

Elstead Parish Council

Community Emergency & Resilience Plan

Community Name: Elstead Parish Council

Community Lead Contact: Cllr Joan Holroyd

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Date written/last updated: May 2025

This is a working document and it is therefore recommended to keep it up to date.





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1. Be Informed- Roles and responsibilities; the Parish role.

[The Civil Contingencies Act 2004](#) refers that the duty to respond to incidents falls to Category 1 responders, primarily; blue light services, health teams and both County and Borough/District Councils. Category 2 responders are also expected to respond which include all forms of transport and utilities companies.

Under the Act, Parish Councils are not duty-bound to respond, but can still play a key part in preparing and responding as necessary. A pro-active and prepared Parish Council might choose to consider the following:

- Provide a support role for the responders and act as a local point of contact. An organised and updated Parish Emergency and Resilience Plan will provide a single resource document that will enable a fast-paced response to the demands of the incident and aid restoration for the local community.
- Identify a Parish contact who will take responsibility for receiving and delivering key information locally.
- Work with the responding agencies by providing locations, resources and information that can be shared quickly and readily to assist.
- The elected local authority members and parish councillors can play a critical role in the impact assessment process: identifying problems and vulnerabilities in their community that may require priority attention and feeding them back to the relevant agencies.
- Parish representatives and elected members also have an important role in disseminating credible information and advice back to the community, assisting to maintain community cohesion and providing public reassurance.

1.1 Introduction and terms of reference

This community resilience group has been set up in case of any incident in the Parish area of Elstead in recognition that prepared communities are stronger and quicker to recover.

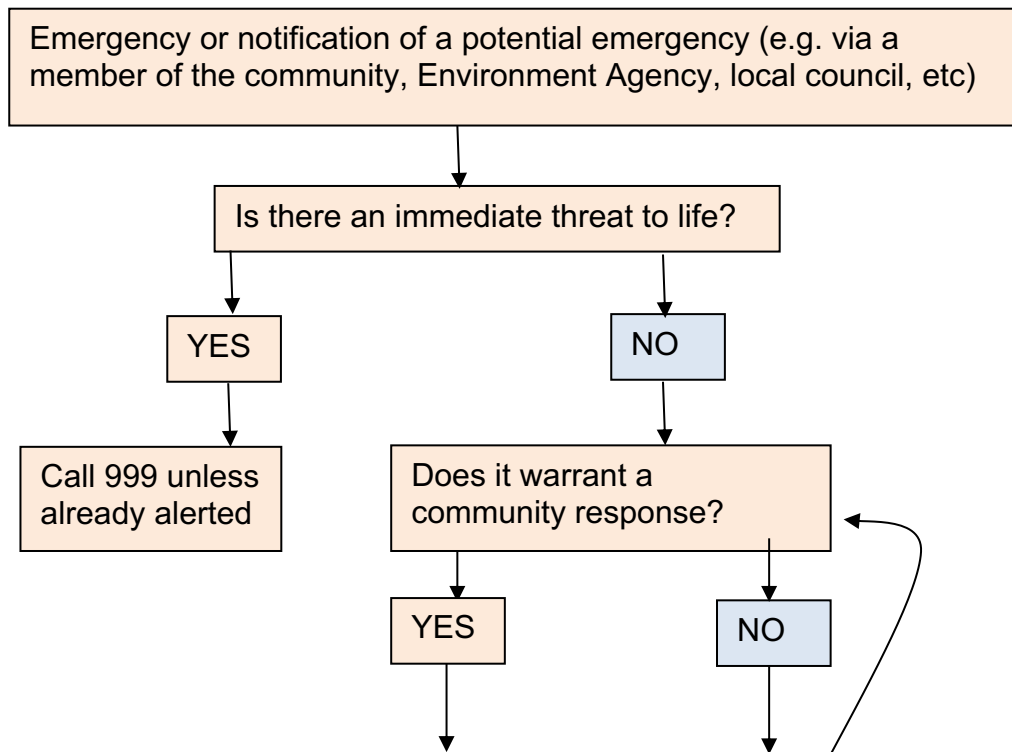
This Emergency & Resilience Plan is devised just for Elstead.

