

GWASANAETH CYNLLUNIO AT
ARGYFWNG RHANBARTHOL
CYNGHORAU Gogledd Cymru
NORTH WALES COUNCILS
REGIONAL EMERGENCY
PLANNING SERVICE

Community Emergency Plan Guidance

This guidance has been produced by North Wales Councils - Regional Emergency Planning Service (NWC-REPS) on behalf of:



CONTENTS

- 1 Disclaimer
- 2 Introduction
- 3 Objectives
- 4 Community Resilience Profile and Demography
 - a) Key access routes
 - b) Main rivers
 - c) Streams
 - d) Risks
- 5 Community Resilience Team
- 6 Warning and Informing
 - a) Available networks
 - b) Radio (local national)
 - c) Neighboring contacts
 - d) Telecom cascade
- 7 Community resources
 - a) Resource box
 - b) Locations of interest
 - c) Known skills and resources
 - d) Rendezu point
- 8 Recovery
- 9 Lessons learnt
- Appendix
 - Appendix 1: Record of amendments
 - Appendix 2: Distribution list
 - Appendix 3: Useful contacts
 - Appendix 4: Agenda
 - Appendix 5: Action card

Disclaimer

This template has been produced by the North Wales Councils Regional Emergency Planning Service (NWC-REPS) to assist communities in preparing for an emergency within their community. The Local Authorities will not be held responsible for any damage, loss or injury to person/s or property as a result of this template.

Introduction

Local emergency responders will always have to prioritise those in greatest need during an emergency, focusing their efforts where life is in danger. There will be times when individuals and communities are affected by an emergency but are not in immediate danger and will have the resources and /or capabilities to look after themselves and each other for a period until necessary external assistance can be provided.

It is not expected that the public take unnecessary risks during an emergency.

In the UK under the Civil Contingencies Act 2004 an emergency is defined as: “An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies”

Although there is no statutory responsibility for communities to plan for, respond to, or facilitate recovery from emergencies, it is good practice for a Community to identify hazards and make simple plans on how they could respond to them. North Wales Councils Regional Emergency Planning Service (NWC-REPS) has therefore produced a Community Emergency Plan template, which can be used entirely, or in part, to help a Community document its arrangements.

The Community Response Team (CRT) concept (see Page 4) has been formed to assist the activation of the Community Emergency Plan (CEP) and to assist the emergency services wherever possible, prior to, during and after an emergency event.

Please contact us on enquiries@nwc-reps.org.uk if you require any assistance in developing your plan.

Aim

The aim of this guidance is to guide communities through the template to enable the development of a robust co-ordinated approach to an incident that complements the plans of responding agencies.

Objectives

- Identify the risks most likely to impact the community as per North Wales Community Risk Register, which can be found at <https://www.nwc-reps.org.uk>
- Identify relevant steps to mitigate and respond to emergency situations, including warning the community as required.
- Identify community resources available to assist during an emergency
- Provide key contact details for the Community Response Team, Key Community Resources, the Responding Agencies and Local Authorities.
- Provide information and assistance to the Emergency Services if required.



Community Emergency Plan

Community / Town:
County:
Community Response Team Leader:
Version Number & Date:

If you are in immediate danger call 999

Community Profile

Resident Population	Total:
Maximum Tourist Population	

Community Key Access Routes (including main bridges)

Main Rivers within the area

Streams within the area

Risks to the Community

	Potential impact on the community	What can the community group do to prepare?
Flooding	<ul style="list-style-type: none"> • Flooding of local streets • Blocked access to town hall • Damage to property 	<ul style="list-style-type: none"> • Encourage residents to improve home flood defences • Work with local emergency responders to see if they can help with distribution of flood warnings and any evacuation and rest centre establishment required • Find out what flood defences exist or are planned in the area
Total or partial loss of gas		
Total or partial loss of electricity		
Total or partial loss of water		
Total or partial loss of telephone		
Severe Weather		
Pandemic Influenza		
Major Fire		
Loss of road access		

Community Response Team

A Community Response Team (CRT) should be established before an emergency in order to pre plan for, and coordinate the community's response to an emergency. The CRT to include identified volunteers from the community who are willing to be engaged in the planning and response processes to an emergency, and also to consider which tasks should be delegated to team members as appropriate.

The role of the CRT:

Before an Incident

- Develop the Community Emergency Plan
- Ensure that the plan is regularly reviewed and updated
- Report annually to the community detailing if the plan has been activated and highlighting any changes of the CRT members.

During and Post Incident

- Act as a focal point for the community in the response to an emergency
- Ensure that the appropriate authorities and individuals are notified
- Communicate important messages to the community
- Delegate specific roles to others on the CRT
- Activate resources as required
- Act as the main community contact point for the Local Authority and the Emergency Services, before, during and after an emergency to ensure that two-way communication is maintained.

