



# Wellesbourne and Walton Parish Council Emergency Plan - 2017



# Wellesbourne Parish Council Emergency Plan

## Council / Councillors Restricted Issue

### Introduction

The plan has been produced by the **Emergency Committee** to provide guidance to both the Parish Council Emergency Team and to Residents when preparing for, and dealing with, an emergency affecting the village.

All parishes are required, by law, to have a plan.

Support should be available to the village from outside agencies but their availability is dependant upon the overall situation in the area and the ability to reach the village. It is with this proviso that the plan has been developed.

It is not an exclusive document and links have been included to enable the reader to seek other sources of information should they be required.

If an emergency is identified by a resident the first call should be to the Parish Office or to one of the councillors whose names and telephone numbers are given on page 9 of this document and in the Index of Shops and Amenities.

Where we receive prior notice of a potential emergency, such as flooding or heavy snow fall, the Parish Council will monitor the situation and initiate the plan when appropriate.

*Updated by E D Lawley on behalf of the Emergency Committee December 2016*

## Note

This issue of the Village Emergency Plan has been updated from the earlier 2016 edition and was updated in December 2016.

The updated pages were issued as replacement pages to the holders/recipients of the earlier 2016 Plan and are dated December 2106.

The affected pages are:-

Cover, Pages a, b, 12, 13 14, 27, 29, 35, 36, 53

Appendix 4 sections a, d & f

Please remove the old pages and replace with the new pages.

New recipients of the plan will receive a full updated copy.

# Contents

## Section - 1 Introduction to the Plan

1. Preface	3
2. Definition of an Emergency	3
3. Aim of the Plan	3
4. Objectives of the Plan	4
5. Types of Emergency	4
6. Parish role in an Emergency	5
7. Warwickshire County wide Emergency Planning Structure	5
8. Individuals who may have specific requirements	7
9. Contact Arrangements before, during and after an Emergency	8

## Section - 2 The Plan

10. The Parish Council and the Emergency Committee	9
10.1 Parish Council / Councillors Details	9
10.2 Activation of the Emergency Plan	10
10.3 Parish Council / Emergency Committee Agenda	11
10.4 Notifying CSW Team	11
10.5 Special Needs	12
11. Rest Centres	12
11.1 Locations	12
11.2 Rest Centre Contact details	13
11.3 Communications	14
11.4 Generic Emergency Action Check List	15
12. Local Authority / County and District Contacts	17
13. Neighbouring Parish Councils	18
14. Utilities and Other Agencies	19
15. Emergency Services	20
16. District and County Councillor's Details	21
17. Parish Emergency Box and Other Resources	21
18. Local Volunteer Groups	22
19. Emergency Supplies - food	23
20. Emergency Supplies - other	24
21. Specialist Services	25
22. Local Resources	25
23. Health and Medical Information	26
23 -1 Special Needs	27
24. Communications Information	28
25. High Risk Premises	29
26. Flood Planning Information	30

### **Section 3**

27. Tree Emergency Procedure – Wind Related	33
Useful contacts	35

### **Section 4 – Aide Memoirs**

28. Rest Centres	36
29. Registration	38
30. Severe Weather	39
31. Contacting the Electricity Company	41
32. General Advice to Parish Councillors	41
33. Emergency Services Role	43
34. Coping with Specific Emergencies	44
35. Preparing for an Emergency	46
36. Important Telephone Numbers	48

### **Section 5 - Appendices**

1. Volunteers Personal Accident and Liability Insurance	49
2. Planning Process and Control	50
3. Rest Centre Comparison Matrix	53
4. Summary Plans for all Emergency Situations	54
a. Overview Plan	
b. Aircraft	
c. Fire	
d. Flood	
e. Road	
f. Snow	

#### **NOTE**

1. This plan was updated December 2016 and pages 2, 12, 13, 14, 27, 29, 35, 36, 53 were issued to the 'Plan Holders'
2. Summary plans for Overview, Flood,
3. The remainder of the document remains unchanged from January 2016

# Section - 1

## Introduction to the Plan

### **1. Preface**

This plan has been developed by Wellesbourne & Walton Parish Council in conjunction with Coventry Solihull and Warwickshire Resilience Team.

Nearly all emergencies affecting the local community will be dealt with routinely by a joint response from the emergency services, local authorities and utility companies. However, in extreme conditions such as snow and flooding, there is a possibility that the emergency services and other agencies may be overwhelmed and not be able to reach us immediately. In such circumstances, the initial response will rely entirely on local people. This plan will enable the community to respond to a major incident/emergency, whilst awaiting the assistance of the Emergency Services and the County or District Council.

### **2. Definition of an Emergency/Major Incident**

Defined in the Civil Contingencies Act 2004:

“emergency” means an event or situation which threatens serious damage to

- human welfare in a place in the United Kingdom
- the environment of a place in the United Kingdom
- the security of the United Kingdom or of a place in the United Kingdom.

### **3. Aim of the Plan**

The plan has been designed to enable the Parish Council to identify the immediate actions they should consider during an emergency. These actions may assist the community in reducing the impact an emergency can have until further assistance has been received.

The aim of the plan is to:

- Provide a framework for Parish Council to deal with the initial impact of an emergency on the local community, particularly when outside assistance from the emergency services and local authorities is delayed.

## **4. Objectives of the Plan**

The key objectives of this plan are to:

- Identify resources in the community available to assist during an emergency
- Identify local people and organisations who may be able to assist during an emergency
- Identify vulnerable people in the community and develop arrangements to assist them
- Provide relevant and timely local information throughout the emergency
- Provide key contact details for the Parish Council Emergency Team, key community resources, the emergency services and local authorities
- Establish local co-ordination arrangements for dealing with the impact of the emergency at the local level
- Open and run local rest centres as necessitated by the circumstances of the emergency in conjunction with Warwickshire Emergency Planning Unit

This will include the provision of action sheets and aide memoirs to assist members of the Council in fulfilling these roles.

## **5. Types of Emergencies**

Types of potential emergencies that may impact our community are:

- **Flooding**
- Heavy snow
- Other Severe Weather events e.g. storms and gales
- Electricity or Gas failure
- Road / Air Accident
- Fire / Building Collapse
- Terrorist Activity
- Major Gas Leak or Explosion
- Disease

## **6. Parish Council Role in an Emergency**

It should be remembered that in normal circumstances, the District Council and County Council resources will be utilised to respond to the effects of a major incident.

Parish and Town Councils can be a focal point within the community and could be a direct line into the community for the CSW Resilience Team.

In an emergency, the CSW Resilience Team will contact the local Council as necessary to discuss ways in which the Council might assist. This 'role' could include:

- Providing "local knowledge" for the Emergency Services
- Establishing a co-ordinating link with Parish/Town Councillors and local Voluntary Groups as necessary
- Relaying information and instructions to the local community
- Providing information about persons who may have special problems during an emergency i.e. the elderly and the infirm
- Ensuring that any premises owned by the Council which may be required for emergency use are available, e.g. the village hall
- Assisting and organising local help if required to set up evacuation centres, feeding centres, information and enquiry points

This Plan sets out useful information for both the Coventry Solihull and Warwickshire ( CSW ) Resilience Team and the Parish/Town Council for use in an emergency. The trigger for the agencies mentioned within this plan will be mainly through the CSW Resilience Team as they will be co-ordinating the local authority response to the incident.

The information is also included in the knowledge that it is not exhaustive. Neither does it constitute an on call list of people necessarily available. Rather, a list of people and resources that may be available if required or contactable.

