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## IMMEDIATE RESPONSE TO A COMMUNITY EMERGENCY

1. RING 999 to inform the Emergency Services
2. Provide CLEAR and CONCISE information to the Emergency Services
3. If necessary, ACTIVATE THE COMMUNITY EMERGENCY PLAN

## ACTIVATE THE COMMUNITY EMERGENCY PLAN

The Plan can be activated by the Emergency Coordinator based on that person's assessment of the situation. It is better to stop the Plan should events come under control sooner than expected, than not to respond at all.

If you witness an incident or receive details of an incident from someone locally then you must contact the Emergency Services by phoning 999.

If Emergency Services help is required, before they arrive and without endangering anyone, the Emergency Coordinator should **contact the Community Volunteers listed in this Plan and ask them to report to the appropriate location.**

If the Emergency Services are involved, the Emergency Coordinator should make contact with them to explain to explain their role and what has happened so far.

Sometimes full activation of the Plan will not be required, Emergency Services may not be involved and the Plan can be used as a resource within the community.

## EMERGENCY COORDINATION

Emergency Coordinator	Cllr Kevin Shovelton	07471 816604
Deputy Emergency Coordinator 1	Cllr Sarah Whiting	07496 537170
Deputy Emergency Coordinator 2	John Hesketh, Parish Clerk	

Communications Coordinator	Cllr Patricia Hopwood	
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## INCIDENT RESPONDERS WHEN DEPLOYED

Incident Responders	All Parish Councillors	
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## PARISH SHELTER CONTROLLER(S) WHEN DEPLOYED

Parish shelter Controller 1	St Keyne Village Hall designated person	Cllr Martin Cluer
Parish shelter Controller 2	Trewidland Village Hall designated person	Cllr Lindsey Ellis
Deputy Parish shelter Controllers	One Deputy for each Village Hall	Cllr Mark Featherston Cllr Jonathan Ellis

Coordination Centre	To be confirmed whenever the Plan is instigated	
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## PARISH SHELTERS

The Parish Shelter could be used, as necessary,

- As the Coordination Centre where the Emergency Coordinator and other Volunteers can coordinate the community response to the Emergency,
- As an assembly point for Community Volunteers
- As a temporary shelter for anyone in the community that has temporarily lost access to their home.

	<b>Location</b>	<b>Key Holders</b>	<b>Phone numbers</b>
1	St Keyne Village Hall  6 fig OS grid ref: SX241609  What 3 Words:	Dom Folland Ian Page All VH Committee Members John Hesketh	
2	Trewidland Village Hall  6 fig OS Grid Ref: SX254597  What 3 Words:	Nickey Fairey All VH Committee Members John Hesketh	

## USEFUL TELEPHONE NUMBERS

Organisation	Number
Emergency Services: Police, Fire & Rescue, Ambulance and Coastguard	999
Non-Emergency Number - Police	101
Cornwall Council Emergency Number	0300 1234 161
Cornwall Council Emergency Centre Number When Activated and When Published by Local Media	0300 1234 161
Cornwall Council Division Member	03001234 100
NHS Medical Help Non-Emergency	111
NHS Liskeard Community Hospital	01579 373500
Environment Agency Floodline (for flood warning information)	0345 988 1188
Environment Agency Incident Hotline	0800 807060
Citizens Advice Bureau Flood Helpline	03444111444
Western Power Distribution	0800 365900
South West Water	0800 1691144
British Telecom	0800 800 151
DEFRA Animal Health and Veterinary Laboratories Agency, Truro	01392 266373
Cornwall Community Resilience Officer	03001234232
BBC Radio Cornwall	01872 275421
Radio Heart Cornwall	01872 554400
Pirate FM	01209 314 400

# 1 Introduction

## Why do we have an Emergency Plan for St Keyne and Trewidland?

All major emergencies are dealt with by the Emergency Services, Local Authorities, Utilities and Voluntary Agencies in a combined response. In extreme conditions, it is possible that the Emergency Services may not be able to reach the scene or react immediately. In such circumstances, the initial response may rely entirely on local people coming forward.

Emergency Services may also benefit from the voluntary support of the Parish Council and Community to assist with their management of the emergency and its wider outcomes; for example through identification and help with vulnerable residents and the provision of local 'Shelters' when residents are temporarily evacuated from their homes.

The sorts of emergencies which we might have to contend with as a Parish include flooding; utilities failures, particularly electrical power outages; severe weather, such as heavy snow; human and animal disease outbreaks; and a chemical fire/incident at an adjacent waste disposal site. This list is not exhaustive. Within recent living memory, the community has experienced all of these incidents and has had to look inwards for immediate support.

It is for this reason that the Parish Council has developed this Emergency Plan. It aims to provide local support on the ground speedily and when it is most needed, using volunteers in a structured manner.

The aim is to look after the welfare of people in the Parish and help to maintain our infrastructure. It does not replace the support provided by the Emergency Services, but supplements it. It is designed to deal with events affecting the Parish or parts of the Parish so that we may recover from an emergency situation more quickly and safely.

This Emergency Plan is not designed to deal with local emergencies affecting only one householder or when the Emergency Services can deal with the emergency without any formal Parish involvement.

