

# EAST HENDRED PARISH COUNCIL

## EMERGENCY PLAN

**REMEMBER TO TAKE ALL REASONABLE STEPS TO AVOID CAUSING HARM TO YOURSELF AND OTHERS AND ALWAYS CALL 999 FIRST IN AN EMERGENCY**

Please check the East Hendred Web site at

<http://www.hendred.org>

for the latest version of this plan and further information.

Revision A -3 March 2021

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## Distribution List

This plan will be distributed to all Parish Councillors and all organisations and people named in it.

The master copy will be held on the East Hendred website – [www.hendred.org](http://www.hendred.org).

## Record of Amendments

Version	Date	Changes
A	3 March 2021	First publication

# Key Steps in Managing an Emergency

## In an emergency:

- Call emergency services – Page 9
- Evaluate the situation – general emergency or incident requiring individual action?
- Refer to Risk Assessment with identified actions – Page 5
- Initiate the Emergency Communication Plan – Page 7
- Contact people who can identify vulnerable residents (DGA etc) – Page 14
- Consider the need for using survivor reception centres – Page 13

# Background to the Emergency Plan

## Purpose

This plan has been created by East Hendred Parish Council and follows the recommendations of Oxfordshire County Council Emergency Planning Team. It is designed to assist with the basic framework for the management of any incident which may require emergency support to and from the community.

It is designed as a Self Help Response if, in extreme circumstances, Emergency Services are delayed in reaching the parish.

## Introduction

Most emergencies are dealt with routinely by the joint response of the emergency services, local authorities and the major utilities companies. However, there may be times when the emergency services are unable to provide their normal swift assistance because deep snow, flooding or storm damage might delay their attendance, or they might already be involved in an emergency elsewhere, and the community will need to start helping itself. If the community already has a plan in place, they may be able to cope better with the situation.

In any emergency situation, East Hendred Parish Council will activate the Emergency Management Team (EMT) and lead the community response. They will act as a central point for information and communication for the community emergency services and local authorities.

## Responsibilities

In an emergency the Emergency Services are responsible for saving and protecting life and for containing the emergency. Local Authorities are responsible for welfare and the co-ordination of voluntary agencies.

The main aim of community response is to assist with short-term welfare needs. The Parish Council will be helping to deal with the consequences of the emergency rather than the emergency itself. For example, displaced people and/or lack of immediate access to professional medical assistance

## Objectives

- Identify the risks to the community and related response actions that might be taken
- Identify how to contact vulnerable people in the community who might be affected by the emergency and provide appropriate support to them if required
- To plan an Emergency Management Team (EMT)
- Identify the resources in the community available to assist during an emergency
- Provide speedy communication routes
- Minimise the level of panic in the community

# Risk Assessment and Action List

An assessment has been conducted to assess potential risks that may materialize within the community and actions to mitigate them