All members of the Community Response Team should:

- Reside in the community
- Have good local knowledge
- Be able to activate the support of the community and speak on behalf of the community
- Ensure that the vulnerable are provided with additional assurance during an emergency
- Ensure that communications are maintained within the community and Local Authority
- Ensure that confidentiality is maintained where necessary
- Maintain his/her own action log in the event of an emergency
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required
- Have sufficient knowledge of the plan to act as Community Response Team Leader in their absence
- Support the Community Response Team Leader in carrying out their role

Community Response Team

A Community Response Team (CRT) should be established before an emergency in order to pre plan for and coordinate the community’s response to an emergency.

They are also responsible for keeping the plan up to date.

Role	Name	Telephone	Mobile	Address
Community Response Team Leader				
Deputy				
Team Member				
Team Member				
Team Member				

Community Response Team Member Details Form

Please provide your contact details to be included in the Community Emergency Plan as a Community Response Team Member:-

Name	
Address	
Telephone No.	
Mobile No.	
Any other relevant info	

I understand that my personal data will be kept by _____ Town/Community Council within copies of the Community Emergency Plan held by members of the Community Response Team and that it will only be accessed in the event of an emergency situation for purposes of responding to that emergency and/or in any future emergency planning. _____ Town/Community Council will only process your data for the time you are a member of the Community Response Team.

You have the right to request a copy of the information that is held about you. You may also ask us to remove or correct any inaccurate data.

Email - enquiries@nwc-reps.org.uk

Telephone - 01352 702124

Signed	
Date	

Available Mobile Phone Networks within the Community

Network	Coverage (Good, Average, Poor)	Black Spots
O2		
Vodafone		
EE		
Three		
Other:		

Local Radio

The local radio will communicate relevant public advice so it is important to TUNE IN!

Station	Frequency
BBC Radio Wales www.bbc.co.uk/radiowales	93.9 - 95.9, 103.7, 103.9FM
Radio Cymru www.bbc.co.uk/radiocymru	92.4 - 94.6, 96.8, 103.5 - 104.9FM
Heart FM www.heart.co.uk	105.7, 107.2FM
Capital Cymru https://www.capitalfm.com/	103.0FM
Capital North West and Wales https://www.capitalfm.com/	96.3, 97.1, 103.4FM
Other:	

Neighbouring Communities Contacts

Listed below are the contact details of neighbouring communities that may be able to provide help and assistance during an emergency:

Community/ Town Council	Contact Person	Preferred method of contact	Community Emergency Plan? (Yes or No)

Methods for Warning and Informing your Community

Listed below are methods for distributing information within the community.

