Community ResiliencePlan

[PARISH NAME]

[YEAR]



EXAMPLE IMAGE – ADD PICTURE OF COMMUNITY

**Version number: V**1

**Date written: [DATE – MONTH/YEAR]**

**Adopted by: [PARISH/TOWN COUNCIL]**

**Review due: [DATE – MONTH/YEAR] *\* This should be maximum of every 3 years***

**Developed by:** **XXX Community Emergency Plan Steering Group**

**Main Contact**: **[PARISH CLERK/MAIN PARISH CONTACT]**

**[PARISH/TOWN COUNCIL ADDRESS]**

**[PARISH/TOWN COUNCIL TELEPHONE NUMBER]**

**[PARISH/TOWN COUNCIL EMAIL ADDRESS]**

### **Full plan distribution list:**

*\* Please ensure completed plan is shared with Ashford Borough Council Emergency Planning for effective communication with you during a local emergency or major incident.*

*A redacted version (public version) should be placed on your Parish/Town Council website.*

***Please ensure all personal data and appendices are withheld from public plan in line with data protection regulations.***

*All other listed below are optional as ideas for distribution if relevant for you.*

|  |  |
| --- | --- |
| **ROLE / ORGANISATION** | **CONTACT DETAILS** |
| Ashford Borough Council Emergency Planning (Resilience Team) | [emergency.planning@ashford.gov.uk](mailto:emergency.planning@ashford.gov.uk) |
| **xxx** Parish Council Chair  **xxx** Parish Council Deputy Chair  **xxx** Parish Council Clerk/Admin |  |
| KCC Community Warden |  |
| KCC Volunteer Support Warden |  |
| PCSO XXX area |  |
| Neighbourhood Watch Commanders |  |

Revision History:

|  |  |  |
| --- | --- | --- |
| SUMMARY OF CHANGES | ISSUE NUMBER & DATE | CHANGED BY |
| New issue | V1 – MONTH/YEAR | XXX Parish Council Steering Group |
|  |  |  |

**CONTENTS**

|  |  |
| --- | --- |
| **Section** | **Page no** |
| **1. Introduction** | **5** |
| **2. Flow of response** | **6** |
| **3. Communication tree for XXX Parish Council response team / (M)ETHANE** | **7** |
| **4. Risk Assessment** | **9** |
| **5. Communication with the community** | **13** |
| **6. Resources** | **13** |
| **7. Insurance** | **14** |
| **8. Community Response Centre / Temporary Community Shelter *(Parish Council led)*** | **15** |
| **9. Welfare Centres *(Ashford Borough Council led only)*** | **16** |
| **10. Checklists for responding to an emergency** | **17** |
| **11. Additional information** | **19** |
| **Appendices *(see over page for further details)* RESTRICTED** | **21 +** |

|  |  |
| --- | --- |
| **Appendix ref** | **Details** |
| **MANDATORY APPENDICES** | |
| **A** | **XXX Parish map** |
| **B** | **Contact Details**  **(1) External Organisations**  **(2) Community Response Team**  **(3) Volunteer List**  **(4) Vulnerable People, Properties or Locations** |
| **C** | **Record keeping**  **(1) Information Gathering Form**  **(2) Incident and Decision Log** |
| **D** | **Welfare Centre information sheet(s)** |
| **EXAMPLE TEMPLATES (OPTIONAL FOR USE)** | |
| **E** | **Community Resilience Plan residents letter template** |
| **F** | **Community Emergency Response Team volunteer sign-up form** |
| **EXAMPLE APPENDICES (OPTIONAL FOR INCLUSION)** | |
| **G** | **Flood Plan & Flood Maps** |
| **H** | **XXX Parish Council Grab Bag Contents List** |
| **I** | **Defibrillator Locations** |
| **J** | **Insurance Liability Certificate(s)** |

***\*Add any further Appendices as relevant for your own community.***

**1. INTRODUCTION**

### Why do we have this plan?

1. To support Ashford Borough Council’s (ABC) Emergency Plan.
2. To mitigate risk, increase readiness and resilience within **XXX** Parish Council (**X**PC) and the local community.
3. To information gather in support of an incident.
4. To enable assistance, in support of ABC throughout the recovery phase of an incident.

### This plan includes:

1. Relevant steps to mitigate risk to expected and unexpected emergency situations
2. Local Risk Assessment
3. Checklists to guide how the plan works and how we communicate with other agencies and our local community.

