

Tanworth in Arden Parish Council Community Emergency Plan

Not Protectively Marked

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Update Schedule:

Plan Date: December 2009	Update Due: December 2010	Nominated person:
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Section 1

Introduction

This plan has been developed by Tanworth in Arden Parish Council in conjunction with Warwickshire Emergency Planning Unit and Stratford on Avon District Council.

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.

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.

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/Town Councils 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.

Objectives of the Plan

The key objectives of this plan are to:

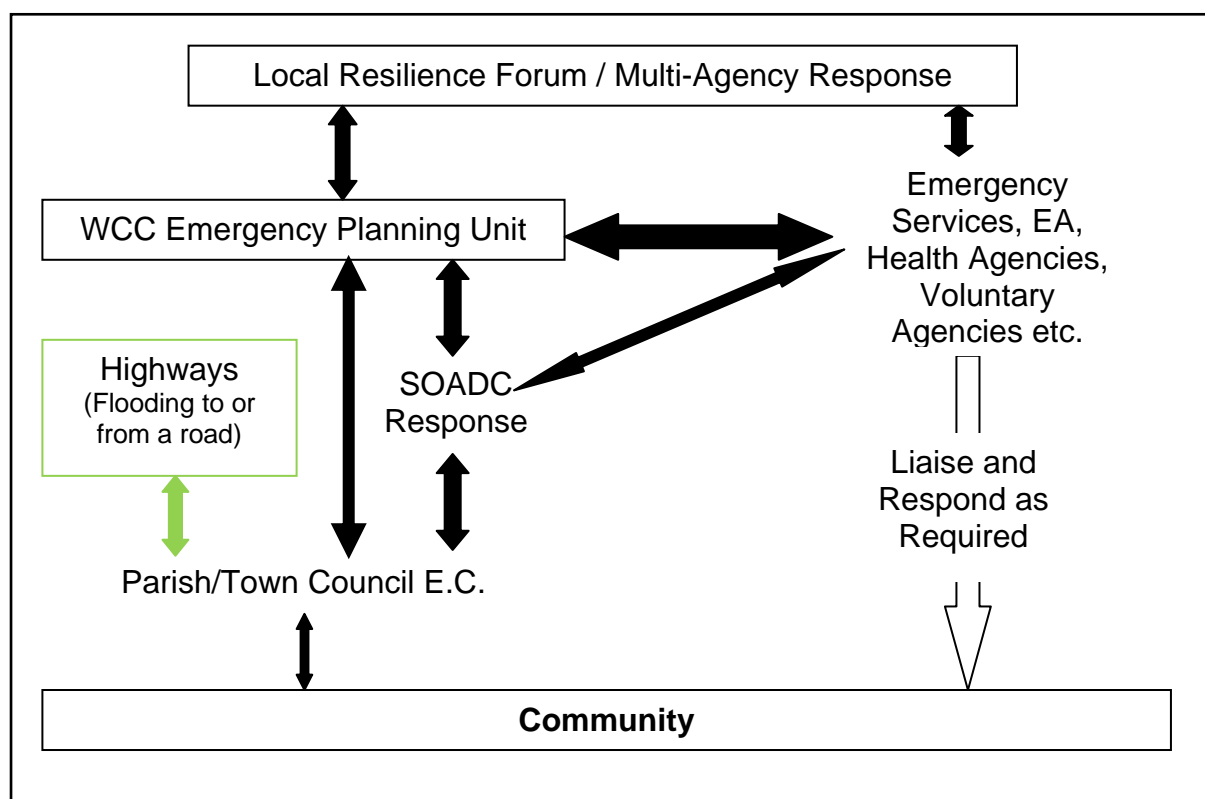
- Identify resources in the community available to assist during an emergency
- Identify local people and organisations who may be able to assist during an emergency
- Identify vulnerable people in the community and develop arrangements to assist them

- 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 memoires to assist members of the Council in fulfilling these roles.

Warwickshire Countywide Emergency Planning Structure

Warwickshire County Council, Warwick 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.



Types of Emergencies

Types of potential emergencies that may impact our community are:

- Heavy snow
- Flooding

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

Parish/Town Council Role in an Emergency

Parish and Town Councils can be a focal point within the community and could be a direct line into the community for the Emergency Planning Unit and the local District Council

In an emergency, the Emergency Planning Unit will attempt to 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 will help the Parish Council to fulfil these roles and sets out useful information for both the local authorities and the Parish/Town Council for use in an emergency. The trigger for the agencies mentioned within this plan will be mainly through the Emergency Planning Unit, but could come from the Parish Council if they are the first to become aware of the emergency.