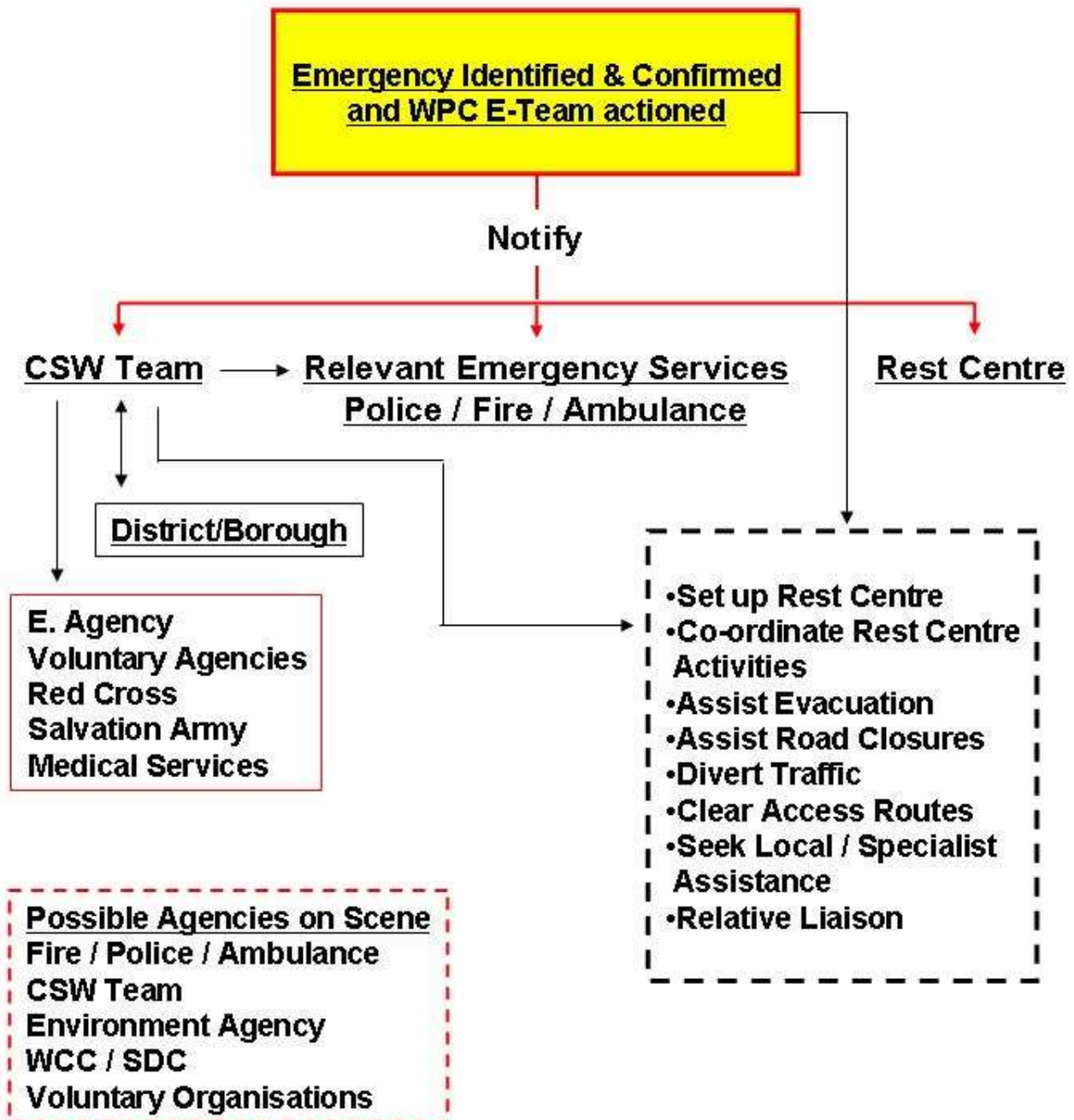
## **7. Warwickshire Countywide Emergency Planning Structure**

Warwickshire County Council, Stratford on Avon District Council and the Emergency Services have an emergency response structure. The diagram below illustrates how the Parish Council plan fits into this structure. Remember to make note of and follow all guidance and instructions from the Emergency Services and the District and County Council.



## Multi Agency Response

WPC notified by residents or members  
Residents may also call 101 or 999 direct



**Note: Once CSW or Emergency Services are present overall control is with the Gold Controller**

## **8. Individuals who may have specific requirements during an Emergency**

In extreme conditions such as snow and flooding, there is a possibility that the emergency services may not be able to reach the scene immediately. In such circumstances, the initial response will rely entirely on local people.

Do not assume that somebody has already taken action – it is better that the initial response is duplicated rather than no response is given at all!

### **1. Determine the level of the Emergency**

- **Major:** the nature and extent of the emergency is such that the number and type of casualties/persons involved requires more than a normal level of response
- **Minor:** a more localised incident where normal procedures are more likely to be adequate

### **2. Contact:**

- **Major:** emergency: 999 and the CSW Resilience Team office hours, 01926 412 580 / 9
- **Minor:** emergency: 101 / 999 and relevant Emergency Services police/fire/ambulance

3. Follow instructions given by the emergency authorities supported by information included in this Plan

4. Take appropriate further action until the Emergency Services arrive

## **9. Contact Arrangements Before, During and after an Emergency**

On a day-to-day basis, the link for the Parish Council on emergency planning issues is to CSW Resilience team. The team will assist the Parish Council in the development of their emergency plan and in ensuring they are regularly updated in the following way:

- Assisting and supporting the Parish Council with advice on the production of their emergency plans
- Engagement with parishes on emergency planning issues, including presentations at Parish Council Meetings when requested
- Sharing of information within the plans
- Annual reminders for updating the plan
- Maintaining a data base of all plans produced
- Communications links with County and District Councils in the planning process, the start of an emergency, during the emergency and during the recovery phase

Once an emergency has occurred, the local authority link for the Parish Council switches to the District Council as they will deal with the day-to-day issues affecting the local community during the emergency, whilst letting County deal with the bigger picture and support to the District Council.

The recovery phase is also very much District lead.

## Section - 2

### **10. The Parish Council and Emergency Committee**

In the absence of the Emergency Services, the Parish Council's Emergency Committee will lead the community response and act as central point for information and communication for the community, emergency services, County and District Councils.

#### **10,1 Parish Council Details**

<b>Chair:</b>	Cllr Mrs Anne Prior      7 Wyvern Close, Wellesbourne              01789 842103
<b>Clerk:</b>	Mrs Lynda Scriven, Parish Council Office, 2 School Road Wellesbourne 01789 841434 (office) Email <a href="mailto:wellesbournepc@btconnect.com">wellesbournepc@btconnect.com</a>
<b><u>Emergency Committee:</u></b>  Note  Incident Lead Member will be the Chairman of the Emergency Committee	 Cllr Mrs Valerie Bartlett, 3 Walton Wellesbourne              01789 840 656  Cllr Mrs Rosalind Bolton, 19 Kineton Road, Wellesbourne 01789 840814 (h)  <b>Cllr Eric Lawley</b> 5 Debden Close, Wellesbourne              01789 555 678  Cllr Mrs Frances Hurdman 30 Valetta Way Wellesbourne              01789 470 283  Cllr Mrs Anne Prior      7 Wyvern Close, Wellesbourne              01789 842103

<b>Other Parish Councillors:</b>	Cllr David Close, Wellesbourne	24 Brookside Avenue, 01789 840 302
	Cllr Danny Kendall, Wellesbourne	3 Gloster Gardens, 01789 841237
	Cllr Russell Thomas Bridge Street, Wellesbourne	Turpin's Chase 01926 404 357
	Cllr Alan Shepherd Wellesbourne	6 Charlecote Fields, 01789 841 332
	Cllr Bob Heaton Wellesbourne,	53 Hopkins Way, 01789 841 733
	Cllr Christine Michael Wellesbourne	1 Church Street, 01789 842 305

## **10.2 Activation of the Plan - see also Appendix 2**

This plan will be activated when an emergency has occurred and when it is obvious that the normal emergency response by the emergency services will be overwhelmed e.g. widespread flooding. It may also be used in smaller incidents at the request of Warwickshire Emergency Planning Unit, when a lesser response may be needed from the Parish Council.

Any member of the Parish Council may activate the plan if they become aware of an emergency situation or a member of the local community contacts them about a situation by contacting the Clerk or the Chair of the Council / Emergency Committee who will organise an emergency meeting of the Parish Council Emergency Committee.

The venue for the meeting will be the Wellesbourne and Walton Parish Council Office but if the emergency prevents access to the building, then the meeting should be held in a safe location with safe access e.g. access roads not flooded, etc. such as the Conservative Club or the Fire Station on Loxley Road.

Once the emergency has been confirmed the Council must call 999 to inform the emergency services of the situation and give the following information:

This will be carried out through the Emergency Committee giving the caller's details i.e.

- Name
- Contact number
- Details of the incident
- Location
- Estimated casualties (walking wounded or more severe)
- Hazards and road blockages

Wellesbourne & Walton Parish Emergency Plan – Updated December 2016

### **10.3 Parish Council / Emergency Committee Meeting Agenda** **see also Appendix 2**

At the Emergency Committee Meeting the following are items that may need consideration:

- If there is an immediate threat to life call “999”
- Location of the emergency – near a school, vulnerable area, main access route etc
- Type of emergency – is there a threat to health? e.g. is there a smoke cloud heading towards houses? Flood water rising? No electricity/gas during the winter (hypothermia) etc
- Are there any vulnerable people involved? e.g. elderly, or mothers with young babies with no heating, people cut-off by flood waters etc
- What actions are required?
- What resources are required?
- What information has been given out by the radio from WCC. The District Council or emergency services etc. e.g. expected time of arrival / assistance, safety advice etc.
- Organisation of the Parish Council to deal with local issues - see App 2
- Temporary arrangements if outside assistance will be delayed

### **10.4 Notifying Warwickshire County Council’s CSW Resilience Team**

As soon as the decision has been made that the Parish Council needs to provide a community response, the CSW Resilience team must be notified that the plan is being activated.

