PREPARING FOR EMERGENCIES

COMMUNITY GUIDANCE ON PREPARING FOR EMERGENCIES

Contents

Throughout this handbook there are examples of good practice to help you prepare your community's emergency plan. In each of the examples it will be clear that volunteers had an important part to play but the emergency services were in charge and the volunteers acted under the supervision and direction of the emergency services.

An emergency could be anything from severe weather, flooding or fire to a major incident involving transport. Preparing your community for these kinds of events will make it easier to recover following the impact of an emergency.

Being aware of the risks that you as a community may encounter and who within your community might be able to assist you, could make your community better prepared to cope with an emergency.

Local emergency responders will always have to prioritise those in greatest need during an emergency, especially when life is in danger. During these times, you as a community would benefit from knowing how to help yourself and those around you until assistance arrives.

This handbook is written to give advice to community groups that want to help their communities cope better in an emergency by preparing a **Community Emergency Plan**. It is written with existing groups like parish councils in mind, but could be used by any community organisation - or by a group of people in a community who want to be more prepared.

When an emergency happens, organisations which are called "emergency responders" in this handbook, take the lead in supporting communities in dealing with emergencies. These are the "999" services including the police, fire and rescue service, ambulance service and other organisations like local authorities and the NHS, as well as voluntary organisations like the British Red Cross and RVS.

Having a Community Emergency Plan does not mean that your group should or could replace the emergency responders. **It is important to remember that you should never do anything which puts you or anyone else in your community at risk.** However, in a severe emergency situation, the emergency responders cannot be everywhere at once. They will always have to prioritise people in greatest need, especially where lives are at risk.

In the last few years, Cambridgeshire and Peterborough has experienced severe weather, flooding, travel disruption, fuel shortages, animal diseases and a pandemic flu outbreak. Challenges like these affect our daily lives, and every community wants to get through them.

Within your community, vulnerable people who may already be using services become more vulnerable in an emergency situation and those that no-one thought of as vulnerable may well become so.

The good news is that how communities organise themselves to prepare for emergencies can make a big difference. Making a Community Emergency Plan is about how communities can make that difference by coming together to support each other.

A resilient community is achieved by working together
At the heart of how communities get through emergencies is how "resilient" they are, this means how well they can use their strengths to:

- prepare for,
- respond to; and
- recover from emergencies

More resilient communities:
- are aware of the risks that may affect them and how vulnerable they are to them
- use their existing skills, knowledge and resources to prepare for, and deal with, the consequences of emergencies
- work together to complement the work of the local emergency responders before, during and after an emergency.

A Community Emergency Plan is one way in which your group can help your community become more resilient. It can help your community cope until the emergency responders arrive, and help it recover in the long term.

We know that people already support and help each other during times of need. Simple activities like getting together to clear snow and ice from paths or offering a helping hand to neighbours who might become vulnerable in an emergency can make all the difference.

This handbook sets out a step by step guide to preparing a Community Emergency Plan, from getting started, to practising your plan. However, it is not an instruction manual that must be followed to the letter.

Good practice example:
A house-fire broke out in a rural community during a period of severe winter weather in 2011. Community members knew not to try to tackle the fire, but they played a vital role. Whilst the fire service was on its way, they were able to make sure that the fire engine was able to get to the scene, by clearing ice and snow from the access road. A local farmer used his tractor to tow the fire-engine part of the way to the building which was on fire.

Carrying out any of the steps is a worthwhile achievement in itself.
It is important to note that the plan is not in any way a method by which a local authority or an emergency service may reduce its response or service to the community, the plan is intended to support and enhance the response.

Communities can deal with local issues, for example:
- the clearing of snow from pathways of people who are unable to do this themselves
- the clearing of snow from school and nursery access routes and playgrounds
- flood prevention in risk areas e.g. sandbags
- providing hot meals and assistance within community centres and village halls
- checking on neighbours to ensure their safety and well-being during severe weather.

