

Atherstone Town Council Community Emergency Plan

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Update Schedule:

Plan Date: July 2012	Update Due: July 2013	Nominated person: Graham Day
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Section 1

Introduction

This plan has been developed by Atherstone Town Council in conjunction with Warwickshire Emergency Planning Unit and North Warwickshire Borough Council.

Nearly all emergencies affecting the local community will be dealt with routinely by a joint response from the emergency services, local authorities and utility companies. However, in extreme conditions such as snow and flooding, there is a possibility that the emergency services and other agencies may be overwhelmed and not be able to reach us immediately. In such circumstances, the initial response will rely entirely on local people. This plan will enable the community to respond to a major incident/emergency, whilst awaiting the assistance of the Emergency Services and the County or Borough Council.

Definition of an Emergency/Major Incident

Defined in the Civil Contingencies Act 2004:

“emergency” means an event or situation which threatens serious damage to

- human welfare in a place in the United Kingdom
- the environment of a place in the United Kingdom
- the security of the United Kingdom or of a place in the United Kingdom.

Aim of the Plan

The plan has been designed to enable the Parish Council to identify the immediate actions they should consider during an emergency. These actions may assist the community in reducing the impact an emergency can have until further assistance has been received.

The aim of the plan is to:

- Provide a framework for Parish/Town Councils to deal with the initial impact of an emergency on the local community, particularly when outside assistance from the emergency services and local authorities is delayed.

Objectives of the Plan

The key objectives of this plan are to:

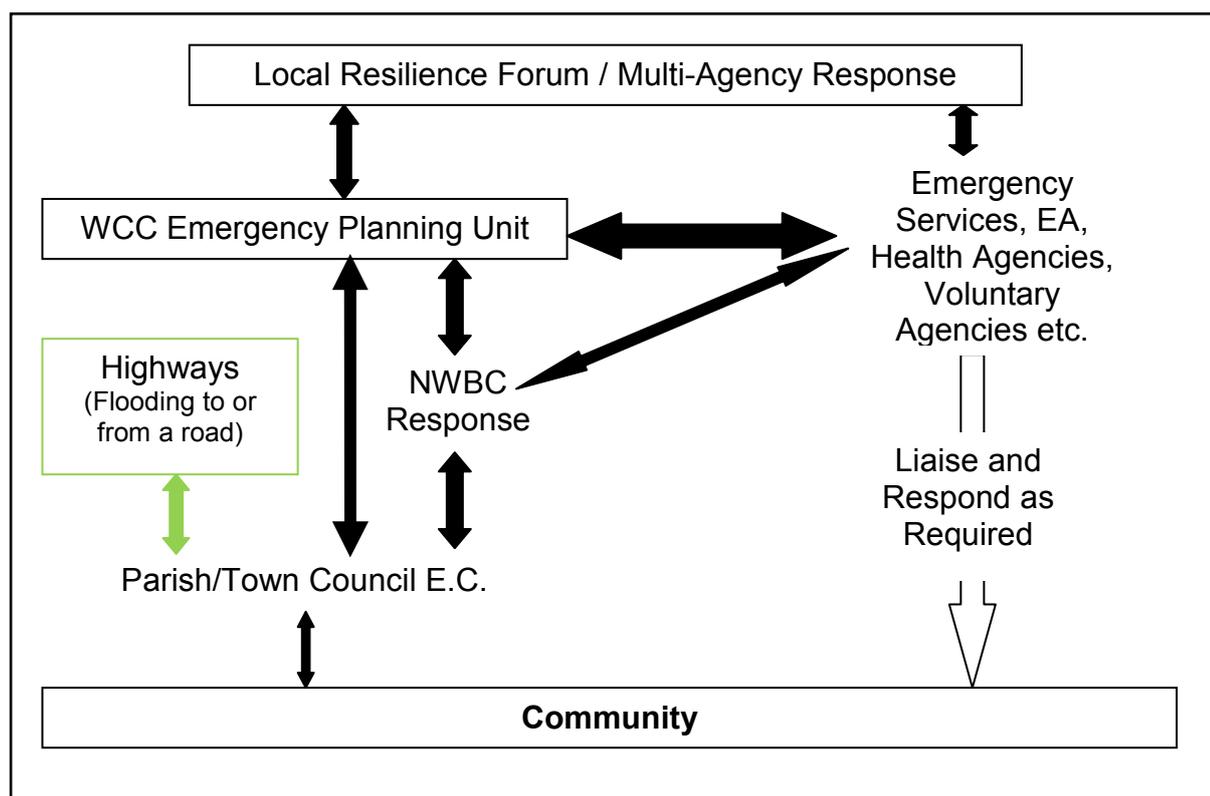
- Identify resources in the community available to assist during an emergency
- Identify local people and organisations who may be able to assist during an emergency
- Identify vulnerable people in the community and develop arrangements to assist them