Tel. 01926 412 580 / 589 office hours,

The CSW Team have a 24hr, 365 day single point of contact for all agencies, including the District Council, utilities and voluntary agencies. This number is for use by the Parish Council only.

## **10.5 Special Needs**

The council is aware that some people may have special needs relating to mobility, visual impairment, dialysis or diet during and emergency.

### **No personal details are held by the council**

Contact Hastings House Medical Centre, Orbit Housing Association or McCarthy & Stone if necessary.

#### **Orbit –Heart of England**

Residents - Duty Manager via call centre **0800 678 1221**  
Duty Manager direct line

McCarthy & Stone - Duty Manager **01789 842 906** 09.30 – 14.30 only  
**07891 699 875** out of hours

Hastings Medical Centre

**may** be able to provide details **01789 840245** or 01789 840247 (prescriptions)

## **11. Rest Centres**

In the event of an emergency where people are required to leave their homes, the CSW Team will set up rest centres in pre-identified locations. They have emergency procedures in place to do this. However, circumstances may dictate that that a more local response is required, particularly in cut-off situations. In this case, the Parish Council will identify suitable local location.

### **11.1 Location of Rest Centres**

Local premises that may be used as a rest centre and **activated by the Parish Council:**

- **Wellesbourne Conservative Club, Church Street**
- **Wellesbourne Sports and Community Centre**
- Wellesbourne Village Hall, School Road
- Church Centre, Church Street
- Methodist Hall, Bridge Street
- Wellesbourne Fire Station – may not available due to prior leasing
- Ettington Village Hall

WCC Rest Centres located in District Council area and **Activated by CSW Team:**

- **Kineton High School**, Banbury Road, Kineton 01926 640465
- **Shipston High School**, Darlingscote Road, S-o-Stour 01608 661883
- **Stratford upon Avon School**, Alcester Road, Stratford 01789 268051
- **Stratford Visitor & Leisure Centre**, Bridgefoot, Stratford 01789 268826

## **11.2 Premises for Emergency Use ( Rest Centres )** **and Key Holders**

**See Appendix 3 – Matrix of Rest Centre Facilities**

<b>Premises</b>	<b>Details</b>
Wellesbourne Conservative Club 14 Church Street, Wellesbourne CV35 9LS	2 Rooms capacity 100 people Kitchen Metered Gas, water, electricity Emergency generator 2 telephones Key holders:- Reg Wiltshire - 07747 731641 (m) 01789 840451 (Club) Paul Rose 01789 841763 (h)
Wellesbourne Sports and Community Centre	Capacity Large Room, Kitchen, Telephone 01789
Wellesbourne Village Hall School Road, Wellesbourne	2 Rooms capacity approx 100 people Metered gas, water, electricity Kitchen - disabled toilets - car park  Key holders:- Ron Smedley           01789 841396 Chris Cole             01789 840223
Church Centre Church Street, Wellesbourne	2 Room capacity approx 100 people Metered gas, water, electricity. Kitchen Car park  Contacts: Rev Kate Mier       01789 840262 Peter Quinn         01789 840827



Methodist Hall, Bridge Street, Wellesbourne	2 Rooms, capacity approx. 100 people Kitchen Toilets Metered Gas, Electricity Key Holders:- Ron Smedley            01789 841396
Ettington Community Centre Rogers Lane, Ettington	Gemma Batchelor   07975 682 775
WSCC Building Loxley Close, Wellesbourne	Via - Parish Office   01789 841434

### **11.3 Communications**

The Parish Council (through the Emergency Committee) will communicate and notify the community via the following methods:

<b>Type</b>	<b>Where Available</b>
Written updates will be placed on the following notice boards	Village Hall Parish Council Notice Boards Church Notice Boards Library Local Shops and Public Houses Parish Council Web Site
Verbal	Community Briefings/Meetings Door to Door Loud Hailer

**Note: During emergencies the mobile phones and landline phones may become jammed and therefore should not be relied upon.**

**If the emergency services are involved they will have reliable systems available.**

## **11.4 Generic Emergency Action Check list**

	<b>Action</b>	<b>Initials</b>	<b>Date &amp; Time</b>	<b>Completed</b>
1	If an emergency is reported to a member of the Parish Council by the community and it is possible that the emergency services are not aware, call 999 as soon as possible			
2	Contact and inform the CSW Resilience Team and the District Council  Take note of any safety advice given to you and discuss at the Parish Council's Emergency Committee Meeting			
3	Keep a log and record: <ul style="list-style-type: none"> <li>- Any decisions made and actions taken</li> <li>- Who was spoken to and what was said</li> <li>- Any information received</li> </ul>			
4	Contact the other members of the Parish Council, volunteers and key holders as appropriate			
5	Organise a Parish Council Emergency Committee Meeting (via the Chair or Clerk) in a venue which is safe from the emergency with safe access routes			
6	Decide actions to undertake e.g. consider the need for: <ul style="list-style-type: none"> <li>- Shelter</li> <li>- Visiting and checking on vulnerable people</li> <li>- Warm place</li> <li>- Distributing sandbags</li> <li>- Providing blankets,</li> </ul>			
7	Decide how to inform the community of the emergency and actions being undertaken  Inform the community of any advice given to you from the County and District Councils or the emergency services  Request the community to tune in to the local radio			
8	Inform the CSW Resilience Team and District Council of any decisions that have been made			

9	<p>Remember to liaise regularly with the County and District Councils to maintain the safety of the community.</p> <p>If at any time an immediate threat to life occurs or is likely to occur, call 999.</p> <p><b>Remember that all reasonable steps must be taken to avoid harm to yourself and the public</b></p>			
---	--	--	--	--

In a major emergency or crisis formal procedures for control will be instigated by the Chief Constable or Chief Executive of WCC. This will include the establishment of a Strategic Co-ordinating Group or Gold Control.

## **12. Local Authority Contacts (County and District)**

<b>Organisation</b>	<b>Telephone Number</b>
<b>County Council:</b>	Office hours only: <b>01926 410410</b>
<b>CSW Resilience Team:</b> <b>(CSW direct line)</b> Josh Adams / Michael Enderby	office hours <b>01926 412 580 -</b>  <b>01926 412 589</b>
<b>County Emergency Centre:</b>	When operational 01926 412719
<b>District/Borough Council:</b> <b>Emergency Planning Officer</b>  <b>Environmental &amp; Economy</b> <b>Directorate:- Highways Emergency</b> <b>numbers</b>  <b>NB to report Flooding on Highways</b> <b>please use these numbers and not</b> <b>the Duty Emergency Planning No.</b>  <b>Duty Social Worker</b>  <b>Trading Standards</b>	<b>01926 412 745</b> Number Held by WPC  office hours <b>01926 412 515</b> out of hours via Police HQ <b>01926 415 000</b>  Emergency line out of hours <b>01926 886922</b>  Advice line <b>01926 414 000</b> Animal Health Issues <b>01926 410 410</b>  <b>01789 267 575</b>  Robert Weeks <b>01789 260 810</b>
<b>Stratford Upon Avon District Council</b>  <b>Emergency Planning lead</b>  <b>Duty Officer – this number is held by</b> <b>the Parish Council &amp; must not be</b> <b>passed to any other individuals</b>	
Local Authority staff living within area:	None identified

During a major emergency Stratford-on-Avon District Council's Emergency Response Centre will be opened in order to co-ordinate responses. The Emergency Response Centre can be reached on 01789 260380 or 01789 260381.

(NB: These numbers are unobtainable if the Centre is not in operation.)

Wellesbourne & Walton Parish Emergency Plan – Updated December 2016

## **13. Details of Neighbouring Parish Councils**

<b>Parish</b>	<b>Contact Details</b>
Charlecote	Chairman Vanessa Lewis Clerk: Deborah Wellings 01789 840 929 <a href="mailto:parishclerk@charlecote.org.uk">parishclerk@charlecote.org.uk</a>
Combroke	Chairman Ms Brenda Rayson 01926 640 852 Clerk: Mrs Georgina Lowe 07570 269 451
Compton Verney	Chairman & Clerk: Mr Richard Smith 01926 640 983
Ettington	Chairman David Hughes 01789 740 736 07836 218 592 <a href="mailto:d.a.hughes49@btinternet.com">d.a.hughes49@btinternet.com</a> Clerk: Sarah Furniss 01789 295 827
Loxley	Chairman: Glyn Jones 01789 470 066 <a href="mailto:loxleyparishchair@gmail.com">loxleyparishchair@gmail.com</a> Clerk: R D Armstrong <a href="mailto:loxleyparishclerk@gmail.com">loxleyparishclerk@gmail.com</a>
Moreton Morrell	Chairman Mrs Anne Parry 01926 650 064 Clerk Mrs Pam Routly 01926 481 854(h)
Newbold Pacey & Ashorne	Chairman Steve Bolton tba Clerk: Mrs Pam Routly 01926 481 854 (h)
Pillerton Hersey	Chairman & Clerk Mr. Tim Newcombe 01789 740 500
Kineton	Chairman Mr David Gosling 01926 640968 Clerk Mrs Georgina Lowe 07570 269451