<b>Risk</b>	<b>Impact</b>	<b>General Mitigations</b>	<b>Additional possible mitigations</b>
<b>Total or partial loss of electricity</b>	<ul style="list-style-type: none"> <li>• Loss of heating or cooking facilities</li> <li>• Loss of in-house lighting</li> <li>• Loss of sanitary facilities</li> <li>• Loss of communications</li> <li>• Loss of freezer facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Notify SSE (phone no. 105) and identify likely outage time. Ask if they are contacting their list of vulnerable people in East Hendred</li> </ul>	<ul style="list-style-type: none"> <li>• Identify any residents that require assistance</li> <li>• Help co-ordinate assistance efforts</li> <li>• Survivor Reception Centre activated if required</li> <li>• Consider use of portable generator capacity at Snells Hall</li> </ul>
<b>Loss of gas supply</b>	<ul style="list-style-type: none"> <li>• Loss of heating or cooking facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Notify National Gas Emergency (phone no. 0800 111 999)</li> </ul>	<ul style="list-style-type: none"> <li>• Identify any residents that may require assistance</li> <li>• Help co-ordinate assistance efforts</li> <li>• Survivor Reception Centre activated if required</li> </ul>
<b>Loss of water supply</b>	<ul style="list-style-type: none"> <li>• Loss of drinking water, cooking, washing and sanitation</li> </ul>	<ul style="list-style-type: none"> <li>• Notify Thames Water (Telephone number 0800 316 9800)</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of bottled water and/or water tankers</li> <li>• Identify any residents that may require assistance</li> <li>• Help co-ordinate assistance efforts</li> <li>• Survivor Reception Centre activated if required</li> </ul>
<b>Loss of telecomms</b>	<ul style="list-style-type: none"> <li>• Loss of communications, including internet</li> <li>• Pendent fall alarms may not work</li> </ul>	<ul style="list-style-type: none"> <li>• Check on reasons for loss and timescale</li> <li>• Check on vulnerable neighbours how?</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor local and national radio for news and updates</li> </ul>
<b>Severe weather, e.g .wind, major storm, flooding</b>	<ul style="list-style-type: none"> <li>• Fallen trees</li> <li>• OCC unable to clear roads</li> <li>• Building damage</li> <li>• Local flooding</li> </ul>	<ul style="list-style-type: none"> <li>• Identify roads that need immediate clearance</li> <li>• Identify dangerous trees and take necessary action</li> <li>• Provision of sandbags</li> </ul>	<ul style="list-style-type: none"> <li>• Advance warning of severe storms (BBC weather)</li> <li>• Identity any residents that need shelter or assistance</li> <li>• Survivor Reception Centre activated if required</li> <li>• Contact OCC in case of road blocks</li> </ul>

<b>Risk</b>	<b>Impact</b>	<b>General Mitigations</b>	<b>Additional possible mitigations</b>
<b>Heavy snow or ice</b>	<ul style="list-style-type: none"> <li>• Access in and out of village difficult</li> <li>• Loss of utilities (see above)</li> <li>• Care providers unable to meet their commitments</li> <li>• Disruption for pedestrians and possible physical injury</li> <li>• Schools closed</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor weather forecast from Met Office</li> <li>• Ensure all grit bins are full</li> <li>• Check school procedures what does this mean</li> <li>• Support snow clearance activities</li> </ul>	<ul style="list-style-type: none"> <li>• Contact OCC</li> <li>• Contact care providers to ensure that their commitments can be met</li> <li>• Check on local vulnerable people how?</li> <li>• Survivor Reception Centre activated if required</li> <li>• Enlist help from Hendred Farm vehicles and other 4x4 vehicle owners</li> </ul>
<b>Major fire</b>	<ul style="list-style-type: none"> <li>• Building damage</li> <li>• Injuries and potential loss of life</li> </ul>	<ul style="list-style-type: none"> <li>• Contact Emergency Services</li> </ul>	<ul style="list-style-type: none"> <li>• Assist emergency services, e.g. evacuation of area</li> <li>• Survivor Reception Centre activated if required</li> <li>• Assist in checking if gas cylinders are present in vicinity and implement an exclusion zone</li> </ul>
<b>Major road accident</b>	<ul style="list-style-type: none"> <li>• Possible many people injured</li> <li>• Assistance to emergency services</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with emergency services with suitable alternative routes</li> </ul>	<ul style="list-style-type: none"> <li>• Contact emergency services and provide assistance</li> </ul>
<b>Emergency evacuation by helicopter</b>			<ul style="list-style-type: none"> <li>• Identify potential landing site - eg sports ground or land between Hendred House and St Augustine's Church (known as the poplar field)</li> </ul>
<b>Health emergency (eg pandemic)</b>	<ul style="list-style-type: none"> <li>• High levels of illness in the community</li> <li>• Risk of illness spreading</li> <li>• Sick or susceptible residents isolated and unable to obtain supplies</li> </ul>	<ul style="list-style-type: none"> <li>• Support national and regional public health communications and advice</li> <li>• Utilise community groups (eg Community Friends, Downs Golden Age) to identify and support those in need of help</li> </ul>	<ul style="list-style-type: none"> <li>• Liaise with other local support groups (eg Ray Collins Charitable Trust)</li> <li>• Liaise with local health authorities regarding distribution of medicines, prescriptions etc</li> </ul> <p>Assess need for further local support and help</p>