### Geographical area covered

The civil parish of **XXX** covers **[ADD INFORMATION AS REQUIRED ON YOUR LOCAL PARISH AND COMMUNITY]\***

*\*This could include any demographics as relevant, such as rural/urban, population, vulnerabilities.*

**See Appendix A – Parish map.**

### Scope

### 

The plan is designed to prepare for an emergency or major incident affecting our local community. Our response aims to react to the initial **30 minutes only** to assist with emergency services response and to support Ashford Borough Council in setting up longer-term response plans.

This plan is not an attempt to encroach on the roles of the blue light emergency services or ABC Emergency Planning.

**2. FLOW OF RESPONSE**

PROACTIVE:

Pre-planning to achieve mitigation of incident:

* Daily scanning of the environment to enable situational awareness by **xxx** Parish Council Staff Team.
* Communicate information on preparedness and mitigation measures to the community utilising websites and links to helpful guidance such as:
* Priority Register services (UK Power Networks and South East Water)
* Flood support and Flood Alert registrations (Environment Agency)
* Weather alerts and warnings (Met Office)
* General Emergency Planning preparedness ([ABC Emergency Planning webpages](https://www.ashford.gov.uk/your-community/emergency-planning/)) and Kent & Medway Resilience Forum (KMRF) [Kent Prepared website](https://www.kentprepared.org.uk/)
* Signposting and availability of Emergency Planning training to all Resilience Officers and Volunteer Coordinators, such as [Community Prepared](https://www.communitiesprepared.org.uk/) training and [EA Flood Wardens](https://www.gov.uk/government/news/could-you-be-a-flood-warden-in-kent).

REACTIVE:

Incident happens: Blue light agencies attend and will be lead agency for emergency according to incident (such as a fire will be led by KFRS)

* Situation Led - ABC Emergency Planning
* Support Led – **xxx** Parish Council nominated Resilience Officer / Community Resilience Lead

**If ABC and Blue light services are unable to immediately respond (such as due to access issues or widespread incident), xxx Parish Council will become the primary lead organisation for our community.**

RECOVERY:

Post-incident phase:

* Ashford Borough Council Emergency Plan – multi-agency response and recovery groups
* xxx Parish Council may be requested to form part of the Recovery Group for Community impact and actions

The above shows what the Community Resilience Plan covers, primarily to support a multi-agency response before, during and after an emergency.

# **3. COMMUNICATION TREE FOR xxx PARISH COUNCIL RESPONSE TEAM**

This structure supports the role of the **on call** **[PARISH NAME]** Resilience Officer, to enable notification to Ashford Borough Council (ABC).

The XXX **Parish Council Resilience Lead** will be centrally based and will be the main coordinator for **[COMMUNITY NAME]** in an emergency.

They will liaise with emergency services (where appropriate) and Ashford Borough Council’s Resilience Team. They will also deploy and manage any assigned Volunteer Coordinators where required.

The volunteer coordinators will feedback information to the XXX **Parish Council Resilience Lead** who will in turn update the ABC Resilience Team during Office Hours. Out of Hours (OOH), this will be picked up via the ABC assigned Duty Officer who can be contacted via the main line of **01233 331111.**

xxx Parish Council Resilience Lead (and Deputy if required)

Ashford Borough Council Resilience Team

(Duty Officer OOH)

xxx Parish Council Volunteer Coordinators (as many as required)

Depending on the scale or severity of the incident will determine if a Deputy Resilience Lead is required and how many volunteer coordinators are needed to support.

It is easier to scale down than scale up so advisable to gather as many resources as possible on standby.

Information gathered by the XXX Parish Council Resilience Lead will be passed to the ABC Resilience Team and Initial Emergency Service Officer in charge. This will be in the format of the ‘M/ETHANE’ message. Please see **Appendix C1** for the Information Gathering Form.

|  |  |  |
| --- | --- | --- |
| **M/ETHANE** | | |
| **M** | **Major** Incident declared (Yes/No) | County or Local? Which organisation? |
| **E** | **Exact** Location including postcode |  |
| **T** | **Type** of incident | Fire / Flood / Accident |
| **H** | **Hazards** present or suspected | Unstable buildings / chemicals / flooding |
| **A** | **Access** to site including RVP | Any roads blocked? |
| **N** | **Number** of casualties or people/houses affected | Evacuees/Housing |
| **E** | **Emergency Services** and other organisations involved | Are Police/Fire or Ambulance on scene? |

Any additional information or guidance can be given via local knowledge, such as vulnerable people in the area, special events taking place on the day that may be affected or sites that will be disrupted, such as nursing homes or local schools.

