

Flooding and heavy snow in parts of the country in recent years has caused disruption and made us think about how prepared we were for any emergency. Communities are therefore being encouraged to produce their own Emergency Plan so that they can be prepared, know what to do, and then be able to bounce back.

This toolkit has been designed for communities to use, with a simple step-by-step route through the process of producing an Emergency Plan. Use the buttons and tabs to work your way through the document and the 'zoom' and 'fit to page' options on the right hand menu to adjust text size.

CLICK HERE TO ENTER

YOUR COMMUNITY EMERGENCY PLAN

The 'how to' guide for rural communities



Produced by
© Gloucestershire Rural Community Council 2017

Templates only may be reproduced without specific permission from GRCC. All rights are reserved.



GRCC wishes to thank the following for their support in producing this toolkit



INTRODUCTION

Gloucestershire Rural Community Council (GRCC) has brought together a host of practical information and expertise in this toolkit to help communities create an Emergency Plan tailored to their needs.

What is included in this toolkit?

- A step by step guide to producing your plan – preparing before an emergency, measures to take during an emergency and what to do afterwards to recover. Several documents completed at early stages will form appendices to your Emergency Plan
- Fully adjustable Microsoft Word templates to download and adjust as you wish, including one for the Emergency Plan itself. These templates are available either from weblinks or, for those without internet access, from this PDF. This prevents each community having to reinvent the wheel
- Examples of completed sections from a fictitious community called Hastingbury. Look out for this logo: 
- Examples of how communities are approaching emergency planning and lessons learnt from their experiences
- Information about linking up with Emergency Services and statutory authorities, which have overall responsibility for emergency planning

To have full access to all sections of the toolkit you may wish to download the latest version of Adobe Acrobat Reader which can be found [here](#)

If you have any queries about using this toolkit or if you wish to purchase additional copies, contact GRCC on **01452 528491**

These are some key questions before starting to plan (click to read more)

- What is an emergency?
- Why have a Community Emergency Plan?
- Who does what? Statutory authorities, including Emergency Services, have overall responsibility for emergency planning. How does it all link together?
- What can communities realistically do?

Follow our step-by-step guide to START PLANNING



WHAT IS AN EMERGENCY?

An emergency is any event or circumstance 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 local organisations as part of their normal day to day activities. Emergencies are often categorised as man made or natural, can happen with or without warning and are also referred to as 'major incidents'.

[Back to Introduction](#)

WHY HAVE A COMMUNITY EMERGENCY PLAN?

There are several reasons for having a Community Emergency Plan, including:

- To allow the community to be prepared to cope on its own if statutory authorities or Emergency Services are not immediately available
- To make individuals aware of what they can do in advance to reduce risk
- To link up all the local knowledge, facilities and people so that an emergency has less impact on your community and so that people are less likely to suffer injury/damage
- To organise people to work together with statutory authorities safely and effectively and to take instructions from Emergency Services
- So that people feel included, know what to do and are able to respond in those first few hours
- To be aware of and look after people who might need support
- To help communications between statutory authorities and the local community

[Back to Introduction](#)

WHO DOES WHAT BEFORE, DURING AND AFTER AN EMERGENCY?

The Emergency Services (fire, police and ambulance) and County and District Councils (and national Government) have overall responsibility for emergencies. These agencies have their own Emergency Response Plan which they will put into effect as a combined operation when an emergency arises. All plans focus on saving and protecting life, containing the emergency, and restoring the situation to normality.

A recognised and nationally agreed structure has been adopted, based upon three levels of command: Strategic, Tactical and Operational (also known as Gold, Silver and Bronze). The Constabulary will co-ordinate the activities of all those responding at or around the scene of an emergency.

When an unexpected incident occurs, the Operational level will be activated first. That is when immediate measures to contain the emergency will be taken, the extent of the problem assessed and organisations brought in to carry out specific tasks within their area of responsibility (e.g. the police can make decisions on cordons, security, traffic management and so forth).

[Back to Introduction](#)

WHAT IS THE ROLE OF THE COMMUNITY?

The role of the community in an emergency is essentially at the operational level, on the ground. Communities can be aware and organised, look after their place and people in their neighbourhood. [Click here](#) for a table summarising what communities can do before, during and after emergencies.

It is not the role of the community to take on the responsibilities of the agencies as described above e.g. to save life, to take any risks to themselves or to cope for long hours without agencies' help and support.

[Back to Introduction](#)

[home page](#)

[introduction](#)

[experiences of communities](#)

[start planning](#)

[contacts](#)



WHAT COMMUNITIES CAN REALISTICALLY DO BEFORE, DURING AND AFTER AN EMERGENCY

BEFORE

- Publicise public information about what individuals can do – e.g. make available in public places within the community
- Use local knowledge to identify, in advance, where local temporary accommodation could be set up for residents and visitors (maybe a community building or a list of volunteers willing to let others live in their homes and equipped in readiness)
- Consider possible emergencies within the community and draw up a Community Emergency Plan to mitigate and deal with these
- Use local knowledge to identify local points for distribution of supplies and services if necessary
- Look after neighbours
- Be aware of indicators of potential emergencies
- Publicise arrangements made

DURING

- Notify Emergency Services and the District/ Unitary Authority Emergency Planning Officer of the emergency – giving clear details of location and type of emergency
- Assist Statutory Authorities with specific tasks e.g. man road closures, set up and run local place of safety from a village hall
- Maintain communications
- Pass on warnings – establish a system in advance to make sure that the message gets through to potentially vulnerable people
- Make contact with people in the community – establish a system for checking up on people (neighbours, ‘telephone trees’ etc)
- Help people within the community – but not put themselves or others at risk

AFTER

- Check on specific locations where attention may be needed that bit longer
- Apply for funding to make good any damage especially to community facilities
- Think through what happened, add in improvements and review their Emergency Plan
- Work together to put recovery initiatives into action
- Keep an eye out for longer-term effects which might not be evident at the time
- Keep the community spirit going, e.g. working together on a specific project

EXPERIENCES OF COMMUNITIES

This section presents examples of how different communities have approached emergency planning and the lessons learnt from past experiences. Click on each image to find out communities' stories.

PLANNING FOR A POSSIBLE EMERGENCY



DEALING WITH EMERGENCIES



GETTING PEOPLE INVOLVED



LOOKING AFTER PEOPLE DURING AN EMERGENCY



DIGITAL STORIES

Try [this link](#) to [digital stories](#) which capture flood memories and local knowledge around general themes of preparedness and resilience. These were co-produced by University of West of England with communities in Tewkesbury, Deerhurst and Gloucester as part of the ESRC *Sustainable Flood Memories* project (2011-2015)

Within a community folk stories have been passed between members for millennia, stories are given freely as gifts and without an exchange value. The permissions from the storytellers allow sharing of their stories in not-for-profit settings for learning and education, perhaps taking different messages from the same heartfelt story. The views expressed in the stories are those of the authors and not necessarily of other organisations/ agencies involved within the project.

PLANNING FOR A POSSIBLE EMERGENCY

DOWN AMPNEY BUYS RESOURCES

A small resilience grant was successfully applied for through Cotswold District Council by the community of Down Ampney. This money has been used to buy a metal shed installed in the village car park which contains instant fill sand bags, shovels, warning signs, torches and high visibility tabards.

THE HUNTLEY HUB



“Everyone knows where the village hall is, and that will be the focal point and place of safety in an emergency at Huntley. After the 2007 floods, we formed an Action

Committee of parish councillors and others and got an Emergency Plan together. With the football pitch next to the village hall and the busy A40/A4136 junction, we can offer a helicopter landing site next to a place of safety in the event of a crash or other emergency.”

AYLBURTON ‘PINCH POINTS’

Intense rain doesn’t usually cause bad problems for Aylburton, but for one small group of houses it is a real issue. The householders there can be at risk, and they need support in place.

FAIRFORD TESTS EMERGENCY PLAN

“We carried out an exercise in Fairford to test our Emergency Plan in March 2009. This was a Saturday morning, and volunteers turned up on the day. Others agreed to become ‘evacuees’. On arrival we learned of the (paper) situation which Gloucestershire County Council Emergency Management Team constructed: while Cirencester was on alert of a terrorist threat, a chemical tanker had been damaged in an accident in a residential area south of the A417. The Plan was

activated. People who took part fed back their evaluations, and generally felt it was worthwhile. The volunteers and ‘evacuees’ found it a positive learning experience. Lots of practical suggestions came forward, but all agreed the roles of co-ordination, community work and welfare were vital. The importance of communications was underlined by many – checking instructions, following up on actions went well, but some modifications such as regular updates for evacuees would be added. Practical activities to distract children – pens and paper, DVDs – would be stored for use.”

Tim Dowan, Community Resilience Officer, Cotswold District Council said: “If the emergency happened tomorrow, what you did today would be of immense benefit.”

TRUE GRIT IN HAWLING

“In February 2009, County Highways cleared primary and secondary routes around Hawling, but not unclassified roads such as the two mile stretch connecting Hawling to the A436. Our snow warden ran out of grit, and well after the end of the county shortage we still didn’t receive any. Some of their people didn’t seem to know where Hawling was. Now, Highways have recognised the problems and have reviewed where supplies to Hawling will come from. We will be served from Stroudwater (off J13, M5) or Bourton-on-the-Water instead of from Cannop.”



Back to Experiences of Communities list

GETTING PEOPLE INVOLVED

INFORMATION FROM FRAMPTON ON SEVERN

When Frampton on Severn developed an Emergency Plan, it was featured in the parish newsletter. "It started with a letter, requesting interested people to help with the process and then regular updates and information. Everyone was kept aware and it ensured people were given opportunities to get involved or share some useful local knowledge."

OFFERS OF HELP IN WESTON SUB-EDGE

Members of Weston sub-Edge's Emergency Planning Group have been delighted with the response of residents to a household questionnaire requesting skills, expertise and resources. They have been able to assemble committed teams and have had numerous offers of practical resources should an emergency arise. These range from accommodation to vehicles and from camp beds, pillows and blankets to generators.

[Back to Experiences of Communities list](#)



[home page](#)

[introduction](#)

[experiences of communities](#)

[start planning](#)

[contacts](#)

DEALING WITH EMERGENCIES

FRAMPTON ON SEVERN TAKES THE LEAD

“In 2001 we unfortunately found that Foot and Mouth was confirmed in our parish. Within a week we had set up a small team of people, including a vet and doctor, and they set up pads of disinfectant which prevented the spread into the neighbouring area. Having that organisation in place, and the support of parishes around, made such a difference.”

SOUTH CERNEY PREVENTS PROBLEMS

On a Wednesday evening in January 2008, an on-site emergency meeting noted the problem of water threatening to overtop the embankment near the bridge at Robert Franklin Way. Councillor Jim Harris devised a scheme to dig a trench and lay pipes to redirect water to a nearby green area where it would create no damage.

Local councillors worked with the Environment Agency, Gloucestershire County Council and Cotswold District Council to put this into effect. All the relevant people were contacted; they gave agreement and diggers moved in first thing on the



Friday morning. Within 30 minutes, the water dropped one inch, and then continued to drop. Now this is a permanent measure which can be used for balancing when necessary. Councillor Mike Stuart said: “It was a timely job, done in the right manner.”

BOW WAVES AT BOURTON

“One of the problems we experienced in Bourton on the Water during the floods in 2007 was from vehicles trying to drive through flooded streets, creating bow waves which then made the existing flooding worse with water being pushed over doorsteps into houses. Local councillors redirected traffic and helped explain the reason for these diversions to motorists who were unaware of the impact of their actions. On a practical level, we now have laminated maps available so anyone manning future road closures can identify alternative routes more easily.”

Back to Experiences of Communities list



LOOKING AFTER PEOPLE DURING AN EMERGENCY

SANDHURST RESIDENTS COME FORWARD

“In common with many communities, we are fortunate in Sandhurst to have a very caring disposition to each other, especially in bad times. At the time of the chemical fires at the CSG site, and in the recent floods, local people emerged as leaders and took it upon themselves to provide aid and create focal points for the dissemination of news and supplies as required. The village hall became the centre both for meetings and distribution and we just got on with it, whatever the individual needs were.

Essentially people in Sandhurst know each other, and know where help might be needed and where it might be obtained. What we are not is professional counsellors, but we listen and act as neighbours would.”

CRANHAM NEIGHBOURLY HELP

“During the snow in February 2009 it was all about giving support where it was needed in Cranham. Neighbours cleared drives and cooked for people who were unable to receive food from meals on wheels. The Village Agent was involved to ensure older people were contacted. Minor lanes were blocked. Some carers (and meals on wheels) were unable to get in for about a week. The school was closed for 11 days despite help from local farmers, school staff and local people.

