



Community Emergency Plan

Newchurch

Developed by: Newchurch Parish Council

C/o Newchurch Village Hall
Newchurch TN29

Date: 1st February 2022

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If you are in immediate danger call 999

Revision History

Summary of changes	Issue number & date	Changed by
<i>New Issue</i>	<i>Version 1</i> <i>October 2015</i>	
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Plan distribution list

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<i>(other updates to follow)</i>			

Contents

1. Introduction	5
1.1. Why do we have this plan?	5
1.2. What should this plan include?	5
1.3. Area covered by this plan:.....	5
2. Legalities	6
2.1. Insurance, Health and Safety.	6
2.2. Data Protection	6
3. Where does the community fit in?	7
4. Hazards & Actions to take within our Community	8
5. Responding to an Emergency.....	11
5.1. First Steps in an Emergency for the Community Emergency Coordinator	11
5.2. Draft Community Emergency Response Team First Meeting Agenda	13
6. Communication.....	14
6.1. Communication with Residents	14
7. Resources and Key Locations	15
7.1. Community Skills and resources.....	15
7.2. Community Emergency Centre:	15
7.3. Community Shelter	16
7.4. Community Organisations.....	16
8. Community Emergency Response Team	17
8.1. Roles & Responsibilities	17
8.1.1. Community Emergency Co-ordinator Checklist.....	18
8.1.2. Assistant Community Emergency Co-ordinator Checklist	20
8.1.3. Community Emergency Centre Team Leader Checklist.....	21
8.1.4. Community Emergency Centre Team Checklist.....	22
8.1.5. Community Shelter Team Leader Checklist.....	23
8.1.6. Community Shelter Team Checklist	24
8.1.7. Community Liaison Team Checklist.....	25

Continued over the page:

Contents continued:

Appendices

(Held as separate documents)

Appendix 1: Contact Details

Appendix 1a: External Organisations Contact Details

Appendix 1b: Community Organisations

Appendix 1c: Community Emergency Response Team - Restricted

Appendix 1d: Resident Skills and Resources – Restricted

Appendix 2: Vulnerable Residents (Restricted Access)

Appendix 3: Incident Log

Appendix 4: Community Flood Plan

Note: Continue appendix numbers for other risk or site specific plans

1. Introduction

1.1. Why do we have this plan?

- To increase the readiness and resilience within the local community in the event of an emergency.
- Community groups are able to provide support to statutory agencies (if needed.)
- Ability for community groups to support themselves when outside assistance from statutory agencies is delayed or overwhelmed.

1.2. What should this plan include?

- Identify the risks most likely to impact your community
- Identify relevant steps to mitigate and respond to emergency situations
- Identify vulnerable people/groups in the community
- Identify community resources available to assist during an emergency including people, facilities and equipment
- Provide key contact details for the Community Emergency Response Team, local volunteers, the Emergency Services and local authorities
- Describe how the plan works and how information is communicated

1.3. Area covered by this plan:

Insert map of location

(Your borough/district/unitary council may be able to help you with this)

2. Legalities

2.1. Insurance, Health and Safety.

If applicable, include community specific insurance information

It is recognised that those named in this plan are not trained, equipped, empowered or resourced to carry out functions of an emergency service. The response will be generally confined to supporting the welfare of the people in the community and helping to maintain normal community life.

Volunteers provide support at their own discretion and in a voluntary (not compulsory) capacity. No one is obliged to carry out duties they do not feel able to undertake and should not put themselves at any risk.

2.2. Data Protection

The information in Appendix 1 and 2 (e.g. addresses, contact numbers) is classed as 'personal data' under the **Data Protection Act (DPA, 1998)**. Whilst holding this data is legally justified (e.g. in order to protect interests of members of the community in an emergency) the information will be stored and handled sensitively, in accordance with the requirements of the DPA.