### **4. RISK ASSESSMENT**

*To help identify risks for your community, please see the* [*Ashford Public Risk Register*](https://www.ashford.gov.uk/your-community/emergency-planning/) *on* [*www.ashford.gov.uk*](http://www.ashford.gov.uk)

The following table has been completed with suggestions for generic risks that could affect all communities with relevant actions that could be taken in these circumstances.

**ADD ANY FURTHER RISKS AS RELEVANT FOR YOUR COMMUNITY**

***Please note: If your area is in a high-risk flood zone, please use full Community Resilience Plan template, which includes a specific Community Flood Plan section.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Impact** | **Mitigation** | **Response** | **Recovery** |
| Electricity Failure | Loss of streetlights  Loss of traffic signals  Loss of business  Unable to cook food  Vulnerable people at risk- personal medical support machinery  Limited Communications | Encourage residents to keep at least one standard landline  phone – cordless phones won’t work in a power cut  Encourage Vulnerable residents to sign up to the UKPN Priority Services Register  Encourage residents not to open fridges any longer than necessary  Encourage Residents to make sure their home is well  insulated. It could stay warm for 12 hours or more in a power cut. | Check if neighbours have lost services too.  Establish from the utility company how long they think the power will be off for.  Establish the extent of the power cut  If it is a prolonged power cut or in particularly cold weather look at opening a Community Shelter if any have alternative fuel sources  If the power cut is for a prolonged period, take precautions to stay safe. | Assist people in recovering from the emergency. |
| **Risk** | Impact | Mitigation | Response | Recovery |
| Fire | Damage to Property  Damage to Local Infrastructure  Residents evacuated. | Encourage Residents to check their smoke alarms | Look at providing temporary shelter if required.  Assist with the provision of welfare. | Assist people in recovering from the emergency. |
| Flooding | Flooding of Local streets.  Damage to property.  Contamination from foul watercourses. | Understand risk areas.  Monitor flood warnings.  Report river blockages to Environmental agency.  Deploy Community level flood defences and bags. | Communicate expected levels and actual levels to community.  Provide temporary rescue centre dependant on severity. | Assist community with clean up.  Assist ASB with relocation as required.  Communicate recovery water levels to community. |
| Gas Failure | Extreme cold especially vulnerable people  Unable to cook food. | Source of alternative heating available. | Establish from the utility company how long they think the gas will be off.  Establish the extent of the gas outage.  Prolonged gas outage or in particularly cold weather open a Community Shelter if any have alternative fuel sources. | Assist people in recovering from the emergency. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Impact** | **Mitigation** | **Response** | **Recovery** |
| Heavy Snow & Extreme Cold | Damage to property  Loss of business  Vulnerable people at risk  Travel disruption. | Encourage Residents to stock up on essentials.  Provide a point of contact for residents (particularly Vulnerable residents)  Provide advice to residents about staying warm.  Encourage residents to stay in touch with the latest forecast and cold weather alerts. | Provide a point of contact for the coordination of volunteers around clearing/ salting paths.  Clear essential paths.  Visit vulnerable to assess any needs. | Assist people in recovering from the emergency. |
| Public Disorder or Terrorism  [INSERT NAMES OF PUBLIC SPACES IN YOUR COMMUNITY] | High numbers of affected people | Contingency Plans by Event Organisers  Security  Medical Cover | Alert the Emergency Services  Coordinate the response.  Assist the Emergency Services to get the public to return home or get them out of the area. | Assist people in recovering from the emergency.  Post-event Debrief.  Post-event Report |
| Water Supply Failure | Health hazard from untreated water  Vulnerable people at risk. | Emergency water supply. The average adult should take in 1.5 to 2 litres of water in a typical day (6-8 250ml glasses.)  Establish which residents would require assistance. | Coordinate the delivery of bottled water to residents who are unable to get out. | Assist people in recovering from the emergency. |

**This page is intentionally blank**

### **5. COMMUNICATION WITH THE COMMUNITY**

### 

|  |  |
| --- | --- |
| **Type** | **Where** |
| Public Noticeboards | **[INSERT LIST OF ALL NOTICEBOARD LOCATIONS WITHIN PARISH AREA]** |
| Posters | Local shop windows |
| Leaflets | Local Shops, Pubs and Businesses |
| Social media and websites | xxx Parish Council website **[INSERT LINK]**  [**LIST OTHER PLATFORMS USED** – ie Facebook, Twitter, Instagram, Local Chat groups] |

###### Communication with xxx Parish Council Community Response Team

Ensure lines of communication are maintained during incident with all responders for the community. This can take place via:

Face-to-face meetings (for Resilience Lead to get updates for ABC via a central RVP ie Town Hall/Village Hall.