- Provide relevant and timely local information throughout the emergency
- Provide key contact details for the Parish Council Emergency Team, key community resources, the emergency services and local authorities
- Establish local co-ordination arrangements for dealing with the impact of the emergency at the local level
- Open and run local rest centres as necessitated by the circumstances of the emergency in conjunction with Warwickshire Emergency Planning Unit

This will include the provision of action sheets and aide memoires to assist members of the Council in fulfilling these roles.

Warwickshire Countywide Emergency Planning Structure

Warwickshire County Council, North Warwickshire Borough Council and the emergency services have an emergency response structure. The diagram below illustrates how the Parish Council plan fits into this structure. Remember to make note of and follow all guidance and instructions from the emergency services and the Borough and County Council.



Types of Emergencies

Types of potential emergencies that may impact our community are:

- Heavy snow
- Flooding

- Other Severe Weather events e.g. storms and gales
- Electricity or Gas failure
- Road Accident
- Fire/Building Collapse
- Terrorist Activity
- Major Gas Leak or Explosion
- Disease

Parish/Town Council Role in an Emergency

Parish and Town Councils can be a focal point within the community and could be a direct line into the community for the Emergency Planning Unit and the local Borough Council

In an emergency, the Emergency Planning Unit will attempt to contact the local Council as necessary to discuss ways in which the Council might assist. This 'role' could include:

- Providing "local knowledge" for the Emergency Services
- Establishing a co-ordinating link with Parish/Town Councillors and local Voluntary Groups as necessary
- Relaying information and instructions to the local community
- Providing information about persons who may have special problems during an emergency i.e. the elderly and the infirm
- Ensuring that any premises owned by the Council which may be required for emergency use are available, e.g. the village hall
- Assisting and organising local help if required to set up evacuation centres, feeding centres, information and enquiry points

This Plan will help the Parish Council to fulfil these roles and sets out useful information for both the local authorities and the Parish/Town Council for use in an emergency. The trigger for the agencies mentioned within this plan will be mainly through the Emergency Planning Unit, but could come from the Parish Council if they are the first to become aware of the emergency.

Contact Arrangements Before and During an Emergency

On a day-to-day basis, the link for the Parish Council on emergency planning issues is to WCC Emergency Planning Unit. The EPU will assist the Parish Councils in the development of their emergency plan and in ensuring they are regularly updated in the following way:

- Assisting and supporting Parish Councils with advice on the production of their emergency plans
- Engagement with parishes on emergency planning issues, including presentations at Parish Council Meetings when requested
- Sharing of information within the plans
- Annual reminders for updating the plan
- Maintaining a data base of all plans produced
- Communications links with County and Borough in the planning process, the start of an emergency, during the emergency and during the recovery phase

Once an emergency has occurred, the local authority link for the Parish Council switches to the Borough Council as they will deal with the day-to-day issues affecting the local community during the emergency, whilst letting County deal with the bigger picture and support to the Borough Council. The recovery phase is also very much borough lead.

The Parish Council or Parish Council Emergency Committee

In the absence of the emergency services, the Parish Council or Parish Council's Emergency Committee will lead the community response and act as central point for information and communication for the community, emergency services, County and Borough Councils.

Activation of the Plan

This plan will be activated when an emergency has occurred and when it is obvious that the normal emergency response by the emergency services will be overwhelmed e.g. widespread flooding. It may also be used in smaller incidents at the request of Warwickshire Emergency Planning Unit, when a lesser response may be needed from the Parish Council.

Any member of the Parish Council may activate the plan if they become aware of an emergency situation or a member of the local community contacts them about a situation. Once notified the Councillor must call 999 and inform the emergency services of the situation and give the following information:

- Your name
- Your contact number
- Details of the incident
- Location

- Estimated casualties (walking wounded or more severe)
- Hazards and road blockages

He/she will then alert the Parish Clerk or Chair who will organise an emergency meeting of the Parish Council Emergency Committee.

The venue for the meeting will usually be *** but if the emergency prevents access to the building, then the meeting should be held in a safe location with safe access e.g. access roads not flooded, etc.