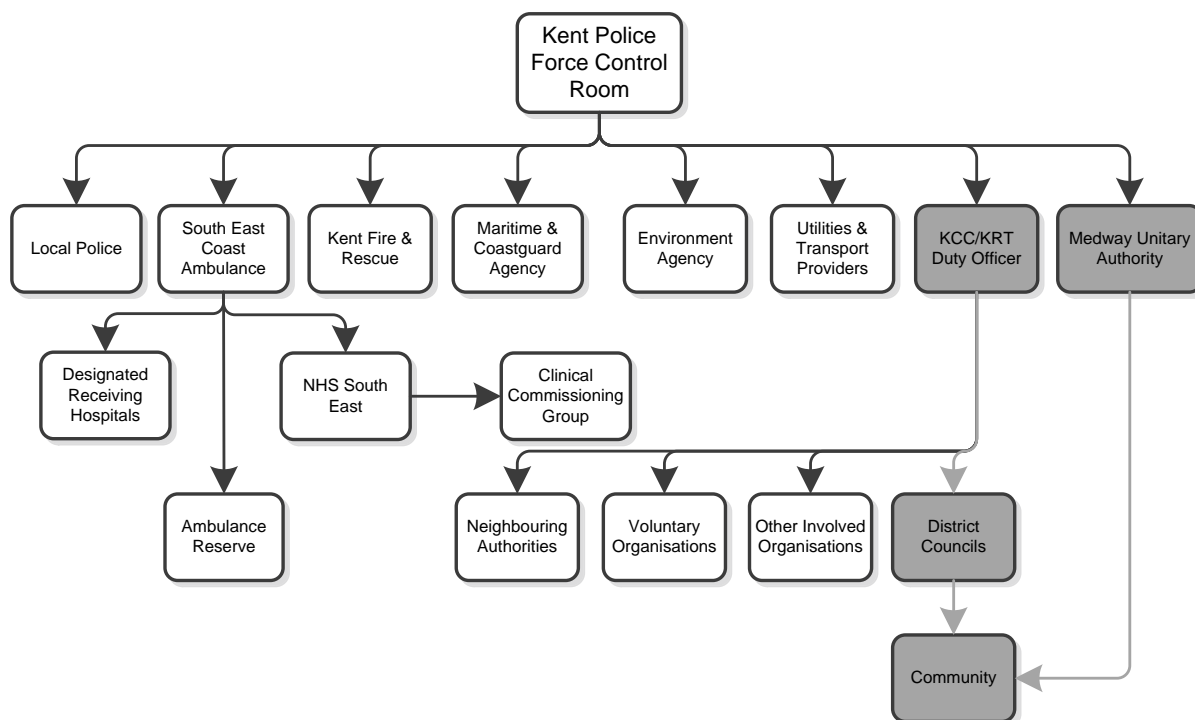
It is assumed that the Community Emergency Coordinators listed in Appendix 1 are the nominated 'Data Controller' and will ensure that 'reasonable steps' are taken to ensure that the information is collected, stored, handled, retrieved, shared and disposed of in an appropriate manner.

3. Where does the community fit in?

This flow chart shows where your community fits into the overall multi-agency response during an emergency.

Throughout an emergency, you may receive information from a number of sources, which may require formal activation of this plan. If this occurs it is imperative that you notify your borough/district council or unitary authority.

For any support or guidance before, during or after an emergency, you should contact your borough/ district council or unitary authority. However where there is an immediate risk to life, you should call 999.



4. Hazards & Actions to take within our Community

The following table has been completed with suggestions for risks and relevant actions that could be taken. If there are any risks or actions in your community that are not listed or relevant, additional detail can be added or deleted as applicable.