## 14. Utilities and other Agencies

Organisation	Telephone Number
Gas:	Emergencies
National Grid	<b>0800 111 999</b>
Central Networks Customer Contact Centre (24hr)	West Midlands <b>0800 328 1111</b>
General Enquires	Midlands <b>0845 724 0240</b>
British Telecom:	<b>0800 800 150</b>
Environment Agency: (Rivers)	Emergencies 24 hour public line <b>0800 807060</b>  <b>Floodline</b> <b>0345 988 1188</b>
Severn Trent Water:	Emergencies <b>0800 783 4444</b> Including water for medical reasons
AA Roadwatch:	<b>0990 500600 / 0906 88 84322</b>
Faith Agencies C of E Rev Kate Mier Methodist Rev John Taylor R.C Father Sebastian Namattathil	St Peters Church <b>01789 840 262</b> Wesley Manse, Kineton <b>01926 640 385</b> Anvil House Kineton <b>01926 640 275</b>
Utility and other agency staff living within area:	None identified

## 15. Emergency Services

To report an emergency dial 999 or 101 if not life threatening

Organisation	Telephone Number
Warwickshire Police Headquarters: SNT	<b>01926 415000</b> <b>01789 444600</b>
Warwickshire Fire and Rescue Service Headquarters:	<b>01926 423231</b>
West Midlands Ambulance Service Headquarters:	<b>01926 881331</b>
Nearest Police Station or House:	Police Station, Rother Street Stratford upon Avon <b>01789 414 111 / SNT 444 600 or 999</b>
Nearest Fire Station:	Loxley Road, Wellesbourne <b>01789 423 321 or call 999</b>
Nearest Ambulance Station:  Warwickshire and Northampton Air Ambulance	Warwick <b>01926 881331 or call 101 / 999</b>  <b>024 7663 9043</b>
Air Ambulance Landing Sites: Wellesbourne         Walton	Wellesbourne Airfield <b>01789 842 007</b> <b>(m) 07860 816 196</b> The Green, off Frost Road Junior School, Mountford Close <b>01789 840 311</b> Dog Close, Bridge Street * <b>01789 841 434</b> Dovehouse / Hammerton Way - West intersection Mountford Sports Field <b>01789 841 434</b> Ettington Park Estate 'Sports' Area  Walton Hall <b>01789 842 424</b>  * Access gate key from Parish Office
Emergency Services staff living within area:	None Identified

## 16. District and County Councillor Details

Local District Councillors:	<p><b>Cllr Danny Kendall</b> - 3 Gloster Gardens, Wellesbourne 01789 841237 Email <a href="mailto:danny.kendall@stratford-dc.gov.uk">danny.kendall@stratford-dc.gov.uk</a></p> <p><b>Cllr Anne Parry</b> – 19 John Taylor Way Moreton Morrell, CV35 9DH 01926 650064 E-mail <a href="mailto:anne@anne-parry.co.uk">anne@anne-parry.co.uk</a></p>
Local County Councillor:	Cllr Danny Kendall 01789 841237

## 17. Parish Emergency Box and other Resources

Location: one box at each location	Council Office - 2 School Road Cllr E Lawley - 5 Debden Close
<b>Contents:</b>	<p>Emergency Plan Local street map Stationery incl. pencils, Clip board, Paper Registration forms Candles &amp; Lighter / Matches Battery or wind up radio Battery &amp; Wind up torch + spare batteries First aid kit Battery clock Work &amp; Protective gloves ID Badges High Vis Tabards, waterproof jacket/trousers "space blankets" in both Emergency Boxes Loud Hailer - in the WPC Office Box only Walking / Probing pole</p>
<b>Stationery</b>	Flip charts etc. available form the WPC office

**Defibrillators - 4 units** in the village

Two units accessible during open hours:-  
One at the **Council Office** & one at the **Surgery**

Two units accessible **24/7** housed in secure cabinets outside the building.-  
One by the Cashpoint at the **Coop** & one at **GWS**,  
– **follow the instructions**



## 18. Local Volunteers

Organisation	Details
WRVS:	No information available
St John Ambulance:	<b>0121 525 5565</b>
British Red Cross:	County Headquarters Bradbury House, Wheeler Road, Coventry <b>024 7630 4200</b>
Women's Institute:	Mrs Walker <b>01789 840 136</b> Warwickshire Branch <b>01926 419 998</b> e-mail <a href="mailto:admin@wfi.co.uk">admin@wfi.co.uk</a>
Local Guide Groups:	Mrs Helen Rutter <b>07437 313 391</b> District Commissioner <a href="mailto:hutter176@gmail.com">hutter176@gmail.com</a>
Lions:	Peter Fisher <b>01789 842 031</b> Andy Stokes <b>01789 841 939</b>
Church Groups:	Rev Kate Mier <b>01789 840 262</b> Rev John Taylor <b>01926 640 385</b> Father David Condron <b>01926 640 275</b>
HEART START Note: Defibrillator housed at the Co-op	Contact via West Midlands Ambulance Service <b>01926 881331</b>
MROC Response 4x4 vehicles and drivers	John Kesterton contact via CSW Resilience Team All contact must be via the Parish Council <b>01926 412 580 – office hours only</b>

### Other Volunteers

Hilary Cook – general assistance

Pete Davies – Wheelchair friendly vehicle

## **19. Emergency Supplies - Food**

Local shops and suppliers and any other organisations who can provide in an emergency.

Warwickshire County Council will reimburse reasonable costs to local suppliers for items used in an emergency. It is essential that the Emergency Planning Unit (CSWT) is informed when arrangements are put in hand during an emergency.

Morrisons and Sainsburys Supermarket chains operate a crisis purchasing scheme and disaster assistance policy.

**These can only be activated via Emergency Planning Unit ( CSW team ).**

### **Local organisations that may be used in an emergency**

<b>Organisation</b>	<b>Details</b>
Sainsburys - Mrs Karen Carroll	Sainsburys Loxley Road <b>01789 307 400</b>
Co-operative Food Centre	Co-operative Loxley Close <b>01789 840861</b>
One Stop Shops	One Stop Bridge Street <b>01789 840286</b> One Stop Newbold Road <b>01789 840950</b>  Precinct Café <b>01789 470800</b> Airfield Café (Touchdown) <b>01789 470575</b> A&K Russell -Butcher <b>01789 840437</b> West's Bakers <b>01789 840252</b> Stags Head <b>01789 840266</b> Kings Head <b>01789 840206</b>
Tesco - Birmingham Road, Stratford Banbury Road, Stratford	Birmingham Road <b>0845 6779 641</b> Banbury Road <b>0845 6757 174</b>
Budgens - Trinity Mead, Stratford	Trinity Meads <b>01789 204011</b>
Waitrose - Shipston Road, Stratford	Rosebird Centre <b>01789 263465</b>

### **Meals on Wheels - these can only be used if there is road access to the village**

Warwickshire Direct – County Enterprise Food **01926 410410**

Wiltshire Farm Foods **0600 773 773**

Oakhouse Foods **0845 643 2009**

## 20. Emergency Supplies – Other

**Residents must provide their own Sandbags.  
The Parish Council does not have any to distribute**

Details of Sandbag Suppliers	<p>Jewsons Stratford on Avon 01789 <b>296211</b> Fairview Trading, Honeybourne 01386 833001</p> <p>Bailey Buildbase, Stratford on Avon 01789 414841 Nuneaton 024 7664 1641 Foleshill, Coventry 024 7666 8000 Kenilworth 01926 851155</p> <p>Sapcote Site Supplies Ltd, Sapcote, Leicester 01455 274528 / 273099</p> <p>Also see the Internet for suppliers</p>
Sand Suppliers	<p>Sharp sand can be obtained locally from Charlecote Garden Centre and builders suppliers in Stratford.</p>
Equipment held by Parish Council	<p><b>None – all equipment required comes direct from SDC or WCC</b></p>

## 21. Specialist Services

<p>The inclusion of the following names does <b>not</b> imply a recommendation nor is the list exhaustive. An instant response is not guaranteed. Names are included purely as a guide to the resources available within the local community</p>	
<p><b>Plumbers</b></p> <p>All land lines are 01789 numbers</p>	<p>Daniell 841208 m - 07977 008982            Flofix ( Prior ) 842360 m - 07554 430762            Hotsprings (Hopkins) 470155            Freer 841658 m - 07799 557859            Boiler man ( Dyer ) 841769 m - 07811 144707            Timbrell m - 07812 144 330</p>
<p><b>Electricians</b></p>	<p>MacFayden 01926 820 172            Upchurch m - 07790 319 521</p>
<p><b>Builders</b></p> <p>All land lines are 01789 numbers</p>	<p>Barrington 01789 841426 / 470295            Crawford 01789 842935 m - 07966 423374            England 01789 842474            Moss 01789 470460            NCM 01789 841894</p>
<p><b>Mechanics</b></p>	<p>Shakespeare 01789 470666            Stowe 01789 840328            Wellesbourne Car Bodies 01789 840658</p>

Note: The inclusion of names here does not imply a recommendation nor is the list necessarily exhaustive.  
Names are included purely as a guide to resources available within the community.