The top risks in Cambridgeshire and Peterborough

The emergency responders already do a lot of work to identify the risks in the County. They publish a "Community Risk Register" (CRR) showing what risks have been identified in your area, and their potential impact.

Risks to consider when preparing your community plan are:
- storms and gales
- flooding
- loss of utilities
- low temperatures and heavy snow.

Roles and Responsibilities

The responsibilities of the different organisations dealing with an emergency vary, some are set in statute and others fill a need. The police will normally take the co-ordinating role at a major, large or complex incident. Once an incident moves into the recovery phase, the council will take over the lead role. Here you will find the roles and responsibilities of the partner agencies contributing to this handbook.

Cambridgeshire Police
The primary areas of police responsibility at a major incident are:

- the saving of life
- co-ordination during the Emergency Phase
- calling out of essential services
- protection and preservation of the scene
- investigation
- identification of the dead
- collation and dissemination of casualty information
- co-ordination of the media response
- application of counter measures to protect the public
- restoration of normality.

Cambridgeshire Fire and Rescue
The primary responsibility of Cambridgeshire Fire and Rescue in major incidents is:

- the saving of life and rescue of people
- protection of properties and prevention of escalation
- the carrying out of other specialist services, including flood/water rescue services
- to assist people where the use of fire service personnel and equipment is relevant
- protection of the environment.

East of England Ambulance Service
The East of England Ambulance Service provides high quality emergency, urgent and primary care services throughout Bedfordshire, Cambridgeshire, Hertfordshire, Essex, Norfolk and Suffolk.

Local Authorities
In an emergency situation the principal concern of local authorities within the county includes:

- support for the emergency services
- support and care for the local and wider community
- co-ordination of the response by organisations other than the emergency services, e.g. the voluntary sector.

In the immediate aftermath of a major incident, local authorities will assist the emergency responders and ensure that resources are made available, including:

- road closures and diversions
- plant and equipment
- emergency centres
- maps and building plans
- building safety inspections
- emergency lighting
- environmental health services
- clearance of debris and restoration of highways
- psychological support
- interpretation services
- help lines
- information to the public
- media liaison services.

As time goes on, and the emphasis switches to recovery, the council's Chief Executive will accept the responsibility for the overall coordination of the incident from the Chief Constable. The council will take a lead in the recovery, rehabilitating the community and restoring the environment.

The council's Emergency Planning Team/Officers are responsible for the co-ordination of the council's response in an emergency. This includes the alerting and call out of other council officers; and voluntary agencies such as the British Red Cross and Royal Voluntary Service (RVS). The Emergency Planning Team/Officers also liaises with the emergency services or utility providers in the co-ordination of any incident/emergency.

National Health Service - England
The NHS England role and responsibility in an emergency situation is to:

- carry out the lead NHS health response role
- activate its Major Incident Plan
- activate other health agencies
- carry out the lead NHS health response role by co-ordinating the response of the local health services (i.e. hospitals, the Cambridgeshire and Peterborough Clinical Commissioning Group and GPs).

Environment Agency

The Environment Agency's responsibilities include:

• regulation of major industry
• flood and coastal risk management
• climate change.

British Red Cross

The British Red Cross helps vulnerable people in crisis whoever and wherever they are. The Red Cross works alongside statutory agencies and voluntary sector partners to respond to emergencies and build community resilience. They provide practical help and emotional support to people and communities affected by emergencies.

Emergency Planning for Community Groups- Templates to help you create an Emergency Plan

How to help make your community more resilient

We have prepared community emergency plan templates which you will find on pages 15-24. You can use or change them in whatever way suits you and your community, including adding your own community name, logo etc. If your community would like to use these templates to create your plan, they can be downloaded from your local Council's websites.

Different communities face different issues, and have different strengths and ideas about how to tackle them. So, your Community Emergency Plan will be unique to your community. The plan is specific to your parish council area but can be split into local areas if required.