Contact Arrangements Before and During an Emergency

On a day-to-day basis, the link for the Parish Council on emergency planning issues is to WCC Emergency Planning Unit. The EPU will assist the Parish Councils in the development of their emergency plan and in ensuring they are regularly updated in the following way:

- Assisting and supporting Parish Councils 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 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.

The Parish Council or Parish Council Emergency Committee

In the absence of the emergency services, the Parish Council or 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.

Activation of the Plan

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. Once notified the Councillor must call 999 and inform the emergency services of the situation and give the following information:

- Your name
- Your contact number

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

He/she will then alert the Parish Clerk or Chair who will organise an emergency meeting of the Parish Council Emergency Committee.

The venue for the meeting will usually be the Village Hall 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.

Parish Council Emergency Committee Meeting Agenda

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
- Temporary arrangements if outside assistance will be delayed

Notifying Warwickshire County Council’s Emergency Planning Unit

As soon as the decision has been made that the Parish Council needs to provide a community response, Warwickshire County Council Emergency Planning Unit must be notified that the plan is being activated.

The Emergency Planning Unit have a 24hr, 365 day single point of contact for all agencies, including the District Council, utilities and voluntary agencies.

Rest Centres

In the event of an emergency where people are required to leave their homes, the Emergency Planning Unit will set up rest centres in pre-identified locations. They have emergency procedures in place to do this. However, circumstances may dictate that a more local response is required, particularly in cut-off situations. In that case, the local village hall or community centre may need to be utilised. Guidelines for doing this are contained within Section 4 of this emergency plan.

Location of Rest Centre

WCC Rest Centres located in District Council area:

Henley in Arden High School, Stratford Road, Henley
Kineton High School, Banbury Road, Kineton
St Benedict's RC School, Kinwarton Road, Alcester
Southam College, Welsh Road West, Southam
Shipston High School (former Stour Valley Community School, Darlingscote Road
Stratford upon Avon School, Alcester Road, Stratford
Studley High School, Crooks Lane, Studley
Stratford Visitor & Leisure Centre, Bridgefoot, Stratford

Local premises that may be used as a rest centre:

Earlswood Village Hall
Tanworth Village Hall

Communications

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

Type	Where Available
Written	Updates will be placed on the following notice boards; The Common near to Reservoir Hotel; Junction of Forshaw Heath Road and Forshaw Heath Lane; Tanworth Village Hall, Vicarage Hill; and Wood End Railway Station, Broad Lane
Verbal	Community Briefings/Meetings

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

Generic Emergency Action Check list

	Action	Initials	Date & Time	Completed
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 Warwickshire County Council Emergency Planning Unit 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"> - Any decisions made and actions taken - Who was spoken to and what was said - Any information received 			
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"> - Shelter - Visiting and checking on vulnerable people - Warm place - Distributing sandbags - Providing blankets, 			
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 Emergency Planning Unit 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>Remember that all reasonable steps must be taken to avoid harm to yourself and the public</p>			
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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.

Section 2 - Contact Details

Local Authority Contacts (County and District)

Organisation	Details
Warwickshire County Council:	Office hours only 01926 410410
Emergency Planning Unit:	
County Emergency Centre:	When operational 01926 412719
Emergency Planning Duty Officer: For emergency use by Parish Council only	
Environment & Economy Directorate: Highways Emergencies NB – to report flooding on Highways, please use these numbers, not the Duty Emergency Planning number	During office hours: 01926 412515 Out of office hours via Police HQ 01926 415000
Duty Social Worker:	Emergency line out of hours 01926 886922
Trading Standards:	Advice line: 01926 414000 Animal Health issues: 01926 410410
District Council:	01789 267575
Emergency Planning lead	Robert Weeks 01789 260810
Duty Officer: This number is only for the use of the Parish Council during a major emergency, and must not be passed to any other individual	
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 at all times the Centre is not in operation.	
Local Authority staff living within area:	