## 22. Local Resources

Organisation	Details
<p>Other people who may assist in an emergency:</p>	<p>No <b>local</b> suppliers of plant and equipment, four wheel drive vehicle owners, garages, generators, blankets, etc. have been identified  <a href="#">See Volunteers - Section 18</a></p>

## **23. Health and Medical Information incl. Special Needs**

<b>Organisation</b>	<b>Details</b>
Local Doctors: District Nurses	Hastings House, Kineton Road, Wellesbourne 01789 840 245 Out of hours 0845 608 0275  Full details of services see Index of Shops & Amenities
Local Hospitals	UHCW, Walsgrave, Coventry 02476 964 000 Warwick Hospital 01926 495 321 Stratford Hospital 01926 495 321 <b>Minor Injuries only</b> or 01789 20 4831
Bordering Hospitals	Horton General, Banbury 01295 275 500 John Radcliffe, Oxford 01865 741 166 Solihull Hospital 0121 424 2000 Worcestershire Royal Hospital 01905 763 333
Ambulance/Paramedic	999/112
Chemists/Pharmacies:	Wellesbourne Pharmacy - 5 Kineton Road 01789 840 484 Out of hours 0300 130 3040
Suppliers of medical equipment:	Wenman Healthcare, Debden Farm, Barford 01926 624 432 07790 026 507 (m )  Active Mobility Ltd 01789 296 736 Wharf Road, SoA
First Responders:	Part of WMAS and contacted via 999
Health Centre or Clinic:	Hastings House Kineton Road 01789 840 245
Veterinary Surgeons:	Avondale Veterinary Services 01789 841 072 0845 4647
NHS Direct	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a> 111

## 23.1 Special Medical Needs

**Details of any persons who may have special problems during an emergency and that the Parish Council are aware of**

Person	Details
No personal information held – contact Hastings House Medical Centre, Orbit Housing Association or McCarthy & Stone if necessary.	
<b>Orbit Residents</b> -	Duty Manager via call centre <b>0800 678 1221</b> Duty Manager – direct line <b>restricted number</b>
McCarthy & Stone -	Duty Manager <b>01789 842 906</b> 09.30 – 14.30 only <b>07891 699 875</b> out of hours
Hastings Medical Centre -	<b>01789 840 245</b> or <b>01789 840 247</b> (prescriptions)

**Other People who may have specific requirements during an Emergency Include Elderly, Infirm, Blind, Deaf, Dialysis Patients etc.**

Person	Details
Doctors will assist if an emergency arises	No details available

## **24. Communications Information**

<b>Communication</b>	<b>Details</b>
Communications volunteers	None identified
RAYNET and REVCOM:	Not confirmed
Radio Amateurs:	None identified
Mobile telephone numbers:	See individual entries
<b><u>Details of local radio stations:</u></b>	BBC Coventry & Warwickshire (94.8, 103.7 & 104 FM) Newsdesk 024 7686 0086 Switchboard 024 7657 0100
	Radio WM (95.6 FM) Newsdesk 0121 414 8802/3/4/5
	Heart FM (100.7 FM) 0121 607 7227
	Mercia FM (97.0 & 102.9 FM) 024 7686 8200
	Fox FM (97.4 & 102.6 FM) Newsroom 01865 871000
	BRMB (96.4 FM) 0121 250 0964
	Touch FM (102 FM) 01789 262636

## **25. Special / High Risk Premises / Areas**

### **With Flood or Fire or other risks**

Homes for the elderly <b>Orbit</b>	Lawrence Mackie House Farrington Court Willet House Call Centre Duty Manager direct line	<b>0800 678 1221</b> <b>restricted number</b>
<b>Salmon Court</b>	Duty Manager out of hours	<b>01789 842 906</b> <b>07891 699 875</b>
<b>Petrol Station</b>	GWS Charlecote Road	<b>01789 470123</b>
<b>Gas sub station</b>	Dovehouse Drive	
<b>Airfield</b>		<b>01789 842 007</b> <b>07860 816196 (m)</b>
<b>Loxley Park Industrial Estate</b>	Tim Webster	<b>08701 677615</b> <b>08701 677607 dd</b> <b>07803 598710 mob</b>

Other Rivers/Critical Watercourses liable to flooding (main Rivers listed below)	Brook passing under B4087, Newbold Pacey Road Brook passing under Moreton Morrell Road
Details of premises at risk e.g. properties in and close to:-  Bridge Street Peacock Court Chapel Street Church Walk Chestnut Square Oxford Way Mourdant Road Whitehead Drive	Plan held by Parish Council



## 26. Flood Planning Information

The following reference documents may be of assistance

Subject	Source	Contact
Preparing for an Emergency <b>Flooding</b>	HM Government Environment Agency	<a href="http://www.pfe.gov.uk">www.pfe.gov.uk</a> <b>0345 988 1188</b> <a href="http://www.environment-agency.gov.uk/flood">www.environment-agency.gov.uk/flood</a>
Flood protection equipment	National Flood Forum Blue Pages	<a href="http://www.floodforum.org.uk">http://www.floodforum.org.uk</a>
Emergency Planning advice	Emergency Planning web pages	<a href="http://www.warwickshire.gov.uk/epu">http://www.warwickshire.gov.uk/epu</a>
Stratford on Avon District Council	Emergency Planning web pages	<a href="http://www.stratford.gov.uk/">http://www.stratford.gov.uk/</a>

Flood maps have recently been revised by the EA and are published at the following address:  
<http://watermaps.environment-agency.gov.uk/wiyby/wiyby.aspx?lang=e&topic=floodmap&layer=default&scale=10&x=428735&y=255578#x=428735&y=255578&scale=10>

At the top of the screen there is a drop down box from which you can select surface water, rivers and sea or reservoir flood maps. From there you can click on the shaded blue areas and drill down to detailed information such as anticipated depth and velocity of flood water.

A Resident Flood Pack is available on the Warwickshire County Council website at the following address:  
[http://www.warwickshire.gov.uk/Web/corporate/wccweb.nsf/Links/C06FE80CF18C13E8802578B100538AA6/\\$file/ResidentsFloodPack.pdf](http://www.warwickshire.gov.uk/Web/corporate/wccweb.nsf/Links/C06FE80CF18C13E8802578B100538AA6/$file/ResidentsFloodPack.pdf) This is subject to revision in the next 12 months

To sign up for EA alerts go to the following address:  
<https://fwd.environment-agency.gov.uk/app/olr/register>

Advice from the Association of British Insurers can be found at:  
<https://www.abi.org.uk/Insurance-and-savings/Topics-and-issues/Storms>

Flooding is a complex issue involving many agencies. During any major flood event, it can be difficult to obtain an accurate picture of what is actually happening. It is therefore important that contact is maintained with both the District Council and the Warwickshire Emergency Planning Unit.

Flooding can take several forms and it can be confusing as to which agency queries should be directed.

Wellesbourne & Walton Parish Emergency Plan – Updated December 2016

As a general rule, queries on a day-to-day basis should be directed as follows:

- Flooding of drains and sewers to Severn Trent Water Ltd
- Flooding of the highway to County Highways
- Flooding from local watercourses to the relevant District Council
- Flooding from main rivers to the Environment Agency
- Flooding of council houses or District premises should be directed to the relevant District Council
- Flooding of Housing Association houses should be directed to the Association
- Flooding from private sewers to the householder concerned

During major flood events, these agencies will work together in responding to the impact of the flooding. **It is essential though, that people are encouraged to make their own arrangements as far as possible to deal with the impact of any flooding.**

Flooding cannot be prevented, but some local action may mitigate the effects such as local supplies of sandbags, individual household obtaining protection such as flood gates, air brick covers, etc. Details of these and many other products are obtainable from the National Flood Forum Blue Pages.

County Highways have stocks of sandbags but these are normally only used to deal with flooding problems on the highway.

At the specific request of the Manager of the CSW Resilience Team County Highways will make sandbags available to specific locations or individuals. This will **only** occur when major flooding is likely to lead to significant danger to property or to life and could take some time to achieve depending on the nature of the event.

**Wellesbourne & Walton Parish Council does not hold stocks of sand bags or sand.**

During office hours, the CSW Resilience Team and the Emergency Planning Unit and the District Council will pass on relevant and up to date information regarding weather and flood reports to parish councils and individuals who have provided e-mail addresses.