A lesson learnt is that Caring Agencies should have Village Agent numbers to be able to check with them the local status and arrangements.”

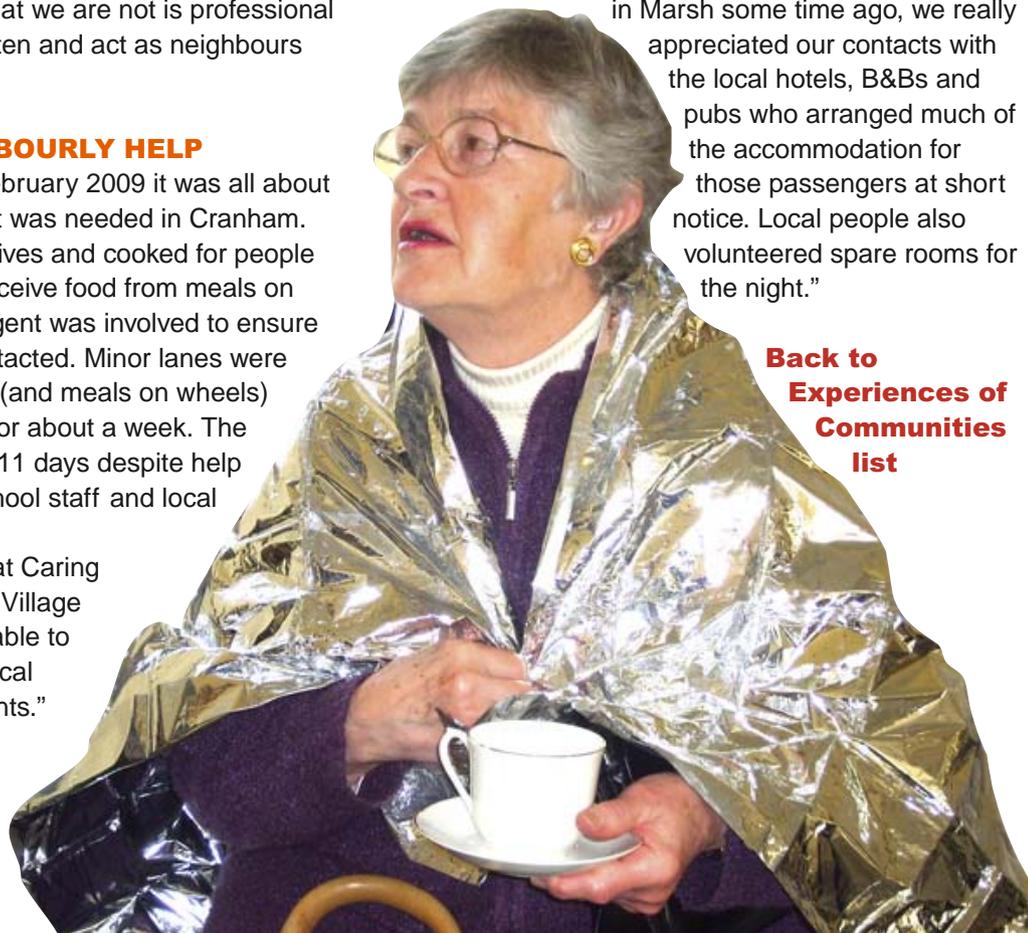
EMERGENCY ACCOMMODATION IN HIGHNAM

“All the three halls in Highnam wound into operation during the floods of 2007, providing overnight emergency accommodation for stranded families. One family had a baby of four months and we contacted the local toddler group to get hold of emergency bottles. The local shop opened up and the restaurant of the local golf course stepped in and provided breakfasts.”

STRANDED TRAIN IN MORETON

“When the train was stuck in heavy snow at Moreton in Marsh some time ago, we really appreciated our contacts with the local hotels, B&Bs and pubs who arranged much of the accommodation for those passengers at short notice. Local people also volunteered spare rooms for the night.”

**Back to
Experiences of
Communities
list**



[home page](#)

[introduction](#)

[experiences of communities](#)

[start planning](#)

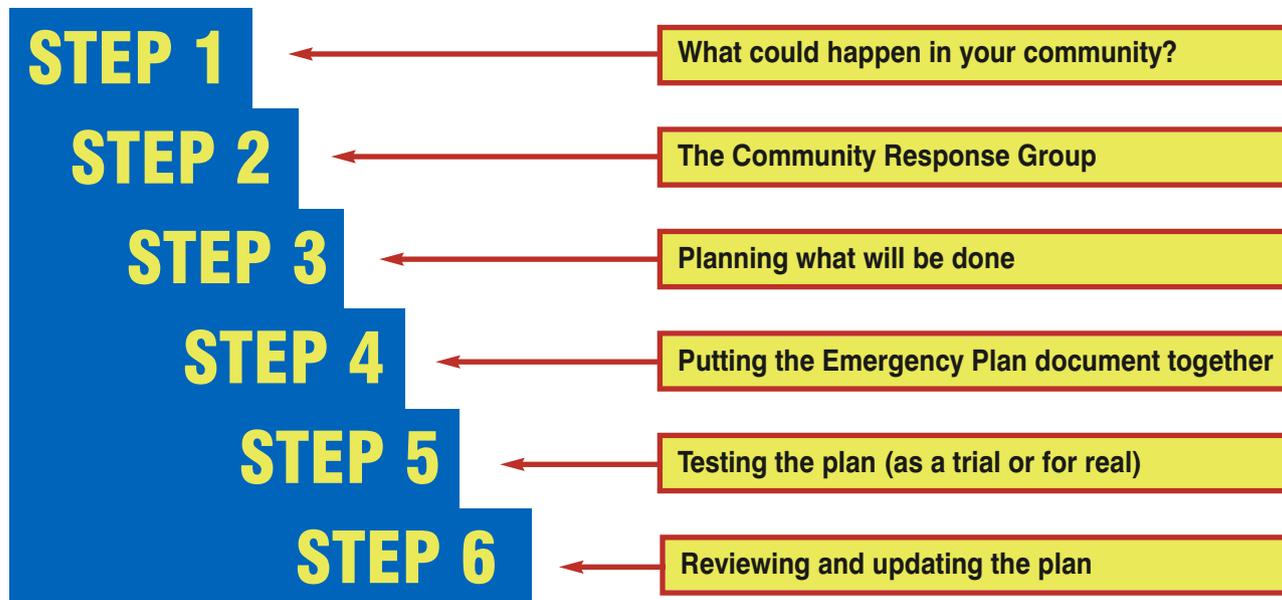
[contacts](#)

START PLANNING – SIX SIMPLE STEPS!

The process of developing a plan for your community involves working out what could happen and then what you might do to prepare for or deal with an emergency. All this information is then turned into a document – or Community Emergency Plan – which contains information about key roles and processes. This Plan needs to be reviewed periodically to ensure it reflects need and contains accurate information.

You will need a core group of people to ‘kick off’ the idea of doing the plan e.g. the parish or town council, but it is important to involve the community to encourage volunteers to come forward and to make use of local knowledge. Also contact the District/ Unitary Authority Emergency Planning Officer.

Click on the step to go to the next stage



Where you see this symbol  there are hints and tips on involving and informing your community in developing and carrying out the Emergency Plan. Use opportunities from any discussions to get more people involved in volunteering or helping with the plan.

What people can do for themselves

Individuals within communities will have responsibility for their own property and can think about what they would do in the event of an emergency. The more aware people are, the more likely they are to take preventative action, thus reducing the possible impact. [Read more here](#)



WHAT PEOPLE CAN DO FOR THEMSELVES

There are a number of published guides from a variety of organisations and information about these can be passed on to residents. Your County Council will have access to many of these from their website.

HEALTH PROTECTION AGENCY



WEATHER: MET OFFICE



GLOUCESTERSHIRE LOCAL RESILIENCE FORUM



HEALTH AND SAFETY EXECUTIVE USEFUL LEAFLETS



FLOODING Visit the Flood Information Service



GETTING PEOPLE INVOLVED

It is a good idea to get everyone involved and prepared for an emergency. Follow [this link](#) for some activity ideas for all ages.

PLACES OF SAFETY

Community-owned buildings, local schools and businesses will also need to think about how they might approach an emergency. Some may be used as a place of safety – i.e. a conveniently located local building which could be used to offer shelter in

an emergency. For guidance on preparing a place of safety, [click here](#). This information is written with village and community halls in mind, but it can be used as a guide by other organisations, including businesses.

home page

introduction

experiences of communities

start planning

contacts



Back to Start Planning

IDEAS TO GET EVERYONE INVOLVED

MAPPING HOMES READY FOR AN EMERGENCY

Children can draw a plan of their home (older children could draw to scale) showing the location of:

- Escape doors/windows
- Emergency first aid kit/ torch/ insurance policy
- Water stopcock
- Electricity meter
- Gas point
- Add in the location of your emergency toolkit
- Draw in the garden and drive, and add the name of your road and access points
- Add on any comments which might be useful in an emergency e.g. where medicines are kept
- Point out potential hazards in an emergency, and try to suggest solutions to them

Go [here](#) for templates to cut out for this activity



Home Emergency Kit

To encourage children to think about emergencies, hide some emergency toolkit items from the list on the right and ask children to find them, then discuss how they might be helpful in an emergency.

Adapt this activity for

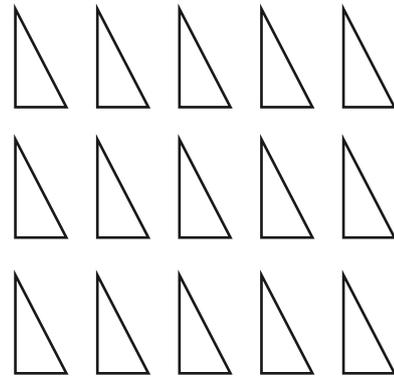
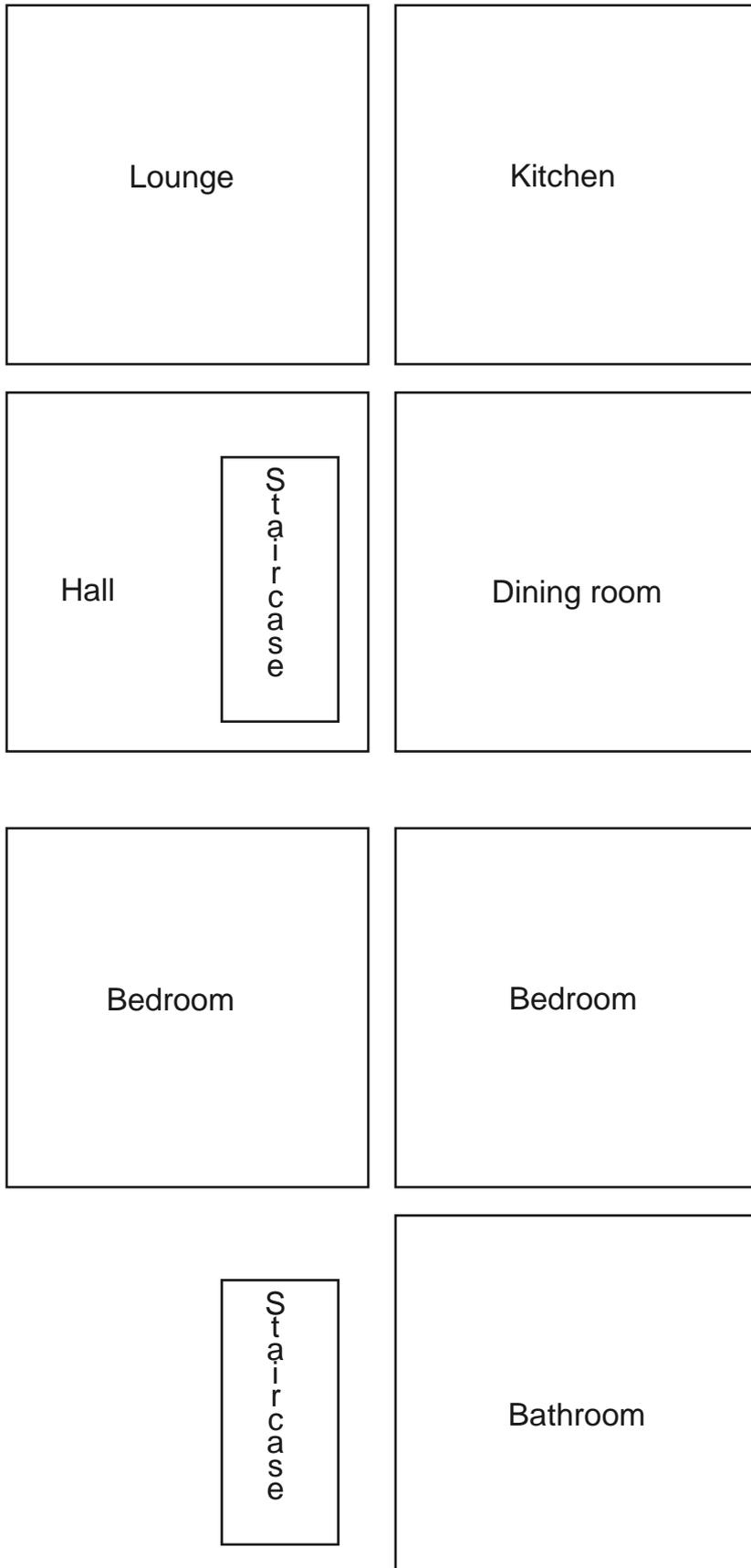
other age groups - take an item from a bag and people can think about where it is in their home.