Parish Council Details

Chair:	Cllr Roy Willmott
Clerk:	Mrs Diane Malley, The Granary, Earlswood Lakes Craft Centre, Wood Lane, Earlswood
Emergency Committee:	None
Other Parish Councillors: contact order in an emergency	Mr Peter Oakley Mr Paul Instone Mr Alan Fitzpatrick Mr Tom Ross Mrs Sylvia Stanton Mr Graham Havard Mrs Carolyn Waters Mrs Jean Keogh Ms Susan Jones Mr Dermot O'Brien Mr Nik Bettam

District and County Councillor Details

Local District Councillor:	Tony Dixon George Atkinson
Local County Councillor:	Mike Perry

Parish Emergency Box and other Resources

Location:	Parish Office The Granary Earlswood Lakes Craft Centre Wood Lane Earlswood Solihull B94 5JH Tel 01564 703200
Contents	Possible items include the following – please include as appropriate: Emergency Plan Stationary Paper Battery or wind up radio Battery or wind up torch First aid kit
Tabards, space blankets & ID Badges:	Parish Office

Emergency Services

To report an emergency dial 999 *

Warwickshire Police Headquarters:	01926 415000
Warwickshire Fire and Rescue Service Headquarters:	01926 423231
West Midlands Ambulance Service Warwick Locality Headquarters:	01926 881331
Warwickshire/Northamptonshire Air Ambulance	024 7663 9043 Air Traffic Control
County Air Ambulance	01384 341133
Nearest Police Station or House:	Bates Lane, Tanworth In Arden
Nearest Fire Station:	Redditch or Solihull

Nearest Ambulance Station:	Redditch or Solihull
Emergency Services staff living within area:	
Possible Air Ambulance landing sites: NB whilst the pre-identification of potential landing sites for the Air Ambulance is useful, circumstances on the day may mean an alternative site is selected	Earlswood Leisure Park, Malthouse Lane, Earlswood B94 5RX Muntz Hall Playing Fields Bates Lane Tanworth in Arden B94 5AP

Premises for Emergency Use and Key Holders

Premises	Details
Earlswood Village Hall	Metered water, gas & electricity. Toilet facilities. Internet access. Emergency lighting. Total capacity 150. Main hall, museum room, 2 committee rooms, kitchen, first aid kit.
Tanworth Village Hall	Water, gas & electricity. Toilet facilities, internet access, Total capacity 120, main hall, smaller committee room, kitchen. Public address system.
Parish Church of St Mary Magdalene	Small meeting room and toilets. Small kitchen.
Tanworth School	School 01564 742 284 Head
The Royal Oak Public House, Broad Lane, Tanworth In Arden	01564 742 346
The Bell Public House, The Green, Tanworth In Arden	01564 742212
The Reservoir, Earlswood Common	01564 702220
The Cross and Bowling Green, Alcester Road	01164 742472
Blue Bell Cider House, Warings Green Road	01564 702328

Henley Hotel, Tanworth Lane	01564 794551
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WCC nominated Rest Centres (activated via the Emergency Planning Unit)

Premises	Details
Henley in Arden High School	Stratford Road, Henley
Kineton High School	Banbury Road, Kineton
St Benedict's RC School	Kinwarton Road, Alcester
Southam College	Welsh Road West, Southam
Shipston High School	Darlingscote Road, Shipston on Stour
Stratford upon Avon School	Alcester Road, Stratford
Studley High School	Crooks Lane, Studley
Stratford Visitor & Leisure Centre	Bridgefoot, Stratford on Avon

Local Volunteer Details

Organisation	Details
St John Ambulance:	National Agricultural Centre, Stoneleigh, Warwickshire CV8 2TA 024 7669 6521
British Red Cross:	County Headquarters: Bradbury House, Wheeler Road, Coventry 024 7630 4200
Womens Institute Warwickshire Branch:	01926 419998 e-mail: admin@wfi.co.uk Tanworth Branch Carole Sheppard
Local Scout/Guide Groups:	Dawn Rooke Guide Leader John Coe, Scout Leader
Rotary:	Monkspath Rotary, Peter Perkins
Church Groups:	Earlswood Methodist Church, Wood Lane, Earlswood. 01564 703638
Community Groups:	Earlswood Residents Association, Jenny Buckley Tanworth Residents Association, Tom Ross, Neighbourhood Watch, Don Glenwright Royal British Legion, Secretary Trevor Parker,
Other agencies:	British Waterways, Carl Nicholls West Midlands carl.nicholls@britishwaterways.co .