Geographical limitations: This group recognises that some emergencies may impact our neighbouring parishes e.g. flooding and wildfires and so we have devised a plan to aid collaboration between our parishes for such events see Appendix

Partnerships and hierarchy: It is understood that Elstead Parish Council -will prepare and deliver a response to emergency incidents within the limits of their capabilities. The District/Borough Council of Waverley along with Surrey County Council and the partner agencies of the wider Surrey Local Resilience Forum are duty bound to respond to any incidents. In any major incident a Command and Control structure will be established through a Strategic Co-ordinating Group. This SCG will outline the roles and responsibilities in a response/recovery. The local knowledge and insight of Elstead Parish Council will be invaluable in the response and recovery phases. It should be noted, however, that ***there is no statutory obligation on Elstead Parish Council to deliver, lead or be involved in any way.***

However, for smaller incidents that are considered minor (neither the District/Borough or County have been asked to formerly respond), Elstead Parish Council can deliver an autonomous, fair and measured response according to their ability and willingness to respond within the confines of their public liability insurance cover.

1.2 Activation procedure and initial actions in an emergency



Actions

- Immediately notify your Waverley Borough/District Council Emergency Planning 24 hr phone line liaison and **provide details for the main point of contact in Elstead Parish Council.**
- Notify and meet with other key community members.
- Disseminate, assemble and collect local information by maintaining communication with the community to keep them informed and finding out about issues.
- Maintain contact with local authorities and emergency services to let them know what is happening and any emerging issues.
- Log decisions and actions taken.
- Refer to action plan to agree on a course of action within the community.
- Identify relevant skills, capacity and resources.
- Support those that may require additional help.
- Support emergency services and local authorities with their actions.

Action

- Disseminate, assemble and collect local information by maintaining communication with the community to keep them informed and finding out about issues.
- If situation changes, reassess to understand if a community response is now required.

1.3 Alerting the Local Authority in an emergency.

Purely Local Emergencies

If the emergency is likely to be a purely local one, such as limited flooding around buildings or iced pavements around The Green, contact the Elstead Parish Clerk on 07884 490581 or via elsteadpc.clerk@gmail.com or the **Emergency Lead Co-ordinator email: elsteadpc.joan.juniper@gmail.com**.

Wider Emergencies

This information is to be used by local authority partners (namely Parish Councils and established community groups) upon the discovery of an emergency incident within the /Borough of Waverley or the County of Surrey.

The individual or individuals should assume that upon discovery of an emergency incident they may be first on scene or, due to local networks, one of the first to be aware.

The definition of an emergency in line with the Civil Contingencies Act (2004): ***an event or situation which threatens serious damage to human welfare, an event or situation which threatens serious damage to the environment.***

Dependent on the time of day, the sequence of actions in **Appendix F** should be followed to notify Waverley Borough Council (WBC) and/or Surrey County Council (SCC). **Please do not skip to Action 3. Waverley and Surrey's call centres are briefed and prepared to respond to most incidents.**

In most cases, WBC and/or SCC should already be aware due to other information channels, however another responding partner may be on-scene or aware first. Please do not assume WBC and/or SCC have been contacted. It is imperative for multi-agency situational awareness that contact is made and information is shared with WBC and/or SCC.

2. Get involved - Local emergency register and action plan

- Identify skills, capacity and resources (human, economic, infrastructure) in the community that will be available to assist during an emergency (including contact details)
- Develop and agree an activation procedure

2.1 Local emergency register and action plan

A local emergency register highlights the emergency you have identified that might impact on your community and agree the actions you will undertake if that risk emerges. **Please dial 999 if you discover an emergency. In all instances, please also contact Waverley Borough and/or Surrey County Councils.**

If residents are being evacuated please ask them to:

- Tell family, friends and carers where they are going.
- Ensure that NHS or Social Care providers have been told of their evacuation.

Emergencies	Potential/known impacts on community	What can you do to prepare?	What can you do to respond?	Resource needed
Flooding	<ul style="list-style-type: none"> • disruption to utilities, electricity and water supplies • Potential fatalities or injuries • evacuation of residents • short, medium and long-term accommodation of those whose homes are flooded • long-term psychological and health impacts • impact on local businesses and the economy 	<ul style="list-style-type: none"> • Sign up for flood alerts • Regular community cleaning of gullies, ditches, drains. • Inspection and cleaning of gullies, ditches, drains when weather warnings are received. • Invest in basic house level protection such as door defenders, pumps and sandbags. 	<ul style="list-style-type: none"> • Contact Local Authority to offer assistance and gain clarity on the situation. • Early warning and informing to those historically at risk of flooding issues • Deploy any sandbags or 	<ul style="list-style-type: none"> • People. • Equipment; pumps, sandbags, property level protection. • Road impassable signs only if Community