It is very important that you talk to people in your community who have resources they can use to help.

Step 1 – Making your Plan

Getting started ..

How to use this guide

This guide takes you through a step by step process that will enable you to:

• Decide who your plan is for
• Get the right advice
• Think about the risks your community faces
• Think about local skills, knowledge and resources
• Involve all the people who can help
• Write and test a plan

Achieving **any** of these things will help make your community more resilient.

You will want advice and assistance preparing your plan. This will initially be provided by your local Council Emergency Planning Team/Officers to support communities in preparing their plans. They will either be able to offer advice or contact the relevant agencies on your behalf.

Every day in Cambridgeshire and Peterborough significant numbers of people need to attend hospital for life-saving treatments like dialysis. If ice and snow caused a problem getting someone from their home to their hospital transport, could your community get together to help?

Look out for the **"action"** markers in the guide for suggestions on how to complete sections of the plan and where to find information to help you.

It may help you to gather background information on your community, such as a map of the area covered, which could include:
- main roads and railway lines
- rivers and reservoirs
- community facilities such as schools, village halls and residential homes
- grit bins.

Action: Decide who and where your plan is for.

Who can you work with?
One of the first things to think about is who can help you. In many areas there are already active community groups and businesses which help r espond to emergencies. Consider what already exists around you.

You may want to talk to your local councillors, the council and local organisations like the police, fire service, ambulance service, NHS, and voluntary organisations active in your area such as the British Red Cross or the RVS.

> **Good practice example:**
> An elderly gentleman out walking his dog goes missing. Neighbours, responding to the family's phone calls enquiring about his whereabouts, search their properties.
>
> Word quickly spreads and volunteers arrive to help search. When police and search and rescue teams were mobilised they were able to deploy a large number of people to assist with the search very quickly.
>
> At the same time, a local hotel acted to provide a rest centre for the searchers providing refreshments and somewhere to coordinate.

It is important to remember that you need to have support and enthusiasm from your community for a plan to work. People need to be prepared to sign up and offer to get involved in helping if an emergency happens. Raising awareness and encouraging people to see the value of joining in are an important part of building the foundations for a plan.

To make your plan more effective, as diverse a group as possible within your community should have a chance to get involved. Different people bring different skills and opportunities. For example, some people may not be able to clear snow, but could be willing to help look after people who have to leave their homes in an emergency. People from different ethnic communities may have language skills, and could help communicate with people in your community whose first language is not English.

You could have an open meeting where the community can discuss their ideas for the plan and find out who is interested in helping to create it. There may already be a regular meeting where you can do this — such as a parish council meeting, neighbourhood watch or flood warden group.

You will need to bear in mind that you may need different methods to communicate with all your community. For example, people with childcare responsibilities may not be able to attend evening meetings and not everyone will be comfortable getting information by e-mail or through websites.

When you have got a group of people together, this is the group that will lead your preparations and coordinate the action you take with the emergency responders in your area.

Who will take the lead?
It may help to identify a co-ordinator to take a lead role in organising and taking forward the work of this group, and helping to keep up motivation and interest from their community.

It is important that the person taking on this role has a good understanding of your community, and has the backing and support of community members.

Action: talk to your local authority, and other key agencies if you need to, and the rest of your community.

Identifying risks
In order to plan for emergencies you need to know:
• what risks face you?
• how likely are they to come about?
• if they happen, what would their impact be?
• are any people in your community particularly at risk?

It's important that you focus on those risks that:
• are important to you; and
• you can do something about.

Examples of the sort of risks you can consider are described below.

Environmental risks
• are there any particular areas that flood regularly?
• are you frequently cut off by snow?
• are there any sites of environmental or historic importance which may be impacted?

Infrastructure risks
• is there a major transport facility (like a motorway/dual carriageway or a train station) in the area?
• are there any vulnerable bridges or main roads?
• are there any large industrial sites in the area?