What might Happen	Impact on community	What can the Community Emergency Response Team do before an incident?	What can the Community Emergency Response Team do during an incident?	What can the Community Emergency Response Team do after an incident
<i>Flooding</i>	<ul style="list-style-type: none"> • <i>Flooding of local streets</i> • <i>Damage to property</i> • <i>Travel disruption</i> • <i>Flooded properties</i> 	<ul style="list-style-type: none"> • <i>Understand your risk of flooding</i> • <i>Register to receive flood warning</i> • <i>Write Flood Plan</i> • <i>Attend Flood Warden training</i> • <i>Report river blockages to the Environment Agency.</i> 	<ul style="list-style-type: none"> • <i>Monitor local water levels</i> • <i>identify source of flooding</i> • <i>Communicate the risk of flooding to the community</i> • <i>Act as a point of contact between the community and authorities</i> • <i>Report river blockages to the Environment Agency</i> • <i>Deploy community level defences and sandbags</i> • <i>Look at providing temporary shelter if required.</i> 	<ul style="list-style-type: none"> • <i>Assist people in recovering from the emergency</i> • <i>Assist in clear up</i> • <i>Collect data</i> • <i>Review flood plan.</i>
<i>Fire</i>	<ul style="list-style-type: none"> • <i>Damage to Property</i> • <i>Damage to Local Infrastructure</i> • <i>Residents evacuated.</i> 	<ul style="list-style-type: none"> • <i>Encourage Residents to check their smoke alarms</i> 	<ul style="list-style-type: none"> • <i>Look at providing temporary shelter if required.</i> 	<ul style="list-style-type: none"> • <i>Assist people in recovering from the emergency.</i>
<i>High Winds</i>	<ul style="list-style-type: none"> • <i>Damage to Property</i> • <i>Damage to Local Infrastructure</i> • <i>Loss of power</i> • <i>Vulnerable people at risk</i> • <i>Travel disruption.</i> 	<ul style="list-style-type: none"> • <i>Encourage Residents to secure or store loose objects that could blow into windows</i> • <i>Encourage Residents to Close and fasten doors and windows securely</i> • <i>Encourage Residents to park vehicles in a garage or well away from trees,</i> 	<ul style="list-style-type: none"> • <i>The Community Emergency Response Team should during an incident stay indoors as much as possible; don't go outside to repair damage during a storm.</i> 	<ul style="list-style-type: none"> • <i>Assist people in recovering from the emergency.</i>

		<i>buildings, walls and fences.</i>		
<i>Heavy Snow & Extreme Cold</i>	<ul style="list-style-type: none"> • <i>Damage to property</i> • <i>Loss of business</i> • <i>Vulnerable people at risk</i> • <i>Travel disruption.</i> 	<ul style="list-style-type: none"> • <i>Encourage Residents to stock up on essentials</i> • <i>Provide a point of contact for residents (particularly Vulnerable residents)</i> • <i>Provide advice to residents about staying warm</i> • <i>Encourage residents to stay in touch with the latest forecast and cold weather alerts.</i> 	<ul style="list-style-type: none"> • <i>Provide a point of contact for the coordination of volunteers around clearing/ salting paths</i> • <i>Clear essential paths</i> • <i>Visit vulnerable to assess any needs.</i> 	<ul style="list-style-type: none"> • <i>Assist people in recovering from the emergency.</i>
<i>Electricity Failure</i>	<ul style="list-style-type: none"> • <i>Loss of streetlights</i> • <i>Loss of traffic signals</i> • <i>Loss of business</i> • <i>Unable to cook food.</i> • <i>Vulnerable people at risk- personal medical support machinery</i> • <i>Limited Communications</i> 	<ul style="list-style-type: none"> • <i>Encourage residents to keep at least one standard landline phone – cordless phones won't work in a power cut</i> • <i>Encourage Vulnerable residents to sign up to the UKPN Priority Services Register</i> • <i>Encourage residents not to open fridges any longer than necessary</i> • <i>Encourage Residents to make sure their home is well insulated. It could stay warm for 12 hours or more in a power cut.</i> 	<ul style="list-style-type: none"> • <i>Check if neighbours have lost services too. If others are affected it makes a difference to what you should do</i> • <i>Establish from the utility company how long they think the power will be off for.</i> • <i>Establish the extent of the power cut</i> • <i>If it is a prolonged power cut or in particularly cold weather look at opening a Community Shelter if any have alternative fuel sources</i> • <i>If the power cut is for a prolonged period, take precautions to stay safe: Be wary using candles, naked flames and portable heating. Never leave lit candles in unoccupied rooms or with unsupervised children or animals.</i> 	<ul style="list-style-type: none"> • <i>Assist people in recovering from the emergency.</i>

