

ELSTEAD PARISH COUNCIL EMERGENCY PLAN

including the

Elstead Emergency Response volunteer plan

Last Review: 05 Jan 2017

Next Review: 30 Sept 2019

Table of Contents

| | |
|---|----|
| 1. Emergency Co-ordinators..... | 4 |
| Parish Council..... | 4 |
| Elstead Emergency Response (Volunteer Group) | 4 |
| 2. Introduction & Emergency Overview | 5 |
| What is and the levels of an emergency? | 5 |
| i) Major Emergency | 5 |
| ii) Local Emergency..... | 5 |
| Definition and Triggering the plan | 5 |
| 3. Activation Arrangements | 7 |
| Local emergency | 7 |
| Major emergency | 7 |
| 4. Parish Emergency Coordinator..... | 8 |
| Responsibilities of the Parish Emergency Coordinator: | 8 |
| Responsibilities of Parish Council Clerk:..... | 8 |
| 5. Insurance..... | 9 |
| A. Elstead Emergency Response Plan and Processes | 10 |
| Purpose | 10 |
| The EER Plan..... | 10 |
| Activation | 10 |
| B. Executing the Phases of the EER Plan | 11 |
| Phase 1 – Be Prepared | 11 |
| Phase 2 – Action Required | 12 |
| Phase 3 – Deactivation | 13 |
| EER Appendix A – Services outside of the EER Plan | 14 |
| EER Appendix B – Set up of Hub..... | 15 |
| EER Appendix C – Actions for Coordinator (on call person/Chair) | 16 |
| During Phase 1 – Be Prepared | 16 |
| During Phase 2 – Action Required..... | 16 |
| During Phase 3 - Deactivation | 16 |
| EER Appendix D - Health & Safety Briefing | 18 |
| All incidents | 18 |

| | |
|--|----|
| Requesting the emergency Services..... | 18 |
| Entry to private premises..... | 18 |
| Reporting of injury | 18 |
| Specific advice in certain weather conditions..... | 18 |
| Flood water | 19 |
| Fallen down trees obstructing footpaths and roads..... | 19 |
| EER Appendix E – EER Risk Assessment..... | 21 |
| EER Appendix F – Scenario Guidance | 25 |
| Scenario 1 – ‘white out’ and no electricity..... | 25 |
| Scenario 2 – unable to travel by car – village is cut off..... | 25 |
| EER Appendix G - FAQ – for both EPC, EER and Elstead community..... | 26 |
| How is the plan activated? | 26 |
| Where can I get information from: | 26 |
| How do you validate the information given:..... | 26 |
| What can the volunteer group do ? | 26 |
| APPENDIX 1 – RESOURCES - HUMAN SKILLS | 27 |
| APPENDIX 2 – RESOURCES - MATERIALS..... | 28 |
| APPENDIX 3 – Premises & Services potentially available when Emergency Declared | 29 |
| APPENDIX 4 – USEFUL ORGANISATIONS..... | 31 |
| APPENDIX 5 – ELECTED REPRESENTATIVES OF ELSTEAD PARISH COUNCIL | 32 |
| APPENDIX 6– ROLES AND RESPONSIBILITIES OF OTHER AGENCIES | 33 |
| CONTACTING WAVERLEY IN AN EMERGENCY..... | 34 |

1. Emergency Co-ordinators

Parish Council

| | | | |
|------------------------|-----------------|-----------------|--|
| Clerk | Juliet Williams | 01252 703943 | elsteadpc.clerk@gmail.com |
| Chairman | Patrick Murphy | 01252 703151 | pwmurphy215@supanet.com |
| Vice Chairman | Leif Davidson | 01252 702729 | leifdavidson@gmail.com |
| Emergency Coordinators | Joan Juniper | 01252 703289 | jjuniper@btinternet.com |
| | Richard Rees | 01252 706730 | richardirees@me.com |

Elstead Emergency Response (Volunteer Group)

| | | | |
|--------|-----------------|-----------------|--|
| Chair | Richard Rees | 01252 706730 | richardirees@me.com |
| Deputy | To be confirmed | | |

2. Introduction & Emergency Overview

This plan has been written so that in the event of an emergency occurring in the settlement of Elstead, there is a clear procedure to enlist local people to help others in the community.