Home Emergency Kit contents could include:

- Insurance documents and other important legal documents e.g. birth certificates
- Insurance emergency helpline, local council and emergency services numbers, family & friends telephone numbers, local radio frequencies
- Torch and batteries
- Portable radio (wind-up preferable)
- Mobile phone
- First aid kit with essential prescription medication / repeat prescription form
- Mobility/hearing/sight aids/batteries
- Bottled water
- Non-perishable food (e.g. energy or cereal bars)
- Blankets, warm clothes
- Wash kit and essential toiletries (e.g. toilet paper and wet wipes)
- Children's essentials such as baby food, nappies etc
- Pet food if required
- Camera to record damage for insurance purposes
- Emergency cash
- Additional items for flood kit: wellington boots, waterproof clothing, rubber gloves

CUT OUTS FOR EMERGENCY PLANNING IN THE HOME

These symbols could be cut out and rearranged to form a useful map of the home to help children think through how to be organised in the case of an emergency.



Indicate doors & windows



Emergency kit



EMERGENCY PLANNING FOR VILLAGE AND COMMUNITY HALLS

Most often, a village or community hall can supply refuge from an emergency situation providing a place of safety (as in the Boscastle flood of 2004), or it can be a central point for distribution of supplies.

When looking at this issue, the village or community hall management committee must ensure that it has the power to act as a place of safety in times of emergency – i.e. that there is no section prohibiting overnight accommodation in a governing document or planning restrictions on the usage of the hall.

It is worth establishing who will pay for the provision of emergency service – local authority, police etc. Examples in the Peak District, where halls already provide this kind of service, have highlighted the problems they have had in claiming back funding after the emergency.



Hall management committees should also consider the following:

- Insurance – check that insurance is in place for the hall to be used as place of safety, distribution point etc.
- Undertake an assessment for use as a place of safety, including access (physical etc), mobile signal, internet access, landline, walkie-talkie availability, capacity of hall in terms of the amount of people the hall is able to accommodate at any one time. This simple **checklist** can help you assess your place of safety.
- Halls should have in place a floor plan highlighting the location of water mains, gas mains, heating supply etc.
- Storage facilities – assess whether the hall has the facility to house emergency supplies, or act as a distribution point for bottled water.
- First Aid provision is required at all times within a hall regardless of an emergency situation, but this should be frequently checked.
- Provision for users in the hall at the time of emergency (catering, toiletries etc)
- Appointing a member of the hall committee to act as communication point for the rest of the hall management committee members. This person will have direct contact with the Community Response Group.

Back to What People Can Do For Themselves

home page

introduction

experiences of communities

start planning

contacts



ASSESS YOUR PLACE OF SAFETY

A place of safety is a conveniently located local building which could be used to offer shelter in an emergency

Access	Consider aspects such as disability access – from mobility to hearing loops Also consider ease of access by emergency services
Capacity	How many people could be accommodated – sitting, sleeping, eating?
Facilities	How many toilets, disabled toilets, type of cooking facilities, small room for counselling or medical use
Equipment and supplies	Amount of crockery and cutlery available (numbers) Sourcing and storage of emergency supplies e.g. emergency blankets, sleeping bags/blankets, supplies of toiletries, food, water, sandbags etc. Money (cash or a debit card with an available balance to pay for supplies)
Communications	Availability of landlines/ mobile reception/ internet access/ use of walkie talkies. (Bear in mind that not all communications systems will be available if an emergency occurs)
Record keeping	Have available an exercise book or a form for recording who enters and leaves the place of safety (name, time in, time out, whether planning to return). You could have another, individually filled form which records more personal information on each person, including contact details, if part of a group, any medication needed / issues to consider)
Entertain and inform	DVDs, radio, paper and crayons, books to help keep people occupied Means to keep evacuees informed about the situation, and safety/location of family members
Vulnerability	How likely is this place to be affected by emergencies? e.g. it may be prone to flooding or on a dangerous corner in which case an alternative venue should be available as well.
Signage	Clear signs to the building and around it?



STEP 1 WHAT COULD HAPPEN IN YOUR COMMUNITY?

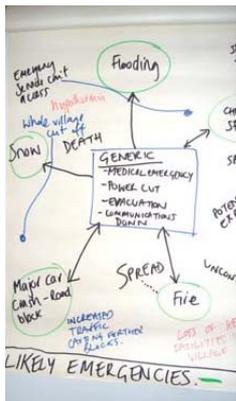
This first step involves looking at which emergencies might happen in your community and the possible effects. This may be done by a small group but it is helpful to get as many people to contribute as possible as they will start to suggest ways of minimising risks or dealing with the emergency or they may have resources that they can offer. At this stage, get in touch with your District/Unitary Authority Emergency Planning Officer. Click on the contacts button on the right of the screen for details.

WHICH EMERGENCIES ARE RELEVANT TO YOUR COMMUNITY?

Certain emergencies are more likely to occur in some communities than in others. [Click here](#) for a list of prompts for different types of emergencies to consider. Look realistically at the things that are most likely to happen. It is important to check these with the District/Unitary Authority Emergency Planning Officer as they may have statutory procedures that you will be expected to comply with as opposed to coming up with your own plan.

WHAT COULD HAPPEN?

When concentrating on emergencies most relevant to your community, think about past experiences of your community, which areas and who might be affected and how serious the effects might be on people and places. This will inevitably lead to a discussion on what should be done to deal with the emergency.



You can capture information from these discussions through mind maps as shown on the left. For a template to capture First Thoughts, [click here](#). Some communities use a more structured method which involves 'scoring' to calculate the impact and extent of the emergency. A [template scoring sheet](#) is provided in this toolkit.

WHERE ARE THE PINCH POINTS IN YOUR COMMUNITY?

An effective way to show which local spots might be affected in an emergency is to use [annotated maps or photographs](#).



GETTING PEOPLE INVOLVED

It is important to tell people that an Emergency Plan is being composed to capture details of anyone willing to help before, during or after an emergency. This can be done in several ways:

- A **letter** to distribute in the community.
- A **questionnaire** which can be given to householders.
- A **volunteer sign up sheet**. There is an **example** of a completed sign up sheet for Hastingbury here

DIFFERENT TYPES OF EMERGENCIES

Below are some prompts for types of emergencies which might be relevant to consider in your community. They are divided into natural and man made emergencies and your list may well include other emergencies. You could print the different types of emergency on cards to act as prompts for discussion.

Natural emergencies	Man-made emergencies
Flooding	Chemical spill
Heatwave	Major road / rail crash
Flu epidemic / pandemic	Gas leak
Severe weather (e.g. snow, rain, high winds, freezing rain)	Water shortage / contamination
Extreme cold	Power failure
Earthquake	High level industrial accident
Forest / heath fire	
Other	Other

Back to Step 1

USING MAPS AND PHOTOGRAPHS

Maps, photographs and charts are effective visual ways of showing which areas may be affected by emergencies and how. They can be used to collect local information and knowledge in a variety of ways, from highlighting potential accident spots and areas likely to flood, to location of groups in need and where resources are located e.g. buildings to be used as places of safety.

Pins, labels or flags can be attached to maps, photographs or even models of the area to show key locations and explain their significance. If displayed locally, people can add their own flags/ labels so it is a good way to get people to contribute their local knowledge.

SOURCES OF MAPS

The Ordnance Survey website contains information on sources of maps:

www.ordnancesurvey.co.uk/oswebsite

Some communities may find it helpful to use electronic versions of annotated maps in their plan. Here are some **simple examples** of a 'freehand' drawn map – one drawn and annotated using Microsoft Word and one annotated using 'Freemap'.

Alternatively, you can use the OpenSpace service from OS Maps –an interactive map to be placed on a website of your choice

<http://openspace.ordnancesurvey.co.uk/openspace>



Companies such as www.emapsite.com or Geoplan www.geoplan.com offer sales of different digital scales of map and software.

Maps are subject to copyright, and terms and conditions need to be checked before use. This is true for Ordnance Survey, Google and the vast majority of commercially produced maps. You may be able to purchase a licence to cover your needs.

OTHER USEFUL SOURCES OF INFORMATION

Guides to chances of flooding:

www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx

Local information and statistics:

www.neighbourhood.statistics.gov.uk

home page

introduction

experiences of communities

start planning

contacts

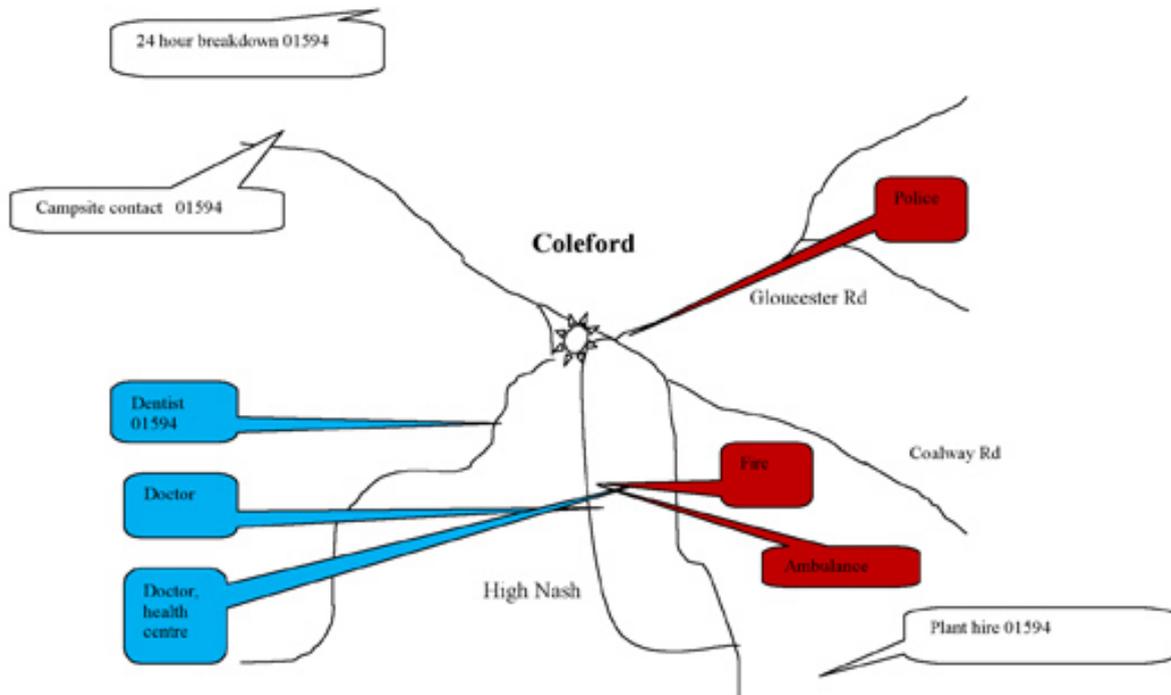


Back to Step 1

USING MAPS AND PHOTOS

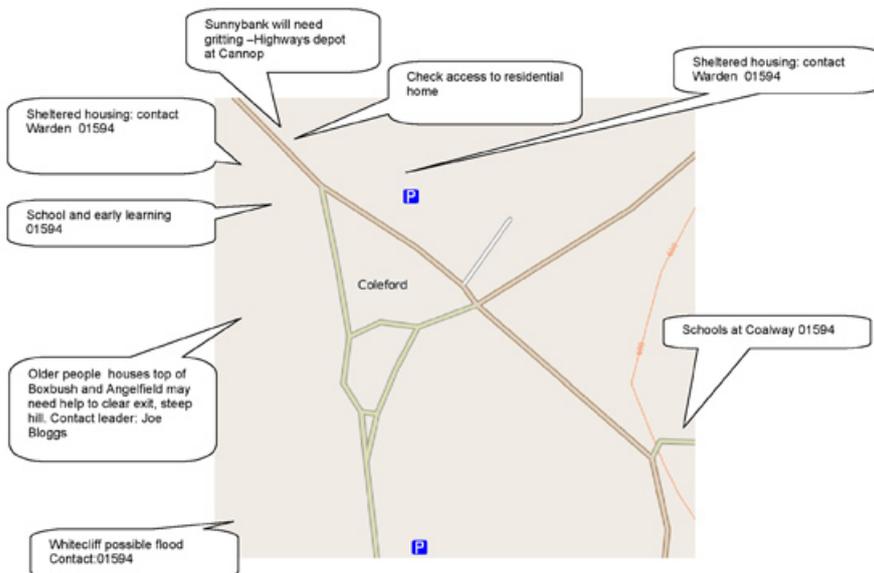
Using Word

This is a very simple map created using freehand drawn lines and adding text boxes and callouts to show the start of plotting resources



Using and annotating Freemap

This simple map was created using a base map from www.free-map.org.uk copying it into Microsoft Word and overlaying it with callouts. These maps are copyright-free, but check conditions.