During a major flood event, information will be provided via the media and WCC website.

The WCC website also contains a wealth of information about flooding and other emergencies. It also contains links to many other websites that may be of use to the local community. Flood prevention / protection Information can be downloaded from the internet

Go to **National Flood Forum** and follow the links for information, go to Reducing My Flood Risk, there is also insurance advice on this site.



**Flood Defence Systems** are available through Floodgate.Ltd.uk, based in Carmarthen, Wales, SA31 3AL. Tel No 01267 232 7252. They supply a wide variety of systems to suit most situations including doorways, pipes and air vents.

**B&Q** have a range of products from water pumps to waterproof footwear, visit the local store.

**Other DIY Stores** stock similar products.

## **Floodline Quick Dial Codes (QDC) – Warwickshire**

**Floodcall No. 0345 988 1188**

<b>Flood Watch</b>		<b>Flood Warning</b>	
<u>Flood Watch Name</u>	<u>QDC</u>	<u>Flood Warning Area Name</u>	<u>QDC</u>
River Dene in South East Warwickshire	0524615	River Dene at Wellesbourne River Dene at Walton	052435

## Section - 3

### **27. Tree Emergency Procedure – Wind Related**

#### **General Information**

The District Council response will be prioritised based on the assessment of the information given. In severe weather this could be several hours.

Callers will be reassured that once a tree / branch is on the ground, whilst inconvenient it is normally safe.

(Response times for non-priority works are normally within the week. However some tree works depend on the seasons and so there is no standard response time. During an emergency situation the response time could be longer. Each case will be judged on merit/risk.)

If a tree has fallen on a house or car the emergency services and insurance company should also be contacted by the owner.

If a tree has fallen on one of the council sports / playing fields or in council controlled open space then the Wellesbourne Parish Council should be contacted immediately. If out of hours then contact the Chairman of the council.

If a building has been damaged Building Control need to be made aware. **01789 267 575 (or visit [www.stratford.gov.uk](http://www.stratford.gov.uk))**

Also call any local Parish / District or County Councillor Tel numbers are in the **Index of Shops and Amenities**.

**The District Council will require the following information: (SDC 01789 267 575 )**

- What is the exact location of the tree
  - It is critical that the precise location is given of any fallen or dangerous trees.
  - SDC are responsible for trees on SDC land such as parks, recreation grounds, closed churchyards, play areas, nature areas and nature areas.
- How tall the tree is
- Is the tree on a Park or Open Space
- Is the tree on a new development? Tree work on new developments is the responsibility of the developer until the development has been adopted by SDC or WCC.
- Is the tree on a road? If tree is blocking a road within the urban area, SDC will deal with.

- If tree is blocking road within rural area or on a footpath or roadside verge, contact WCC Highways Customer Service Centre on **01926 412 515**.
- If the tree in a private garden or business premise the owner will need to make their own arrangements. The Arboricultural Association has a complete list of approved contractors and consultants on **01794 368 717** or at <http://www.trees.org.uk/consultants.php>.

Local telephone directories and the local press should also list consultants. However, they are often found listed under tree surgery. Always check the consultant/contractor has Public Liability Insurance, Employers Liability Insurance and Professional Indemnity Insurance.

### Other questions could include:

- What is the problem with the tree?
  - Looks dangerous
  - Fallen branches
  - Hanging branches
  - Fallen tree
  - Fallen tree on house/car
- If a tree has fallen on a house or car the emergency services and insurance company should also be contacted by the owner. If a building has been damaged Building Control need to be made aware. **01604 864 768**
- If the tree/branch were to fall, where could it fall?
  - Road
  - House
  - School
  - Other

### Note

- Fallen blossom/fruits/leaves/sap does not constitute an emergency.
- Blocking light - there are no laws governing "right to light".

### Important Information

- If in doubt over who should deal with a dangerous or fallen tree contact the Environment Service.
- Contact Address:-  
Elizabeth House  
Church Street  
Stratford upon Avon  
CV37 6HX  
**01789 267 575**
- Opening hours: Monday-Wed, 9am-5.15pm. Thursday and Friday to 5.00pm  
Wellesbourne & Walton Parish Emergency Plan – Updated December 2016

- WCC Highways Customer Service Centre: **01926 412 515**
- WCC Home Chipping Service **01926 738 827**
- Arboricultural Association **01794 368 717** or [www.trees.org.uk](http://www.trees.org.uk)

## **Useful Contacts**

- British Waterways: **01788 890 666**
- BTCV: **01302 388 888** or [www.btcv.org.uk](http://www.btcv.org.uk)
- Commonwealth War Graves Commission: **01628 634 221**
- **CSW Resilience Team** **02476 832 673**
- DEFRA: **08459 33 55 77**
- **Environmental Agency:** **08708 506 506**
- **Floodline** **0345 988 1188**
- Greenflag Park Awards: **0151 231 6900** or [www.greenflagaward.org.uk](http://www.greenflagaward.org.uk)
- Greenspace: **01189 469 060** or [www.green-space.org.uk](http://www.green-space.org.uk)
- Highways Agency: **08547 50 40 30**
- Ofcom: **020 7981 3000**
- Severn Trent **0800 783 4444** or **0247 771 5000**
- Warwickshire Wildlife Trust: **02476 302912** or [www.warwickshire-wildlife-trust.org.uk](http://www.warwickshire-wildlife-trust.org.uk)
- The Woodland Trust: **01764 581111** or [www.woodland-trust.or.uk](http://www.woodland-trust.or.uk)
- **Orbit Housing** Call Centre **08006781221** or Duty Manager
- **McCarthy & Stone** Duty Manager **01789 842 906**  
**07891 699 875 out of hours**
- Loxley Park Industrial Estate Tim Webster **08701 677 615**  
**08701 677 607 dd**  
**07803 598 710 mob**

**Note - for Flood Monitoring go to [www.vision-link.co.uk](http://www.vision-link.co.uk) /community cameras – select West Midlands from the map and click on Bridge Street**

**Also go to Environment Agency – GOV UK / River levels / Wellesbourne / River Dene**

## Section - 4

### Aide-memoirs

## **28. Rest Centres**

### **See Also Appendix 3 – Rest Centre Matrix**

Rest Centres may need to be set up for many different reasons. The prime concern is the shelter and care of those affected by an emergency. If possible a CSW Resilience Officer will be sent to manage the Rest Centre but this may not always be possible.

The following points should be considered:

- **If possible contact the CSW Resilience Team :-**
  - **01926 412 580 - office hours only**
  - **County Emergency Centre 01926 412 719**
  - **01926 412 589 - Michael Enderby / Josh Adams**

**For council use only - These numbers will not appear in public copies**

- Decide which premises will be most suitable for the purpose
- Contact members of the Parish Council and local community to assist
- Arrange for premises to be opened
- If available arrange for Parish Emergency Box and identifying tabards and badges to be taken to the Centre
- Remember that you may have to operate shifts
- Can you obtain additional mobile telephones to help with communications?
- On arrival check the **following** –
  - ❖ Heating – gas, electric, is it metered? etc
  - ❖ Lighting
  - ❖ Water – is supply turned on?
  - ❖ Fire Alarms and Fire Exits – what will you do in the event of a fire?
  - ❖ Car parking

Wellesbourne & Walton Parish Emergency Plan – Updated December 2016

- ❖ Disabled access – is it possible to look after the disabled?
- ❖ Area for pets
- Allocate areas within the Centre for different functions as space allows. Consider –
  - ❖ Reception
  - ❖ Registration
  - ❖ First aid room
  - ❖ Nursing mothers
  - ❖ Leisure facilities
  - ❖ Play area
  - ❖ Luggage and secure area
  - ❖ Sleeping arrangements
  - ❖ Smoking/no smoking
  - ❖ Staff area
  - ❖ Washing/toilet facilities
  - ❖ Dining area
- Consider what additional resources you may need such as blankets, food, drink – do you have arrangements with any local store?

## **Remember**

- If possible, maintain contact with the CSW Resilience Team – keep them informed and pass on requests for additional resources
- Brief helpers as they arrive and allocate tasks
- Make sure they are clearly identified – Tabards and ID badges
- Brief helpers at regular intervals

## **Evacuees**

- Brief evacuees on arrival and on a regular basis
- If the Rest Centre is open for more than 12 hours you may wish to record details of those in the Centre - a copy of the basic registration card is shown overleaf





## **30. Severe Weather**

### **When Severe Weather Strikes**

Heavy snow, blizzards, dense fog, gales, heavy rain and widespread ice -can greatly disrupt daily routines and, in some cases, cause loss of life. The elderly, infirm, disabled and young can be particularly vulnerable.

Warwickshire County Council has a major role to play in such situations. Together with district and parish councils, the police, the fire and rescue service and various agencies, they provide a wide range of services, to help return the situation to normal, quickly and efficiently, alleviating suffering and even saving lives in the process.