	<ul style="list-style-type: none"> • long-term restoration and recovery issues for homes and businesses 	<ul style="list-style-type: none"> • Form a flood action group to formalise the above actions. • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Create a list of trusted volunteers with access to 4x4 vehicles who may be best accessed for use in emergencies. It must be remembered that no-one unqualified or trained should drive through flood water. • Identify potential local rest centres for evacuation and include them in this plan. 	<p>property level protection.</p> <ul style="list-style-type: none"> • Start pumping water out of domestic areas that water collects. • Warn of flooded roads with signage only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction 	<p>Safety Accreditation Scheme (CSAS) trained volunteers are available to access the Highway</p> <ul style="list-style-type: none"> • Time.
Fire	<ul style="list-style-type: none"> • Potential fatalities or injuries • Possible disruption to utilities, electricity, gas, phone and water supplies • evacuation of residents • short, medium and long-term accommodation of those whose homes are affected • long-term psychological and health impacts • impact on local businesses and the economy 	<ul style="list-style-type: none"> • Encourage vulnerable residents to contact Surrey Fire and Rescue Service for a free Safe and Well Visit Staying Safe and Well at home - Surrey County Council (surreycc.gov.uk) • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan 	<ul style="list-style-type: none"> • Contact Local Authority to gain clarity and offer assistance. • Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction 	<ul style="list-style-type: none"> • Road impassable signs only if CSAS trained volunteers are available to access the Highway

	<ul style="list-style-type: none"> • long-term restoration and recovery issues for homes and businesses 			
Pandemic Flu or Coronavirus	<ul style="list-style-type: none"> • increase demand on health and social care services • potential for fatalities or long-term sickness and care requirements • longer and more frequent disruptions to essential utilities • reduced levels of emergency services cover • disruptions to businesses and organisations through staff shortages and supply chain interruptions • impacts on the national and local economy. 	<ul style="list-style-type: none"> • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Establish a welfare team of known volunteers that could potentially assist those vulnerable or lonely. 	<ul style="list-style-type: none"> • Contact Local Authority to offer assistance. • Listen to and liaise with your community. • Timetabled meetings with partners to establish a coordinated response. 	
Terrorism	<ul style="list-style-type: none"> • Potential for fatalities or injuries • road and travel disruption • damage and disruption to utilities and infrastructure • damage to property • disrupt the ability of organisations to deliver essential functions to the community • Serious violence against a person or a threat to a person's life (e.g. explosive devices, shootings and close quarter attacks, kidnappings or chemical, biological and radiological devices) 	<ul style="list-style-type: none"> • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Establish local response working group to act on any actions required from partner agencies. 	<ul style="list-style-type: none"> • Contact Local Authority to gain clarity and offer assistance if practicable. • Warning and informing if agreed action. 	

	<ul style="list-style-type: none"> • Serious risk to the health and safety of the public 			
Transport accidents	<ul style="list-style-type: none"> • Potential for fatalities or injuries • impact on local businesses through delayed or failed deliveries • delays in emergency services reaching people 	<ul style="list-style-type: none"> • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan. 	<ul style="list-style-type: none"> • Contact Local Authority to offer assistance. • Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction 	<ul style="list-style-type: none"> • Road impassable signs only if CSAS trained volunteers are available to access the Highway
Industrial accidents	<ul style="list-style-type: none"> • impact to oil and gas supplies • potential for fatalities or injuries • economic impacts through damage to local businesses • long-term restoration and recovery of the local area • contamination of crops & agricultural land. 	<ul style="list-style-type: none"> • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan 	<ul style="list-style-type: none"> • Contact Local Authority to offer assistance. • Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction 	