## Activation of the plan

This plan will be activated by the Chair or, in his/her ~~their~~ absence, the Vice Chair, Clerk, or any other member of the Parish Council.

The person activating the plan should either take the role of Emergency Coordinator (EC) or designate someone else to take on this role. The EC will pull together a small team to help coordinate the emergency response. They will normally be other Parish Councilors plus any specialist resource that may be needed. This team will be called the Emergency Management Team (EMT).

The EC should consider allocating specific responsibilities to members of the team e.g. deputy, communications, logging.

## Emergency Communication Plan

All information and actions should be reported to the Emergency Management Team (EMT) for cascading and decision. The EMT should stay in close contact with the Emergency Services and the District/County Councils.

Use telephone, personal contact or email for communication with team members, parishcouncillors and emergency volunteers.

### *Information Cascade*

The EMT will initiate a cascade of information to the community if appropriate. They should consider the following methods of communication:

- Use the East Hendred Community Friends multi-resident WhatsApp group
- Ask the curator of Spotted: Hendred to post informational notices on Facebook
- Update of the Parish Council website
- East Hendred Village What's On email
- Posting information in the village shop/pubs/Snells Hall/village notice boards
- Use local radio stations to broadcast emergency messages; Heart FM, BBC Radio Oxford
- Leaflet drop to all addresses in the village coordinated through East Hendred Community Friends

### *Vulnerable Residents*

Contacting vulnerable residents is a priority. Emergencies can make anyone vulnerable and they make life more difficult for those people who are already vulnerable. The local emergency responders will need to help those in most need first, and it would assist them if the Emergency Management Team had an understanding of those in their community who might be vulnerable in an emergency and where they live.

Appendix 2 contains contact details of residents who are members of a number of clubs and societies, some of whose members may be vulnerable. The contacts listed in the appendix will have personalized insights as to which of their members may need contacting in the event of an emergency.

# Survivor Reception Centres

Survivor Reception Centre is the accepted terminology within Oxfordshire for a facility where people who have been displaced from their homes or businesses can be sheltered for a short time until the District Council can make longer term arrangements. Ideally there should be at least two venues separated by a minimum of 500 metres with good access from more than one direction.

The chosen venues for East Hendred Parish are Snells Hall and the Hendred Sports Club. Contact details are given in Appendix 2.

## Actions required in advance of an emergency

### ***Publication of Plan***

This plan will be published on the East Hendred Parish Council website. Any sensitive or personal information will be kept separately. The website should contain brief information about the actions to be taken by the public in the event of the emergency, i.e. how to initiate the plan, who to contact.

### ***Grab Bag***

East Hendred Parish Councillors need to have a small bag, easily accessible, which contains a few useful items i.e., copy of the Parish Emergency Plan (including useful contact details), pen, notebook, torch, map and a note to remember your mobile phone.

### ***Parishioners***

In addition to the East Hendred Parish Council Emergency Plan, all parishioners will be encouraged to think about and make their own emergency planning preparations. The 'Are You Ready' booklet, published by Oxfordshire County Council, is a valuable source in this regard and is available at:

<https://www2.oxfordshire.gov.uk/cms/sites/default/files/folders/documents/fireandpublicsafety/emergency/AreYouReadyBooklet.pdf>

Both the East Hendred Parish Council Emergency Plan and the 'Are You Ready' booklet from Oxfordshire County Council will be publicised and promoted in a number of ways, including via [www.hendred.org](http://www.hendred.org), the weekly What's On in The Hendreds email, the Hendred Bulletin, village notice boards and other Parish Council forums.