Telephone and Text - landline and mobile numbers / WhatsApp group chat

Two-way radios – *{If have radios, list how many and where they are stored and kept here)*

### **6. RESOURCES**

The Community Response Team will encourage local residents to provide information to assist with any perceived emergency recovery.

During an emergency, community volunteers may come forward to assist, however it should be noted that they would do so at their own risk.

It is advisable for contact details of those that wish to volunteer to be held in advance so you can list their role and duties within this plan.

Spontaneous volunteers need to be managed at the time of response. This will change according to the scale and nature of the incident.

*\*This could include roles such as 4x4 owners (for snow), door-knockers (for messaging, leaflet drops or checking on the vulnerable), Flood Wardens – EA registered and trained only), local pastors, WI local group or organisers for local collections)*

**See Appendix B - Contact Details.**

**7. INSURANCE**

Details of insurance cover should be listed below to include Public Liability Insurance and/or Employers Liability Insurance certificate(s).

However, the roles in this plan are voluntary and volunteers are not expected to put themselves in any danger.

If a responding agency deploys a volunteer (e.g. a flood warden), they may be covered by the responding agencies insurance.

|  |  |
| --- | --- |
| Policy details | |
| Insurance Policy Holder | Whose insurance policy is this? Parish Council/Community Group/Private Individual/Unitary/District/Borough |
| Insurance Policy Reference Number |  |
| When is this policy active? | When deployed by Parish Council/ Community Group/ Unitary/District/Borough Council |
| Start Date of Policy |  |
| End Date of Policy |  |
| Underwriter | Who underwrites the policy? |
| Contact | Contact name/number of underwriter |

For full insurance details, see **Appendix J – Insurance Liability Certificate.**

### **8. COMMUNITY RESPONSE CENTRE/TEMPORARY COMMUNITY SHELTER**

The primary role of a Community Response Centre (CRC) is to provide a recognised point from which all matters relating to the community’s response can be managed in the initial stages. This is not a Rest Centre, which remains the responsibility of Ashford Borough Council.

This location should be planned in advance for a prompt response during an incident.

In close communication with Ashford Borough Council, a CRC can be used to quickly gather people in one safe place in the immediate aftermath of an emergency or major incident. ABC can then set up a formal Rest Centre (if relevant) and organise for any evacuees to be transported from the CRC to the Rest Centre as quickly as possible.

This can also be used as a central information point for the community to come to for updates on an incident or gain further information or support and can remain open for residents information during recovery.

#### **[LOCATION OF CRC]**

#### **[CRC ADDRESS]**

#### **[CRC DETAILS]**

**[USE WHAT3WORDS FOR ACCURATE LOCATION]**

#### \*This could be the Town/Village Hall, Family Public House or other central known location within the community

#### The main functions of the Community Response Centre is to:

1. Act as the focus for the coordination of the community’s activity in response to an emergency.
2. Receive, collate, analyse, display and distribute information.
3. Make an overall assessment of the initial situation and, as the incident develops, determine priorities.
4. Provide a central point for xxx Parish Council Resilience Lead to liaise with ABC Emergency Planning.
5. Request support from statutory agencies as required (if not provided via ABC)
6. Maintain efficient communication links with all agencies and volunteers.
7. Assess, implement and record financial transactions arising from the emergency.
8. Provide the facility within which the necessary staff (including those of other organisations) can work effectively.
9. Maintain a record of events\*

\*For recording of event actions, please use the Incident and Decision Log Form as provided in **Appendix C2.**

#### **9. WELFARE CENTRES**

It might be necessary for some members of the community to be evacuated from their homes to a place of safety. This is known as a Rest Centre, which is a type of Welfare Centre that looks after displaced persons (whether residents or visitors) on a short-term basis.

A Rest Centre is the responsibility of Ashford Borough Council who will coordinate the setting up, operation, staffing and management of the centre including transportation to a Rest Centre from the affected area or CRC.

Within the Rest Centre, the evacuees needs can be assessed and assistance given by the appropriate responders.