<p><i>Water Supply Failure</i></p>	<ul style="list-style-type: none"> • <i>Health hazard from untreated water</i> • <i>Vulnerable people at risk.</i> 	<ul style="list-style-type: none"> • <i>Make sure you have an emergency water supply. Everyone's needs differ, but the Food Standards Agency advises that the average adult should take in 1.5 to 2litres of water in a typical day (6-8 250ml glasses.) Establish which residents would require assistance.</i> 	<p><i>Coordinate the delivery of bottled water to residents who are unable to get out.</i></p>	<ul style="list-style-type: none"> • <i>Assist people in recovering from the emergency.</i>
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5. Responding to an Emergency

5.1. First Steps in an Emergency for the Community Emergency Coordinator

Follow the instructions below when the plan is activated.

	Actions	Complete
1	Call 999 (if necessary) and follow any advice given	
2	Ensure you are not in immediate danger	
3	Consider starting to write a log (Appendix 3) containing any decisions you made and who you spoke to/what was said.	
4	Contact district/borough/unitary council (Emergency Planning) for advice, providing them with updates as the situation develops. (see Appendix 1a)	
5	Contact the Community Emergency Response Team (See Appendix 1c) and meet to discuss the situation, using the first meeting agenda (section 5.2.) <ul style="list-style-type: none"> - Consider inviting other key personnel (including members of the community who may work in the emergency services if possible). 	
6	Agree actions and ensure each member of the Community Emergency Response Team (and volunteers) know what they are doing. i.e. Opening Community Shelter/ communicating situation with community etc.	
7	Contact other members of the Community that need to be alerted: <ul style="list-style-type: none"> - Those specifically at risk (including vulnerable people, Appendix 2) - The Parish Council via the Parish Clerk (Appendix 1a) - Volunteers and key holders that may be needed (Appendix 1d) <i>(Contact to the community may be to initially inform them of the emergency or to provide Emergency Service advice and action to be taken)</i>	
8	Meet regularly to discuss the developing situation, outstanding actions, community priorities and resources available/ required.	
9	Once the immediate actions have been 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	

	back to their day-to-day life.	
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5.2. Draft Community Emergency Response Team First Meeting Agenda

Date:

Time:

Location:

Attendees:

1. What is the current situation?

You might want to consider the following:

- Type of emergency:
- Is there a threat to life?
- Has electricity, gas or water been affected?

Location of the emergency. Is it near:

- A school?
- A vulnerable area?
- A main access route?

Are there any vulnerable people involved?

- Elderly
- Families with children
- Non-English-speaking people.
- People with long term medical issues

2. What information/advice have you received from the district/borough/unitary Council Emergency Planning Officer?

3. How can we support the emergency response?

What resources do we need?

- 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 and reporting updates?

6. Any other issues?

7. Provide frequent situation reports to the district/borough/unitary council Emergency Planning Officer.

6. Communication

6.1. Communication with Residents

This section details how the Community Emergency Response Team will provide information and communicate with members of the community during an emergency. This should also include methods for when the mobile network and landlines are unavailable.