How to do this :

- Go to www.free-map.org.uk
- Enter your location, or zoom in
- Copy and paste into a Microsoft Word document
- Go to insert/shapes/callouts to produce notes
- Group the elements together (click on one element, hold shift key and click on the rest, including the base map Go to 'draw', 'group' to link them all together)





GETTING PEOPLE INVOLVED

An example letter to the community. Zoom in if you would like to see more detail

HASTINGBURY COMMUNITY EMERGENCY PLAN

12th June 2009

Hastingsbury Parish Council
Village Hall
Hastingsbury

Dear Resident,

The Parish Council has been asked to lead with the preparation of a Community Emergency Plan. Whilst emergencies don't really happen that frequently, when they do, the impact can be very serious. Most emergencies affecting communities will be dealt with by the Emergency Services and /or the County and District Council, but, if there is a delay in their arrival, or the scale of the situation means their provision is stretched, then we want to ensure our community has a plan in place. That way, we can organise things to respond quickly and effectively and help the Emergency Services as needed.

We are setting up a Community Response Group to co-ordinate and write the Emergency Plan. We need to establish where emergencies – of any or all types – could affect us, which are more likely, and the resources we have available to deal with them. A key resource is of course the help that residents and people who work here can offer.

Lots of people came forward to help recently when the tanker disrupted the whole village and the A-road was completely blocked, and we just want to record that sort of offer so that we know who we could call on, in advance. If you have specific skills we can use, let us know. Alternatively, you may need some particular help, and want to contact us about that, or you might be able to offer help after the event to get things back on the road to recovery... anyway, please do get in touch.

We have included a quick questionnaire to help with this process. If you could put it in the box at the village hall or at the pub, or drop it in the post, it would really help.

Come and talk with us in the village hall at 6.30pm on Thursday 20th July 2009, and keep an eye on the parish newsletter to find out how things are getting on.

Yours sincerely

Bob Price

On behalf of the Community Response Group





EXAMPLE OF COMPLETED VOLUNTEER SHEET

Hastingsbury used this sheet during a coffee morning. They adapted the template provided and added a column on help needed by people. Take care if others will be able to see this information while filling in their own row.

Hastingsbury Community Emergency Plan

Could you help our community before, during or after an emergency?

Thank you for showing interest in our local Community Emergency Plan. We are trying to put together a list of local people/resources available in an emergency. Please indicate how you might be able to help, and what skills or resources you could offer and, if you wish, help that you might need. This list will be restricted – i.e. only kept by Community Response Group leads.

Name	Tel	Email / postal address	Offer of help/skills/resources	Help needed?
Joe Bloggs	0112 837685	Joe.bloggs2@hastingsmail.com	Keep an eye on neighbours in Reservoir Lane Clear snow/ DIY including home and garden Mini-bus licence	Cooking/heat as home all electric if power fails
Marian Briggs	0112 623623	4 Laundry Lane		Houses in our road may flood – help to move furniture upstairs needed
Jane Charles	0587 2525367	jprscharles@hastingsmail.com	Can type/IT/email to people at planning stage Was PA before children	Problem with caring for mother 10 miles away if cannot get down road in elderly car
Matt Unsworth	0112 358875	None. 2, St Mary's Lane Hastingsbury	Can be useful point for distribution at junction St Mary's and High St	No transport if required, only local shopping possible



STEP 2 THE COMMUNITY RESPONSE GROUP

It is the role of the Community Response Group to draw together results of discussions about possible emergencies and their effect. They will consider what can realistically be done and write the Emergency Plan document. The group will then activate the plan if an emergency happens. The size of the working group will vary according to the size of your community and people's willingness to participate.

SPLIT THE TASKS

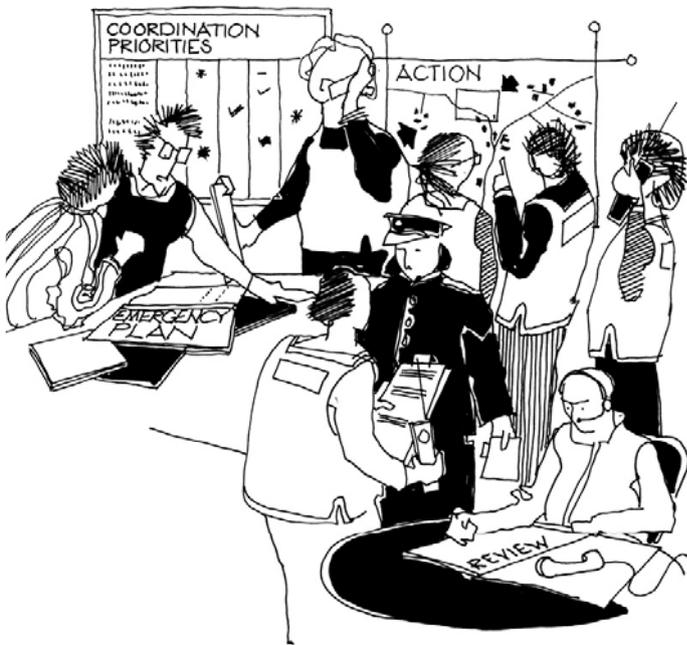
It may be easier to consider three distinct elements to the Community Response Group's work:

- **Co-ordination:** Oversee the process of developing the plan and to link in with statutory authorities (including emergency services). Responsible for communications, including with the media and with residents.
- **Out and about:** Monitor and prioritise activities on the ground. Support statutory authorities when directed and record actions and their effect. Assess the risks of activities.

- **Welfare:** Contact and reassure members of the community and assess their needs. Staff a place of safety if required and support people there.

Further information on these three elements can form part of your Emergency Plan.

Although emergency planning guides suggest that three groups are set up, each responsible for one of the above elements, in smaller communities or where the working group is small, this may not be possible. In this case, try to ensure you have one person leading on each element in your community response group and a substitute if possible. (No single person can liaise with authorities, work on the ground, assess risks and sort out the needs of individuals in distress during a real emergency!)



GETTING PEOPLE INVOLVED – SKILLS FOR YOUR COMMUNITY RESPONSE GROUP

Recruiting and co-opting local people with useful knowledge and a range of skills for the community response group will add expertise, knowledge and more people available to help. [Click here](#) for a list of useful skills and who you might approach in your community.



GETTING PEOPLE INVOLVED – SKILLS AND EXPERTISE FOR THE COMMUNITY RESPONSE GROUP

Below is a checklist of key skills for the Community Response Group and who you might approach. Members should live in the community, be known, and be able to encourage support from the community. You may have someone living or working in your community with skills or experience of dealing with emergencies, e.g. risk assessor, member of emergency or military services.

Key skills for the community response group

- Local knowledge
- Organisational skills
- Communication skills
- Leadership
- Ability to work in partnership
- Able to work under stress
- Specialist skills e.g. tractor driver, risk assessor, IT engineer, radio ham

All communities will contain people with valuable skills. You could approach:

- Members of Town/Parish Council
- Members of local organisations / voluntary groups
- Local residents
- Members from Neighbourhood Watch
- Representatives from the local school
- Representatives from the local church or faith group
- Local business representatives / traders
- Village Agents
- Care Homes, Nursery Schools
- Doctor, Nurse, Paramedic, First Responder, Qualified First Aiders



STEP 3 PLANNING WHAT WILL BE DONE

You will now have gathered information on:

- Which emergencies are relevant in your community, who might be affected and where
- Resources you have available – including volunteers, their contact details and what they are willing to do, facilities available and other resources – from tractors to swimming pools

Step 3 involves gathering together and considering how all this might work together in a variety of emergencies. Documents produced at this stage will be included as part of your Plan.

SUMMARISING INFORMATION ON RESOURCES AVAILABLE

Access a Summary of Resources template [here](#).

See [an example](#) of how Hastingbury completed theirs.

THINKING THROUGH AN EMERGENCY: RISK ASSESSMENT

It is helpful to work through a few emergency scenarios to help decide how this information would fit together and how the co-ordination fits with the work of the 'out and about' group and with those looking after people's welfare.

[Click](#) for the Risk Assessment document.

Click to see completed examples – a [simple format](#) and a [more detailed](#) one.

KEY CONTACTS

A template to record key contacts in your Plan can be found [here](#).

CALLING THE EMERGENCY PLAN INTO ACTION

This will vary according to the type of emergency, extent and timescales. Think about the process of calling your plan into action. The Community Response Group will be involved in decision making, together with the District Emergency Planning Liaison Officer.

Getting people involved

Preventing risks

It is important to make volunteers aware of how to respond to hazards and here are [some ideas](#) to prompt discussion and an information sheet for volunteers to help with understanding risks.

Training could be provided by organisations such as Health and Safety Executive, Red Cross and statutory bodies.

Communications

Think about how you will communicate with statutory authorities including Emergency Services and between the Community Response Group and volunteers.

Also think about how you will link with other people in the community, checking that no one is missed out. [Here](#) are some ideas.





EXAMPLE OF A COMPLETED SUMMARY OF RESOURCES SHEET

Zoom in if you would like to see more detail

Hastingsbury adjusted the 'Summary of Resources' template to include reference to the three elements of work (co-ordination, out and about and welfare). This allowed the leads for each element to know who was available to help.

APPENDIX 3 – Summary of resources available – volunteers, skills and other resources

NAME OF COMMUNITY: Hastingsbury

This information is restricted i.e. the list should only be held by Community Response Group leads and is not for general distribution.

Name	Tel	Postal / email address	Role / Element	Skills / tasks willing to do	Resources available
Joe Bloggs	0112 837685 05718 673554	Joe.bloggs2@hastingsmail.com 3, Station Rd (NB works away from home Apr-Sept but not continuously)	Out and About	Check Reservoir Lane area Clear snow/ DIY Minibus driver	Access to company minibus by arrangement Tools available
Neil Farmer	0112 839561	neil@@hastingsmail.com	Out and About	Repair work to vehicles	Tow truck Tools and petrol
Jane Charles	05872 525367	jprcharles@hastingsmail.com	Coordination	IT & email distribution for Plan Organisation of sources and info	Broadband
Matt Unsworth	0112 358875	None 2, St Mary's Lane	Welfare	Collect local supplies for place of safety	If necessary use of home for distribution of bottled water
Bill Brindley	0112 378856	bbrindley@hastingsmail.com 2 Albert St	Coordination: lead	Mayor Networks Insurance background	Use of town 2-way radio Laptop, broadband and memory stick
Jane James	05966 543111	janejames@hastingsmail.com	Welfare	Retired nurse WI network First aid/triage	Past experience with Red Cross

Local facility	Contact person(s)	Tel/address/email	Emergency Plan examples – how it could be used
Village Hall	Barry Taylor, keyholder	0112 827555 5 Church St	<ul style="list-style-type: none"> Will provide rendezvous point in the village in event of an emergency Will provide meeting space for resilience committee meetings Will provide venue for training events for example first aid, filling sand bags
Village Shop	Mary Ellis or Stan Cox	Shop 0112 824443 Home 0112 827644	<ul style="list-style-type: none"> Will act as the information hub in the event of an emergency
Church	Rev Jim Bright @ Hastingsbury Sue Smith, churchwarden	0112 824991 0112 823356	<ul style="list-style-type: none"> Sand bags can be stored at the church Will provide alternative rendezvous point in the village in the event of an emergency
Parish news distribution team	Nan Bennington	0112 824377	<ul style="list-style-type: none"> Will distribute information to less mobile members of community Will provide outreach points of contact





EXAMPLE OF COMPLETED RISK ASSESSMENT SHEET (SIMPLE)

APPENDIX 2

Risk assessment and actions before, during and after an emergency

NAME OF COMMUNITY: Hastingbury

Emergency scenario	Details – where and what?	Actions
Heavy snow	Old Rd between crossroads and Willow Cottage Drifts across cut off residents	Snow warden assesses situation and reports back. Call Highways. Check residents ok in short term, heating, medication, shopping. Offer help to clear driveways.
Chemical spillage	Main road through village. NB residential home nearby – contact home manager. Check with Police re evacuation Alternative traffic route (NOT HGVs) via Back End, Garth Rd, then Ampersand to cross.	Assess situation and call Emergency Services Keep people away from the area. Check driver safety if no danger to self
Flood	Little brook by the Kings Head. Flood line in contact with Rose Cottage. NB check rate – can go up by 6” in half an hour	If level rises to 6 foot level on marker, alert Environment Agency. Open village hall for sandbag distribution.