The plan utilises a community volunteer group known as “**Elstead Emergency Response**” (hereafter referred to as **EER**), to manage and deliver the help.

EER has been set up in such a way that it can be activated by the Parish Council or by EER officers.

The strength of this plan is that a response is not dependent on specific people being contactable or present at the time of an emergency.

The Parish Emergency Control Centre (also known as ‘Hub’) will be :

Elstead Village Hall

Thursley Road

Elstead

GU8 6DG

Tel: 01252 703414

For key holders see Appendix A

What is and the levels of an emergency?

Under the Civil Contingencies Act 2004 an emergency is defined as an event or situation which threatens serious damage to

- Human welfare
- The environment
- Security of the United Kingdom

We recognise two levels of emergency, major and local.

i) Major Emergency

In a **MAJOR** emergency, (activated at national or County level) “Elstead Emergency Response” , EER, will be activated to coordinate a response lead by a higher tier authority. EER would play a supporting role to the emergency services, Surrey County Council and/or Waverley Borough Council.

ii) Local Emergency

In a **LOCAL** emergency, the parish council and/or EER will activate the emergency plan to deliver volunteer help to local people.

Definition and Triggering the plan

For the purposes of this Parish Council Plan and the included EER Plan, **an ‘emergency’ as any incident or severe weather event that is likely to or has caused disruption to village services for 24 hours or more.**

The following emergencies are recognised:

- Flooding
- Large scale evacuation due to a major event e.g. fire
- A pandemic health threat
- Loss of essential services e.g. electricity, over an extended period

3. Activation Arrangements

Local emergency

In a LOCAL EMERGENCY, a Parish Councillor or nominated member of EER can activate the plan.

Major emergency

In a MAJOR EMERGENCY, the Parish Council will be contacted by a higher authority and will activate EER which will support the actions of that authority.

The Lead Borough for this parish is:

Waverley Borough Council, The Bury, Godalming, Surrey, GU7 1HR

Tel: **01483 523333**

Out of Hours Emergency Number: **02392 242 161**

Borough Safety and Emergency Planning Adviser, Direct line: **01483 523480**

Borough Emergency Management Centre: **01483 523208**

Other useful contact details are provided in the appendices.

4. Parish Emergency Coordinator

The Parish Council needs to ensure that EER is supported, kept up to date and ready for action and to this end will appoint an emergency coordinator to liaise with EER.

Responsibilities of the Parish Emergency Coordinator:

- Ensure the local community is aware of the EER plan
- Ensure the EER plan contact details are kept up to date (yearly checks -joint role with clerk)
- Ensure EER has a minimum number of volunteers' details
- Ensure the grab box in the village hall is in kitchen cupboard with proper contents.

Responsibilities of Parish Council Clerk:

- Ensure the EER insurance/risk assessment is valid (runs yearly from 1st April)
- Ensure the EER plan contact details are up to date (yearly checks -joint role with coordinator)
- Liaise with The Borough's Safety and Emergency Planning Adviser to identify suitable training that may be available to emergency volunteers.
- Ensure this document is reviewed annually by the Parish Council and kept up to date.

5. Insurance

Volunteers working under the direction of EER will be covered by insurance for personal injury and public liability.

However no volunteer is allowed to do tree felling and the insurance does not extend to material damage of tools which if owned by the volunteer should be covered by their own policy.

A. Elstead Emergency Response Plan and Processes

Purpose

Elstead Emergency Response has been formed to provide assistance across our community and specifically to those residents that are vulnerable and those that may become vulnerable living in Elstead, during an emergency.

Simply put, we want our existing community spirit to be put to best effect and coordinated when emergencies happen across the village.

The EER Plan

This plan has 3 phases

Phase 1 – Be prepared consists of alerting the volunteer group of likely activation

Phase 2 – Action required

Phase 3 – Deactivation

Activation

1 – on call person or EER Chair in their absence

2 – on call or EER Chair or request from the Parish council (for any other emergency)

B. Executing the Phases of the EER Plan

The following describes the outline processes and steps to be taken when executing each phase of the EER Plan.