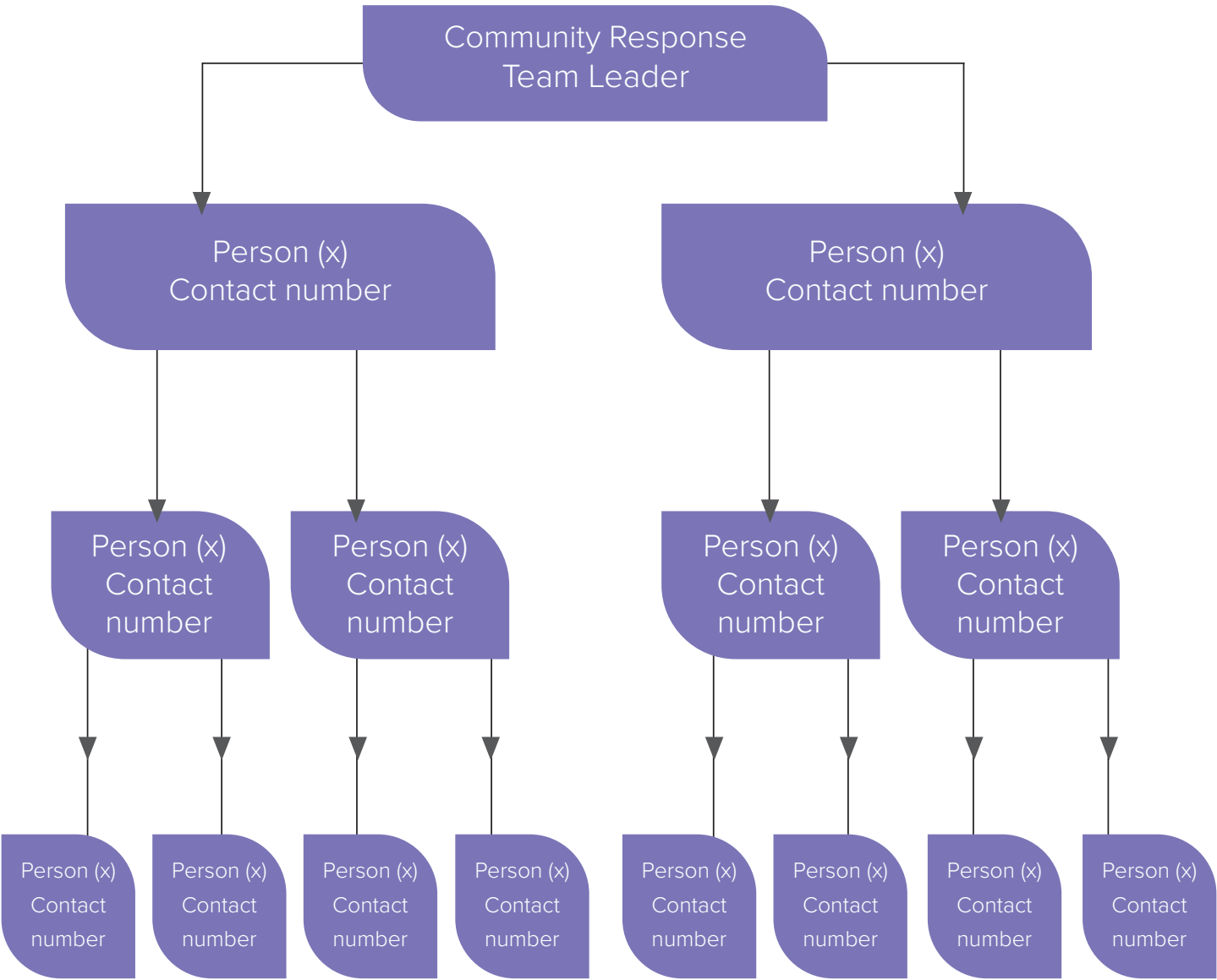
Method	Responsible person/contact
Twitter	
Facebook	Community Facebook groups
Website	Community web pages
Noticeboards	
Other:	Nextdoor' private social network app (https://nextdoor.co.uk/)

Communication Cascade

The Communication cascade works as a pyramid with the Community Response Team Leader at the top making the first action to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.

This can be done via telephone call, text message or messenger app on smart phones.

Example:



Insurance and Health & Safety

When thinking about how community members can help, and the assets and resources needed, insurance issues need to be considered.

Many communities see insurance and liability as a barrier to preparing their community for emergencies. A common-sense approach to helping each other is required.

Please do not put yourself or others at risk when preparing or using your plan. For more information regarding insurance issues please refer to **www.abi.org.uk**.

Provision of funding and resources

- Further guidance is provided within the government document Preparing for Emergencies - Guide for Communities at <https://www.gov.uk>.
- Communities do not need to invest significant amounts of money to become prepared.
- Enquire if a local business might be willing to provide sponsorship or support in some form and some charitable organisations also offer grants for community activities.
- The valuable investment in this process comes from the time given by community members to consider how best to prepare themselves.
- Maps of your community area can be obtained from the internet and your County Council website. If you are having difficulty in organising this, please contact NWC-REPS for advice.

EMERGENCY BOX

Communities should prepare and maintain an emergency box. It is important that the box be kept in a secure building that could be accessed by an appropriate community member during an incident. Set out below is the location and contents of your community emergency box:

Suggested Contents
Items
Up to date copy of this plan
Hi Viz Vests
First Aid Kit
Maps of the Area
Basic stationery - pens, notepads/books
Torch (wind up/Battery powered + spare batteries if required)
Radio (wind up/Battery powered + spare batteries if required)
Other (Please specify)

Emergency Box

Location	
Address	Contact Information

Contents	
Items	Checklist (tick)

Locations of interest

This section lists establishments that may be particularly vulnerable to emergencies such as care homes, schools, caravan parks etc.

Community Skills and Resources

Set out below is a list of equipment and resources which may be utilised during an emergency. Some of the equipment may require specialist skills/training and the use of appropriate safety equipment.

Listed below are individuals who are willing to volunteer their specialist knowledge of practical skills and time during an emergency.

It is extremely important that volunteers understand that during an incident they should:-

- Not endanger themselves or others
- Assess the risk prior to any activity they undertake
- Ensure their contact details are kept up-to-date
- Be prepared to act quickly

Skills & Resources	Name	Location	Contact no.	Additional Information
<i>De-fib trained member of the community</i>				
<i>First aid trained member of the community</i>				
<i>Useful resources within the community. E.g. generator, tractor, lighting facilities</i>				

Key locations identified for use as places of safety

The following buildings have been identified as places of safety for residents to move to during an incident.