Individuals also have a vital role to play. Being a good neighbour and having awareness of those who are particularly vulnerable, is very important.

The following hints are designed to help reduce discomfort and save lives.

### **For the car**

- Ample fuel
- De-icer
- A shovel
- A radio and spare batteries
- A torch
- A blanket
- Spare warm clothing
- Water or a warm drink

### **For the home**

- An easily accessible supply of candles, matches, batteries and a torch
- A battery operated radio tuned to your local radio station
- A stock of food
- A list of useful telephone numbers -police, library, social services office etc.,
- Portable camping gas cooker if you rely solely on electricity.

## **Remember**

- Heed the advice when told not to travel
- Stowaway garden furniture and remove loose articles from outside. These might cause damage in a storm
- Make sure your emergency equipment is at hand
- If you have elderly, infirm or disabled neighbours, tell them to contact you if they need help and keep an eye on them
- If you rely on one source of energy for heating, lighting or are operating essential equipment -make sure you have adequate standby arrangements

## **31. Contacting the Electricity Company in an Emergency**

### **Central Networks East and West Procedure**

Central Networks West monitors Met Office information and if forecasts predict that weather is likely to have an impact on their systems, they have additional resources put on standby to deal with subsequent problems.

During any power failure, all callers should use the 24 hour Central Networks Customer Contact Centre telephone number – 0800 328 1111. Trained call takers are available to deal with your enquiries (100 active operators). These staff will be able to deliver updated reports. In addition, a group of trained engineers are available to answer more specific engineering queries.

The line is always staffed and has overflow arrangements and recorded messages. This information is usually the most up to date.

24 hour Central Networks Customer Contact Centre telephone number:–

East Midlands - 0800 056 8090

West Midlands - 0800 328 1111

## **32. General Advice to Parish Councillors about what to do in an Emergency**

This section is intended to be a general guide to help Councillors should an emergency occur and is reproduced here to enable easy access. Some of the information is repeated in other Sections of this Plan.

The information is based on the Government document 'Preparing for Emergencies' which was circulated to all households in 2005.

The Emergency Planning Co-ordinators for the Parish Council are:- Councillors listed previously or refer to the Index of Shops and Amenities pg 53)

If you find yourself in the middle of an emergency, your common sense and instincts will usually tell you what to do. However, it is important to:

**Common sense and instinct will usually tell you what to do. However, it is important to:**

- Make sure '999' has been called, including a request for an ambulance if people are injured or if there is a threat to life
- Re-assure bystanders and keep them away from the incident
- Keep bystanders back and out of the way of the Emergency Services
- Avoid putting yourself or others in danger – Rest areas may be available in the Village
- Remain calm and think before acting and try to reassure others

Wellesbourne & Walton Parish Emergency Plan – Updated December 2016

- If you are appropriately trained, you could check for injuries, **however**, remember to help yourself first before attempting to help others and **do not** put yourself in any danger
- Always follow the advice of the emergency services

If you are not involved in the incident, but are close by or believe you may be in danger, in most cases the advice is:

- Advise people to go inside a safe building (or rest area if available)
- Stay inside until advised to do otherwise
- Tune in to local radio or TV for more information

Of course, there are always going to be particular occasions when you should not 'go in' to a building, for example, if there is a fire. Otherwise advise: **GO IN, STAY IN, TUNE IN**

### **REMEMBER**

- Do not assume that somebody has already taken action – it is better that the initial response is duplicated rather than no response is given at all!
- Follow instructions given by the emergency authorities supported by information included in this Plan
- Take appropriate further action until the Emergency Services arrive

## **33. Emergency Services Role**

The emergency services are trained to cope with a wide range of emergency situations, but there is a lot that you can do to help them and yourself.

Emergency plans exist in all areas of the UK

The police, fire and ambulance services have tried and tested plans for responding to incidents, from fires to explosions, whether they are at your home, your school or affecting transport networks.

### **Health and Hospitals**

Emergency equipment, vaccines and antibiotics are stored around the UK and are quickly available to doctors.

### **Emergency Planning Exercises**

Every year, many exercises are held involving the emergency services and all agencies responsible for recovery. These exercises practise the responses to a range of emergencies, including terrorism, by testing our preparedness.

In most emergencies, the experts from the emergency services will be the best people to deal with any situation. Please ensure that they have been alerted by calling '**999**' and asking for **Warwickshire Emergencies**. Ask bystanders to keep back and not interfere or become casualties themselves. The 'walking wounded' will be dealt with by the emergency services.

Contact telephone numbers for emergency services are listed in Section 2. Although **999** will often be more appropriate.

Leave the emergency to the trained professionals and help by keeping bystanders back and obeying the instructions of the emergency services.

## **34. Coping with Specific Emergencies**

### **Fire**

- If there is a fire, get out, stay out and call 999
- Keep bystanders back and out of the way of the Emergency Services
- Avoid putting yourself or others in danger
- Try to remain calm and think before acting, and try to reassure others

### **Flooding**

- Even if you are not in a flood plain, or have no major rivers in the parish, you may still suffer the effects from surface water flooding.
- Be aware of the situation in your area
- Monitor the Met Office warnings – listen to TV and Radio announcements
- If the water is rising move furniture and electrical equipment to a higher level.
- Switch off electrical appliances on the ground floor level
- Fit water barriers
- Move to a higher level if possible
- Call for assistance

### **Bombs**

- If there is an explosion, get out, stay out and call 999
- If a bomb goes off, stay in a safe area and tell the police what you saw.
- Obey the instructions given by the Emergency Services

### **Chemical, biological, nuclear or radiological (CBRN) incident**

- If there is an incident involving CBRN, in most instances the advice will be to stay indoors and shut doors and windows.
- Call 999
- Obey the instructions given by the Emergency Services
- Remember that in a chemical incident the fire service may need to carry out decontamination.

### **Major Crash - Road Traffic or Aircraft**

- If there is a crash, call 999
- Move away from the immediate source of danger if appropriate
- Obey the instructions given by the Emergency Services

### **Civil Unrest**

- If there is a riot, call 999
- Stay in a safe area and tell the police what you saw.
- Obey the instructions given by the Emergency Services

### **Severe Weather**

- Detailed advice is contained in Section 3 of this document

## Tornado

- Telephone the Emergency Services - dial **999** and ask for **Warwickshire Emergency Services**

In all of these situations -keep calm, think before you act and listen to the advice of the emergency services.

## School

If children are at school parents will naturally want to collect them as soon as possible in the event of a major emergency. The local authority have detailed plans for such a situation. Please listen to your local radio station for advice and for details of the arrangements the local authority has made for letting parents know when to collect their children from school.

In addition, all schools have plans to cope with local emergencies such as fire and flood, and teachers and support staff do all they can to look after the pupils in their charge. You can find out more about school emergency planning from [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk) and [www.teachernet.gov.uk/emergencies](http://www.teachernet.gov.uk/emergencies)



## **35. Preparing for an Emergency – what you can do**

**To prepare for an emergency, it may be useful to know:**

- Where and how to turn off water, gas and electricity supplies in your home
- The emergency procedures for your children at school
- The emergency procedures at local workplaces
- How you will stay in contact in the event of an emergency
- If any elderly or vulnerable residents might need your help
- How to tune into a local Radio Station
- Where fire hydrants are in the village

If you are at home and an emergency happens, try to gather together:

- A list of useful phone numbers, appears later this booklet (page 7)
- Home and car keys
- Toiletries, sanitary supplies and any regularly prescribed medication,
- A battery radio, with spare batteries
- A torch with spare batteries, candles and matches
- A First Aid kit
- Your mobile phone
- Cash and credit cards
- Spare clothes and blankets
- Luminous waistcoats

Also, it is always useful to have:

Bottled water, ready-to-eat food (e.g. tinned food) and a bottle/tin opener, in case residents have to remain in their home for several days

In certain very unlikely situations, residents may be asked to leave their home by the emergency services. If this happens, encourage them to leave as quickly and calmly as possible. And, if they have time:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows
- See the items listed above for what to take with them
- If they leave by car, take bottled water and blankets, and tune in to local radio for emergency advice and instructions
- When they are told that it is safe to return home, encourage them to open windows to provide fresh air before reconnecting gas, electricity and water supplies.