Social risks
- are there any known vulnerable people/groups in your area? Examples may include:
- people who have recently had an operation
- people without access to transport
- people with limited mobility
- people reliant on regular medication or health visits
- are there any groups who might find it difficult to understand emergency information?
- are there any groups who don't live in the area full-time like holiday makers or travelling communities to consider?

Emergency responders cannot always determine exactly what individuals need, nor can they always identify who in your community may be vulnerable in a crisis, particularly those who may not previously have received support.

This requires local knowledge and help. Think about how you could share this information with the emergency responders if an emergency occurs.

> **Good practice example:**
> In a heath fire on the outskirts of a village, locals became aware that individuals may be forced to leave their homes if the fire spread.
>
> Using their community emergency plan they identified and prioritised those who would need to be evacuated and were able to present this information to the emergency services.

Local Authorities, NHS England (East Anglia), housing associations and other voluntary groups will also have a good idea of the people or communities who are vulnerable.

However they will not know who may become vulnerable in a crisis, or what help they might want or need. This is where your help is particularly important. Voluntary sector groups regularly work alongside the emergency responders.

Both say that this works best where they have an established relationship and don't have to start from scratch when an emergency occurs.

It helps that they know who to talk to and have planned in advance what to do.

For each risk, you should also think about what actions you can take to reduce the chances of it happening, or to minimise any impact.

The emergency responders already do a lot of work to identify the risks in their areas. They meet regularly as a Strategic Coordinating Group (SCG). This group has the responsibility for the co-ordination of regional emergency planning and for overseeing the response to and recovery from, major emergencies. It also has a duty to publish a "Community Risk Register" (CRR) showing what risks have been identified in your area, and their potential impact.

It is worth looking at this document to help you think about the potential risks to your local area and their impacts.

However, the CRR mainly talks about relatively high-level threats, and how the emergency responders can address them. You should also use your local knowledge to try and identify other risks in your local area that may not be included in them.

The Community Risk Register for Cambridgeshire and Peterborough can be found on the Cambridgeshire and Peterborough Local Resilience Forum website.
Action: Complete the risk assessment template on page 17.

What can your Community Group do to prepare?
One of the key things which the Community Group can do to make your community more resilient is to encourage individuals and families to think about what they would do in the event of an emergency.

You might want to consider encouraging local people to make plans for how they and their families would cope in an emergency. A Household Emergency Plan template which you can encourage people to complete is included in this guide on page 22. You may want to consider circulating this or something similar in your community.

Assessing community skills and resources
Once your community is aware of the risks and what their impacts would be, it is important to consider what skills, resources and equipment your community already has that could be used, if needed, during an emergency.

You may be surprised at the level of knowledge you have and the wealth of equipment and other resources you have in your community. In any case, it is better to find out now what is or is not available.

You may want to look at your community's existing skills and resources under the following headings and add this information to your plan.

Volunteers
People already help each other in emergencies. However, as part of your planning, you could speak to people and groups in your community and ask them, in advance, if they would be willing to volunteer during an emergency, and if they have skills, tools or other resources that could be used. For example, some people may have equipment and expertise they are willing to use while others may be trained in first aid or food preparation. Many people will be able to help in tasks such as clearing snow.

> **Good practice example:**
> Good practice example: Following a period of bad weather, a local museum was at risk of being flooded and the fire service was mobilised to assist with pumps.
>
> Locals also responded with diggers, assisted in filling sand bags and relocated the precious artefacts to a secure location.

You can ask people about their skills and resources using a questionnaire. It's important to remember that people like to be communicated with in a number of ways.

You might also want to consider talking with existing local community groups to see if their volunteers or contacts would be willing to help in an emergency.

For example, sports club members may be willing to help out if required. It is important to make sure that you keep volunteers up to date and engaged with your emergency planning.