# **Actions at the outset of an emergency by Parish Council Emergency Coordinator**

This section suggests actions to be taken by the Parish Council Emergency Coordinator in the event it becomes clear an emergency situation is imminent, or when an emergency has already occurred. As every emergency is different, these actions should not be thought of as definitive but rather suggestions of things to consider.

## ***Call Emergency Services if necessary***

In the event of a fire, flood, serious road traffic incident, loss of utilities, etc, call the Emergency Services (999) and/or the relevant Utility Emergency helpline. Be prepared to give the following information:

- Your name
- Your contact number
- Details of the incident
- Exact location
- Emergency Services requested
- Estimated casualties
- Hazards & road blockages

## ***Evaluate the Situation***

Quickly evaluate effects of the incident, e.g. is the whole village without power, what is at risk downwind if there is smoke drifting from an incident site?

If people have been hurt by the incident, call the ambulance service (999), help deliver first aid or contact someone close with the appropriate skills or equipment.

## ***Assemble the Emergency Management Team***

Pull together an Emergency Management Team. Contact other Parish Council members and arrange to meet at an appropriate village location, such as Snells Hall or the Sports Ground.

Check in Appendix 2 for resources and volunteers who can help. Contact them and ask them to assist.

Check whether there are any vulnerable people or groups who might be affected by the emergency and arrange to alert / evacuate or support them, as necessary.

Start a log. Record decisions and actions in a notebook, together with times. It will be important to make a note of any decisions/actions taken during an emergency (or as soon after as possible).

Consider whether to open up a Survivor Reception Centre. Inform Emergency Services of the chosen location if doing this.

Decide on an action plan, drawing on all appropriate and available resources from within the community.

### ***Establish communications***

Liaise with the emergency services when they arrive and advise them of actions taken. Follow further directions from the emergency services.