## **36. Important Telephone Numbers**

Emergency Services – 999 and ask for Warwickshire Emergency Services  
If the situation is not life threatening then call using the **101 number**

<b>Parish Council Office</b> <b>Out of hours - call any of the councillors</b>	<b>01789 841434 (office hours)</b> details on Web site and Index of Shops and Amenities
<b>Police:</b> Warwickshire HQ Police Station SNT	<b>01926 415 000</b> <b>101 (connects to local police)</b> <b>01789 444 600</b>
<b>Fire:</b> Fire Station	<b>01926 423231(HQ)</b>
<b>Ambulance:</b> Warwickshire Office	<b>01926 881331</b>
<b>Doctors - Wellesbourne</b> <b>District Nurses – Wellesbourne</b>	<b>01789 840245</b> <b>01926 888026 / 0845 608 0275</b>
<b>Stratford District Council</b>	<b>01789 267 575</b>
<b>Warwickshire County Council:-</b> CSW Resilience Team	<b>01926 412 580/589</b> office hours only <b>02476 832673 - restricted No.</b>
Emergency Planning Unit Emergency Planning Duty Officer Do mobile	<b>01926 412580 / 9</b> <b>01926 412745</b> <b>07867 520802</b>
Highways Flooding Out of office hours via Police HQ	<b>01926 412 515 - office hours:</b> <b>101 / 01926 415 000</b>
<b>Environment Agency</b>	<b>0800 807 060</b>
<b>Utilities</b>	
Electricity Supplies	<b>0800 056 8090</b>
Gas	<b>0800 111 999</b>
Water ( including emergency supplies for medical purposes )	<b>0800 783 4444</b>

**For further information on any of the organisations involved in a countywide emergency response refer to the Warwickshire County Council Emergency Planning website or call the CSW Team.**

## Section - 5

### Appendices

#### **Appendix 1 - Volunteers – Personal Accident and Liability**

Any volunteer acting under the Parish or County Council's instructions during an emergency will be covered under the Authority's personal accident and liability policy.

Usually in an Emergency, the Parish Council would be contacted by the CSW Resilience Team.

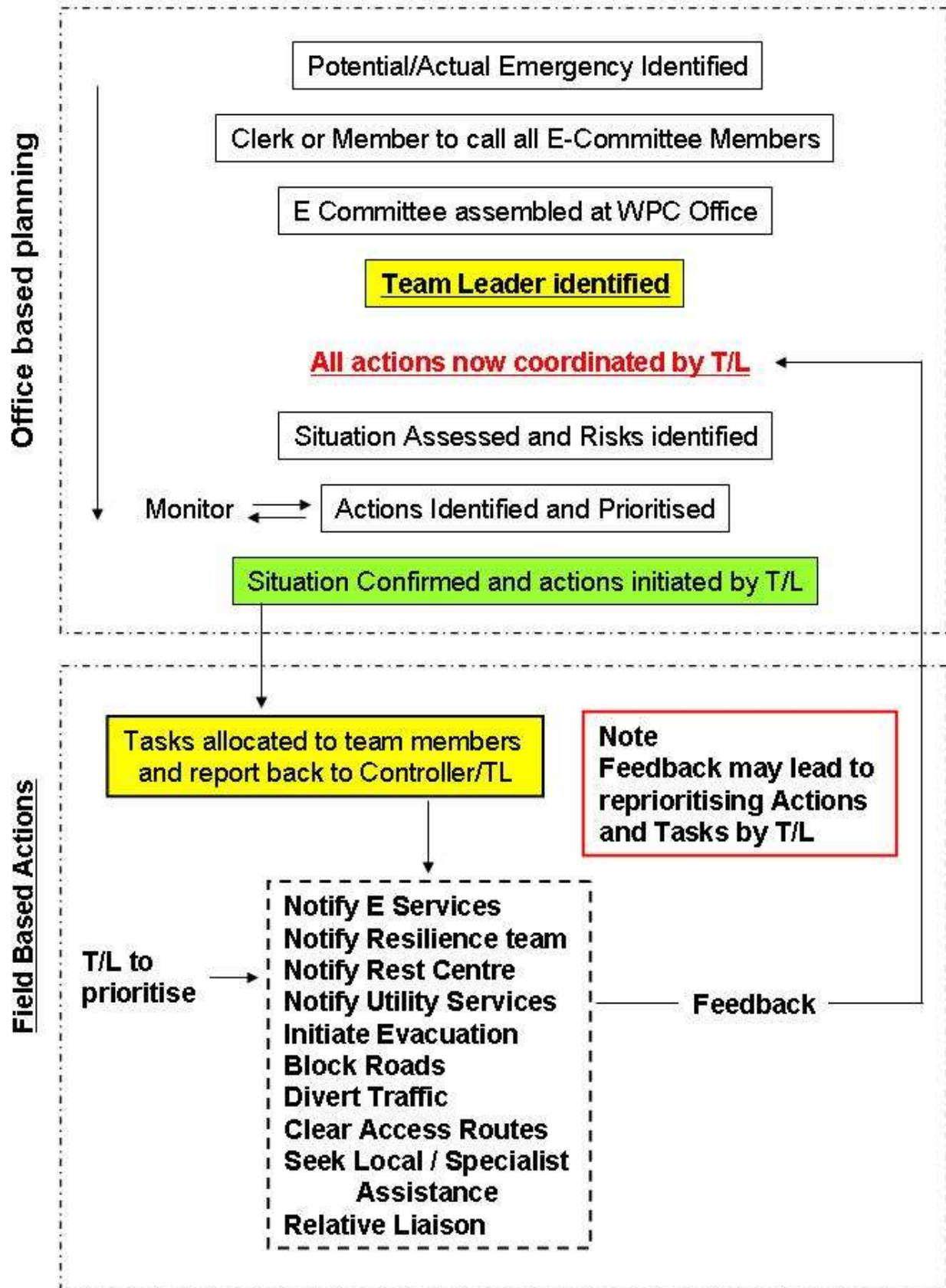
This is to both inform them of what is happening and also to discuss any actions that might be necessary by the Parish Council, e.g. setting up an evacuation centre. In such circumstances, the Parish Council and anyone employed by them to undertake such activities will be covered under the policy.

If an emergency occurs locally and the Parish Council have not been contacted, then it is essential that the CSW Resilience Team is informed as soon as possible. This is to ensure that they are aware of the situation and can authorise activity on the County Council's behalf.

As a side issue, the question of volunteers using their own vehicles is trickier. Generally we would advise that people doing so should ensure that their own vehicle policy would cover them in such circumstances. In a local emergency, it is unlikely that a situation would arise where we were asking the Parish Council to send people off in their own vehicle to undertake tasks. Such activities would be undertaken by other agencies.

## Appendix 2 - Planning and Action

### Pre-planning Process



## The Council and the Emergency Services

### Potential/Actual Emergency Identified

1/. If minor incident<sup>1</sup> and Emergency Services are involved then WPC has no responsibility

2/. If major incident<sup>2</sup> and Emergency Services are involved then WPC may have a short term\*\* support role for groups of displaced people

3/. If major incident<sup>2</sup> and Emergency Services are not involved then WPC has a short term<sup>3</sup> support role for groups of displaced people

#### 4/. WPC does:-

**not have responsibility for property**  
**not fight fires**  
**not supply sand bags**  
**not have a fleet of rescue vehicles**

#### 5/. WPC will:-

**assist evacuation - if safe to do so**  
**run the rest centre**  
**provide comfort and support**  
**provide food and drink**

1. Minor incident is defined as when a single property is involved
2. Major Incident defined as when a group of people or properties are at risk due to Fire/Flood or other, as yet undefined emergency, and evacuation is necessary.
3. Short Term defined as up 48hours after which displaced persons become the responsibility of the CSW Resilience team.

**This form will be used to identify who is covering which aspect of the emergency**

**Designated Responsibilities**

LOCAL COMMAND		
I/C RES CENTRE		
Blankets / Food		
I/C EVACUATION		
I/C REGISTRATION		
I/C MEDICAL		
I/C RELATIVE CONTACT		
I/C E-SERVICES		
WELFARE		

## Appendix 3 - Rest Centre Comparison Matrix

REST CENTRE FACILITIES - Check List      December      2016

Available Facilities	<u>Village / Neighbouring Facilities</u>						<u>Other Facilities - CSW Activated</u>			
	Village Hall	Conservative Club	WSCC	Church Rooms	Methodist Church	Ettington Village Hall	Kington High School	Stratford High School	Stratford Leisure Centre	Other
Capacity	100	100	50	100	50 ?	100	200+	200+	200+	
Kitchen	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Water	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Electricity	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Generator	No	YES	No	No	No	?	?	?	?	
Gas	YES	YES	NO	?	?	?	?	?	?	
Disabled Access	YES	with ramp	YES	YES	YES	YES	YES	YES	YES	
Toilets - Male	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Toilets - Female	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Toilets - Disabled	YES	?	YES	YES	YES	YES	YES	YES	YES	
Car Parking	YES	NO	YES	YES	NO	YES	YES	YES	YES	
Fire Exits	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Fire Alarms	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Area for Pets	YES	?	?	?	?	?	?	?	?	
Telephone	NO	YES	YES	?	?	?	YES	YES	YES	
Office	?	YES	YES	?	?	?	YES	YES	YES	



## **Appendix 4 - Summary Plans**

### **Plans**

1. Overview plan
2. Aircraft
3. Fire
4. Flood
5. Road
6. Snow