Tools and equipment

With your community, think about what tools and machinery might be needed if an emergency occurs. There may be people who are qualified, capable and willing to operate these tools and machines in an emergency. For example, tree surgeons may have useful skills and equipment and farmers may be willing to use their tractors to help. It is important to make sure that anyone using this kind of equipment is properly qualified and insured to do so. This is for their own protection and to protect the people they are helping.

Supplies

In an emergency, your community could require supplies, like food and water, which may be difficult to obtain. Where appropriate, you could consider talking directly with local businesses and suppliers who might be willing to provide them. If a written agreement is made between your community and the supplier, attach this to your plan.

Transport

Find out which vehicles could be used by the local community and know how to access them in an emergency. It is important to make sure that vehicle owners are properly licensed and insured to use their vehicles in this way.

Action: complete the local skills and resources template on page 17.

Insurance and health and safety

You should definitely not see insurance and liability as a barrier to preparing your community for emergencies. Having a Community Emergency Plan does not mean that volunteers will be putting themselves in danger, or endangering other people in the community. In fact it means the opposite.

For every-day activities that you might do to help your neighbours, in a personal capacity, your ordinary household buildings or contents insurance will generally provide personal liability cover. You will need to take reasonable care and should not take unnecessary risks. If you are in doubt, you should check your policy or ask your insurer.

If you are part of an existing group, you will probably have third party liability insurance, and you can check with your insurer that the types of activities you want to do will be covered by your policy.

If a group is not employing anyone, health and safety legislation does not in general apply. Voluntary organisations and individual volunteers do, however, have a duty of care to each other and others who may be affected by their activities. In every case it is important to ensure that volunteers working on community resilience activities do so safely and anyone affected by their activities not put at any additional risk. If your group has control of premises the law requires you to take reasonable measures to ensure the building, access to it and any equipment and/or substances provided are safe for people using it.

It's important that you take volunteer's safety into account even when doing relatively low-risk activities. For example, no-one should clear ice and snow wearing inappropriate clothes or shoes, and no-one should clear snow in an area which is overhung by large icicles.

General advice on health and safety, and risk assessment for voluntary groups is available at:

www.communitytoolkit.co.uk
www.rospa.com

Identifying key locations
In an emergency, the council might need the community assistance to identify a safe place for people to shelter and set up a rest centre.

You should talk with the council to see what help the community could give to set up places of safety or rest centres.

Action: Identify list of sites. Complete key locations template on page 18.

Emergency Contact List
It is important to keep a record of who in the community has offered their help in an emergency. This will help you contact everyone quickly and make it easier for you and the emergency responders to identify who is able to help. It is important to keep personal details safe and available, remembering that you could lose power and access, and only share them with those who need the information.

Assessing community skills and resources
Once you have drafted your plan, share it with your community to get their views. It is important that all members of the community feel that the plan works for them. By sharing it you may get more people interested in it and gain further support.

The council and other emergency responders need to be aware of your plan so that they will know who to contact and what assistance you can provide. You should record who has a copy of your plan and ensure that they receive a revised copy whenever it is updated.

Action: Record who needs copies of your plan using the template on page 16.

Step 2 – Responding and recovering

Using your plan

When an emergency happens, you will need to know how best to use your plan and volunteers. **In any emergency, having a plan is not a substitute for calling 999**. You will have made your local emergency responders aware of your plan as part of your planning process, so in most circumstances you should activate your plan in response to a call from the emergency responders. It is important that any actions which you carry out are co-ordinated with the wider emergency responders' efforts. You should work with your local emergency responders to identify how they will contact you, and how you should contact them.

In some circumstances, the emergency responders may be unable to contact you. Therefore, you should develop a series of triggers you can use as a community to decide whether to take action.

For example:
• Have we been able to contact our local emergency responders?
• What messages are being put out in the media?
• What can we do safely without the help of the emergency responders?

Action: record the process by which you will activate your plan. See page 20.