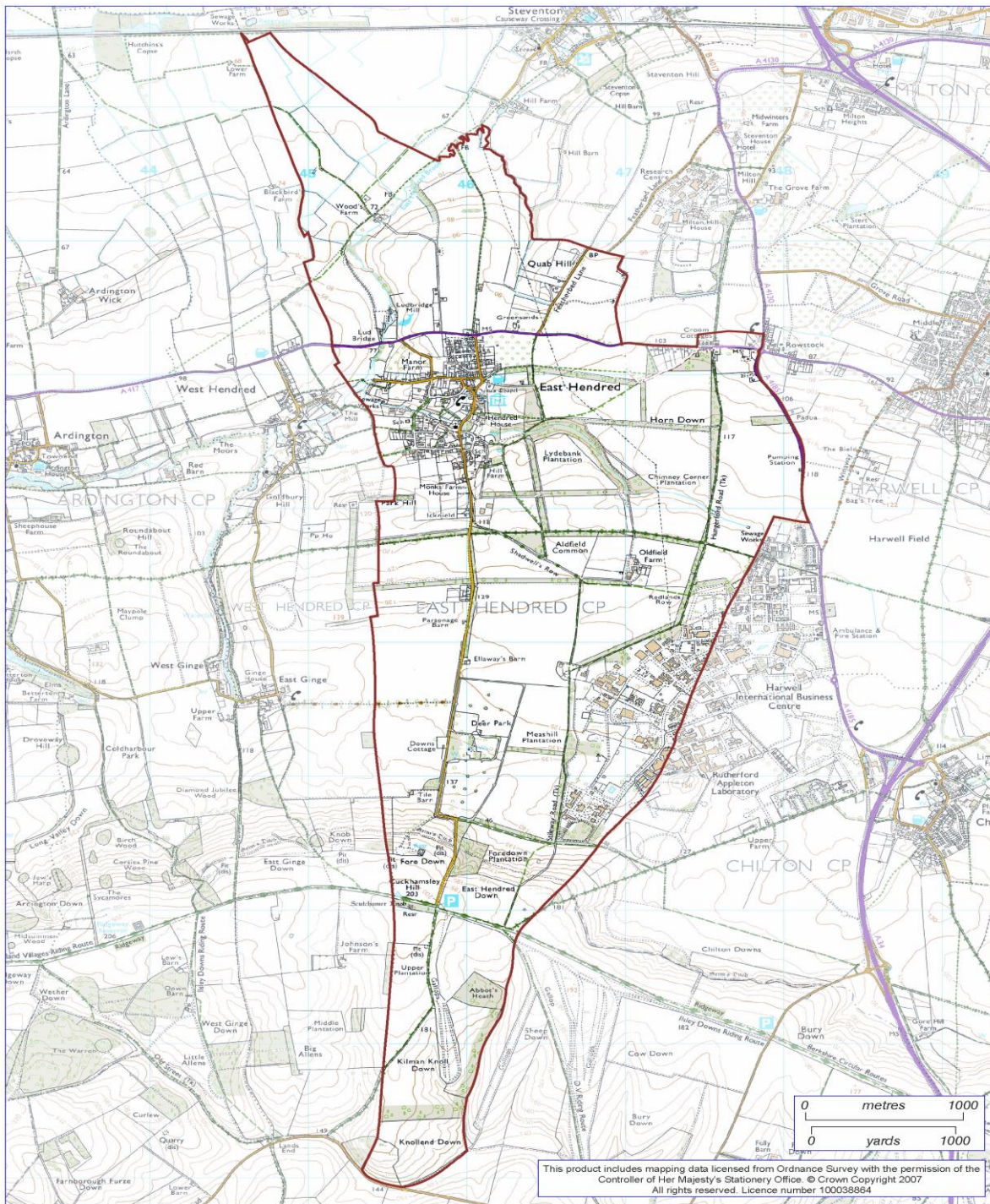
Consider what information to cascade to the community (see section on Communication Plan) and share accordingly.

Keep the community updated – even if there is no new news, it is better to give an update saying ‘no new news’ than it is to leave a communication vacuum.

Be sure to communicate when the emergency is over and to thank the community for their assistance.

Conduct a ‘lessons learnt’ after any emergency to see what changes may be needed to the Emergency Plan in the future.