Parish Council Emergency Committee Meeting Agenda

At the Emergency Committee Meeting the following are items that may need consideration:

- If there is an immediate threat to life call “999”
- Location of the emergency – near a school, vulnerable area, main access route etc
- Type of emergency – is there a threat to health? e.g. is there a smoke cloud heading towards houses? Flood water rising? No electricity/gas during the winter (hypothermia) etc
- Are there any vulnerable people involved? e.g. elderly, or mothers with young babies with no heating, people cut-off by flood waters etc
- What actions are required?
- What resources are required?
- What information has been given out by the radio from WCC. The Borough Council or emergency services etc. e.g. expected time of arrival/assistance, safety advice etc.
- Organisation of the Parish Council to deal with local issues
- Temporary arrangements if outside assistance will be delayed

Notifying Warwickshire County Council’s Emergency Planning Unit

As soon as the decision has been made that the Parish Council needs to provide a community response, Warwickshire County Council Emergency Planning Unit must be notified that the plan is being activated.

The Emergency Planning Unit have a 24hr, 365 day single point of contact for all agencies, including the Borough Council, utilities and voluntary agencies.

Rest Centres

In the event of an emergency where people are required to leave their homes, the Emergency Planning Unit will set up rest centres in pre-identified locations. They have emergency procedures in place to do this. However, circumstances may dictate that a more local response is required, particularly in cut-off situations. In that case, the local village hall or community centre may need to be utilised. Guidelines for doing this are contained within Section 4 of this emergency plan.

Location of Rest Centre

WCC Rest Centres located in Borough Council area:

Coleshill School, Coventry Road, Coleshill
Kingsbury School, Tamworth Road, Kingsbury
Polesworth High School, Dordon Road, Dordon
Hartshill School, Church Road, Hartshill
Queen Elizabeth School (upper), Witherley Road, Atherstone
Atherstone Leisure Complex, Long Street, Atherstone
Coleshill Leisure Centre, Park Road, Coleshill

Other local premises that may be used as a rest centre:

Communications

The Parish Council (through the Emergency Committee) will communicate and notify the community via the following methods:

Type	Where Available
Written	Updates will be placed on the following notice boards; Village Hall Village Notice Boards Church Notice Boards Cemetery Notice Board Library Parish Council web site Local Shops and Public Houses
Verbal	Community Briefings/Meetings

Note: during emergencies the mobile phones and landline phones may become jammed and therefore should not be relied upon.

Generic Emergency Action Check list

	Action	Initials	Date & Time	Completed
1	If an emergency is reported to a member of the Parish Council by the community and it is possible that the emergency services are not aware, call 999 as soon as possible			
2	<p>Contact and inform Warwickshire County Council Emergency Planning Unit and the Borough Council</p> <p>Take note of any safety advice given to you and discuss at the Parish Council's Emergency Committee Meeting</p>			
3	<p>Keep a log and record:</p> <ul style="list-style-type: none"> - Any decisions made and actions taken - Who was spoken to and what was said - Any information received 			
4	Contact the other members of the Parish Council, volunteers and key holders as appropriate			
5	Organise a Parish Council Emergency Committee Meeting (via the Chair or Clerk) in a venue which is safe from the emergency with safe access routes			
6	<p>Decide actions to undertake e.g. consider the need for:</p> <ul style="list-style-type: none"> - Shelter - Visiting and checking on vulnerable people - Warm place - Distributing sandbags - Providing blankets, 			
7	<p>Decide how to inform the community of the emergency and actions being undertaken</p> <p>Inform the community of any advice given to you from the County and Borough Councils or the emergency services</p> <p>Request the community to tune in to the local radio</p>			
8	Inform the Emergency Planning Unit and Borough Council of any decisions that have been made			

9	<p>Remember to liaise regularly with the County and Borough Councils to maintain the safety of the community.</p> <p>If at any time an immediate threat to life occurs or is likely to occur, call 999.</p> <p>Remember that all reasonable steps must be taken to avoid harm to yourself and the public</p>			
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In a major emergency or crisis formal procedures for control will be instigated by the Chief Constable or Chief Executive of WCC. This will include the establishment of a Strategic Co-ordinating Group or Gold Control.