EXAMPLE OF COMPLETED RISK ASSESSMENT (DETAILED)

APPENDIX 2

Risk assessment and actions before, during and after an emergency

NAME OF COMMUNITY: Hastingsbury

Emergency scenario	Details – where & what?	Actions		
		Co-ordination	Out and About	Welfare
Heavy snow	Drifts across Old Rd between cross roads and Willow Cottage	Check in info, context of area call in other 2. Take their assessments and call in local medical person/Ambulance/Highways as appropriate.	Snow warden assesses situation and reports back. Be available if needed by agencies. Clear driveways.	Check vulnerable residents. Contact residents at Willow Cottage. Assess local first aider / food supplies needed.
Chemical spillage	Main road through village.	Assess situation and call Emergency Services.	Keep people away from the area. Check driver safety if no danger to self.	Provide First Response medical care.
Flood	Little brook by the Kings Head		Clear the rubbish from stream bed now and check 3 monthly or when rainy period	



GETTING PEOPLE INVOLVED – CONSIDERING POSSIBLE RISKS AND ACTIONS DURING AN EMERGENCY

A risk assessment is simply a careful examination of what could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. **Under no circumstances should you put yourself or others at risk.**

Discussions, flow charts and /or mind maps can be used to help volunteers, including leaders, explore how they might respond during an emergency and examine possible risks involved to themselves and others. Use the prompts in the information sheet for volunteers [here](#) when working through the scenarios.

SCENARIOS

FIRE



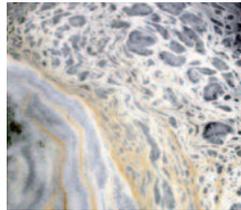
Smoke from a major fire crosses a busy local main road / dual-carriageway

FLOOD



Flood water is rising swiftly at the edge of the village. The residential home will be the first building to be threatened, and the current is strong

CHEMICAL SPILL



An alert is raised by a farmer for low level contamination by slurry of a stream which runs through a beauty spot

SNOW



Heavy snow is falling and settling at 1.30pm. The local school is being closed but vehicles are sliding on a steep hill approaching the town

- Show a couple of [these digital flood stories](#) to start off discussion

INFORMATION SHEET FOR VOLUNTEERS

Risks and assessing what to do in emergency situations

From information provided by Cotswold District Council, Gloucestershire

ASSESSING RISK

A risk assessment is simply a careful examination of what could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. It is not intended to prevent work taking place – however on some occasions a careful assessment of the risks associated with any activity may result in the decision not to proceed. Workers and others have a right to be protected from harm caused by a failure to take reasonable control measures. **UNDER NO CIRCUMSTANCES SHOULD YOU PUT YOURSELF OR OTHERS AT RISK.**

SOME ASPECTS TO CONSIDER:

1 IS IT CRUCIAL THAT THE WORK/ACTIVITY IS UNDERTAKEN BY COMMUNITY MEMBERS?

In most emergencies the Emergency Services will respond and undertake works immediately necessary to rescue people or to protect them from potential harm. Where work is undertaken by the community (e.g. river clearance) it is important that people do not place themselves or others in danger.

2 IDENTIFY THE HAZARDS

What activities are taking place and what danger do they present? Consider things like:

- Equipment being used – ladders etc.
- Environment – fast flowing river, on or near a road
- Weather conditions – rain, wind, black ice
- Safety of structures – loose tiles, unstable walls
- Skills/experience of volunteers e.g. off duty fireman, member of the public
- Health and fitness of volunteer
- Does the work present any risk to members of the public or their property e.g. felling a tree close to a house etc.
- Proximity to dangerous chemicals or fumes e.g. evacuating people near to a chemical fire in a factory
- Risk of explosion e.g. evacuating people near a gas leak
- Think long term about potential risks – exposure to chemicals today may have long term health implications

3 DECIDE WHO MIGHT BE HARMED AND HOW

This may seem obvious but the risks might not be restricted to those undertaking the work.

- A group of onlookers watching a volunteer undertake an activity

- Motorists swerving to avoid a volunteer clearing branches from a road side
- Any other identifiable risk to bystanders/onlookers

4 EVALUATE RISKS AND DECIDE ON THE PRECAUTIONS

Simple examples of precautions you might take:

- Too risky – don't do the work
- Wait for the Emergency Services
- Warn the public in and around the area
- Ensure your organisation is appropriately insured
- Provide training for volunteers
- Using equipment – properly trained people only, safety equipment and protective clothing available and in use, work in pairs/teams
- Chemicals etc – keep away – get advice from Emergency Services
- Communicate and keep a record of when and where work is taking place
- Have good communication links – mobile phones, walkie-talkies
- Only allow people who are fit and healthy to undertake strenuous work
- Make sure there is enough light – only work in daylight hours or use good quality lighting

RECORD FINDINGS AND IMPLEMENT THEM

Take a note of activities and the precautions you have put in place. In some cases where the event requires a quick response and less formal risk assessment, this could be noted after the activity. Then make sure the records are clearly and accurately used to inform the people undertaking the work/activity. This could be a verbal briefing or a simple list provided to the volunteers.

5 WHEN THE WORK IS OVER, MAKE SURE

- The site is cleaned and cleared up and doesn't create a hazard
- People can reasonably continue as normal – e.g. easily and safely access their homes
- Any potentially dangerous areas are clearly signed – e.g. a wall made unstable by flooding etc
- Any cordons/signs etc are removed when no longer needed

REVIEW YOUR ASSESSMENT AND UPDATE AS NECESSARY

Things change! Your risk assessment should reflect this and should be updated whenever needed.

introduction

experiences of communities

start planning

contacts



COMMUNICATIONS IN THE COMMUNITY – MAKING SURE PEOPLE ARE NOT MISSED

These are some ideas on ways to divide up your community to get messages out and /or to check that residents are cared for. Contact details for organisations such as schools, residential care homes etc will be important as people here may require additional help.

NEIGHBOURHOOD AREAS:

Divide up your village into groups of streets and ask someone who lives in each part to communicate messages / check on people in an emergency, and report back to the co-ordination lead (teams of volunteers for local magazine delivery may be a useful starting point)



TELEPHONE 'TREE':

Set up a 'tree' starting with the Community Response Group leads at the top and fill in names appropriately, so that each person phones the next person in the line. You can find a template [here](#).

FLOOD WARDEN/SNOW WARDEN:

Many communities will already have an appointed flood/snow warden who will be able to keep an eye on the situation and link in with Co-ordination/Out and About/Welfare to report on anyone needing help.



CHECKING YOUR BOUNDARIES

Some settlements cross boundaries so check settlements on the fringe and contact neighbouring parishes to check whether people have been missed. It may well be that parishes will join together to draw up just one plan.



Back to Step 3

home page

introduction

experiences of
communities

start planning

contacts



STEP 4 PUTTING THE EMERGENCY PLAN DOCUMENT TOGETHER (PAGE 1 OF 2)

The Emergency Plan document formally sets out roles, key contacts and tasks which could be carried out in the event of an emergency in your community. It is a working document which will be amended over time as personnel, potential risks and resources change.

The document's ten sections are explained [here](#)

[Click here](#) for the Community Emergency Plan template.

This Emergency Plan document template is based on versions produced by Gloucestershire County Council and by Gloucestershire communities. It contains only necessary information – ‘no frills’. It is written in plain English and makes use of headings, tables and bullet points to make the information quick and easy to access and navigate.

To help you think about what you might write in certain sections, we have given examples of how a fictional community – *Hastingbury* – completed their Plan. Please feel free to use these as a basis for your community's plan if you find them helpful.

[View these examples.](#)



[Read more](#) ➔

[Back to Start Planning](#)

[home page](#)

[introduction](#)

[experiences of communities](#)

[start planning](#)

[contacts](#)



STEP 4 PUTTING THE EMERGENCY PLAN DOCUMENT TOGETHER (PAGE 2 OF 2)

- The plan should be discussed and formally adopted by the parish or town council and this adoption should be minuted in a council meeting

WHO SHOULD RECEIVE A COPY OF THE PLAN?

Two versions of the plan should be available:

- A restricted version which contains all contact details, including those of potential volunteers, therefore its distribution is restricted to members of the Community Response Group who keep documents secure.
- An unrestricted version which contains only contact details of emergency/ statutory services key leads within the community.



GETTING PEOPLE INVOLVED

How to let people know about the plan

Communities use a variety of ways to get messages across about the basic details of the plan, contact details of key people in the working group and their roles. Some ideas are:

- Including information in the parish / town newsletter
- Photographs of key people and their roles on display – e.g. in the village hall – this helps them to be quickly recognised in the event of an emergency
- Inclusion of the plan on the parish/ town website (unrestricted version only)
- Having a stand at a village event (could include a competition or activity such as 'hoop the emergency toolkit items')
- Handouts distributed door to door showing the main points in the plan, such as **this example** from Hastingbury.

[Go back](#) ←

[Back to Step 4](#)

[home page](#)

[introduction](#)

[experiences of communities](#)

[start planning](#)

[contacts](#)



THE EMERGENCY PLAN DOCUMENT EXPLAINED

SECTION	EXPLANATION
Title page	Shows that this is an Emergency Plan, gives details of the community, date of production and version. Photographs/ illustrations may be appropriate but are not essential
Record of any amendments	A table on which any future amendments can be recorded so that they can be seen at a glance
List of contents	A list with page and section references, for ease of referral
1. Introduction – Definitions, Context, Aims and Objectives	Defines an emergency, sets out how and why the plan has been written, defines the community (geography) and gives the aims and objectives of the plan
2. Key roles within the community	Sets out the roles and three key elements to be considered- co-ordination, out and about and welfare and links to Appendix 1 which lists these roles
3. Possible Emergencies	Lists the types of possible emergencies relevant to the community
4. Activation of the plan	A few sentences stating when the plan would be put into operation, who will make the decision and how the decision will be made
5. Risk assessment	This links to Appendix 2 which contains a risk assessment chart or similar showing the analysis of each type of emergency and what action the community will take. This section was completed in Step 3 of this toolkit
6. Resources available within the community	This introduces Appendix 3 which contains the list of resources available in the community, including volunteers and skills available. This section was completed in Step 3 of this toolkit and is a 'restricted information document' i.e. the list should only be held by Community Response Group leads and is not for general distribution. This section also contains the process for setting up a local place of safety in the community (e.g. to cater for stranded visitors or people who need to be evacuated from their homes)
7. Communications	An explanation of the importance of effective communications and how messages will be conveyed before and during an emergency with Emergency Services, statutory authorities, the community and volunteers. It describes how the three elements of co-ordination, out and about and welfare will communicate with each other to make decisions and keep each other updated. It also links to Appendix 4 – a list of emergency contacts (emergency and statutory, local leads and key holders) and communications systems within the community. This section was completed during Step 3 of this toolkit. Publications made available in the community (and these could be placed in an additional Appendix, if wished) are also listed here
8. Recording actions and obtaining feedback	This section links to Appendix 5 which contains a log sheet for logging actions during an emergency. It also explains the arrangements for obtaining and giving feedback to the community and emergency services
9. List of plan holders	A list of who holds the plan, which version (restricted or unrestricted) and in what form.
10. Plan maintenance and review	A sentence explaining the need to amend the plan and set arrangements for regular update and review
Appendices	Appendices 1-5 are as outlined above. You may add your own, additional Appendices of information provided to community members – e.g. copies of leaflets and any maps/ photographs/ charts that pinpoint key locations in the community.

introduction

experiences of communities

start planning

contacts



EXAMPLES FOR YOUR PLAN (1 OF 2)

These are just a few examples of how a community approached writing up specific sections of the plan. Hastingbury is within a two tier authority rather than Unitary. We hope you find this useful to prompt ideas about how you would wish to develop the text for your own plan. Zoom in to see more detail.