Building	Location	Potential use in an emergency	Contact details of key holder
<i>Leisure centres</i>			
<i>Schools</i>			
<i>Community centres</i>			

In some instances the Local Authority may establish a Rest Centre near to or in your community in the event of an organised evacuation of homes.

Note: Depending upon the nature of the emergency evacuees may be transported to an alternative longer-term site, or found alternative accommodation for the initial duration of the emergency.

Remember that Evacuees may be tired, wet, distressed, sick, hungry or in shock. This may cause them to display abnormal behaviour, e.g. be aggressive.

Identify quickly anyone having special needs and see to those immediately; medical welfare, disability, age, nursing mothers- anyone needing any form of additional assistance for any reason.

Be alert for symptoms of delayed shock or severe stress.

Keep everyone informed frequently and regularly of what is happening with non-confidential, approved information.

Treat everyone as an individual, having different rights, attitudes and needs.

Plan Maintenance

The CRT should meet to discuss the community's resilience arrangements at least on a six monthly basis.
A full review of the plan by the CRT should be carried out annually to ensure that the contact numbers are still correct.
Once the plan has been completed/reviewed, please could you notify NWC-REPS (enquiries@nwc-reps.org.uk)

Post Incident Debrief

It is important to have a post incident debrief to identify any lessons to be learnt and good practice for capture in future plan reviews. (See Page 18 in template Community Emergency Plan).

Post Incident review

It is good practice to undertake a review after an emergency to ensure your plan is fit for purpose and any actions that are needed to improve your community's resilience.

If you have any concerns that need escalating, please pass them on to your Local Authority.

Things to consider: -

In what capacity were you involved?

What aspects of the CEP worked well and should be highlighted as good practice?

What aspects of the CEP did not go well and need further development?

What amendments to the CEP are needed?

Record of Amendments

It is vital that you review and exercise your emergency plan regularly to ensure that it is up-to-date and fit for purpose. Ensure any amendments are recorded here.

Amendment List

Date	Details of Amendment	Name

Distribution List

Contact Details / Useful Organisations

Organisation	Role	Contact No.
Local Authority	Out of hours service – to provide information on plan activation	
Police	101 Non-emergency number 999 Emergencies only	
Fire	999 Emergencies only	
Ambulance	999 Emergencies only	
DCWW Water DCWW Sewerage	0800 052 0130 0800 085 3968	
Scottish Power	105	
National Grid (Gas)	0800 111 999	
Electricity		
Other Useful Numbers / Websites		

Community Response Team Initial Meeting Agenda

Community Response Team Agenda

Date:	Time:	Location:
Welcome & Introduction		
Overview of the incident so far	<p><i>What is the current situation?</i></p> <p><i>Location of the emergency. Is it near:</i></p> <ul style="list-style-type: none"> • A school? • A vulnerable area? • A main access route? • Type of emergency: • Is there a threat to life? • Has electricity, gas or water been affected? 	
Plan activation/Resources	<p><i>What resources do we need?</i></p> <ul style="list-style-type: none"> • Food? • Off-road vehicles? • Blankets • Shelter? 	
Vulnerable people	<p><i>Are there any vulnerable people involved?</i></p> <ul style="list-style-type: none"> • Elderly • Families with children 	
Actions	<p><i>Who is going to take the lead for the agreed actions?</i></p> <p><i>What actions can safely be taken?</i></p>	
Emergency Services	<p><i>Establishing contact with the emergency services</i></p> <p><i>How can we support the emergency services?</i></p>	
A.O.B	<ul style="list-style-type: none"> • Any other issues? 	

Emergency Action Check List

Action		Complete
1.	Where an emergency is possible or anticipated monitor the situation and warn members of the CRT and community as appropriate. Be prepared to respond urgently.	
2.	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
3.	Contact and inform Local Authority.	
4.	<ul style="list-style-type: none"> • Contact other members of the Community Response Team and members of the community that need to be alerted by agreed method. • Households affected. • The Town & Community Council via the Town or Community Clerk. • Key holders as appropriate. 	
5.	If necessary, call a meeting of the Community Response Team but ensure the venue is safe and people can get there safely.	
6.	Make sure you take notes and record actions from the meeting.	
7.	When the emergency services attend, the Community Response Team Leader should make him/herself available if possible.	

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



**GWASANAETH CYNLLUNIO AT
ARGYFWNG RHANBARTHOL**
CYNGHORAU Gogledd Cymru

**NORTH WALES COUNCILS
REGIONAL EMERGENCY
PLANNING SERVICE**