Written and visual

Type:	Where:
<i>Posters</i>	<i>Village Hall, Village Notice Boards, church and Club</i>
<i>Noticeboards</i>	<i>Village Hall, Village Notice Boards, club</i>
<i>Social media</i>	<i>Facebook groups, village website text message</i>

Verbal

Type:	Where:
<i>Briefing Point (s)</i>	<i>Village Hall, Church</i>
<i>Door Knocking</i>	<i>All residents in identified area, residents that have asked for door knocking</i>
<i>Telephone</i>	<i>Telephone tree</i>

7. Resources and Key Locations

7.1. Community Skills and resources

The Community Emergency Response Team will encourage local residents to provide information, voluntary help and resources to assist with any perceived emergency. The Parish Council/ Community Organisation in partnership with Community Emergency Response Team will prepare and maintain such information as follows:

- **Volunteers:** Organisations and individuals who already volunteer, or who would be prepared to volunteer in an emergency.
- **Equipment:** Tools and machinery which might be needed in an emergency and people qualified, capable and willing to operate them.
- **Supplies:** Food, water and medical supplies and local suppliers and businesses who would be willing to provide them.
- **Transport:** Vehicles which could be used by the community in an emergency. Drivers willing and able to help with the distribution of supplies.

Contact details of community members who have relevant skills and resources available during an emergency can be found in the contact directory at Appendix 1d

7.2. Community Emergency Centre:

The main functions of the Community Emergency Centre are to:

- Act as the focus for the co-ordination of the community's activity in response to an emergency
- Receive, collate, analyse, display and distribute information
- Make an overall assessment of the initial situation and, as the incident develops, determine priorities.
- Liaise with the district/borough council or unitary authority
- Request support from statutory agencies as required
- Maintain efficient communication links
- Assess, implement and record financial transactions arising from the emergency
- Provide the facility within which the necessary staff (including those of other organisations) can work effectively
- Maintain a record of events
- The primary role of the Community Emergency Centre is to provide a recognised point from which all matters relating to the community's response can be managed

7.3. Community Shelter

It might be necessary for some members of the community to be evacuated from their homes to a place of safety, such as a community shelter, where their needs can be assessed and assistance given by the appropriate responders. Immediate personal needs will be met and over-night accommodation arranged if necessary.

These locations are listed at appendix 1d

7.4. Community Organisations

Many communities already have various voluntary and community organisations that may be able to offer support in the planning and responding to an emergency within your community.

Details of community organisations that are able to support can be listed in Appendix 1b.

8. Community Emergency Response Team

The Community Emergency Response Team is a voluntary group supported by the district/borough/unitary council who work in partnership with the emergency services. This voluntary group and Community Emergency Plan will enable communities to respond to emergency situations.

These roles are likely to only be activated when assistance from the emergency services or local authority is delayed or overwhelmed.

Every community and/or emergency is different therefore you may find that not all roles are necessary. We would recommend that you appoint a Community Emergency Coordinator and a Community Emergency Centre Team member as a minimum.

8.1. Roles & Responsibilities

The following pages detail checklists for each of these roles:

Section Number	Role name
8.1.1	Community Emergency Coordinator
8.1.2	Assistant Community Emergency Coordinator
8.1.3	Community Emergency Centre Team Leader
8.1.4	Community Emergency Centre Team
8.1.7	Community Liaison Team

In the event of an evacuation and/or the need to open a community shelter you will need the following roles:

Section Number	Role name
8.1.5	Community Shelter Team Leader
8.1.6	Community Shelter Team

8.1.1. Community Emergency Co-ordinator Checklist

The role of Community Emergency Co-ordinator (and their deputy) is fulfilled by volunteer residents who provide a vital link between residents and organisations planning for and responding to an emergency.

Their role is to:

- Facilitate the completion and maintenance of the Community Emergency Plan (this plan)
- Call a community meeting during an emergency (if deemed necessary)
- Co-ordinate the community response to an emergency
- Acting as the main contact point for district/borough/unitary councils and ensure that two-way communication is maintained
- Provide a link between the community and other agencies responding, which may include the Emergency Services and the local council
- Assist the local council and appropriate agencies in emergency preparedness through awareness-raising activities

	Action	Notes / Complete
1	call the Community Emergency Response Team	
2	Begin a record of actions and decisions.	
3	Assign specific roles / areas of responsibility to the Community Emergency Response Team as needed; e.g. communications, loggist, resources, information, welfare provision, etc. and confirm actions.	
4	Open community shelter if required.	
5	Alert volunteers / relevant resource holders as required.	
6	Begin warning and informing activities to those under threat as appropriate	
7	Alert district/ borough/ unitary council if appropriate (see Appendix 1a contacts).	
8	Support and handover control to emergency services / other authorities if required.	
10	Provide local knowledge and frequent updates to authorities.	
11	Coordinate community response.	