Phase 1 – Be Prepared

- A. Group members will be informed by Chair/Deputy of possibility of activation.
 - a. They will provide details of availability.
 - b. They will then be designated a role.
- B. Alerts will be posted on Twitter, Facebook and the village web site to give villagers notice of;
 - a. Opening of 'Hub' and its location (24 hrs into an emergency)
 - b. Locations of information updates
 - c. Where to volunteer and where to go to for help
 - d. Basic advice to follow to prepare for the perceived emergency
 - e. Inform Doctors surgery, EPC and pharmacy direct that we are in this phase

Phase 2 – Action Required

- A. Set up 'Hub' and agree opening time.
 - a. See EER Appendix B
- B. Open Storage box in Village Hall containing notices and equipment
- C. Prepare and put up information notices at predetermined locations, liaising where possible with Parish Council on information for the notices and centres
- D. Notices at the below locations containing relevant information
 - a. Bus stop Milford Road/Hookley Lane,
 - b. Spar shop notice board side near post box
 - c. Notice board Churt Road by the Pavilion.
- E. Post activation information to be entered on twitter, Facebook and village website.
- F. When Hub is established, contact other villages who made need assistance by contacting at the appropriate time
 - a. Doctors surgery,
 - b. Pharmacy,
 - c. Help in Elstead,
 - d. Good Companions
 - e. Milford Day Centre
- G. Coordinate and brief volunteers who attend the 'Hub' (See Appendix C & D)
- H. Assist in establishing the Pavilion as a drop in centre if required by the parish council.
- I. Establish drop in centres at hub and URC and additional locations if required and there are sufficient volunteers.

Phase 3 – Deactivation

- A. Automatic, if emergency does not materialise.
 - a. Updates to this effect will be provided on Facebook and village web sites.
 - b. Doctors Surgery and pharmacy will be notified by on call person or Chair
- B. EER will stand down if the emergency subsides and return to normality.
 - a. Update all notices accordingly as per Phase 2 part D

EER Appendix A – Services outside of the EER Plan

Services not included within the plan but provided by the Parish council

| | |
|---|---|
| Request for generator for the Pavilion | Via PARISH COUNCIL to SSE Pat Ann |
| Request for tree to be cut up to allow access for urgent road or footpath | Via PARISH COUNCIL Pat Clerk |

EER Appendix B – Set up of Hub

Set up and label (labels in Storage Box stored with the EER Chair) the centre

- 1 x Table for Information
- 1 x Table for Volunteers to report to
- 1 x Table to request help (Coordinator to sit here)
- 1 x Volunteer Briefing area (next to volunteer table)
- Kitchen area to clear for normal use with other tables and chairs set up as a waiting and tea and Coffee area along side
- Hub Signs to be displayed outside the entrance once made up and open.

EER Appendix C – Actions for Coordinator (on call person/Chair)

During Phase 1 – Be Prepared

1. Establish how many members of EER are available and confirm contact details
2. Ensure PARISH COUNCIL website, Village Facebook & Twitter accounts and Elstead village web site pages are updated with necessary information;
 - Warning of adverse weather likely to affect Elstead
 - Location of posters informing of emergency and what information they will contain
 - Location of Hub & 'pop-in' Centres
3. Ensure cancellation is posted on the above sites if plan not activated. If plan to be activated go to phase 2

During Phase 2 – Action Required

1. Contact EER and arrange time to meet at Village Hall (During daylight hours unless stipulated by PARISH COUNCIL)
2. Locate Storage box in village Hall
3. Follow set up instructions in Appendix B
4. Ensure telephone cupboard is open and phone (in storage box) is plugged in, if necessary
5. Distribute EER volunteers to other venues as and when required with signs made up for each location (signs in storage box)
6. Make sure when a village requests help this information is transfEERed to the Volunteers table.
7. Volunteer's table EER rep will record which volunteers are declaring themselves current DCB checked and available to be assigned to visits if necessary. List of Pre disclosed skills are in storage box and should be given to this EER volunteer.
8. Ensure tasks are allocated to volunteers and record the task and volunteer dealing and when or if complete.
9. Ensure Volunteers receive Health & Safety briefing is given noting the time and who and what was briefed to which volunteers.
10. Ensure Parish Council are informed if trees need to be removed from public areas or roads/foot paths need to be gritted, they will decide on what action should be taken and make arrangements if necessary.
11. Arrange for a doctor to be informed if the emergency services are delayed in attending a call in the village and request their attendance (Only during Surgery opening hours)
12. Ensure times for information updates are entered on signs
13. Make regular contact with a parish councillor if one is available