4. ACTIVATION OF THE PLAN

This plan will be activated when an emergency has occurred and the emergency services are unable to gain access to the scene, or require additional support e.g. during widespread flooding. It may also be activated if warnings are received, prior to an anticipated event such as severe weather.

The decision making process is as follows:

1. The members of the Community Response Group (CRG) who receive the warning will alert other members to the situation and will contact the district council emergency planning liaison officer and other statutory authorities/ emergency services as necessary.
2. The CRG Lead and Co-Leads will make a detailed assessment of the emergency to try and establish its extent and the type of support required. They will communicate with the District Emergency Planning

Liaison Officer (DEPLO). If there is time, they will report to a meeting including other CRG members and the parish/town council. A decision will then be made about activating the plan. If there is no time for such a meeting, the CRG leads will make the decision in consultation with the DEPLO (or alternative if unavailable).

3. If the Plan is not to be fully invoked (possibly on the advice of the emergency services) but some level of support is required, the Group will decide which part of the plan is appropriate to invoke and how to provide the required support.
4. As soon as the decision has been made that the parish/town is to provide a community response, Gloucestershire County Council Emergency Management Service will be informed that the plan is being activated. In most cases, this will be done by the district council emergency planning liaison officer.

6. RESOURCES AVAILABLE WITHIN THE COMMUNITY

Volunteers and other resources

There will be a need to draw upon various skills before, during and after any emergency and the success of this emergency plan rests largely on the goodwill of volunteers.

Potential volunteers have indicated what tasks they may be prepared to carry out if an emergency occurs. *Volunteers are co-ordinated by the lead for the 'Out and About' element (name and contact details in Appendix 1 and Appendix 4) and volunteers should report to them to be allocated tasks. Other resources will also be required in an emergency and it is important to be able to quickly locate them.*

The table in **Appendix 3** lists volunteers and other resources available and how they might be utilised in an emergency in our community. **The information in Appendix 3 is restricted i.e. the list should only be held by Community Response Group leads and is not for general distribution.**

Local Place of Safety

District councils are responsible for setting up a central rest centre during an emergency. However, it may be necessary to set up a temporary place of safety within the community as an option e.g. for visitors or for people evacuated from their homes.

The place of safety identified in our community is the Village Hall. Location details and contacts of key holders are provided in **Appendix 3**.

Description of facilities:

The hall can accommodate 60 people seated or 25 people sleeping and has kitchen facilities including cooker with four rings and one oven and grill, 'fridge with small freezer compartment, washing facilities and cutlery and crockery for 65 people (cups, saucers, bowls, side plates and dinner plates). It has four toilets, one of which is suitable for wheelchair access. It has an outside area with play equipment for children. The hall is on a level and

doorways are wide enough to accommodate a wheelchair.

A storage space in the hall contains the following equipment:

- Signage for place of safety
- Signing in and out book and pens
- Basic entertainment – packs of cards, toys and games, pens and paper, quiz books, books.

The process for preparing and using the place of safety is as follows:

- Key holders are notified to open the hall
- Volunteers are coordinated to set up the hall
- Volunteers collect supplies from the village shops and from others who have volunteered supplies of food, drink and pillows (if necessary)
- If necessary, information is relayed to people in the community notifying them that a place of safety has been set up
- Signage is put up to notify people of the location of the place of safety
- A book is used to keep records of those entering and leaving the place of safety.
- Volunteers are ready to welcome and care for people as they arrive
- Volunteers are assigned other tasks as necessary – e.g. caring for specific people, cooking/ serving refreshments
- A short form is completed by people entering the place of safety, to include name, address, telephone number and any special needs/ concerns – e.g. if they want to check up on a relative/ property.
- Once people have left the place of safety, a volunteer will check that they are alright (people will have been informed that this is likely to happen). Contact details are kept secure by the volunteer and are destroyed once contact is no longer needed.

7. COMMUNICATIONS

Communications are vital before, during and after an emergency in order to ensure that warnings and information are received and passed on, responses co-ordinated with emergency services and actions by volunteers within the community co-ordinated 'on the ground'.

The processes for communicating within and outside our community before and during an emergency are as follows:

1. If necessary, Emergency Services will be contacted by the first person on the scene
2. Contact with other statutory authorities (receiving warnings, discussion of the situation) or media will be through the Co-ordination lead (alternative if unavailable)
3. The person responsible for receiving, checking and passing on warnings from statutory authorities is also the Co-ordination lead, although this tasks can be delegated as appropriate.
4. The Community Response Group holds telephone, email and postal contact details for members of the group and potential volunteers as not all forms of communication may be available in an emergency. In addition, walkie-talkies are provided for Community Response Group leads.

5. A cascade system (contact 'tree') will be used to pass on information to community members, with named people responsible for passing on the message to 10 other people.

6. In addition, the parish notice boards and boards in the village shop, church and village hall will be updated with information.

Contact details for statutory authorities, emergency services and key local contacts and leads can be found in **Appendix 4**.

The following publications are available via the Clerk or on-line:

Gloucestershire County Council's publications:

- Household Emergency Plan
- Emergency Guide
- Flood Guide

For an example of a leaflet summarising the Plan, [click here](#).





EXAMPLES FOR YOUR PLAN (2 OF 2)

Zoom in if you would like to see more detail

8. RECORDING ACTIONS AND OBTAINING FEEDBACK

During an emergency, volunteers will be assigned the tasks of logging actions. This enables actions to be captured and evaluated. Volunteers should not put themselves at risk at any stage.

In addition, volunteers will be assigned the tasks of capturing the extent of the emergency and measures taken, by photograph and video recordings.

All logging sheets and other evidence are to be passed on to the Community Response Group leads for analysis and safe keeping.

Immediately following an emergency, a debrief meeting will be held by members of the working group (and, if appropriate, emergency services) to define any further action required and gain immediate feedback.

Community members are invited to contact any member of the Community response Group (CRG) with feedback and comments. Evidence, actions and feedback will be evaluated during a further meeting of the CRG.

9. LIST OF PLAN HOLDERS

There are two versions of this Emergency Plan – a restricted version and an unrestricted version. The distribution of the restricted version is limited as it contains contact details of potential volunteers. The unrestricted version contains only contact details of emergency / statutory services and key leads within the community.

Formal copies of the Emergency Plan are held by the following:

Person	Restricted or unrestricted version of plan	Form – paper / electronic
Each member of the Community Response Group	Restricted	Paper and electronic
All parish councillors	Unrestricted	Electronic
Parish clerk	Unrestricted	Paper and Electronic
Village Hall key holders	Unrestricted	Electronic

In addition, electronic copies of the unrestricted plan may be provided to the neighbouring parishes or to parishioners on request.

10. PLAN REVIEW AND MAINTENANCE

In order to keep this plan up to date, contact lists will be revised as personnel changes occur. In addition, the plan will be reviewed annually during June, by the Community Response Group with the Parish/Town Council, to ensure that it adequately reflects the needs of the community.

Any changes to the plan will be noted on the Amendments page (page 1) and new versions of the plan distributed to formal holders of the plan. It is the responsibility of the plan holders to ensure that they retain and use the most up to date version of the plan.

Go back ←

Back to Step 4



EXAMPLES FOR YOUR PLAN

EXAMPLE OF A LEAFLET SUMMARISING THE PLAN.

Zoom in if you would like to see more detail

Hastingsbury Community's Emergency Plan

June 2009

Emergencies seldom occur in our community but it is a good idea to be prepared. Hastingsbury has therefore produced an Emergency Plan to show how we will deal with an emergency in our community, especially if the local authorities and emergency services are unable to attend immediately. Many residents have been involved in suggesting possible emergency situations and where pinch points might be in our community. Thank you also to all those who have put their names forward to be called upon to carry out tasks if we have an emergency and those who have offered resources - from snow shovels and pumps to four wheel drive vehicles and blankets. This document contains answers to some questions you may have about the plan.

What does the Emergency Plan contain?

It is a simple document that explains why a plan will be useful, what types of emergencies we think might happen, which areas of our community might be affected and how.

What can be done by a community?

Our community can play a part before, during and after an emergency. We can:

- Notify Emergency Services about emergencies
- Provide a single point of contact with local authorities and Emergency Services so that they are not inundated with 'phone calls and queries
- Receive and relay information to residents – either warnings about a potential emergency or information during an emergency
- Assist local authorities and Emergency Services with specific tasks
- Check on local people and help neighbours (but not put anyone at risk)
- If necessary, we could set up a temporary place of safety for people who are stranded or need accommodation. In Hastingsbury, this will be the village hall.

It is not the role of the community to take on the responsibilities of statutory agencies to save life, to take any risks to themselves or to cope for long hours without agencies' help and support.

Who has put together the plan?

The Hastingsbury Emergency Plan has been put together by an Emergency Planning Group of 6 people using the information provided by the community.

Is the plan now fixed?

No. The Emergency Plan for Hastingsbury is a working document and it will be altered when necessary e.g. if we feel we should consider any different emergencies, we will add them in.

What are the main emergencies that might affect Hastingsbury?

We have considered the following emergencies:

- Major road traffic accident
- Flooding – especially affecting Holly Lane residences
- Chemical spillage – on the road and in the Bury stream
- Heatwave
- Extreme cold
- Cut off of services – water, electricity
- Fire (especially in Northfield Woods)

The Emergency Planning Group, with the help of many Hastingsbury residents, has considered what might happen in each of these situations, who might be affected and where. We have come up with actions that we could take as a community in these situations and the resources we might need. Through a grant, we have purchased some basic resources such as sandbags and high visibility jackets. For some emergencies such as Foot and Mouth Disease, there will be clear directives from the government to tell our community what to do.

Who will set the plan into action?

The Emergency Planning Group will make the decision to activate the plan and there are members of the parish council on this group. The Emergency Planning Group will then liaise with Segbury District Council's Emergency Liaison Officer and the Emergency Services as necessary. The Emergency Planning Group will call people to help as and when necessary.

The three main contacts on this emergency planning group are:

MIKE HILL:

Old Manor Farm, HB2 8SY

T: 01589 653284

M: 0789 937028

JO SPIKE

3 The Evergreens, HB2 9SE

T: 01589 753948

M: 0780 995387

ALEX KNIGHT (Parish Clerk)

16 Lark Drive

T: 01589 298502

M: 0798 027497

These three people have given permission for their details to be provided in the emergency planning document and in this leaflet. Each of these three people also has a list of volunteers and resources available for use during an emergency to call upon and they keep this information securely.

Where can I see the full plan?

There are two versions of this Emergency Plan – a restricted version and an unrestricted version. The distribution of the restricted version is limited as it contains contact details of potential volunteers. The unrestricted version contains only contact details of emergency / statutory services and key leads within the community. Contact the parish clerk to see a copy.

What can I do?

- If you think you may be able to help in an emergency and haven't given us your details, contact Alex Knight (details above).
- You should have already received a copy of a leaflet entitled 'Emergency Advice for You at Home' and spare copies are available in the village shop and village hall. Look at the information in this and think about what you might do in your own home, as a few minutes of planning now could save you a lot of distress later on.
- Notify a member of the Emergency Planning Group if an emergency arises (you may have already notified the Emergency Services first).
- If an emergency happens, let Jo Spike or another member of the group know that you are available to help.
- Don't put yourselves or others at risk.



STEP 5 TESTING THE PLAN (AS A TRIAL OR FOR REAL)

Some communities simulate an emergency to test their plan. In other cases, it will be for real.

KEEPING RECORDS

In your plan, you will have a **logging sheet** to record actions taken by the community and you will have allocated this task to certain volunteers. The Co-ordination Lead is responsible for drawing all these together. An example of a **completed logging sheet** can be found here.

DEBRIEF

It is helpful to hold a 'debrief' meeting immediately after the emergency or trial to see what worked, what did not and what in the Emergency Plan needs to be adjusted. The community may want to suggest improvements to Emergency Services/ statutory authorities. This **list of key questions** may help with the debrief.

RECOVERY AFTER THE EVENT

The roles of the Community Response Group in the plan also include putting measures in place to give a kick start to the construction necessary after any possible destruction. These include thanking those involved, tidying up sites (removal of debris and signage as appropriate), care of volunteers and other people in the community and beginning any rebuild or making good community owned assets such as village halls or play areas.

HEALTH & WELLBEING OF COMMUNITY MEMBERS

Being involved in an emergency, whatever the outcome, can be a difficult experience for many people, whatever their role might have been.