# Appendix 1 – East Hendred Parish and Village maps



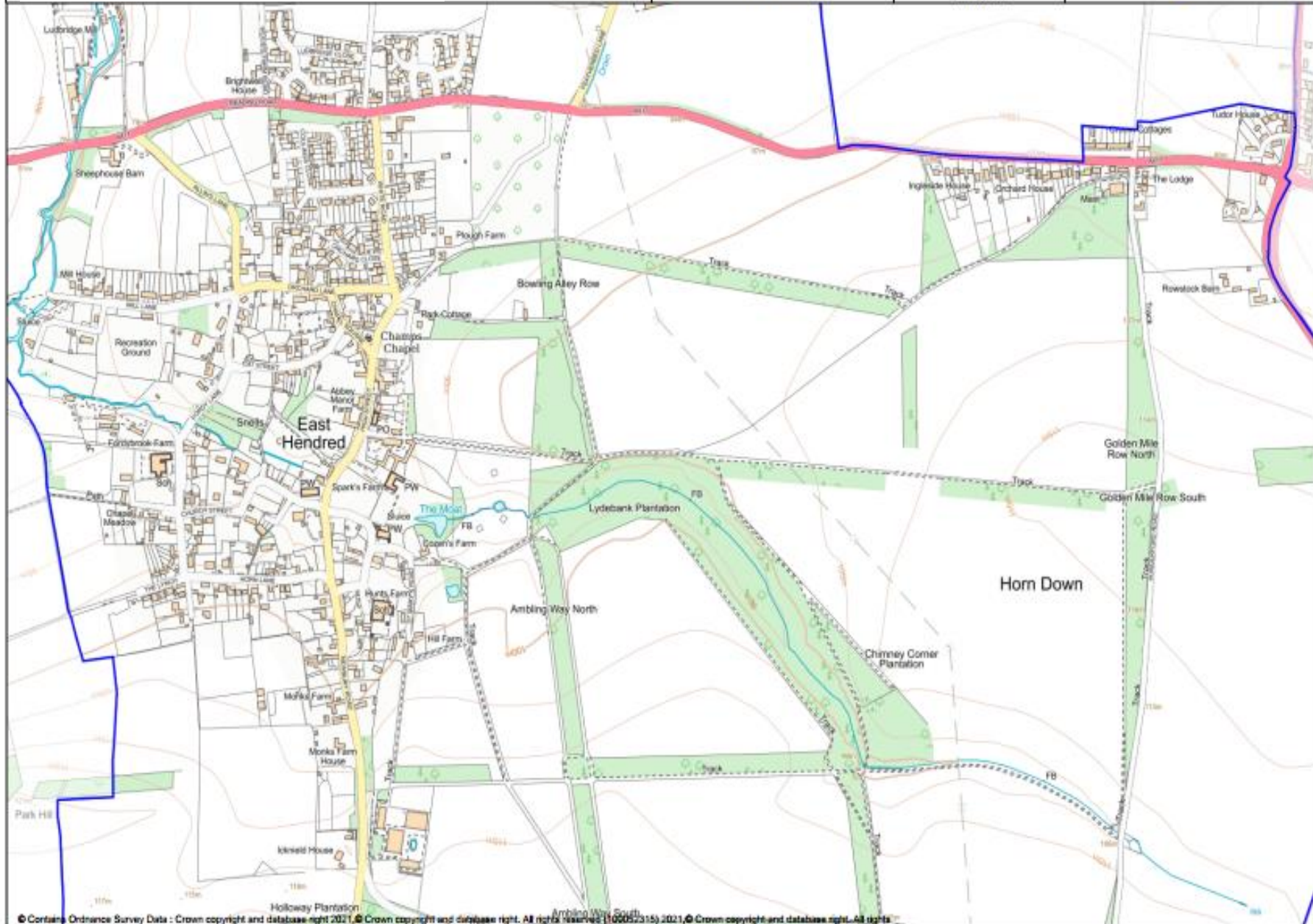


# East Hendred and West Rowstock

East Hendred CP

Author:

Date: 12/02/2021



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## ***Population***

The number of residents in East Hendred Parish is approximately 1350. There are about 620 houses.

## **Appendix 2 – Resources and contact details**

Most of the contact details below are publicly available from other sources. Items that are not publicly available have been shown with the permission of the individual concerned. They may have changed since the date of publication.

### ***East Hendred Parish Council***

<b>Names</b>	<b>Telephone</b>	<b>Web Site/e-mail</b>
PC Chair, John Sharp	01235 833367	J.V.Sharp@btinternet.com
PC Vice-Chair, Roger Turnbull	01235 833797	Rogerturnbull.ehpc@gmail.com
Parish Council Clerk, Julia Evans	01235 833466	Parishclerk@hendred.org
Other Parish Councillors		<a href="http://www.hendred.org">http://www.hendred.org</a>

### ***Survivor Reception Centres***

<b>Location</b>	<b>Telephone</b>	<b>Web Site/e-mail</b>
Snells Hall, The Warden	01235 833561	Snells.Hall@gmail.com
Hendred Sports Club: Dave Jones Ivan Mulford	07782 326065 07748 631116	<a href="mailto:Dkjones31@gmail.com">Dkjones31@gmail.com</a> Ivanmulford@hotmail.com