The importance of a CRC can be helpful in the immediate aftermath of an emergency but **under no circumstances** should a CRC be run as a Rest Centre. A Rest Centre has set requirements to be able to operate safely and effectively.

xxx Parish Council volunteers should make clear to anyone attending the CRC that there might be a requirement to move them to a designated Rest Centre as soon as set up.

The current list of agreed and appropriate venues for use as a Rest Centre are:

**[LIST AGREED REST CENTRES WITHIN YOUR COMMUNITY]**

*\*If you are unsure of these, please request information from Ashford Borough Council Emergency Planning.*

For full details of each of these locations, see **Appendix D.**

# 

### 

### **10. CHECKLISTS FOR RESPONDING TO AN EMERGENCY**

These checklists provide help as a useful reminder when responding of actions to take. These should be provided to parish council response team before an incident to familiarise themselves with.

Copies of the checklist can be used actively to tick when complete during activation.

|  |  |
| --- | --- |
| xxx Parish Council Resilience Lead / Deputy Resilience Lead | |
| ACTION | **COMPLETE ()** |
| Ensure you are not in immediate danger. |  |
| Call 999 and follow any advice given. |  |
| Contact ABC Emergency Planning or ABC Duty Officer if out of hours for advice, providing them with initial updates. |  |
| Contact the xxx Volunteer Coordinators (Appendix B2) and meet to discuss the situation. |  |
| Start writing a log (Appendix C2) containing any decisions you made and who you spoke to/what was said. |  |
| Construct a formal ‘METHANE’ message to pass to ABC and Initial Incident Commander via Information Gathering Form (Appendix C1) |  |
| Agree actions and ensure each member of the xxx Parish Council Response Team know what they are doing. For example, liaising with ABC on the opening of the Rest Centre / communicating situation with xxx Volunteer Coordinators. |  |
| Meet regularly to discuss the developing situation, outstanding actions, community priorities and resources available/required. |  |
| Once the immediate actions are completed and the situation starts to improve, start thinking about the recovery phase and how the Community Emergency Response Team can help the community return to their day-to-day life. |  |
| Schedule a debrief and review preparedness/plan as necessary. |  |

|  |  |
| --- | --- |
| xxx Parish Council Community Volunteer Coordinator(s) | |
| ACTION | **COMPLETE ()** |
| Ensure you are not in immediate danger. |  |
| Meet with the xxx Parish Council Resilience Lead and discuss plan of action. |  |
| Attend the incident if safe to do so with two coordinators located at different points of the incident to enable a complete overview. |  |
| Keep lines of communication open with Resilience Lead and report back at regular intervals with a situation report (Sit Rep). |  |
| Support and handover information to emergency services / other authorities as required. |  |
| Confirm and communicate the end of the incident. |  |
| Liaise with the Resilience Lead on whether to stand down once Emergency Services/Ashford Borough Council in attendance. |  |
| Attend a debrief and review preparedness/plan as necessary. |  |

**11. ADDITIONAL INFORMATION**

*Here you can include any additional information about your parish or community that has not been included in the plan so far that is relevant or specific to you.*

*This could include any known access issues for emergency service vehicles, landing point for air ambulance, defibrillator locations, times of year or dates of large events that may cause additional issues if coincide with an incident.*