The leaflet, '*Coping with the aftermath of a major Incident*' downloadable at: <http://www.gloucestershire.gov.uk/your-community/emergencies-and-your-safety/flooding-and-drainage/>

describes feelings that might be experienced immediately after the incident and in the following weeks, explains what people can do to help them cope and advises on professional help available.

GETTING PEOPLE INVOLVED



Gaining feedback

Feedback from working group members, volunteers, others in the community and emergency services will be useful and can be gained in a variety of ways. The simplest way is to ask people to pass on their comments to one of the co-ordinators, or to have a suggestions box or message board in a village hall, shop or pub.

Formal evaluation sheets can also be used with people who took part in the test.





EXAMPLE OF A COMPLETED LOG SHEET

Hastingsbury Log Sheet of Emergency Community Response Group – Co-ordination

Date	Time	Information / Decision / Action	Initials
06/02/08	08.00	Articulated lorry stuck on A12 junction with B 4238 at St John's church. Build up of vehicles in all directions. Traffic gridlocked. Minor smashes on A12 at Post Office. (Driver rang 999)	JS Co-ord
	08.10	Contacted Emergency Services and Highways. Received initial instructions for CRG and awaited further assessment. Called FT (Out and About) and MG (welfare) and CRG. Activated Plan.	JS Co-ord
	08.20	FT called out community works group to help man check points on incoming roads. Issued alternative route maps MG contacted volunteers from local playgroup to access baby facilities. Also opened village hall for Tea and Coffee. First Aid Point readied.	JS
	09.30	A12 traffic mostly rerouted, 2 cars removed to local garage for storage. Passengers picked up by relatives. B4238 considered clear by Police, except for church. Lorry recovery scheduled for 10.00am. Diversions kept in place till after recovery (see FT).MG reported First Aid not needed as Ambulance and local doctors managed scene. Hall clear-up started 9.20.	JS
	10.00	Recovery necessitated closure B 4238 again. Police managed; Works group not needed but FT attended, rest stood down. Informed Police of possible problem with milk tanker to Moat Farm (only 1 route).	JS
	10.40	All cleared up and gone. 15 minute debrief with leads from CRG. Thanks to all, collected log sheets. NB need to have substitutes available for leads CRG.	JS/FT/MG
09/02/09	18.00	Meeting with CRG to review and draft modifications to Plan. Received feedback email from Police. Clerk to carry out alterations and email round by 28/02/09. Note to add to Parish Council Agenda	CRG
15/03/09	18.00	CRG agreed amendments- noted at start of Plan – and put on March Parish Council meeting for adoption.	CRG/PC

home page

introduction

experiences of communities

start planning

contacts



Back to Step 5

Back to Start Planning

STEP 6 REVIEWING AND UPDATING THE PLAN



An Emergency Plan can never be 'set in stone' because it must be adaptable to new situations that may occur in your community and to changing

personnel. Having a structured process will allow you to consistently review your plan, e.g. having the plan as a standard agenda item at parish council meetings. Contacts lists should be updated when changes happen and checked annually and after new electoral registration.

Any changes in contact details for the CGR Leads should be notified to the District/Unitary Authority Emergency Planning Officer.



The other area to review is whether the emergencies are still relevant or if there are new potential emergencies or 'critical points' in the community – e.g. following new housing construction.

The community should be kept informed of changes to the plan.



[home page](#)

[introduction](#)

[experiences of communities](#)

[start planning](#)

[contacts](#)



GENERAL CONTACT INFORMATION FOR COMMUNITY EMERGENCY PLANS

ORGANISATION	TELEPHONE NUMBER	WEBSITE
Emergency Services	999	
Police (non emergency)	101	www.gloucestershire.police.uk
Gloucestershire County Council	01452 425 000 (Mon-Fri 8.30am-5pm)	www.gloucestershire.gov.uk
GCC Highways Team	08000 514 514 (24hr)	www.gloucestershire.gov.uk/transport
NHS 111 Service	111 (24hr) When medical help required but not 999 emergency	(NHS Choices) www.nhs.uk
Environment Agency		https://www.gov.uk/government/organisations/environment-agency
General Enquiries	03708 506 506 (24hr)	
Environment Incident	0800 80 70 60 (24hr)	
Floodline	0345 988 1188 (24hr)	
Water / Sewerage Companies		
Thames Water	0800 3169 800 (24hr)	www.thameswater.co.uk Interactive map of latest incident info www.thameswater.co.uk/thameswaterlive/index.htm
Severn Trent Water	0800 783 4444 (24hr)	www.stwater.co.uk Interactive map of latest incident info www.stwater.co.uk/my-supplies/live-updates
Bristol Water (NB Water supplier only- contact Wessex Water for sewerage issues)	0345 702 3797 (24hr)	www.bristolwater.co.uk
Wessex Water	0345 600 4 600 (24hr) Sewage Floodline 0245 850 5959	www.wessexwater.co.uk
Welsh Water	Sewerage services & emergencies 0800 085 3968	http://www.dwrcymru.com/
Gas Leaks any supplier	0800 111 999 (24hr)	www.nationalgrid.com
Electricity Distributors		
Western Power Distribution	0800 6783 105 (24hr)	www.westernpower.co.uk Loss of supply interactive map www.westernpower.co.uk/Power-Outages/what-s-Happening/Power-Cut-Map.aspx
Scottish and Southern Electricity	0800 072 7282 (24hrs)	www.sse.com/Home

introduction

experiences of communities

start planning

contacts



FURTHER TRAINING AND INFORMATION

The Health and Safety Executive has further guidance e.g. on manual handling, risk assessment etc

www.hse.gov.uk/index.htm

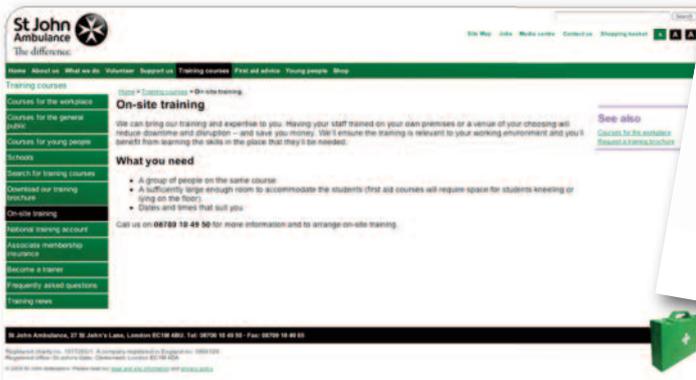
For First Aid training: Red Cross

www.redcross.org.uk/TLC.asp?id=75758

For information about the St John Ambulance go to

<http://www.sja.org.uk/sja/training-courses/on-site-training.aspx?>

Enquire from your District/Unitary Emergency Planning Officer whether there is training for networks of volunteers in your area.



EVALUATION FOLLOWING A TRIAL OR EMERGENCY

As well as a general discussion on “What went well... What needs improving...” focus on:

- Support required during and after the emergency / trial by members of the community and visitors

- Extent of damage to property – what might have been avoided and how

- Communications with statutory authorities including the emergency services - accuracy and availability of information and level of communications

- How well did communications work in the community between the various leads and other volunteers – accuracy and availability

- Availability of plan information

- Availability, preparedness and help by volunteers

- Availability and usefulness of resources, where used and gaps

- Quality and usefulness of information which was logged and recorded

- Key recommendations for improvements

[home page](#)

[introduction](#)

[experiences of communities](#)

[start planning](#)

[contacts](#)



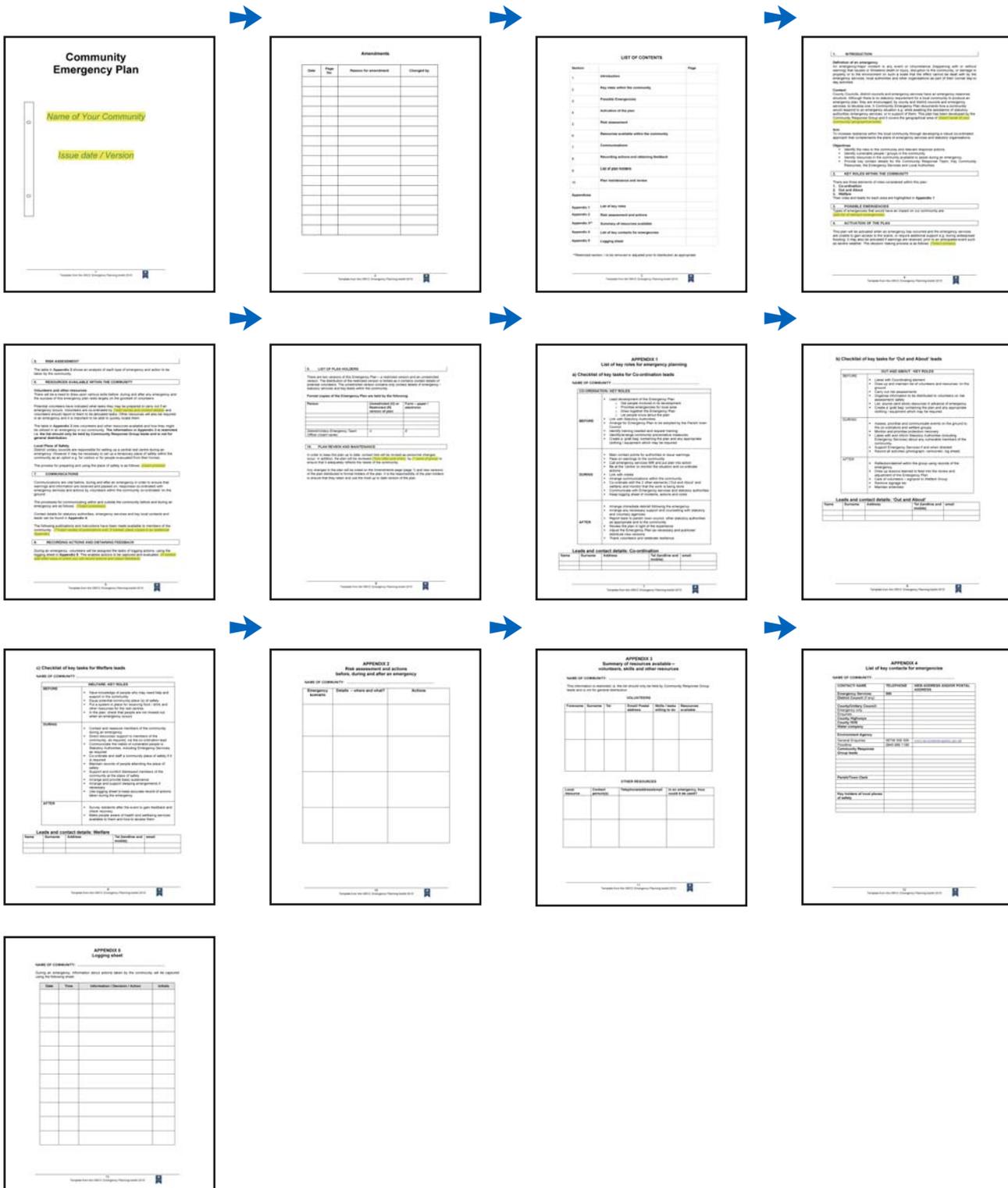
Community Emergency Plan template

These thumbnails give you a quick overview of what the emergency plan will look like.

[Click here](#) to download the full template. **OR**

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Community Emergency Plan' from the window below.

Green type in the template indicates where information should be added in the main body of the document.



introduction

experiences of communities

start planning

contacts



Appendix 1

APPENDIX 1 List of key roles for emergency planning

a) Checklist of key tasks for Co-ordination leads

NAME OF COMMUNITY

CO-ORDINATION-KEY ROLES

BEFORE	<ul style="list-style-type: none"> ▪ Lead development of the Emergency Plan <ul style="list-style-type: none"> ○ Get people involved in its development ○ Prioritise emergencies for local area ○ Draw together the Emergency Plan ○ Let people know about the plan ▪ Link with Statutory Authorities ▪ Arrange for Emergency Plan to be adopted by the Parish/ town Council ▪ Identify training needed and request training ▪ Identify/arrange community preventative measures ▪ Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required
DURING	<ul style="list-style-type: none"> ▪ Main contact points for authorities to issue warnings ▪ Pass on warnings to the community ▪ Call emergency services 999 and put plan into action ▪ Be at the 'centre' to monitor the situation and co-ordinate actions ▪ Link with media ▪ Arrange communications within the community ▪ Co-ordinate with the 2 other elements ('Out and About' and welfare) and monitor that the work is being done ▪ Communicate with Emergency services and statutory authorities ▪ Keep logging sheet of incidents, actions and costs
AFTER	<ul style="list-style-type: none"> ▪ Arrange immediate debrief following the emergency ▪ Arrange any necessary support and counselling with statutory and voluntary agencies ▪ Report back to parish/ town council, other statutory authorities as appropriate and to the community ▪ Review the plan in light of the experience ▪ Adjust the Emergency Plan as necessary and publicise/ distribute new versions ▪ Thank volunteers and celebrate resilience

Leads and contact details: Co-ordination

Name	Surname	Address	Tel (landline and mobile)	email



Template from the GRCC Emergency Planning toolkit 2015

Zoom in

Zoom out

fit to screen

This is a thumbnail of Appendix 1

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Appendix 1' from the window below.