12	Support the vulnerable	
13	Meet regularly and review progress of incident; respond as appropriate.	
14	Confirm and communicate the end of the incident.	
15	Complete incident log.	
16	Support community in recovery.	
17	Arrange debrief and review preparedness / plan as necessary.	

8.1.2. Assistant Community Emergency Co-ordinator Checklist

The Assistant Emergency Coordinator needs to be someone who is able to assist the Emergency Coordinator i.e. carry out some of the Community emergency coordinator duties as well as provide a link between the Community Emergency Coordinator and the Community Emergency Centre Team Leader.

It's their responsibility to oversee the operation of the Community Emergency Centre, ensuring the facility is properly resourced and all the teams are working together.

	Action	Notes / Complete
1	Call the Community Emergency Response Team to attend the agreed community emergency centre.	
2	Carry out and log any actions that the Community Emergency Co-ordinator needs fulfilled	
3	Provide liaison to the Community Emergency Centre Team requesting updates at regular intervals	
4	Provide liaison to the Community Shelter requesting updates at regular intervals	
5	Receive any incoming information, acting as a buffer between the Community Emergency Co-ordinator	
6	Provide a link to the Community Emergency Co-ordinator and to provide briefings.	
7	If this is a prolonged incident arrange for a shift change amongst key roles.	

8.1.3. Community Emergency Centre Team Leader Checklist

The Community Emergency Centre Team Leader is responsible for obtaining, collating, storing, producing and disseminating information needed by the Community Emergency Coordinator and Assistant Community Emergency Coordinator. The Community Emergency Centre Team Leader must keep themselves fully briefed on the situation at all times.

He/ she will be responsible for allocating specific roles to the Community Emergency Centre Team as required such as a District Liaison Officer or any other roles that they decide are required in the response to that incident. Those specific roles will ensure a constant flow of information concerning critical issues of the emergency.

	Action	Notes / Complete
1	Upon arrival at the Community Emergency Management Centre oversee and assist in the setup of the facility.	
2	Ensure staffing levels are appropriate; assign roles to members of the Community Emergency Centre Team. Request additional resource as required.	
3	Obtain initial information from the Community Emergency Co-ordinator or the Assistant Community Emergency Co-ordinator and ensure that all the information on the current situation, including request for assistance and key information is logged.	
4	Once all staff have arrived, give an initial brief which will set out how you would like the Community Emergency Centre to be run and also state the first focus points and what actions you would like to come from them.	
5	Ensure that all relevant communication links are established and maintained.	
6	Conduct regular briefings (no longer than 5 minutes).	

8.1.4. Community Emergency Centre Team Checklist

The Community Emergency Centre Team works closely with the Team Leader; they will take their instructions from them and help them out with any of their duties.

During their shift at the Community Emergency Centre they may be asked to carry out a number of other duties, or to deputise or assist the Community Emergency Centre Team Leader. The duties that they may be asked to do could include helping out with taking messages, keeping detailed logs of the unfolding incident, photocopying, dealing with faxes and emails and liaising with organisations to obtain or exchange information.

	Action	Notes / Complete
1	Attend Community Emergency Management Team meeting if required.	
2	Setup and maintain Community Emergency Centre: From here all information pertinent to the emergency should be reported directly to the district/ borough/ unitary Council	
3	Maintain a record of actions and decisions.	
4	Support the Community Emergency Centre Team Leader in their role.	
5	Facilitate and coordinate the work	
6	Promote excellent communications with all those involved.	