**This page is intentionally blank**

**Appendix A:**

XXX Parish map

*Ashford Borough Council holds parish Maps.*

*Please contact ABC Emergency Planning for an A3 map of your area.*

**Appendix B: Contact Details**

***Please note that all Appendix B Contact Details must be redacted from public version of your plan.***

**{ADD DETAILS AS RELEVANT]**

B1 External Organisations

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation / Department** | **Email or website address** | **Telephone Office Hours** | **Telephone Out of Hours** |
| **If you are in immediate Danger call 999** | | | |
| Ashford Borough Council - Main Switchboard | n/a | 01233 331111 | **01233 331111** |
| Ashford Borough Council - Emergency Planning | [emergency.planning@ashford.gov.uk](mailto:emergency.planning@ashford.gov.uk) | REQUEST FROM ABC | REQUEST FROM ABC |
| Ashford Borough Council - Emergency Centre  *(This will only be activated once in response to an incident or emergency)* | [emergency.centre@ashford.gov.uk](mailto:emergency.centre@ashford.gov.uk) | REQUEST FROM ABC | REQUEST FROM ABC |
| Our area Community Warden | <https://www.kent.gov.uk/leisure-and-community/community-safety/community-wardens> | 03000 41 34 55 (Head Office) | REQUEST FROM ABC |
| Our area PCSO | <https://www.kent.police.uk/a/your-area/> | Local detail to be added | Local detail to be added |
| Our elected ward members | PLEASE ADD | PLEASE ADD | PLEASE ADD |
| Kent County Council Main Switchboard | [county.hall@kent.gov.uk](mailto:county.hall@kent.gov.uk) | 03000 41 41 41 | 03000 41 41 41 |
| Kent County Council Resilience and Emergencies Unit | [emergency.planning@kent.gov.uk](mailto:emergency.planning@kent.gov.uk) | 03000 41 41 41 | 03000 41 41 41 |
| KCC Highways & Transportation Main Switchboard | <http://www.kent.gov.uk/roads-and-travel> | 03000 41 81 81 | 03000 41 81 81 |
| Kent & Medway Resilience Forum | [KRT@kent.fire-uk.org](mailto:KRT@kent.fire-uk.org) | 01622 212409 | *Contact via ABC Emergency Planning* |
| Kent Police Force Control Room | [https://www.kent.police.uk/contact-us](https://www.kent.police.uk/contact/af/contact-us-beta/contact-us/) | 101 | 101 |
| Kent Fire & Rescue Main switchboard | [enquiries@kent.fire-uk.org](mailto:enquiries@kent.fire-uk.org?subject=Enquiry%20from%20KFRS%20public%20website) | 01622 692121 | n/a |

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation / Department** | **Email or website address** | **Telephone Office Hours** | **Telephone Out of Hours** |
| Southeast Coast Ambulance Headquarters | <https://www.secamb.nhs.uk/contact-us/> | 0300 123 0999 | n/a |
| NHS | [http://www.nhs.uk](http://www.nhs.uk/) | 111 | 111 |
| Environment Agency General enquiries | [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk) | 03708 506 506 | n/a |
| Environment Agency Incident reporting | n/a | 0800 80 70 60 | 0800 80 70 60 |
| Environment Agency Floodline | n/a | 0345 988 1188 | 0345 988 1188 |
| Electricity - Power cuts UK Power Networks | <http://www.ukpowernetworks.co.uk/internet/en/power-cuts/> | 0800 316 3105 | From mobiles: 0333 323 2105 |
| Gas Leaks (National Grid) | [https://www.nationalgas.com/safety advice](https://www.nationalgas.com/safety-and-emergencies/emergencies-and-safety-advice) | 0800 111 999 | 0800 111 999 |
| Southern Water General enquiries | <https://www.southernwater.co.uk/contact-us> | 0330 303 0368 | n/a |

B2 xxx Parish Council Community Response Team

**{ADD DETAILS AS RELEVANT]**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name and Address** | **Contact No. 1**  **(Main)** | **Contact No. 2**  **(Out of Hours)** |
| Resilience Lead |  |  |  |
| Resilience Lead (Deputy 1) |  |  |  |
| Resilience Lead (Deputy 2) |  |  |  |
| Volunteer Coordinator 1 |  |  |  |
| Volunteer Coordinator 2 |  |  |  |
| Volunteer Coordinator  (Deputy 1) |  |  |  |
| Volunteer Coordinator (Deputy 2) |  |  |  |

B3 xxx Parish Council Volunteers List

**{ADD DETAILS AS RELEVANT]** *\*Example*

|  |  |  |  |
| --- | --- | --- | --- |
| **Name and Address** | **Role / skill volunteered** | **Contact No. 1**  **(Main)** | **Contact No. 2**  **(Out of Hours)** |
| *Mr A Example* | *4x4 owner / snow clearance* | *01xxx* | *07xxx* |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Possible skills or resources to consider including

Keyholders for key sites (such as CRC)

Trained First Aider

4x4 owner/driver

Chainsaw owner

Local Food supplier

Generator supplier

Tractor owner/driver

Qualified electrician

Qualified local handyman

Welfare providers – local charitable clubs or WI

B4 xxx Parish Council Vulnerable People, Property or Locations List

**Consider data protection responsibilities – see Section 5 of guidance notes for further information**

**{ADD DETAILS AS RELEVANT]** *\*Example*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Address (including Postcode)** | **Contact number** | **Vulnerability / Risk** | **Assistance required** | **Priority**  **(High, Medium or Low)** |
| *xxx Care Home* | *High Street, TN xx* | *01xxx* | *36 Elderly Residents – various needs* | *Evacuation help needed* | *H* |
| *Mrs A Example* | *xxx* | *01xxx* | *Wheelchair user* | *Evacuation help needed* | *H* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Appendix C: Record Keeping**