### ***Communication Cascade Methods***

<b>Comms Method</b>	<b>Contact Points</b>	<b>Communication method</b>
East Hendred Community Friends	Jerry Bird: 07768 981167 Charles Pappenheim: 07855 835014 Ali Eyston: 07721 834577	WhatsApp group consisting of a number of East Hendred residents located throughout the village
Spotted: Hendred	Send Facebook message to the Facebook page called Spotted: Hendred <a href="https://www.facebook.com/spottedhendred">https://www.facebook.com/spottedhendred</a>	Facebook page that is widely followed by residents of East Hendred and the surrounds
What's On in The Hendreds email	Send email to <a href="mailto:events@hendred.org">events@hendred.org</a> or call Charles Pappenheim on 07855 835014	Email distribution list that includes about 300 East and West Hendred residents

## ***Organisations that can help identify and contact Vulnerable Residents***

<b>Organisation/Group</b>	<b>Telephone</b>	<b>Web Site/e-mail</b>
Downs Golden Age: Susie Turnbull Vicki Farrar-Hockley	07710 274653 07971 162799	<a href="mailto:susieturnbull@monks court.co.uk">susieturnbull@monks court.co.uk</a> <a href="mailto:vickifh@hotmail.co.uk">vickifh@hotmail.co.uk</a>
East Hendred Community Friends: Jerry Bird Charles Pappenheim Ali Eyston	07768 981167 07855 835014 07721 834577	WhatsApp group consisting of a number of East Hendred residents located throughout the village
East Hendred WI: Jennie Cosgrave	01235 224467	<a href="mailto:jen@wpj.me.uk">jen@wpj.me.uk</a>
Village Churches: St Augustine's, Rev Dr Orazio Camaioni St Mary's, Mgr Andrew Burnham	01235 832849 07976 437979	<a href="mailto:rectorwd@outlook.com">rectorwd@outlook.com</a>

## ***Local Resources***

<b>Service</b>	<b>Telephone</b>	<b>Web Site/e-mail</b>
Wantage Health Centres: Church St Practice Newbury St Practice	01235 770245 01235 763451	<a href="https://wantagechurchstreet.co.uk">https://wantagechurchstreet.co.uk</a> <a href="https://www.newburystreetpractice.co.uk">https://www.newburystreetpractice.co.uk</a>
The Wheatsheaf	01235 833229	
The Eyston Arms	01235 833320	
East Hendred Post Office and Stores	01235 833123	<a href="mailto:Steveandnickie@gmail.com">Steveandnickie@gmail.com</a>
Hendred Farms: Julian Gold	07768 594401	<a href="mailto:julian.hendredfarm@btconnect.com">julian.hendredfarm@btconnect.com</a>

## ***Other Agencies***

<b>Service</b>	<b>Telephone</b>	<b>Web Site/e-mail</b>
Oxfordshire County Council Emergency Planning Team	01865 323765	emergencyplanning@oxfordshire.go.uk
Oxfordshire County Council Community Resilience home page		<a href="https://www.oxfordshire.gov.uk/residents/fire-and-public-safety/emergency-planning/community-resilience">https://www.oxfordshire.gov.uk/residents/fire-and-public-safety/emergency-planning/community-resilience</a>
Scottish and Southern Electric Power Distribution Emergency Line	0800 072 7282 Or 105	<a href="https://sse.co.uk/help/emergencies">https://sse.co.uk/help/emergencies</a>
Thames Water Emergencies	0800 316 9800	<a href="https://www.thameswater.co.uk/help/emergencies">https://www.thameswater.co.uk/help/emergencies</a>
National Gas Emergencies	0800 111 999	
Environment Agency Emergencies	0800 807060	<a href="https://www.gov.uk/report-an-environmental-incident">https://www.gov.uk/report-an-environmental-incident</a>
NHS Direct	111	<a href="https://111.nhs.uk">https://111.nhs.uk</a>

### Appendix 3 - Example Log Sheet

Date:

Time	Situation	Action	Initials