What to do when you put your plan into action

Using your list of skills, people and resources, you will need to decide what you can do to **safely work** with the emergency responders in the immediate response to an emergency, and a potentially long period of recovery.

Action: record the first steps to take once your plan is activated using the template on page 21.

Your first community meeting

It may be possible for you to meet briefly once the plan has been activated. If so, an example of a draft agenda you can use for the first meeting can be found on page 22. The draft agenda is intended to be a guide only. You may find that your team and volunteers are already getting on with helping but it is important to make sure everyone is safe and working in a coordinated way.

Once the plan has been activated it may be useful to keep a record of any decisions or actions, with a note of the reasons this will help you review your plan afterwards. Keeping a record also makes it easier to brief volunteers and inform other agencies or individuals during an incident.

Managing your response

During an emergency, make time to regularly review the situation to ensure that your actions are still appropriate as things can rapidly change. For example:

- Is your information up to date?
- Are you able to establish and maintain contact with your volunteers and other agencies?
- Can you change your activities to meet new requests for help?
- Have you planned to ensure your effort can be maintained?
- Have you informed those around you of the changes in your actions?

You also need to review the risks and always ensure that volunteers are safe.

Evacuation

During the initial response to an emergency, it might be necessary for some members of your community to be evacuated from their homes to a safe place. Speak to those coordinating this response (normally the police) to see what role your group can play in this.

You may be able to assist with:
- door knocking or delivery of emergency messages
- looking after people in a rest centre; or
- Identifying those who may need extra help to move to safety.

Communications

Your group should discuss how you will maintain ongoing and up to date exchange of information with each other, the emergency services and the community. You will also need to consider what happens if communications are disrupted in the area. You may have access to walkie-talkies or amateur radio groups like the Radio Amateurs' Emergency Network (RAYNET), or other radio amateurs, that you can use to communicate with each other.

Your group could also consider door knocking as an option to communicate with the public and get the emergency responders' message across if it is possible to do this safely. You should work with the emergency responders to ensure any messages they are delivering to the community are consistent with those from the emergency responders.

Action: Record alternative communication methods to use during an emergency using the template on page 24.

Step 3 – Practising and updating your plan

It is important to regularly review and update your plan to ensure it meets the changing needs of your community. It is also important to make sure that your plan will work properly in an emergency.

As a minimum, you should check regularly that it is still up to date. You may want to practise using the plan to test how well it would work in an emergency and see how ready members of your team and volunteers are to help out.

You could work with your local emergency responders, using the local risk assessment you have produced, to identify scenarios that you can use to test the arrangements you have made in your plan.

Your local emergency responders may be planning to practise their own emergency plans, and if so, you may be able to practise "activating" your plan as part of their exercise.

Practising the arrangements in your plan will allow you to identify any problems with it. Once you have practised your plan, you should review and update it. You should also regularly update your emergency contact list to ensure it is accurate.

When you make any changes to the plan, you should record them to make sure that everyone knows they are using the latest version and ensure that everyone who needs a copy of the plan is sent a copy of the updated version.

Please send copies of completed plans to your Local Authority Emergency Planning Officer and ensure that hard copies are kept safely retained.

Every step of this process helps make you and your community more resilient — supporting the work of emergency responders and building the sense of community in your area.

Step 4 – When you use your plan

If you use your plan in an emergency situation remember it is very useful to take time to evaluate what happened. You need to consider what went well and what did not and what could be done differently in the future.

You may want to update your plan as a result, and if you do please remember to send a copy to your Local Authority Emergency Planning Officer.

Sometimes after a large scale emergency there is a "multi-agency" debrief with all of the emergency responders involved. Individual organisations frequently debrief their own personnel. It may be useful for you to consider doing the same.

If your internal debrief raises any questions or concerns regarding the other emergency responders you should contact them.