C1 Information Gathering Form (M/ETHANE)

To be completed by the Resilience Lead in communication with the Volunteer Coordinators.

|  |
| --- |
| **MAJOR INCIDENT:** |
| **EXACT LOCATION:** |
| **TYPE OF INCIDENT:** |
| **HAZARDS:** |
| **ACCESS:** |
| **NUMBER AND TYPE OF CASUALTIES:** |
| **EMERGENCY SERVICES PRESENT AND REQUIRED:** |

C2 Incident and Decision Log **\****Example*

*Copies of this log can be printed separately to be used by Community Response Team during an emergency or incident. Multiple pages needed.*

**INCIDENT & DECISION LOG**

|  |  |  |  |
| --- | --- | --- | --- |
| **INCIDENT:** *Car Crash into residential houses* | | **LOCATION:** *Top of High Street, Example town, TN xx* | |
| **DATE:** *12th January 20XX* | **COMPLETED BY:** *xx* | | **PAGE** 1 **of** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **LOG No**  *(1,2)* | **TIME TO**  *(24 hr clock)* | **TIME FROM**  *(24 hr clock)* | **ENTRY**  *(Key details of information/discussion)* | **DECISION – ACTION**  *(Key details of actions/decisions)* | **RATIONALE (IF APPLICABLE)**  *(Why decision made)* |
| *1* | *23.20* | *23.30* | *Car crashed into house at top of the High Street. 6 houses affected – need to be evacuated.* | *Opened CRC for affected residents.* | *Very cold outside with vulnerable residents. Awaiting Rest Centre set up/alternative housing from ABC* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**OFFICIAL – SENSITIVE** *(Once complete)*

C2 Incident and Decision Log

**INCIDENT & DECISION LOG**

|  |  |  |  |
| --- | --- | --- | --- |
| **INCIDENT:** | | **LOCATION:** | |
| **DATE:** | **COMPLETED BY:** | | **PAGE**   **of** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **LOG No**  *(1,2)* | **TIME TO**  *(24 hr clock)* | **TIME FROM**  *(24 hr clock)* | **ENTRY**  *(Key details of information/discussion)* | **DECISION – ACTION**  *(Key details of actions/decisions)* | **RATIONALE (IF APPLICABLE)**  *(Why decision made)* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**OFFICIAL – SENSITIVE** *(Once complete)*

**Appendix D:**

Rest Centres within xxx Parish Council area

*The Rest Centre listed here should be those held officially within the Ashford Borough Council Rest Centre Directory.*

*Please contact ABC Emergency Planning for the details.*

*(If any additional venues within your community are suitable but not listed, please let ABC Emergency Planning know so they can be contacted for details. If assessed as suitable, they will be added to the directory*

**[Rest Centre Location(s) information sheet(s)]**

**Appendix E:**

Community Resilience Plan Residents Letter template

**[Insert xxx Parish Council Address]**

**[Insert Resident Address or leave generic] *[Insert Date]***

Dear Resident

**Re: [xxx Parish] Community Resilience Plan**

We are producing a ‘Community Resilience Plan’ to be used if an emergency affects our community.

Normally, emergencies are dealt with by the “blue light” emergency services and other key responders, who have well-rehearsed plans to deal with situations. However, there may be circumstances; such as widespread flooding, heavy snow or severe storm damage, where the arrival of the emergency services and other responders could be delayed, or when essential utilities and highways access may be compromised.

In these circumstances, we are sure you will agree that it is important that our community can help itself until outside help arrives and it will do this more effectively if it has a plan already in place. As part of this plan, we are looking to set-up a ‘Community Emergency Response Team’ of volunteers who would be willing to assist should an emergency occur. We are particularly keen to hear from members of our community who have resources, equipment or skills (e.g., 4x4 vehicles, tractors, chain saws, trained medical staff), but any assistance you can offer would be gratefully received.

A crucial element of the plan will be to have a network of *Community Liaison Volunteers* covering the area, each being responsible for a road or other small area. The liaison volunteers’ role involves receiving information from, and passing it on to, residents/businesses in their “patch” – they would not be involved in rescues, but in communicating between the emergency plan coordinators and local residents in the event of an emergency.