8.1.5. Community Shelter Team Leader Checklist

The Community Shelter Team Leader is responsible for ensuring that the centre is established and managed effectively to provide for the needs of the individuals evacuated to it. Their main function will be to keep a strategic overview of the operation of the centre and to liaise with the Community Emergency Centre - ensuring two-way information flow and facilitating requests for any staff / material resources which may be required.

	Action	Notes / Complete
1	Receive call alerting to emergency situation.	
2	Attend Community Emergency Centre if instructed prior to attending the Community Shelter.	
3	Ensure that a risk assessment of the Community Shelter premises is made prior (or as near as possible) to its opening	
4	Notify the community emergency centre once the centre is set up.	
5	Ensure that a log is kept of all significant events involved in the running of the centre including any assets requested while the centre is in operation and a record of any accidents that occur.	
6	Ensure situation briefings are delivered to the team at the start of their shift and debriefs at the end of their shift.	
7	Allocation of team members– try to allocate team members to each evacuee or small group.	
8	Communication – Liaise with the Community Emergency Co-ordinator/ Assistant Community Emergency Co-ordinator and other responders as appropriate, to ensure effective management of evacuees.	
9	Ensure regular updates are given to evacuees.	
10	Ensure an ordered shut down and final inspection of the building, where possible in liaison with the building caretaker / key-holder, and ensure production of a debrief report where required;	
11	Ensure that paperwork such as attendance lists, any requirements/needs be handed to Community Emergency co-ordinator at the end of the emergency or hand over to the relevant authority.	

8.1.6. Community Shelter Team Checklist

The Community Shelter team consists of a wide range of different roles, including:

- Administration Officer – to note attendance at the centre as well as contact details
- Information Officer – To provide a link between the Community Emergency Centre and the Community Shelter. The information officer is also responsible for keeping the centre informed of general developments with regular updates using the most appropriate means available (ideally a dedicated and well sign-posted information point).
- Key Worker - To care for a group of evacuees allocated to them and to ensure that specific needs are identified and that the Community Shelter Team leader is informed;

	Action	Notes / Complete
1	Receive call alerting to emergency situation.	
2	Attend the identified Community Shelter as instructed	
3	On instruction by the Community Shelter Team Leader or deputy assume and fulfil the identified role	
4	Support of attendees at community shelter – Work with evacuees allocated by Community Shelter Team Leader/ Deputy co-ordinator to identify personal needs in relation to the emergency incident, and address these where appropriate.	
5	Communication– Maintain good communication with Community Shelter Team Leader, and allocated evacuees to ensure effective and appropriate care.	

8.1.7. Community Liaison Team Checklist

Community Liaison Volunteers are residents who provide a link between the Community Emergency Centre and residents in their immediate locality. This could be for one street or a cluster of streets.

- Their primary role is to receive information from, and pass it on to, residents in their area.
- Some Community Liaison Volunteers may have formal qualifications or training e.g. first aid, which may be of assistance until the emergency services arrive.
- Other Community Liaison Volunteers may, for example, visit and monitor vulnerable people, help with transport or pass messages on foot when communications are down.

	Action	Notes / Complete
1	Receive call alerting to emergency situation.	
2	Attend community emergency centre / community shelter as instructed.	
3	On instruction by the Community Emergency Coordinator or Community Emergency Centre Team assume and fulfil the identified role	
4	Members of the Community Liaison Team will avoid speaking to the media, this is the responsibility of the Community Emergency Co-ordinator or other Responders	
5	Liaise with the Community Emergency co-ordinator, key personnel in the community emergency team and other Responders as appropriate, to ensure effective management of evacuees	

Notes

Identify 3 individuals to become Co- coordinators who hold the info and lead the response to any emergency.

Collate the information with the GDPR in mind and secure storage of the info.

Identify a wider group of individuals who can be called upon to assist

Share telephone contacts

DW AY