The templates on pages 15 — 24 are available to download from the Cambridgeshire and Peterborough Local Resilience Forum website

[Insert your community name here]

Community Emergency Plan

Plan last updated on: xx/xx/xxxx

IF YOU ARE IN IMMEDIATE DANGER CALL 999

Distribution List

Name	Role	Phone number/email address	Issued on
Enter name	*Enter Role*	*Enter details*	*Enter date*

Amendments to Plan

Name	Details of changes made	Changed by	Date for next revision
Enter Name	*DEnter details*	*Enter name*	*Enter date*

Local Risk Assessment

Risks including likelihood	Impact on Community/ vulnerability	What can Community Emergency Group do to prepare?
Example: River through village can flood - every 2-3 years	• Example: Flooding of local streets • Example: Blocked access to town hall • Example: Damage to homes	• Example: Encourage residents to improve home flood defences • Example: Work with local emergency responders to see if can help with distribution of flood warnings and any evacuation and rest centre establishment required • Example: Identify vulnerable people who live in areas likely to be flooded

Local Skills and Resources Assessment

Skill/resource	Who?	Contact details	Location
Example: Trained first aider	Mr Sample	Example: 01700 566834	Example: 1 Sample Street, Sampletown, SA1 2PL
Example: 4x4 owner/driver			
Example: Chainsaw owner (tree surgeon)			

Key Locations

Building	Location	Potential usage in an emergency	Contact details
Example: Church Hall	1 Church Square	Rest Centre/safe place	Example: Church warden's contact number

Emergency Contact List

Photo	Name:
	Title:
	24hr telephone contact:
	Email:
	Address:
Photo	Name:
	Title:
	24hr telephone contact:
	Email:
	Address:

LIST OF COMMUNITY ORGANISATIONS

That may work with people or communities who may become vulnerable in an emergency

[Use this space to record details of organisations work with people who may be vulnerable in an emergency]

ACTIVATION TRIGGERS

[Use this space to record details of how your Plan will be activated. You should include details of how the plan will be activated as a result of a call from the emergency responders, and also how your community will decide to activate the plan yourselves, if the emergency responders are unavailable]

FIRST STEPS IN AN EMERGENCY

Follow the instructions below when the plan is activated.

	Instructions	Tick
1	Example: Call 999 (unless already alerted)	✔
2	Ensure you are in no immediate danger	✔
3	Contact the Community Emergency Group and meet to discuss the situation	✔
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

Draft Community Emergency Group First Meeting Agenda

Example Community Emergency Group Emergency Meeting Agenda
Date: Enter date
Time: Enter time
Location: Enter location
Attendees: Enter details

1. What is the current situation
Enter details

What information do you have, who does it come from and is it accurate?
It may be that your first action is to gather information. You might want to consider the following:

Location of the emergency. Is it near:
- A school?
- A vulnerable area?
- A main access route?
- Type of emergency:
- Is there a threat to life?
- Has electricity, gas or water been affected?

Are there any vulnerable people involved?
- Elderly
- Families with children
- Non-English-speaking people.
- What resources do we need?
- Food?
- Off-road vehicles?
- Blankets?
- Shelter?

Can the community help?

2. Establishing contact with the emergency services
Enter details

3. How can we support the emergency services?
Enter details

4. What actions can safely be taken?
Enter details

5. Who is going to take the lead for the agreed actions?
Enter details

6. How are we going to stay in touch?
Enter details

7. What do we need and when do we need it in order to sustain our efforts?
(For example a few messengers now to spread an evacuation message, a lot of volunteers later when people are ready to be moved)
Enter details

8. Any other issues?
Enter details
Keep a brief record if you can

ACTIONS AGREED WITH LOCAL AUTHORITY IN THE EVENT OF AN EVACUATION

[Use this space to record details of the actions you can take to help your local authority if an evacuation is necessary in your community.]

ALTERNATIVE ARRANGEMENTS FOR STAYING IN CONTACT IF USUAL COMMUNICATIONS HAVE BEEN DISRUPTED

[Use this space to record details of alternative communications within your local area should usual methods of communication be disrupted.]