Section 2 - Contact Details

Local Authority Contacts (County and Borough)

Organisation	Details
Warwickshire County Council:	Office hours only 01926 410410
Emergency Planning Unit:	01926 412580 (Answer phone message if out of office hours)
County Emergency Centre:	When operational 01926 412719
Emergency Planning Duty Officer: For emergency use by Parish Council only	01926 412745 or mobile phone 07867 520802
Environment & Economy Directorate: Highways Emergencies NB – to report flooding on Highways, please use these numbers, not the Duty Emergency Planning number	During office hours: 01926 412515 Out of office hours via Police HQ 01926 415000
Duty Social Worker:	Emergency line out of hours 01926 886922
Trading Standards:	Advice line: 01926 414000 Animal Health issues: 01926 410410
Borough Council: to include any departmental emergency numbers	01827 719476 Out of hours – emergency only 01827 718086
Local Authority staff living within area:	

Parish Council Details

Chair:	Cllr Mejar Singh 07814607662
Clerk:	Mr Graham Day 01827 720829 07846929185

Emergency Committee:	
Other Parish Councillors: contact order in an emergency	

Borough and County Councillor Details

Local Borough Councillor:	<p>Atherstone Central Neil Dirveiks 01827 713191 Lorna Dirveiks 01827 713191</p> <p>Atherstone North Anne Forwood 01827 715569 Derek Pickard 01827 711863</p> <p>Atherstone South & Mancetter Lorraine Freer 01827 712609 Martin Davis 01827 714491</p>
Local County Councillor:	<p>Atherstone Martin Shaw 01827 712846</p> <p>Hartshill Carol Fox 01675 481268</p>

Parish Emergency Box and other Resources

Location:	Parish to provide
Contents	<p>Emergency Plan Local street map Stationary Paper Battery or wind up radio Battery or wind up torch First aid kit Battery clock</p>
Tabards, space blankets & ID Badges:	16 of each provided (October 2003)

Emergency Services

To report an emergency dial 999 *

Warwickshire Police Headquarters:	01926 415000
Warwickshire Fire and Rescue Service Headquarters:	01926 423231
West Midlands Ambulance Service Warwick Locality Headquarters:	01926 881331
Warwickshire/Northamptonshire Air Ambulance	024 7663 9043 Air Traffic Control 024 7676 2220
Nearest Police Station or House:	Nuneaton Police Station, 101 02476641111
Nearest Fire Station:	Atherstone Fire Station, Kings Road, 01827 713451
Nearest Ambulance Station:	Dordon Ambulance Station, Watling Street, Dordon, Tamworth
Emergency Services staff living within area:	
Possible Air Ambulance landing sites:	
NB whilst the pre-identification of potential landing sites for the Air Ambulance is useful, circumstances on the day may mean an alternative site is selected	

Premises for Emergency Use and Key Holders

Premises	Details
The Old Mortuary, North Street, Atherstone, CV9 1JN	Graham Day, 01827 711367---07846929185 Sally Oldham, 01827 880781--07807864173
	Cllr Martin Shaw, 01827 712846 Cllr Ray Jarvis, 01827 716534
	Cllr Mejar Singh, 01827 712305

WCC nominated Rest Centres (activated via the Emergency Planning Unit)

Premises	Details
Coleshill School	Coventry Road, Coleshill
Kingsbury School	Tamworth Road, Kingsbury
Polesworth High School	Dordon Road, Dordon
Hartshill School	Church Road, Hartshill
Queen Elizabeth School (upper)	Witherley Road, Atherstone
Atherstone Leisure Complex	Long Street, Atherstone
Coleshill Leisure Centre	Park Road, Coleshill

Local Volunteer Details

Organisation	Details
WRVS:	
St John Ambulance:	
British Red Cross:	County Headquarters: Bradbury House, Wheeler Road, Coventry 024 7630 4200
Womens Institute Warwickshire Branch:	01926 419998 e-mail: admin@wfw.co.uk
Local Scout/Guide Groups:	
Lions:	
Rotary:	
Church Groups:	
Community Groups:	
Other agencies:	

Other people who may assist in an emergency:	
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Health and Medical Information

Organisation	Details
Local Doctors:	Atherstone Surgery, Ratcliffe Road—01827 713664 The Surgery, Station Street, 01827 720229
Local Hospitals	George Eliot Hospital, Nuneaton 02476 351351 Rugby Hospital of St Cross 01788 572831 UHCW Royal Hospital, Coventry 02476 964000 Warwick Hospital 01926 495321
Bordering Hospitals	Alexandra Hospital, Redditch 01527 503030 Birmingham Children Hospital 0121 333 999 Cheltenham General Hospital 08454 222222 Horton General, Banbury 01295 275500 Good Hope, Sutton Coldfield 0121 3782211 Heartlands, Birmingham 0121 4243263 John Radcliffe, Oxford 01865 741166 Solihull Hospital 0121 4244226 Worcestershire Royal Hospital 01905 763333
Nursing staff/Midwives/Health Visitors:	
Chemists/Pharmacies:	Lloyds Chemist, Long Street, Atherstone
Suppliers of medical equipment:	
First Aiders:	
Health Centre or Clinic:	
Warwickshire Primary Care Trust:	01926 493491
Veterinary Surgeons:	Oakfield Group, Margaret Road, 01827 281284 Riversmeet Centre, Station House, Long Street. 01827 720720
NHS Direct	0845 4647 www.nhsdirect.nhs.uk