If you would like to volunteer, please could you complete the reply slip on page two of this letter and return it to us at the above address. On receipt, a member of **[xxx Parish Council]**will contact you to discuss how best you can help. We are requesting this information on an entirely voluntary basis, so please feel free to ignore this letter if you do not wish to be involved.

Additionally, one of the priorities of the Community Emergency Response Team will be to provide what support it can to members of our community who may be more vulnerable than others and who may need extra help in an emergency. With this in mind, we want to have a list of ‘Vulnerable Persons/Groups’ in our Community Resilience Plan. For your details to be included, please complete the relevant section of the attached reply slip. There is no need for you to disclose any sensitive personal information and please be assured that, in accordance with General Data Protection Regulations (GDPR) the information will be handled in the strictest confidence and will only be used in an emergency by the Community Emergency Response Team, the emergency services or other key responders.

For further information, or to discuss things in more detail, please contact us using the details below.

Yours faithfully

**[Name, Position Held and Contact Details**

**Appendix F:**

Community Emergency Response Team Volunteer Sign-up form

**xxx Community Emergency Response Team Reply Slip**

**Community Emergency Response Team**

I/We would like to volunteer to join the Community Emergency Response Team.

[Please tick box] **as a Community Volunteer for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***and/or*** please enter any skills, equipment and resources you may have in the tables below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Primary Contact Details** | **Email address** | **Skills / Experience / Qualification** | **Equipment / Resources** |
|  |  |  |  |  |
| **Name** | **Primary Contact Details** | **Email address** | **Skills / Experience / Qualification** | **Equipment / Resources** |
|  |  |  |  |  |

**Vulnerable Persons / Groups**

I would like the following details to be included in the ‘Vulnerable Persons / Groups list’ within the Community Resilience Plan.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of person /**  **centre /**  **accommodation** | **Address** | **Primary Contact Details** | **Reason for inclusion** |
|  |  |  |  |
|  |  |  |  |

**Signed declaration**

**[Please ensure that each person named above signs the declaration below]**

I/We give my/our consent for the above details to be made available to those responding to an emergency affecting our community. I understand that, in accordance with the General Data Protection Regulations (GDPR) the information will be handled in the strictest confidence and will only be used in an emergency.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Signatures** |  |  |  |  |
| **Print Name** |  |  |  |  |
| **Date** |  |  |  |  |
| **Address** |  |  |  |  |
| **Contact number** |  |  |  |  |
| **Email** |  |  |  |  |

**Appendix G:**

Flood Plan & Flood Maps

*If your area is in a high-risk flood area or if your community has experienced flooding before, please use the main Community Resilience Plan template to include a flood plan.*

*If you are in a low risk flood area and would like to include a flood zone map, please contact Ashford Borough Council Emergency Planning. ABC can obtain flood maps via the Environment Agency on your behalf.*

**[xxx Parish Council Flood Map Zone 1]**

**[xxx Parish Council Flood Map Zone 2]**

**Appendix H:**

xxx Parish Council Grab Bag Contents List

*A grab bag can be useful to hold at your village hall or central RVP for use in an emergency by lead Volunteer Coordinator at site and scene. This is not compulsory but below is an example if choose to include.*

*If do not have a grab bag, please delete.*

|  |  |
| --- | --- |
| **Item** | **Details** |
| *Community Resilience Plan* | *x1 printed copy* |
| *Large Scale Parish Map* | *x1 A1 printed copy* |
| *Two-way Radios* | *x2* |
| *Hi-Vis Vests* | *x6* |
| *Heavy Duty Torch* | *With batteries (x2 D type)* |
| *Clipboard and Pen* | *x2* |
| *Information Gathering Forms (M/ETHANE)* | *x10 spare printed copies + x1 copy on each clipboard (12 total)* |
| *Incident and Decision Log* | *x10 spare printed copies + x1 copy on each clipboard (12 total)* |

**Appendix I:**

Defibrillator Locations within xxx Parish Council

*If your community has defibrillators located across the area, it is useful to list them here. This can be done as a list, table and/or map.*

*If do not have these, please delete.*

**Appendix J:**

Insurance Liability Insurance Certificate(s) for xxx Parish Council

*If your parish council has secured relevant insurance to cover to include any volunteering roles, please add here. This could be your Public Liability Insurance and/or Employers Liability Insurance.*

*If you do not have this, please delete.*

**[END]**