Useful telephone numbers and websites

Important telephone numbers:

Emergencies (Police, Fire, Ambulance)	999
Cambridgeshire Police (non emergency)	101
Cambridgeshire Fire & Rescue (non emergency)	01480 444 500
East of England Ambulance Service	0845 6013733
Cambridgeshire County Council	0345 0455200
Cambridge City Council	01223 457000
East Cambridgeshire District Council	01353 665555
Fenland District Council	01354 654321
Huntingdonshire District Council	01480 388388
Peterborough City Council	01733 747474
South Cambridgeshire District Council	03450 450500
Environment Agency Flood Line	0845 988 1188
Environment Agency Incident Line (e.g. pollution)	**0800 807060**
NHS 111 (medical helpline for less urgent than dialling 999)	111
National Grid - report a gas leak	0800 111 999
UK Power Networks - report a loss of electricity	0800 7838838
Anglian Water - report a loss of water supply	08457 145145
Anglian Water - report a water leak	0800 771881
Cambridge Water - emergencies	01223 706050
British Telecom – report telephone line faults	0800 800 151

Some useful websites

Cambridgeshire Police	www.cambridgeshire.police.uk
Cambridgeshire Fire & Rescue	www.cambs-fire.gov.uk
East of England Ambulance Service	www.eastamb.nhs.uk
Cambridgeshire County Council	www.cambridgeshire.gov.uk
Cambridge City Council	www.cambridge.gov.uk
East Cambridgeshire District Council	www.eastcambs.gov.uk
Fenland District Council	www.fenland.gov.uk
Huntingdonshire District Council	www.huntingdonshire.gov.uk
Peterborough City Council	www.peterborough.gov.uk
South Cambridgeshire District Council	www.scambs.gov.uk
Environment Agency	www.environment-agency.gov.uk
Met Office	www.metoffice.gov.uk
Anglian Water	www.anglianwater.co.uk
Cambridge Water	www.cambridge-water.co.uk
Cabinet Office – Community Resilience	www.gov.uk/resilience-in-society-infrastructure-communities-and-businesses

Legal Disclaimers

The Cambridgeshire and Peterborough Local Resilience Forum, wish to make it clear that they are not the employing body for the volunteers referred to in this document. They are volunteers, acting on behalf of the Community Group.

The partners accept no responsibility whatsoever for any loss, injury, claim, liability, costs or damages caused by the actions and/or negligence of the volunteers or anyone acting on behalf of them.

Health and Safety Advice
Health and safety legislation doesn't generally apply to someone who is not an employer, self-employed or an employee.

The Health and Safety at Work Act 1974 (HSW Act) and the regulations made under it, apply if any organisation (including a voluntary organisation) has at least one employee.

The HSW Act sets out the general duties that employers have towards employees. It also requires employers and the self-employed to protect people other than those at work (e.g. members of the public, volunteers, clients and customers) from risks to their health and safety arising out of, or in connection with, their work activities.

Whilst carrying out voluntary activities for the community, the co-ordinator and the volunteers must be aware of their requirements under health and safety legislation, which in this case due to the likely activities, is a common sense approach. The task should be assessed, the appropriate personal protective equipment (PPE) should be selected and worn, and the task should be re-assessed during operation.

For example, clearing snow, the area to be cleared would be checked to ensure that there are no hazards i.e. icicles that could drop onto the volunteers. The correct PPE for this task would be boots, gloves, and a hard hat, and possibly a fluorescent jacket if operating near to a roadway.

There needs to be an awareness of the health and safety issues, but it should not overwhelm the task; hence a common sense approach is stressed.

For further Health and Safety information in relation to volunteering, please use the links below:

http://www.hse.gov.uk/contact/faqs/charities.htm
http://www.hse.gov.uk/voluntary/index.htm