## Key Principles

- The Plan is based on a 'worst case scenario'.
- All key roles are well defined.
- There is a clear centre of control and coordination.
- The Plan is simple to understand, so everyone involved knows in outline what they are meant to do.
- Good communication and accurate information sharing is essential

## **Specific Risks**

There are no specific risks to the Parish that have been identified which require advance planning in detail. The emergencies, which we as a Parish are likely to face, if they do occur, are therefore likely to come as a surprise!

## **Activation**

The Emergency Plan may be activated by any Member of the Parish Council, the Emergency Services or Cornwall Council.

# **2 Roles and Responsibilities**

## **General.**

Every key role played by an individual has a deputy to act in that individual's absence on work, holiday or illness. When available, the Deputy assists the main role player to carry out their role.

It is essential that accurate information is passed to the Emergency Coordinator in a timely manner to avoid creating a chaotic situation, where no one knows what is expected of them.

## **Volunteers**

In the event of a sudden emergency volunteers may well be first on the scene and will have to act on their own initiative, without direction initially.

It is required that all volunteers will not put themselves at risk in helping others, so they do not themselves become casualties that need to be catered for by Parish resources to the detriment of other people. In terms of liability, the Parish Council's insurance policy provides Public Liability up to £10 million, Employers' Liability up to £10 million and includes Personal Accident cover for all Employees, Members and Volunteers working on behalf of the Parish Council. The use of chainsaws and other machinery by specified volunteers requires a formal risk assessment to be in place to ensuring that personal protective clothing and equipment and any training, has been considered and documented.

## **Coordinating the care of individuals**

The response to a community emergency must take account of the potential need to care for those in the community who may need additional help and support. This may be achieved by individual Councillors individually and by the Parish Council collectively.

For example, as a matter of course, the parish Council should be aware of people in the community who may need additional help & support, such as those at greater risk, harder to contact, or less able to respond and act independently.

During an incident, the Parish Council should be prepared to contact, reassure and comfort members of the community, and provide personal care information to statutory and support agencies

An accurate record of actions taken should be taken to inform future learning

## **Emergency Coordinator**

The Emergency Coordinator is responsible for:

1. Writing, updating and disseminating the Plan.
2. Maintaining a confidential list of those members of the Parish, who have requested that they would like particular assistance in an emergency and ensuring that the Deputy Emergency Coordinator has a copy of this list held in a sealed envelope to be opened in his absence, if needed.
3. Putting the Plan into effect when necessary, and providing his/her home as a coordination centre initially, as required.
4. As needed, deploying incident controllers and volunteers; and/or activating a Parish Shelter.
5. Acting as a focal point for the collection and dissemination of information.
6. Maintaining a log of events.
7. Acting as a focal point for liaison with the Emergency Services.
8. Dealing with media enquiries.
9. Standing everyone down at the end of the Emergency.
10. Making an assessment of lessons learned when the emergency is over.

## **Incident Responders**

Incident control is the cornerstone of the Emergency Plan. The Incident responders are responsible for:

1. At the request of the Emergency Coordinator, deploying to the incident or incidents on the ground.
2. Making an assessment of what, if any, resources are needed and assessing the risks involved.
3. Reporting the situation to the Emergency Coordinator and seeking any resources needed.
4. Managing the resources/volunteers in a safe manner.
5. Reporting progress back to the Emergency Coordinator as events take place.

## **Communications Coordinator**

The Communications Coordinator provides the link between the community and those managing the emergency through the provision of timely and accurate information. They are responsible for:



1. Receiving and monitoring information from the Emergency Services.
2. Seeking updates and accurate information from the Emergency Services.
3. Communicating updates, news and information to the local community via social media.
4. Monitoring local social media and responding to speculation with calm, objective and accurate information and responses.

## **Parish Shelter Controller**

The Parish Shelter Controller is responsible for:

1. On request, gaining access to the chosen Parish Shelter: this will normally be the Village Hall
2. Carrying out a quick risk assessment to ensure that the building contains no hazards.
3. Assessing the number of volunteers needed to service the Parish Shelter, if that has not been carried out already.
4. Taking charge of the Parish Shelter and briefing everyone in the Shelter every half an hour.
5. Managing everyone in the Shelter including:
6. Appointing a Volunteer to record those in the Shelter and recording any expenditure incurred on behalf of the Parish.
7. Appointing a Volunteer to manage those who will bring their domestic pets.
8. Appointing a Volunteer to manage refreshments etc.
9. Referring any Media Representatives to the Emergency Coordinator

### DISTRIBUTION of this EMERGENCY PLAN

	<b>Addressee(s)</b>	<b>Means</b>
1	All those listed in the Plan on Page 4	Hard Copy (6)
2	All members of the Parish Council listed anywhere in the Plan <u>with</u> email addresses	Electronic
3	Emergency Management Cornwall Council (See Note 1)	Electronic (both versions)
4	Cornwall Council Division Member	Hard Copy
5	Chairman St Keyne Village Hall Committee	Hard Copy
6	Chairman Trewidland Village Hall Committee	Hard Copy
7	Members of the Parish Council who do not have a hard copy plus Parish Council Clerk	Hard Copy

Note 1. Cornwall Council will make the complete plan available to the Emergency Services as required. It will publish the version of this plan which does not contain names or personal contact details on the community resilience section of their website.