Emergency Supplies and Specialists

Local shops and suppliers and any arrangements with shops/suppliers for providing food in an emergency

Warwickshire County Council will reimburse reasonable costs to local suppliers for items used in an emergency. It is essential that the Emergency Planning Unit is informed when arrangements are put in hand during an emergency.

Morrisons and Sainsbury Supermarket chains operate a crisis purchasing scheme and disaster assistance policy. These can only be activated via Warwickshire Emergency Planning Unit

Organisation	Details

Specialists	Details
The inclusion of the following names does not imply a recommendation nor is the list exhaustive. An instant response is not guaranteed names are included purely as a guide to the resources available within the local community	
Plumbers	
Electricians	
Builders	
Mechanics	

Local Resources

Local suppliers of plant and equipment, four wheel drive vehicle owners, garages, generators, blankets, etc.

Resource	Contact Details

Details of Neighbouring Parish Councils

Parish	Contact Details
Bentley & Merevale	Clerk: Mrs H Warmington 024 7621 7349
Grendon	Clerk: Mr R Young 01827 707944
Mancetter	Clerk: Mrs Karen Meads 01827 722552

Utilities and other Agencies

Organisation	Contact Details
Gas: National Grid	Emergencies 0800 111999
Central Networks Customer Contact Centre (24hr)	0800 056 8090
British Telecom:	0800 800 150
Environment Agency: (Rivers)	Emergencies 24 hour public line 0800 807060 Floodline 0845 988 1188
Severn Trent Water:	Emergencies 0800 783 4444
AA Roadwatch:	0906 88 84322
Faith Agencies	
Utility and other agency staff living within area:	

Details of any persons who may have special problems during an emergency and that the Parish Council are aware of

NB For Data Protection purposes, names should only be recorded here if approval has been given by the people concerned. In normal circumstances, a statement to the effect that the Parish Clerk has details (if that is the case) will suffice.

Person	Details

Details of Local Radio Stations

BBC Coventry & Warwickshire (94.8, 103.7 & 104 FM)	Switchboard 02476 551000
Radio WM (95.6 FM)	0121 567 6767
Heart FM (100.7 FM)	0121 226 5700
Mercia FM (97.0 & 102.9 FM)	024 7686 8200
Heart FM Oxfordshire (97.4 & 102.6 FM)	Newsroom 01865 871000
BRMB (96.4 FM)	0121 566 5200
Touch FM (102 FM)	01926 485600
Rugby FM (107.1)	01788 541100

Special Risks etc.

Detail of any particular risks such as Homes for Elderly People, uUtility sub-stations, petrol stations, hazardous sites, etc.

Risk	Contact Details
Bracebridge Court (Home for Elderly People)	01827 712895

Section 3 - Flooding

Parish Flood Arrangements

The following reference documents may be of assistance

Subject	Source	Contact
Preparing for an Emergency Flooding	HM Government Environment Agency	www.pfe.gov.uk 0845 988 1188 www.environment-agency.gov.uk/flood
Flood protection equipment	National Flood Forum Blue Pages	http://www.floodforum.org.uk
Emergency Planning advice	Emergency Planning web pages	http://www.warwickshire.gov.uk/epu
Borough Council	Emergency Planning web pages	http://www.northwarks.gov.uk

Flooding is a complex issue involving many agencies. During any major flood event, it can be difficult to obtain an accurate picture of what is actually happening. It is therefore important that contact is maintained with both the Borough Council and the Warwickshire Emergency Planning Unit.

Flooding can take several forms and it can be confusing as to which agency queries should be directed. As a general rule, queries on a day-to-day basis should be directed as follows:

- Flooding of drains and sewers to Severn Trent Water Ltd
- Flooding of the highway to County Highways
- Flooding from local watercourses to the relevant Borough Council
- Flooding from main rivers to the Environment Agency
- Flooding of council houses or Borough premises should be directed to the relevant Borough Council
- Flooding from private sewers to the householder concerned

During major flood events, these agencies will work together in responding to the impact of the flooding. **It is essential though, that people are encouraged to make their own arrangements as far as possible to deal with the impact of any flooding.** Flooding cannot be prevented, but some local action may mitigate the effects such as local supplies of sandbags, individual household obtaining protection such as flood gates, air brick covers, etc.