During Phase 3 - Deactivation

1. Inform PARISH COUNCIL of the time centres will be closed and decide a formal time for the emergency to end
2. Inform EER members of the above, check to see if any volunteers are likely to be dealing with an incident and decide whether to tell them when they return to the 'Hub' or in person

3. Inform all the other centres that the emergency has ended and assist in clearing up if required
4. Hold 'hot' debrief to collect any urgent feedback
5. Retain any notes of decisions, deployments, injuries or details of volunteers for archiving purposes.

EER Appendix D - Health & Safety Briefing

All incidents

Volunteers must be in pairs (as a minimum) for safety reasons, one will remain at the incident/danger the other will contact the Village Hall 'Hub' and contact the EER Coordinator

Volunteers must have the following personal protective equipment or they will not be dispatched to an incident;

- Ankle protected boots
- Appropriate upper and lower body clothing for the temperature and general conditions
- Gloves and hats
- Carry or have access to water/hot drink (in flask etc)

Requesting the emergency Services

If the emergency services are required and you have access to a working mobile please use this. If this option is not available try a house and request use of their phone if it is working if not return to the Village hall where the land line can be used and there are handsets available too.

If there is a delay contact the Village Hall and they will see if a Doctor is available (this is during normal surgery opening hours only).

Entry to private premises

Only those who are DCB vetted will be allocated to welfare calls to specific addresses by the 'Hub' coordinator or EER member on their behalf.

All other volunteers should not enter a private address unless approached by a villager outside their home and invited in to help. Volunteers should use their discretion as to whether to enter or not. Where the decision is not to enter, the volunteer must refer the villager on to the 'Hub' or contact the 'Hub' coordinator. In cases of emergency if a volunteer wishes to assist and enter the premises they do so at their own risk and are acting as a member of the public.

Reporting of injury

If a volunteer sustains an injury whilst at an incident they must report this to the 'Hub' Coordinator who will record the details.

Specific advice in certain weather conditions

Snow – Volunteers are requested to use their own equipment to clear snow. Snow should be piled no higher than 2 feet high and not on roads or foot paths in order to prevent obstruction and danger to other users. If clearing on private property ask the owner where they want to snow piled, taking in to account the above.

Important - Do not rush clearing snow;

- Keep yourself hydrated as snowy conditions are normally very humid.
- Whilst the temperature is cold you may sweat ensure if you intend to remove clothes they are put in the dry and you take into account cooling down during rests, be aware of hyperthermia.
- Removing snow is strenuous taken plenty of breaks and warm up first
- Please resist the urge to have a snowball fight whilst clearing the snow, injury can result

- Remember watch out for raised kerbs and drive ways when clearing snow
- After snow is cleared and if you need to roadway and or pavement to be gritted contact the 'Hub' coordinator when complete and they will notify the Parish Council, who will consider if further action is required

Flood water

Important – Do not enter flood water that is fast flowing, part of a river or stream or is more than a foot high.

If you have to enter water under a foot deep and stagnant

Beware of hidden dangers such as, uncovered manholes, drains and kerbs if you have to go into water ensure you are wearing wellington boots or at least ankle protected boots, that you have a stick or prod use this to ensure before you move forward you have check for submerged hazards.

Do not put your hands in water unless protected by gloves as the water may be contaminated by sewage. If you have no alternative but to do so; ensure you wash your hands, boots immediately afterwards.

Fallen down trees obstructing footpaths and roads

Under no circumstances are volunteers to deal with these types of obstructions, in all cases when the obstruction is on public areas the 'Hub' coordinator who will inform the Parish Council who will deal with this matter.