<p>Utilities failure</p>	<ul style="list-style-type: none"> • disruption to essential services and activities • endangerment of vulnerable people • financial impact on businesses • civil unrest • increased demand on emergency services • travel disruptions • disruption to businesses & normal home life 	<ul style="list-style-type: none"> • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan. • Identify potential venues for information and/or distribution centres and include them in this plan. • Encourage eligible residents to sign up for the Priority Services Register for all utilities 	<ul style="list-style-type: none"> • Contact Local Authority to gain clarity and offer assistance. • Contact utility company to gain clarity and offer assistance. • Warn of affected roads with signage if needed only if CSAS trained volunteers are available to access the Highway or call 0300 200 1003 to report any damage or obstruction 	<ul style="list-style-type: none"> • Road impassable signs only if CSAS trained volunteers are available to access the Highway • Access to a community centre or similar close to the incident.
<p>Severe weather (low temperatures and heavy snow, storms, gales and/or heatwaves)</p>	<ul style="list-style-type: none"> • road and travel disruption • damage and disruption to basic utilities • damage to property • disrupt the ability of organisations to deliver essential functions to the community • Trees toppled and structures collapsed • Transport routes blocked with snow/fallen trees etc. 	<ul style="list-style-type: none"> • Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan • Create a list of trusted volunteers with access to 4x4 vehicles who may be best accessed for use in emergencies. It must be remembered that no-one 	<ul style="list-style-type: none"> • Contact Local Authority to offer assistance. • Warn of affected roads or call SCC Highways on 0300 200 1003 to report any damage or obstruction. • After contacting the Local Authority, if agreed, use your local contacts list to 	<ul style="list-style-type: none"> • Access to a community centre or similar close to the incident.

	<ul style="list-style-type: none"> • Potential animal welfare concerns if exposed for long term to the extreme weather elements. 	<p>unqualified or trained should drive through flood water.</p> <ul style="list-style-type: none"> • Create a list of trusted volunteers with access to tractors, snow-ploughs, chain saws and other useful equipment who may be best accessed for use in emergencies. Anybody using the equipment must be appropriately licensed or qualified. • Establish connections with veterinarians or animal sanctuaries. • Consider welfare issues if community is cut off: food/water medicine • Sign up for weather alerts 	<p>attend the scene and act if equipment is readily available and doing so is agreed and appropriate.</p> <ul style="list-style-type: none"> • Make contact with any affected vulnerable people and assist if required. In heatwave scenario, this may include access to water, fans and aircon. • Consider all welfare issues if community is cut off. Collate and understand the details of the situation and share with Local Authority and partner agencies. 	
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2.2 Community capacity, skills and resources

Type of resource	Role	Contact Details	Other useful information
Information board	Communication with the community	The Spar The Village Green, Elstead w3w: stocks.whiplash.ruled	<i>There are various noticeboards in the village but this is the noticeboard where up-to-date emergency information will be posted.</i>
Churches	Spiritual support Meeting areas	St James Church, Thursley Road. GU8 6LQ. 01252 705164 w3w:myth.majors.weeps The URC, Milford Road. Miford Road GU8 6HP w3w:supposed.presenter.quest	<i>Both Churches have assessable toilets seating kitchen Facilities: Kitchen, Toilets, Wi-Fi, Tables & Chairs, Outside Space, Off Road Parking for approx.6-12 Cars.</i>
Public houses,	Catering	The Golden Fleece Elstead Road GU8 6DB 01252 702349 w3w:writers.confronts.corkscrew The Mill Farnham Road Elstead GU8 6LE themillmanager@fullers.co.uk 07584436303 w3w:costly.because.achieving The Woolpack Milford Road Elstead GU8 6HD 01252 703106 w3w:into.lengthen.airports	<i>All three Public houses have hot and cold food available assessable toilets and ample car parking.</i> <i>The Mill has a conference room and rooms for small and large gatheringsand ample car parking.</i>
The Royal British Legion	Catering Meeting Room	RBL, Thursley Road, GU8 6DG 01252 702195 w3w:sensitive.darling.sped	<i>The Barn</i> <i>The bar area with community space assessable toilets Kitchen and ample car parking</i>

Type of resource	Role	Contact Details	Other useful information
<i>Other local groups:</i> <i>HiE</i> <i>Elstead Foodbank</i> <i>Meals on Wheels</i>	<i>Catering & community support</i>	Help In Elstead 01252 702907 Email help@helpinelstead.org Food Bank 07359 098655 elsteadfoodbank@gmail.com Meals on Wheels 01252 727280	
<i>Vet</i> <i>Mobile Vet</i>	<i>Animal welfare</i>	Veterinary Surgeon 01483 414747 emailinfo@milfordvets.co.uk Kevin Clayton: enquiries@familyvetsltd.com	open Monday- Friday 8am-7pm Saturday 8am -12
<i>Boarding kennels</i>	<i>Animal welfare</i>	Boarding Kennels Dogs and Cats Pat Cole Upper Ridgeway Farm Hyde Lane Godalming GU86QR 01428604508	
<i>Generator</i>		There is no generator.	