Details of these and many other products are obtainable from the National Flood Forum Blue Pages.

Occasionally requests may be received from the Emergency Services or members of the public for assistance. The main request will be for sandbags. The following should be noted when dealing with requests for sandbags:

- County Highways have stocks of sandbags but these are normally only used to deal with flooding problems on the highway
- At the specific request of the Manager of the Emergency Planning Unit, County Highways will make sandbags available to specific locations or individuals. This will **only** occur when major flooding is likely to lead to significant danger to property or to life and could take some time to achieve depending on the nature of the event
- All Parish Councils are regularly offered unfilled sandbags by the Emergency Planning Unit – individuals requesting sandbags will first be referred to their Parish Council if they took up the offer of sandbags
- During office hours, the Emergency Planning Unit and the Borough Council will pass on relevant and up to date information regarding weather and flood reports to parish councils and individuals who have provided e-mail addresses
- During a major flood event, information will be provided via the media and WCC website

The WCC website also contains a wealth of information about flooding and other emergencies. It also contains links to many other websites that may be of use to the local community.

Parish Flood Information	
Details of Parish Flood Group (if established)	
Details of Sandbags held within the Parish	100 empty sandbags with Cllr Mejar Singh 07814607662
Details of other Sandbag suppliers	Fairview Trading, Honeybourne 01386 833001 Bailey Buildbase, Nuneaton 024 7664 1641 Bailey Buildbase, Foleshill, Coventry 024 7666 8000 Bailey Buildbase, Kenilworth 01926 851155 Sapcote Site Supplies Ltd, Sapcote, Leicester 01455 274528/273099
Details of any equipment held by Parish Council	

Other Rivers/Critical Watercourses liable to flooding (main Rivers listed on next page)	
Details of any premises at risk	
Details of any local flood arrangements	

Floodline Quick Dial Codes (QDC)– Warwickshire

Floodcall No. 0845 988 1188

Flood Watch		Flood Warning	
<i>Flood Watch Name</i>	<i>QDC</i>	<i>Flood Warning Area Name</i>	<i>QDC</i>
River Anker and River Sence	052428	River Anker at Attleborough, Nuneaton	05242311
		River Anker at Nuneaton Town Centre	05242312
		River Anker at Weddington	05242313
		River Anker at Leather Mill	05242314
		River Anker at Mancetter, Witherley and Atherstone	05242315
		River Anker at Grendon	05242321
		River Anker at Polesworth	05242322
		River Sence at Temple Mill	0522521
		River Sence at Sibson Mill and Lovetts Bridge	0522522
River Sence at Sheepy Magna	0522523		

Section 4

Aide-memoires

Rest Centres

Rest Centres may need to be set up for many different reasons. The prime concern is the shelter and care of those affected by an emergency. If possible an Emergency Planning Officer will be sent to manage the Rest Centre but this may not always be possible.

The following points should be considered:

- **If possible contact the Emergency Planning Unit**
 - **01926 412580 office hours**
 - **01926 412745 out of office hours**
 - **07867 520802 Duty Officer mobile**
 - **Emergency Centre 01926 412719**

Decide which premises will be most suitable for the purpose

Contact members of the Parish Council and local community to assist

Arrange for premises to be opened

If available arrange for Parish Emergency Box and identifying tabards and badges to be taken to the Centre

Remember that you may have to operate shifts

Can you obtain additional mobile telephones to help with communications?

On arrival check the **following** –

heating – gas, electric, is it metered? etc

lighting

water – is supply turned on?

fire alarms and fire exits – what will you do in the event of a fire?

car parking

disabled access – is it possible to look after the disabled?

area for pets

Allocate areas within the Centre for different functions as space allows. Consider –

- reception
- registration
- first aid room
- nursing mothers
- leisure facilities
- play area
- luggage and secure area
- sleeping arrangements
- smoking/no smoking
- staff area
- washing/toilet facilities
- dining area

Consider what additional resources you may need such as blankets, food, drink – do you have arrangements with any local store?