Health and Medical Information

Organisation	Details
Local Doctors:	Drs Green, Morris and Saint, Tanworth In Arden Medical Centre, Broad Lane, Tanworth In Arden, B94 5DY. Tel: 01564 742 274 or 01926 6000 90 (out of hours)

Local Hospitals	George Eliot Hospital, Nuneaton 02476 351351 Rugby Hospital of St Cross 01788 572831 UHCW Royal Hospital, Coventry 02476 964000 Warwick Hospital 01926 495321
Bordering Hospitals	Alexandra Hospital, Redditch 01527 503030 Birmingham Children Hospital 0121 333 999 Cheltenham General Hospital 08454 222222 Horton General, Banbury 01295 275500 Good Hope, Sutton Coldfield 0121 3782211 Heartlands, Birmingham 0121 4243263 John Radcliffe, Oxford 01865 741166 Solihull Hospital 0121 4244226 Worcestershire Royal Hospital 01905 763333
Nursing staff/Midwives/Health Visitors:	Mrs Kirsty Millard , Mrs Julie Stainton Mrs Jane Trayner (Health care assistant), Tanworth In Arden Medical Centre, Broad Lane, Tanworth In Arden, B94 5DY. Tel: 01564 742 274 or 01926 6000 90 (out of hours)
Chemists/Pharmacies:	TJL Dalton Pharmacy, 12 Cheswick Way, Cheswick Green. B90 4JA 01564 702210 Shirley Pharmacy, 229 Stratford Road, Shirley B90 3AH. 0121 744 1141 Daltons Pharmacy, 114 Main Street, Dickens Heath B90 1UA, tel 0121 733 8848 Boots The Chemist, Unit 4 Sears Retail Park, Oakenshaw Road, Shirley B90 4QY, tel 0121 733 6763 M R Pharmacy, Shelley shopping centre, Monkspath, Solihull B90 4 EH, tel 0121 7044485 Northbrook Pharmacy 93 Northbrook Road Shirley, B90 3LX 0121 745 8558 Lloyds Pharmacy, 5 Union Road, Shirley, B90 3BT tel 0121 744 1219 Haslucks Green Pharmacy, Haslucks Green Road, Shirley B90 2EH, tel 0121 744 1471

	<p>Lloyds Pharmacy, 198 Tanworth Lane, Shirley B90 4DD, tel 0121 745 9186</p> <p>Asterwell Ltd, 275 Longmore Road, Shirley, B90 3ER 0121 744 1642</p> <p>Boots The Chemist, 239 Stratford Road, Shirley B90 3AH tel 0121 744 0495</p> <p>W.M Morrisons Pharmacy, George Road, Solihull B91 3BQ tel 0121 709 0163</p> <p>Tesco Solihull Extra, 1505 Stratford Road, Solihull, B90 4EN 0845 6779624</p> <p>Tesco Redditch Extra, Coldfield Drive, Redditch B 98 7RU 0845 6779569</p> <p>Sainsburys, 545 Stratford Road, Shirley B90 4AJ 0121 733 3312.</p>
Suppliers of medical equipment:	
First Aiders:	
Health Centre or Clinic:	Tanworth In Arden Medical Centre, Broad Lane, Tanworth In Arden, B94 5DY. Tel: 01564 742 274 or 01926 6000 90 (out of hours)
Warwickshire Primary Care Trust:	01926 493491
Veterinary Surgeons:	<p>0121 745 1354</p> <p>Hollywood Veterinary Centre, 105 Shawhurst Lane, Hollywood B47 5JP 0121 474 5499</p> <p>Corner House Equine clinic, Longwood park, Ullenhall Lane, B95 5RQ 01564 743033</p>
NHS Direct	<p>0845 4647</p> <p>www.nhsdirect.nhs.uk</p>

Emergency Supplies and Specialists

Local shops and suppliers and any arrangements with shops/suppliers for providing food 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 is informed when arrangements are put in hand during an emergency.