Village halls/ temporary rest centre options

Type of resource	Role	Contact Details	Other
Name and location: Elstead Village Hall, Thursley Road, Elstead, Surrey. GU8 6DG W3w: chucked.flanks.organic	Emergency evacuation site / Potential Rest Centre	Key Holder Juliet Williams 07884 490581 Secretary 01252 266822	918.5x9.25 in the main hall and 16m2 ModernKitchen Wheelchair accessible and can sustain a one-way-system. Can seat 120 people + large tables Well catered for toilets and disabled toilet. Has a very good kitchen. Limited car parking to the front of the hall.

Type of resource	Role	Contact Details	Other useful information
Name and location: Elstead Youth Centre, Thursley Road, Elstead, Surrey. GU8 6DG. W3w: fanfare.baked.important	Emergency evacuation site / Potential Rest Centre	Key Holder Juliet Williams 07884 490581 Secretary 01252 266822	90m25 x 8.5m in the main hall Wheelchair accessible and can sustain a one-way-system. Has toilets and disabled toilet. Has a good kitchen. Limited car parking to the front of the hall
Name and location: The Pavilion, Thursley Road, Elstead, Surrey. GU8 6DD W3w: discount.straying.dots	Emergency evacuation site / Potential Rest Centre	Key Holder 01252 703151 Elsteadpc.pat.murphy@gmail.com	90m2 in the main hall and 16m2 in the smaller room. Is wheelchair accessible and can sustain a one-way-system. Has toilets and disabled toilet and showers. Has a good kitchen and licenced Bar Moderte sized dedicated car park
Name and location: The URC Hall, URC, Milford Road, Surrey GU* 6HP W3w: supposed.presenter.quest	Emergency evacuation site / Potential Rest Centre	Key Holder 01252702414 07919 888237 elsteadurc@gmail.com	Is wheelchair accessible . Has toilets and disabled toilet. Has a good kitchen. Limited car parking to the front of the hall

Farmers / haulage – this section will not be publicised

Type of resource	Role	Contact Details	Other
Farmer: ask Roger Pride	Localised plant machinery response	Via the clerk / emergency lead co-ordinator	Chain saws, lifting gear, snow plough, tractors
Farming General contractor: Richard Knight	Localised plant machinery response	Via the clerk / emergency lead co-ordinator	Chain saws, lifting gear, snow plough, tractors
Hotel/Guest house, Accommodation			

Air bnb in Elstead	Emergency or temporary accommodation	<u>www.airbnb.co.uk</u>	
Farnham Hotel		03332346490	
Godalming Hotels		01483 419997	
Inn on the Lake GU7 1RH		01252792199	
Tilford Woods GU102DD			

Transport – don't think we need this section

Type of resource	Role	Contact Details	Other
Coach hire??????	Emergency transport	xxxxxxxx	xxxxxxxx
4x4 drivers club/	Adverse weather transport	xxxxxxxx	xxxxxxxx

Other useful contacts

Type of resource	Role/Address	Contact Details	Other
Medical Practice	Springfield Surgery w3w:palettes.craftsmen.fleet	01252 7031220 Outside these hours NHS111 from landline or mobile phone	
Pharmacy	Elstead Pharmacy 2 Carlton House, Milford Road, Elstead, Surrey, GU8 6HR Address w3w:gems.live.without	01252 703322	
Village Events Team	Village Hall Chairman Scouts	Juliet Williams 07884 490581 Tim Davies ???	8x2-way radios, 2 marques, 2 gazebos, BBQ & cooking equipment, access to tables & chairs
24-hour defibrillators	Burford Recreation Ground GU8 6LA w3w:relaxed.value.wrenching	Emergency Community Lead 07713 252180	

	Village Hall GU8 6DG w3w:chucked.flanks.organic Pavillian Recreation Ground GU8 6DU w3w:discount.straying.dots		
First Responders	N/A	Contact: www.seacamb.co.uk	We do not have official trained First responders and Seacamb will issue them in the event of an emergency.