Remember

If possible, maintain contact with the Emergency Planning Unit – keep them informed and pass on requests for additional resources

Brief helpers as they arrive and allocate tasks

Make sure they are clearly identified – tabards and ID badges

Brief helpers at regular intervals

Evacuees

Brief evacuees on arrival and on a regular basis

If the Rest Centre is open for more than 12 hours you may wish to record details of those in the Centre - a copy of the basic registration card is shown overleaf

Severe Weather

When Severe Weather Strikes

Heavy snow, blizzards, dense fog, gales, heavy rain and widespread ice -can greatly disrupt daily routines and, in some cases, cause loss of life. The elderly, infirm, disabled and young can be particularly vulnerable.

Warwickshire County Council has a major role to play in such situations. Together with borough and parish councils, the police, the fire and rescue service and various agencies, they provide a wide range of services, to help return the situation to normal, quickly and efficiently, alleviating suffering and even saving lives in the process.

Individuals also have a vital role to play. Being a good neighbour, aware of those who are particularly vulnerable, is very important.

The following hints are designed to help reduce discomfort and save lives.

For the car

- Ample fuel
- De-icer
- A shovel
- A radio and spare batteries
- A torch
- A blanket
- Spare warm clothing
- Water or a warm drink

For the home

- An easily accessible supply of candles, matches, batteries and a torch
- A battery operated radio tuned to your local radio station
- A stock of food
- A list of useful telephone numbers -police, library, social services office etc.,
- Portable camping gas cooker if you rely solely on electricity.

Remember

- Heed the advice when told not to travel .
- Stowaway garden furniture and remove loose articles from outside. These might cause damage in a storm
- Make sure your emergency equipment is at hand
- If you have elderly, infirm or disabled neighbours, tell them to contact you if they need help - and keep an eye on them
- If you rely on one source of energy for heating, lighting or are operating essential equipment - make sure you have adequate standby arrangements

Arrangements for Contacting Electricity Company in an Emergency

Central Networks East and West Procedure

Central Networks West monitor Met Office information and if forecasts predicts weather likely to have an impact on their systems, they have additional resources put on standby to deal with subsequent problems.

During any power failure, all callers should use the 24 hour Central Networks Customer Contact Centre telephone number – 0800 056 8090. Trained call takers are available to deal with your enquiries (100 active operators). These staff will be able to deliver updated reports. In addition, a group of trained engineers are available to answer more specific engineering queries.

The line is always staffed and has overflow arrangements and recorded messages. This information is usually the most up to date.

24 hour Central Networks Customer Contact Centre telephone number – 0800 056 8090

General Advice to Parish Councillors about what to do in an Emergency

This section is intended to be a general guide to help Councillors should an emergency occur and is reproduced here to enable easy access. Some of the information is repeated in other Sections of this Plan.

The information is based on the Government document 'Preparing for Emergencies' which was circulated to all households in 2005.

The Emergency Planning Co-ordinator for the Parish Council is *****

If you find yourself in the middle of an emergency, your common sense and instincts will usually tell you what to do. However, it is important to:

Common sense and instinct will usually tell you what to do. However, it is important to:

- Make sure '999' has been called, including a request for an ambulance if people are injured or if there is a threat to life
- Re-assure bystanders and keep them away from the incident
- Keep bystanders back and out of the way of the Emergency Services
- Avoid putting yourself or others in danger – Rest areas may be available at the Village Hall
- Remain calm and think before acting and try to reassure others
- If you are appropriately trained, you could check for injuries, **however**, remember to help yourself first before attempting to help others and **do not** put yourself in any danger
- Always follow the advice of the emergency services

If you are not involved in the incident, but are close by or believe you may be in danger, in most cases the advice is:

- Advise people to go inside a safe building (or rest area if available)
- Stay inside until advised to do otherwise
- Tune in to local radio or TV for more information

Of course, there are always going to be particular occasions when you should not 'go in' to a building, for example, if there is a fire. Otherwise advise: **GO IN, STAY IN, TUNE IN**

REMEMBER

Do not assume that somebody has already taken action – it is better that the initial response is duplicated rather than no response is given at all!

Follow instructions given by the emergency authorities supported by information included in this Plan

Take appropriate further action until the Emergency Services arrive

Emergency Services Role

The emergency services are trained to cope with a wide range of emergency situations, but there is a lot that you can do to help them and yourself.

Emergency plans exist in all areas of the UK

The police, fire and ambulance services have tried and tested plans for responding to incidents, from fires to explosions, whether they are at your home, your school or affecting transport networks.

Health and Hospitals

Emergency equipment, vaccines and antibiotics are stored around the UK and are quickly available to doctors

Emergency planning exercises

Every year, many exercises are held involving the emergency services and all agencies responsible for recovery. These exercises practise the responses to a range of emergencies, including terrorism, by testing our preparedness.

