning:

- note areas likely to flood/already flooded
- note further properties/local infrastructure at risk
- note any access routes at risk
- note key culverts/ditches to check
- Who to alert if there are issues

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