It is recommended that the location the community chooses to co-ordinate the local activities includes but is not restricted to: Telephone, Internet, Photocopier, Kitchen, Toilets, Uninterrupted Power Supply, TV, radio, Maps, Hi-Viz jackets, Torches, candles, matches, First aid kit, Incident log sheets, food rations.

2.3 Communicating with local residents

What	How	Type of information
County Council and District/Borough Council website	www.surreycc.gov.uk www.waverley.gov.uk	<ul style="list-style-type: none"> • Latest updates on incident and signposting for further information
Social media	www.facebook.com/groups/ElsteadVillage	Sharing latest information
National/Local news	www.getsurrey.co.uk www.bbc.co.uk	Sharing latest national information

2.4 Local emergency responders and useful contacts

Who?	How to contact them?	What do they mainly do?
Police	Dial 999 in an emergency such as a crime in progress For all non-emergency Police reporting dial 101 Find out more: www.surrey.police.uk/	<ul style="list-style-type: none"> • Responding to incidents together with the other emergency services • The co-ordination of the emergency services, local authorities and other organisations during an emergency
Fire	Dial 999 in an emergency. Find out more: http://new.surreycc.gov.uk/people-and-community/surrey-fire-and-rescue	<ul style="list-style-type: none"> • Responding to incidents together with the other emergency services • Fire-fighting and fire prevention • Detection, identification, monitoring and management of hazardous materials and protecting the environment
Ambulance & NHS	Dial 999 in an emergency NHS non-emergency number: 111 Find out more: www.secamb.nhs.uk/	<ul style="list-style-type: none"> • Responding to incidents together with the other emergency services • Identify and alert the appropriate receiving hospitals
Surrey County Council	03456 009 009 (8am-6pm weekdays) SMS: 07527 182 861 Highways emergencies 0300 200 1003 Adult and Children Social Care Emergency Duty Team 01483 517898 (6pm-8am weekdays and 24 hours a day on weekends and bank holidays) Find out more: http://www.surreycc.gov.uk/	<ul style="list-style-type: none"> • Support the emergency services • Help the community recover • May act to protect property from flooding by water from the highway where there is a failure of the highway drainage system • Help facilitate road closures and diversions • Surrey Local Resilience Forum https://www.surreycc.gov.uk/community/emergency-planning-and-community-safety/emergency-planning/surreys-local-resilience-forum

<p>Waverley Borough Council</p>	<p>During opening hours (weekdays between 8:45am and 5:15pm (4.45pm on Fridays): 01483 523333</p> <p>Out of hours: 01483 523200</p> <p>Please see Contacting Borough/District Council</p>	<ul style="list-style-type: none"> • Support the emergency services • Help the community recover • Help facilitate the provision of emergency accommodation • Identify and set-up a safe place for community to stay after being evacuated - known as rest centre • Surrey Local Resilience Forum <p>https://www.surreycc.gov.uk/community/emergency-planning-and-community-safety/emergency-planning/surreys-local-resilience-forum</p>
<p>Parish Council in this plan</p>	<p>The Clerk of Elstead Parish Council on 07884 490581 or the Emergency Lead Co-ordinator on 07713 252180.</p>	<ul style="list-style-type: none"> • Smaller, local emergencies • Liaising with D&B's
<p>Environment Agency</p>	<p>Incident hotline 0800 80 70 60 (24-hour service)</p> <p>Floodline service 0345 988 1188</p>	<ul style="list-style-type: none"> • Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers • Issue flood alerts and warnings to the public and implement flood defence where appropriate • Deal with emergency repairs and blockages on main rivers and own structures
<p>Utility providers emergency numbers</p>	<p>Gas (National Grid) 0800 111 999</p> <p>Power Cut - call 105 or visit www.powercut105.com to report power loss or damaged equipment or check who your regional distribution company is, or call your distribution company direct as below:</p> <p>UK Power Networks 0800 316 3105 or 0333 323 2105</p> <p>Scottish and Southern Electric Networks 0345 072 1905 or 0800 072 7282</p> <p>Thames Water 0800 316 9800</p> <p>South East Water 0333 000 0365</p> <p>Affinity Water 0345 357 2407</p> <p>British Telecoms 08001217667</p>	<ul style="list-style-type: none"> • Support statutory responders • Ensure continuity of supply • Provide alternative means of supply during an emergency if there is a threat to life • In the case of water and power, have free services to support those who would suffer more in the event of supply interruption – this is regional and so does not matter who the bills are paid to.