In most emergencies, the experts from the emergency services will be the best people to deal with any situation. Please ensure that they have been alerted by calling '999' and asking for **Warwickshire Emergencies**. Ask bystanders to keep back and not interfere or become casualties themselves. The 'walking wounded' will be dealt with by the emergency services

Contact telephone numbers for emergency services are listed in Section 2. Although **999** will often be more appropriate. Leave the emergency to the trained professionals and help by keeping bystanders back and obeying the instructions of the emergency services

Coping with Specific Emergencies

Fire

If there is a fire, get out, stay out and call 999
Keep bystanders back and out of the way of the Emergency Services
Avoid putting yourself or others in danger
Try to remain calm and think before acting, and try to reassure others

Bombs

If there is an explosion, get out, stay out and call 999
If a bomb goes off, stay in a safe area and tell the police what you saw.
Obey the instructions given by the Emergency Services

Chemical, biological, nuclear or radiological (CBRN) incident

If there is an incident involving CBRN, in most instances the advice will be to stay indoors and shut doors and windows.
Call 999
Obey the instructions given by the Emergency Services
Remember that in a chemical incident the fire service may need to carry out decontamination.

Major Crash - Road Traffic or Aircraft

If there is a crash, call 999
Move away from the immediate source of danger if appropriate
Obey the instructions given by the Emergency Services

Civil Unrest

If there is a riot, call 999
Stay in a safe area and tell the police what you saw.
Obey the instructions given by the Emergency Services

Severe Weather

Detailed advice is contained in Section 4 of this document

Flooding

Even if you are not in a flood plain, or have no major rivers in the parish, you may still suffer the effects from surface water flooding.

Tornado

Telephone the Emergency Services - dial **999** and ask for **Warwickshire Emergency Services**

In all of these situations -keep calm, think before you act and listen to the advice of the emergency services.

School

If children are at school parents will naturally want to collect them as soon as possible in the event of a major emergency. The local authority have detailed plans for such a situation. Please listen to your local radio station for advice and for details of the arrangements the local authority has made for letting parents know when to collect their children from school.

In addition, all schools have plans to cope with local emergencies such as fire and flood, and teachers and support staff do all they can to look after the pupils in their charge. You can find out more about school emergency planning from www.warwickshire.gov.uk and www.teachernet.gov.uk/emergencies

Preparing for an Emergency – what you can do

To prepare for an emergency, it may be useful to know:

- Where and how to turn off water, gas and electricity supplies in your home
- The emergency procedures for your children at school
- The emergency procedures at local workplaces
- How you will stay in contact in the event of an emergency
- If any elderly or vulnerable residents might need your help
- How to tune into a local Radio Station
- Where fire hydrants are in the village

If you are at home and an emergency happens, try to gather together:

- A list of useful phone numbers, appears later this booklet (page 7)
- Home and car keys
- Toiletries, sanitary supplies and any regularly prescribed medication,
- A battery radio, with spare batteries
- A torch with spare batteries, candles and matches

- A First Aid kit
- Your mobile phone
- Cash and credit cards
- Spare clothes and blankets
- Luminous waistcoats

Also, it is always useful to have:

Bottled water, ready-to-eat food (e.g. tinned food) and a bottle/tin opener, in case residents have to remain in their home for several days

In certain very unlikely situations, residents may be asked to leave their home by the emergency services. If this happens, encourage them to leave as quickly and calmly as possible. And, if they have time:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows
- See the items listed above for what to take with them
- If they leave by car, take bottled water and blankets, and tune in to local radio for emergency advice and instructions
- When they are told that it is safe to return home, encourage them to open windows to provide fresh air before reconnecting gas, electricity and water supplies.

Important Telephone Numbers

Emergency Services - 999 and ask for Warwickshire Emergency Services

Police:

Warwickshire HQ
Police Station

01926 415000

Fire:

Fire Station

01926 423231(HQ)

Ambulance:

Warwickshire Office

01926 881331

Warwickshire County Council:-

Emergency Planning Unit	01926 412580
Emergency Planning Duty Officer	01926 412745
Do mobile	07867 520802

Highways Flooding During office hours: 01926 412515
Out of office hours via Police HQ 01926 415000
Utilities

Electricity Supplies	0800 056 8090
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Gas	0800 111999
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Water	0800 783 4444
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For further information on any of the organisations involved in a countywide emergency response refer to the Warwickshire County Council Emergency Planning website on <http://www.Warwickshire.gov.uk/EPU> or call the Emergency Planning Unit.