Morrisons and Sainsbury Supermarket chains operate a crisis purchasing scheme and disaster assistance policy. These can only be activated via Warwickshire Emergency Planning Unit

Organisation	Details
Tesco 24 hours	Tesco Solihull Extra, 1505 Stratford Road, Solihull B90 4EN 0845 6779624 Tesco Redditch Extra, Coldfield drive, Redditch B98 7RU 0845 6779569

Specialists	Details
The inclusion of the following names does not 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	
Plumbers	Robert Fitter
	Angus Heward
Electricians	R Nicholas
	David Turner
Builders	Barry Mann, Mountain Ash Property Services Ltd
	GR8 Properties
	Access diggers, Malthouse Lane, Earlswood (digger & kango)
	Hopkins builders
Mechanics	Four W Motors

	GT Services, Earlswood Trading Estate
	K Hall Mobile Mechanic
	AG Mobile Welding Barnfields
	Tanworth Garage
	Bodytech
	John Snape Motors Ltd

Local Resources

Local suppliers of plant and equipment, four wheel drive vehicle owners, garages, generators, blankets, etc.

Resource	Contact Details
Access Diggers 4x4	Access diggers
Earlswood Nurseries & Landscapes	Forshaw Heath Road
J.E Parker & Sons Plant & Machinery Hire JCB's etc.	
Johnsons Coach Travel	Liveridge House, Liveridge Hill, Henley-in-Arden

Details of Neighbouring Parish Councils

Parish	Contact Details
Beaudesert & Henley in Arden	Clerk: Mrs Jenny Walsh
Lapworth	Clerk: Mrs Elaine Priestley
Oldberrow, Morton Bagot & Sperrall	Clerk: Mrs Linda Wallace

Mappleborough Green	Clerk: Mrs Carole Matthews
Ullenhall	Clerk: Mrs Pat Hughes

Utilities and other Agencies

Organisation	Contact Details
Gas: National Grid	Emergencies 0800 111999
Central Networks Customer Contact Centre (24hr)	0800 328 1111
British Telecom:	0800 800 150
Environment Agency: (Rivers)	Emergencies 24 hour public line 0800 807060 Floodline 0845 988 1188
Severn Trent Water:	Emergencies 0800 783 4444
AA Roadwatch:	0990 500600
Faith Agencies	
Utility and other agency staff living within area:	

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

NB For Data Protection purposes, names should only be recorded here if approval has been given by the people concerned. In normal circumstances, a statement to the effect that the Parish Clerk has details (if that is the case) will suffice.

Person	Details

Details of Local Radio Stations

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
Rugby FM (107.1)	01788 541100

Special Risks etc.

Detail of any particular risks such as Homes for Elderly People, utility sub-stations, petrol stations, hazardous sites, etc.

Risk	Contact Details
Broad Oak House, Lapworth Residential Home	
Mockley Manor Residential and Nursing Home, Ullenhall	

Section 3

Parish Flood Arrangements

The following reference documents may be of assistance

Subject	Source	Contact
Preparing for an Emergency	HM Government	www.pfe.gov.uk
Flooding	Environment Agency	0845 988 1188 www.environment-agency.gov.uk/flood
Flood protection equipment	National Flood Forum Blue Pages	http://www.floodforum.org.uk
Emergency Planning advice	Emergency Planning web pages	http://www.warwickshire.gov.uk/epu
District Council	Emergency Planning web pages	http://www.warwickdc.gov.uk

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. 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 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.

Occasionally requests may be received from the Emergency Services or members of the public for assistance. The main request will be for sandbags. The following should be noted when dealing with requests for sandbags:

- 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 Emergency Planning Unit, 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
- All Parish Councils are regularly offered unfilled sandbags by the Emergency Planning Unit – individuals requesting sandbags will first be referred to their Parish Council if they took up the offer of sandbags
- During office hours, 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.

Parish Flood Information	
Details of Parish Flood Group (if established)	
Details of Sandbags held within the Parish	Empty sandbags in parish office
Details of other Sandbag suppliers	Fairview Trading, Honeybourne 01386 833001 Bailey Buildbase, Nuneaton 024 7664 1641 Bailey Buildbase, Foleshill, Coventry 024 7666 8000 Bailey Buildbase, Kenilworth 01926 851155 Sapcote Site Supplies Ltd, Sapcote, Leicester 01455 274528/273099

Details of any equipment held by Parish Council	Empty sandbags
Other Rivers/Critical Watercourses liable to flooding (main Rivers listed on next page)	
Details of any premises at risk	
Details of any local flood arrangements	