Animal Welfare (RSPCA)	0300 1234 999	<ul style="list-style-type: none">• Provide a twenty-four-hour emergency service for injured, trapped, or stranded animals
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In some cases, emergency services, local authorities and other organisations cannot deal with an emergency alone as part of their normal day-to-day activities. They will have to prioritise those in greatest need and/or may not be able to reach you immediately.

Community members can play an important role in reducing the impacts of an emergency on their community and complement the work of local emergency responders by planning and preparing for it. This can be achieved by producing a community emergency plan, keeping it up to date and exercising it on a regular basis (at least on a yearly basis). The plan details how to provide support to members of your community in a co-ordinated manner.

2.5 Shared Parish Resources (See page 15 for Parish contact details)

Emergency/Incident	Resources
Flood	Sandbags are on request from Waverley Roads closed by Surrey CC in event of localised flooding W3W – to identify locality of incident
Wild Fire	Knowledge of the commons / access points / ROW W3W – to identify locality of incident
Fallen or dangerous trees	See Farmers on page 12 If small tree contact PC contractor If significant contact Surrey CC W3W – to identify locality of incident
Power outage	? generators (need to ask the VH if they have one) Village hall / youth centre could be opened if it still had its power EPC to liaise with utility provider regarding a food truck W3W – to identify locality of incident
Snow	SCC grit roads and would clear or close the road if necessary PC contractor spreads grit on pavements in key locations on request Farmers / PC contractor could be called upon to clear snow if severe blockage W3W – to identify locality of incident

3. Additional resources

Templates

A number of additional templates have been created that you may want to use to help facilitate your community plan, form, respond and recover from an emergency.

Appendix A – Community emergency meeting agenda/minutes template

Appendix B – Emergency log sheet template

Appendix C – Situation report template

Appendix D – Issues log template

Appendix E – In Case of Emergency template for residents to complete

Emergency Contact Details (Confidential)

Appendix F – Emergency Contact Details – to be removed from public version waiting for Wavelerley to advise

Reference list for Halls and Churches Joan and Jules

Equipment: needs to be charged every 4 hours

Building: special facilities, access, keys to the building are being held by Mr/Mrs X.

Dimensions: Approx. 22m x 9m (external)

Accommodate: 60 – 80 persons seated at tables & Chairs

Facilities: Kitchen, Toilets, Gas Heating, Wi-Fi, Tables & Chairs, Outside Space, Off Road

Parking for approx.12 Cars.

Adjacent to council owned public open space.

No land line on site.

Copy of the plan located on site. 2.2 Community Capacity Skills and resources

Appendix A – Community emergency meeting agenda/minutes template

Date:			
Time:		Location	
Attendees			
1.	What is the current situation?		
	Type of emergency: <ul style="list-style-type: none"> • Is there a threat to life? • Has electricity, gas or water been affected? 		
2.	Establishing contact with emergency services and local authority.		
3.	How can we support the emergency services and local authority? What information can we share that will assist the response?		
	3a Location and timescale of the emergency. Is it near: <ul style="list-style-type: none"> • A school? • A vulnerable area? • A main access route? 		
	3b Are there any vulnerable people involved? <ul style="list-style-type: none"> • Elderly/infirm/disabled • Families with children • Non-English-speaking people. 		
	3c What resources do we need? <ul style="list-style-type: none"> • Food? • Off-road vehicles? • Blankets? • Shelter? 		
4.	What actions can safely be taken?		
5.	Who is going to take the lead for the agreed actions?		
6.	Any other issues?		
7.	Timeline? How long is reasonable to wait for the next meeting to discuss progress/remaining actions?		
8.	Date and time of next meeting?		

Appendix B – Emergency log sheet template

Date	Time	Information/Decision/Action	Initials

Appendix C – Situation report template

Date				Time	
Comm unity				Report Number	
Location of affected roads and suggested alternatives, main access points					
Impact assessment					
Area(s)	Electricity? Yes/No	Gas? Yes/No	Water? Yes/No	Mobile phone coverage? Yes/No	
Details of people in need of additional assistance including emergency temporary accommodation					
Community Resources in use					
Community Resources available					
Additional resource needed					

Appendix D – Issues log template

Reference	Location	Description of Problem	Solutions Identified	Action Required	Open	Closed
<i>EXAMPLE</i>	<i>Philpot Lane roadside ditches</i>	<i>Ditches blocked leading to road flooding</i>	<i>Ditch owners to be identified</i>	<i>- organise regular community clean-up day - promote and encourage regular maintenance by owners</i>		
01						
02						

Appendix E – In Case of Emergency template


**SURREY
PREPARED**

ICE – In Case of Emergency

Contact details

Complete this form for your household to access key information quickly and easily in an emergency. Store these details on your mobile device as well as keeping a paper copy.