Go Back

Appendix 2

APPENDIX 2
Risk assessment and actions
before, during and after an emergency

NAME OF COMMUNITY:

Emergency scenario	Details – where and what?	Actions

Template from the GRCC Emergency Planning toolkit 2015



This is a thumbnail of Appendix 2

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Appendix 2' from the window below.

Go Back

Zoom in

Zoom out

fit to screen

Appendix 3

APPENDIX 3 Summary of resources available – volunteers, skills and other resources

NAME OF COMMUNITY:

This information is restricted i.e. the list should only be held by Community Response Group leads and is not for general distribution.

VOLUNTEERS

Forename	Surname	Tel	Email/ Postal address	Skills / tasks willing to do	Resources available

OTHER RESOURCES

Local resource	Contact person(s)	Telephone/address/email	In an emergency, how could it be used?



This is a thumbnail of Appendix 3

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Appendix 3' from the window below.

Go Back

Zoom in

Zoom out

fit to screen

Appendix 4

APPENDIX 4
List of key contacts for emergencies

NAME OF COMMUNITY.....

CONTACT/ NAME	TELEPHONE	WEB ADDRESS AND/OR POSTAL ADDRESS
Emergency Services	999	
District Council (if any)		
County/Unitary Council:		
Enquiries		
County Highways		
County NHS		
Water company		
Environment Agency		
General Enquiries	03708 506 506	www.environment-agency.gov.uk
Floodline	0345 988 1188	
Community Response Group leads		
Parish/Town Clerk		
Key holders of local places of safety		



Zoom in

Zoom out

fit to screen

This is a thumbnail of Appendix 4

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Appendix 4' from the window below.

Go Back

ADJUSTABLE TEMPLATE

Scoring Technique for Assessing the Risk

Assessing the risk posed by emergencies using a scoring technique (Developed from information provided by Cotswold District Council)

Although the process of scoring risks is still subjective, some communities find this technique helpful. However, it is important to look at the results and consider whether they are sensible and match your gut feeling.

- Consider emergencies in your community in the past and what might happen in the future
- Think about types of emergency in terms of high, medium or low risk based on extent (how widespread might this be in terms of areas affected) and impact (loss of life, injury, damage to property)
- Allocate a score for each aspect (3 = high, 2 = medium and 1 = low)
- Multiply the extent score times the impact score for each emergency and this gives a score (an event that has a high extent and high impact scores 3 x 3 = 9) while an event without likelihood but medium impact scores 1 x 2 = 2.

Risk Assessment Table

Type of Emergency	Extent score	Extent notes	Impact score	Impact notes	Total

A way to involve more people in using this scoring technique is to paste up A4 sheets each titled with a different type of emergency. Give each person blue extent and red impact sticky dots and ask them to allocate up to 3 of each colour to each emergency. This information can then be collated. The information can be summarised as follows

EMERGENCY	ME	W

Template from the 'RCC Emergency Planning Toolkit 2.13'



This is a thumbnail of Scoring Technique for Assessing the Risk

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Scoring Technique for Assessing the Risk' from the window below.

Go Back

Zoom in

Zoom out

fit to screen

ADJUSTABLE TEMPLATE

Zoom in

Zoom out

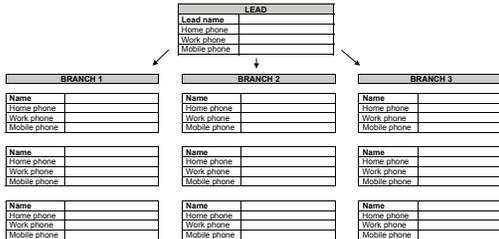
fit to screen

Emergency Telephone Tree

EMERGENCY TELEPHONE 'TREE' for

Place	
Date	

The telephone tree is intended for relaying phone messages in emergencies. If you get an answering machine or no response, skip to the next name down in the branch. The call cycle is complete when the last name on each of the branches returns a call to the Lead.



Template from the GRCC Emergency Planning toolkit 2015



This is a thumbnail of Emergency Telephone Tree

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Emergency Telephone Tree' from the window below.

Go Back

Evaluation Forms

Emergency Plan Test Exercise
Feedback from Community Response Group and volunteers

Name of community:
Date of test exercise:

Thank you for taking part in the recent emergency plan test exercise. We would be grateful if you would give us some feedback on how things went so please complete the questions below and return the form to ***

Name and contact details*(optional)*

Would you like us to contact you in response to your feedback? Yes/ No
If yes, please ensure you have supplied your name and contact details above

Please tick (Scale 4 highest, 1 lowest)		4	3	2	1
1	How useful did you find the exercise?				
2	How well were you prepared for the exercise?				
3	Rate the quality of the exercise				
4	Were sufficient resources available for you to care for evacuees and fulfil your role?				
5	Useful recommendations you suggest				
6 Additional comments					

Template from the GRCC Emergency Planning toolkit 2015 

This is a thumbnail of Evaluation Forms

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Evaluation Forms' from the window below.

Go Back

Zoom in

Zoom out

fit to screen

Examples of a Community Questionnaire

Example of a community questionnaire
Developed from a template produced by Cotswold District Council

Community Emergency Plan
Can you offer help before, during or after an emergency?
Please complete this questionnaire to let us know how you might be able to help this community in an emergency.

Please return to by.....
Your name: _____
Address (include postcode): _____
Email: _____ Telephone: _____ Mobile: _____

How can you help?

Do you have any of the following skills that you are prepared to offer in an emergency?

Please tick

Doctor	Builder	Mechanic
Pharmacist	Plumber	Corgi Gas Installer
Nurse	Electrician	Fire Fighter
First Aid	Engineer	Catering
Administrative	HGV License	Counselling
Amateur Radio	Plant Operator	Vet
Other (please describe)		

Do you have any of the following that you are prepared to offer for use in the event of an emergency? Please tick

Tractor	JCB	Radio transmitter
Trailer	Lifting gear	Portable heater
4x4 Vehicle	Generator	Gas cylinders
Emergency Lighting	Portable pump	Mobile water tank
Chain saw	Camp Beds	Blankets/Pillows
Other (please describe)		

Would you be prepared to offer temporary accommodation to people and/ or pets in the event of an emergency? If yes how many

People	Dogs	Cats	Other
--------	------	------	-------

Do you have an alternative water supply?

Well	Spring	Other
------	--------	-------

Do you have an alternative form of heating/lighting?

Generator	Oil	Paraffin Heater
Wood	Lantern	Other

What cooking facilities do you have?

Electricity	Gas	Other
-------------	-----	-------

What type of property do you have?

House	Bungalow	Caravan
Farm	Flat—ground floor/upper	Other

Template from the GRCC Emergency Planning toolkit 2015

This is a thumbnail of Examples of a Community Questionnaire

Zoom in

Zoom out

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Examples of a Community Questionnaire' from the window below.

fit to screen

Go Back

ADJUSTABLE TEMPLATE

First Thoughts

Name of Community:

FIRST THOUGHTS: INVESTIGATING POTENTIAL EMERGENCIES IN YOUR VILLAGE/ PARISH/ TOWN

Type of emergency	Effect of emergency - where and who might be affected and level of seriousness	What could be done by the community before, during and after	What resources might be available to help in the community (and what extra resources might be needed?)

Template from the GRCC Emergency Planning toolkit 2015



This is a thumbnail of First Thoughts

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'First Thoughts' from the window below.

Go Back

Zoom in

Zoom out

fit to screen

ADJUSTABLE TEMPLATE

Volunteer Sign Up

.....Community Emergency Plan

Volunteer sign up sheet

Could you help our community before, during or after an emergency?

Thank you for showing interest in our local community emergency plan. We are trying to put together a list of local people/resources available in emergency. Please indicate how you can help, and what skills or resources you could offer. This list will be restricted i.e. only kept by Community Response Group

Name	Tel	Email/postal address	Offer of help – tasks willing to do	Skills/resources useful in emergency

Template from the GRCC Emergency Planning toolkit 2015

Zoom in

Zoom out

This is a thumbnail of Volunteer Sign Up

[Click here](#) to download the full template.

OR

If you aren't connected to the internet, [click here](#) and select the Microsoft Word document 'Volunteer Sign Up' from the window below.

fit to screen

Go Back

DIGITAL STORIES: FLOOD MEMORIES



Story Title	Length mins	Story Summary
Abbey Terrace – a village	2:28	A resident of Abbey Terrace describes the severe flood of 2007 and the friends and neighbours who helped (and continue to help) so that flooding is less of an ordeal and 'just something you live with.'
Joanne's Album – having the record	2:43	A resident describes the value in re-telling the flood stories, having personal flood records. "When we die our kids are going to fight over these folders...books with all of those dates." Issues are described around digital archiving and the importance of backing up files.
Our Generation	3:47	The different reactions from generation to generation are compared. "I think our generation are much more materialistic. I think the older generation have got a better spin on it because as long as your safe and your family are safe; houses can be replaced and cars can be replaced I think that was just their attitude."
Where's the Bureau?	2:12	An older couple reflect on the experience of living in a caravan after the floods, then having a whole newly built house and adjusting to life without their old, familiar furniture.
Twelve Things to Prepare	2:22	The three women who have experienced floods before describe items to prepare, organisations to contact and things to watch out for in the event of floods.
Cooperation/Anticipation	2:36	The advantages of a close community – milkman and postman make arrangements to help out vulnerable people during floods. Bottle of milk left on the bonnet of the car.
Tewkesbury Spirit	3:24	Using the media to communicate with his family; helping to pump out the local old people's home; explaining the 'Tewkesbury spirit' to a foreign journalist.
People in the village help each other	3:02	A description of a very close-knit, rural community who all know each other as they respond to the needs of the old and vulnerable.
The Media Circus of 2007	2:21	Chris describes his days in Westgate during the 2007 flood and encounters with various media reporters.
Positive Reflections	5:31	The beauty of the floods – shimmering water, frogs. An alternative view to the mainly negative story that was put forward by the media during the 2007 floods.
Alney Island Flood Action Group: Community	3:24	Getting to know neighbours during the 2007 floods. The forming and evolution of the local flood group following the flood.
Saving the Parker Knoll	1:15	Preparing for the flood; using flood bags in the living room in the midst of a flood.
The Floods in Harder Times	1:44	A 1947 Floods story from Tewkesbury Abbey; the story goes on to tell how Jo's dad tried to have a bath. The story is reminder of harder times in relation to managing water in the domestic space.
An Advantageous View	1:48	Pam covers her re-use of water for the toilet, and the tractor and trailer journey that tours flooded Gloucester, Alney Island. Local farmer provides a taxi service during the floods. This is a classic resilience story.

next

Back to Page 6

DIGITAL STORIES: FLOOD MEMORIES

Story Title	Length mins	Story Summary
Knowing the River	1:15	Using local knowledge alongside the Environment Agency's tide handbook to prepare for floods. The benefits of knowing the effects of wind direction on local conditions.
Friendship in the Flood	1:46	Newtown Women's Institute. During 2007 floods our members from a previously unknown WI group came together to help those who were flooded. Various items were also gathered and distributed by other WI groups.
Photographic Flood Marks	1:07	A photographer who went into Tewkesbury during 2007 floods to see the effect on my business. "I had access to the town and unlike the media camped on the edge of town, I was in the middle". A local recording a neutral perspective, not misery.
Memories of Sabrina	1:22	"In 1947 I was 9 years old. Going to the lake and seeing how high the water had risen, I became interested in the history of Tewkesbury floods and I collect records. The history is part of me."
A Community	0:48	The differences in flood times of close communities and less-close communities.
Home to deal with the floods	2:16	Reflects on a difficult journey home on foot during the 2007 floods and arriving to find a flooded house; moving furniture to higher ground but 'getting on with it'.
Corner of the wall	1:16	Bruce talks to a photograph of four people pointing to four separate historic flood marks on a wall within his business's car park.

For more detail see: esrcfloodmemories.wordpress.com

home page

introduction

experiences of communities

start planning

contacts