Floodline Quick Dial Codes (QDC)– Warwickshire

Floodcall No. 0845 988 1188

Flood Watch		Flood Warning	
<i>Flood Watch Name</i>	<i>QDC</i>	<i>Flood Warning Area Name</i>	<i>QDC</i>
River Arrow & River Alne	0524617	River Alne at Bird in Hand	0524441
		River Alne at Henley-in-Arden	0524442
		River Alne at Wootton Wawen	0524443
		River Alne at Aston Cantlow	0524444

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 building has been damaged Building Control need to be made aware. **01789 267575. (or visit www.stratford.gov.uk)**

The District Council will require the following information:

- What is the exact location of the tree
 - It is critical that the District Council has the precise location of any fallen or dangerous trees.
 - Stratford District Council are responsible for trees on SDC land such as parks, recreation grounds, closed churchyards, play areas, nature areas and nature areas.
 - They also act as agents for WCC for highway trees in the Rugby urban area (above ground only – enquires about root damage on highway should be reported to WCC).
- 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, RBC will deal with.
- If tree is blocking road within rural area, WCC Highways Customer Service Centre on **01926 412515** should be contacted
- Is the tree on a footpath or roadside verge? WCC Highways Customer Service Centre on **01926 412515** should be contacted
- Is the tree in a private garden or business premise? If so, the owner will need to make their own arrangements. The Arboricultural Association has a complete list of approved contractors and consultants on **01794 368717** 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.
 - WCC operate the Home Chipping Service on **01926 738827**.

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 864768**
- Fallen blossom/fruits/leaves/sap
 - The District Council cannot respond to blossom, fruits or leaves falling from trees. If they are causing a slip hazard on the footpath, this will be passed to Environmental Services.
 - Some trees secrete sap or attract aphids (mainly Lime) – unfortunately this is nature and something that cannot be helped.
- Blocking light
 - There are no laws governing “right to light”.
- If the tree / branch were to fall, where could it fall?
 - Road
 - House
 - School
 - Other

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
- Opening hours: Monday-Wed, 9am-5.15pm. Thursday and Friday to 5.00pm
- WCC Highways Customer Service Centre: **01926 412515**
- WCC Home Chipping Service **01926 738827**
- Arboricultural Association **01794 368717** or www.trees.org.uk

Useful Contacts

- British Waterways: **01788 890666**
- BTCV: **01302 388888** or www.btcv.org.uk
- Commonwealth War Graves Commission: **01628 634221**
- DEFRA: **08459 33 55 77**
- Environmental Agency: **08708 506 506**
- Greenflag Park Awards: **0151 231 6900** or www.greenflagaward.org.uk
- Greenspace: **01189 469 060** or www.green-space.org.uk
- Highways Agency: **08547 50 40 30**
- Ofcom: **020 7981 3000**
- Warwickshire Wildlife Trust: **02476 302912** www.warwickshire-wildlife-trust.org.uk
- The Woodland Trust: **01764 581111** or www.woodland-trust.or.uk

Section 4

Aide-memoires

Rest Centres

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 an Emergency Planning 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 Emergency Planning Unit**
 - **office hours**
 - **out of office hours**
 - **Duty Officer mobile**
 - **Emergency Centre 01926 412719**

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

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 Emergency Planning Unit – 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

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, aware 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

Arrangements for Contacting Electricity Company in an Emergency

Central Networks East and West Procedure

Central Networks West monitor Met Office information and if forecasts predicts weather 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 – 0800 328 1111

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-ordinator for the Parish Council is *****

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 at ****
- Remain calm and think before acting and try to reassure others
- 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

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

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

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 4 of this document

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.

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 and www.teachernet.gov.uk/emergencies

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)
- 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.

Important Telephone Numbers

Emergency Services - 999 and ask for Warwickshire Emergency Services

Police:
Warwickshire HQ 01926 415000
Police Station

Fire:
Fire Station 01926 423231(HQ)

Ambulance:

Warwickshire Office

01926 881331

Warwickshire County Council:-
Emergency Planning Unit
Emergency Planning Duty Officer
Do mobile

Highways Flooding During office hours: 01926 412515
Out of office hours via Police HQ 01926 415000
Utilities

Electricity Supplies 0800 328 1111

Gas 0800 111999

Water 0800 783 4444

For further information on any of the organisations involved in a countywide emergency response refer to the Warwickshire County Council Emergency Planning website on <http://www.Warwickshire.gov.uk/EPU> or call the Emergency Planning Unit.