In an emergency, ensure you are not in danger. If the danger is outside, stay inside (if it is safe to do so).

If you or another person is in danger always call 999.

If you are asked to leave your home:

- Make sure you take your medication and, if possible any medical equipment you need with you.
- Remember to tell family, friends and carers where you are going. If you are currently receiving visits from NHS or Social Care providers let them know where you have gone to.
- Take your mobile phone and charger as well as key documents like ID and your purse/wallet.
- Turn off your gas, electricity and water if it is safe to do so
- Consider whether you need to take your pets with you.
- Do any family and neighbours need help?
- Do you have any family or friends you could stay with?

Tune in to local radio, TV and social media for advice and updates.

Returning home:

- Listen to advice from the emergency services and local authorities (e.g. advice about drinking water or power loss)
- Contact your insurance company if needed
- Contact the relevant utility companies. If you turned off your gas it must be turned on again by a professional for safety reason

Contact details for household members

Name	Contact Number

Do children need picking up?

The following people can collect children from school

Name	Contact Number

We can meet or stay at

Name (near home)	Contact Number
Name (further away)	Contact Number

Family and/or neighbours who may need help

Name	Contact Number

Who can I call if I need help?

Name	Contact Number

Emergency telephone numbers

Emergency services	999	@SurreyPolice @SurreyFRS @SECAmbulance
NHS – 24/7 support	111	
Police non-urgent	101	
Power cut	105	
Surrey County Council	03456 009 009	www.surreycc.gov.uk
Local authority		
Doctor		
School		

Important information

Home and contents Insurance:	Tel:	Policy number:
Car Insurance:	Tel:	Policy number:
Gas provider:	Tel:	National gas emergency No: 0800 111 999
Electricity provider:	Tel:	
Water provider:	Tel:	
Vet/Kennel/ Cattery	Tel:	

Current medication

Medication name	Dosage/time	Who

Other useful information

Environment Agency Twitter: @EnvAgency
 Floodline Tel: 0345 988 1188 (24hr service)
 Pollution/Incident Hotline Tel: 0800 80 70 60 (24hr service)
Check your flood risk and sign up to flood alerts
 Web: <https://www.gov.uk/check-flood-risk>

Met Office Twitter: @metoffice
Check for weather warnings
 Web: <https://www.metoffice.gov.uk/public/weather/warnings>

Tune in to local radio stations

BBC Surrey: 104-104.6FM
 Heart Sussex and Surrey: 97.5-102.7FM



GO IN to a safe building.



STAY IN until you are advised to do otherwise.



TUNE IN to local TV or radio for more information.

Appendix F – Emergency Contact Details

DURING OFFICE HOURS:

8:30am – 5:00pm, Monday to Friday.

- Emergency Planning & Resilience Specialist – **01483 523333**
 - **If no response, try:** Customer Services – **01483 523333**
-

OUT OF OFFICE HOURS

Action 1

Out of Hours Duty Operator – 01483 523200 (wait for recorded message to end and talk to Call Centre)

Ensure you tell the call centre the situation, inform them which emergency services are on scene, if any. Ask that the operator notifies the emergency duty-officer. Make sure you leave your contact details. Note the time of your call. The operator will have the contact details to pass the information to an on-duty **Surrey County Council** representative. This representative will get in touch with you shortly.

Not contacted? Incident getting worse with no Surrey County Council acknowledgement?



ESCALATE

Action 2

CALL BACK Out of Hours Duty Operator – 01483 523200

Ask the operator if the TDC duty-officer has been contacted and if so, who they have spoken to. Ask the operator that their supervisor be informed if no progress is being made. **Note down details and the time.**



ESCALATE

Action 3

Escalate to Surrey County Council emergency duty phone – 0300 200 1003
This number is not to be shared outside of this group and is a last resort only.
Please do not abuse this privilege.