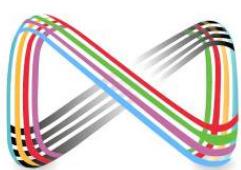


Supporting Information to aid the completion of the Community Emergency Plan



**NORFOLK
RESILIENCE FORUM**

preparing for emergencies

 **Norfolk**
Association of
Local Councils

Contents

Introduction	1
Completing the local hazard assessment table.....	1
Example local hazard assessment table.....	2
Sample resident letter & questionnaire	6
Insurance considerations	8

Introduction

The supporting information in this document has been developed with the help of Parish and Town Councils, the Norfolk Association of Local Councils, the Environment Agency and the local authorities in Norfolk.

The supporting information was requested by representatives of 20 Parish and Town Councils to accompany and build on the guidance provided by the Cabinet Office. It should be read in conjunction with the Cabinet office guidance which is available to download from www.cabinetoffice.gov.uk/communityresilience.

Workshops suggested that it would be helpful to have more information on:

- Completing the local hazard assessment table
- Writing to residents to get volunteers and to identify vulnerable people
- Insurance.

Completing the local hazard assessment table

There are some risks, like severe weather, that affect every community and some risks – for example some flooding – that can be very localised. Individuals and communities should prepare for the risks they feel are relevant to their area.

The Norfolk Resilience Forum publishes a Community Risk Register, showing the hazards and threats that have been identified for Norfolk. You can view the register at http://www.norfolkprepared.gov.uk/Community_Risk_Register.

Examples of things that might affect your community are listed below for you to cut and paste into your own Community Emergency Plan. This list is not exhaustive. You should include anything specific to your community that would test your resources and require a community response. Depending on your location, you might also wish to include incidents at a chemical plant, lost children or unexploded ordinance, for example.

Example local hazard assessment table

Hazard	Impact on community/Location	What can the Community Emergency Group do to prepare / assist?
Severe Weather - Heavy Snow / Freezing Conditions	<ul style="list-style-type: none"> • Possible loss of road access –Mill Road, Anytown • If cut off, possible food or heating fuel shortages • Increased potential for slips and falls – Hill by church, on Mill Road • Limits movement of some vulnerable people – Sheltered Housing complex 	<ul style="list-style-type: none"> • Monitor weather forecasts & take precautions when required • Ensure water supplies to empty or unheated premises are adequately protected from freezing or shut off • Check and support vulnerable people • Report utility failures to council & relevant utility organisations • Report frozen or burst water mains • Check location of grit bins (for use on roads, not pavements) • Encourage residents to clear snow when safe from pavements outside their properties. Consider clearing other pavements (special salt bins may be provided for this)
Severe Weather - Gales	<ul style="list-style-type: none"> • Can limit movement of some vulnerable people • Can affect some utilities • Damage to property • Fallen trees 	<ul style="list-style-type: none"> • Monitor weather forecasts & take precautions when required. • Ensure items at risk of being lifted by high winds are secured. • Provide assistance to residents with mobility impairments if required • Report dangerous structures to local council Building Control • Report utility failures to relevant organisations • Report blocked roads to the County Council (responsible for all roads in Norfolk except the A11, A12 and A47 trunk roads and some roads in the Norwich area - see www.norfolk.gov.uk/Travel_and_transport/Roads/index.htm)

Hazard	Impact on community/Location	What can the Community Emergency Group do to prepare / assist?
Severe Weather - Heatwave	<ul style="list-style-type: none"> Dehydration and heatstroke can affect humans, pets and livestock 	<ul style="list-style-type: none"> Monitor weather forecasts and take appropriate precautions Consider community resources e.g. village hall that could be opened up and kept cool Visit, check and support vulnerable people when necessary Call in medical and veterinary advice & support if required
Total or partial loss of gas for a significant period	<ul style="list-style-type: none"> Affects heating and cooking 	<ul style="list-style-type: none"> Encourage vulnerable people to register on their energy supplier's Priority Services Register. Either contact the company direct or call the Home Heat Helpline on 0800 33 66 99 (open 9am-8pm Monday to Friday and 10am-2pm on Saturdays), www.homeheathelpline.org.uk Consider community resources e.g. day centre, pubs etc that can be kept warm Check and support vulnerable people and those affected to ensure adequate heating and cooking for survival Communicate to appropriate external support (e.g. Adult Social Care - Tel. 0344 800 8014 www.norfolk.gov.uk/Adult_social_care/index.htm or the voluntary sector) when required Contact National Grid re issues of gas safety
Total or partial loss of electricity for several hours	<ul style="list-style-type: none"> Affects all types of central heating, some cooking, digital telephones 	<ul style="list-style-type: none"> Encourage vulnerable people to register on their energy supplier's Priority Services Register Encourage people to have, or retain, analog telephones (which have power even during a power cut) - see below Report trees close to power lines to UK Power Networks Report damage to electrical infrastructure e.g. sub-station vandalism - contact UK Power Networks and the Police

Hazard	Impact on community/Location	What can the Community Emergency Group do to prepare / assist?
Total or partial loss, or contamination, of piped water for significant period	<ul style="list-style-type: none"> • Potential harm to health for humans, pets and livestock 	<ul style="list-style-type: none"> • Encourage vulnerable people to register with Anglian Water's WaterCare Service www.anglianwater.co.uk/household/special-assistance/watercare/ • In consultation, identify sites for mobile water bowsers and distribution of bottled water • Assist with the distribution of water to vulnerable residents and those with mobility problems • Consider pets and livestock • Assist with the collection and disposal of empty water bottles
Total or partial loss of telephone	<ul style="list-style-type: none"> • Communications failure 	<ul style="list-style-type: none"> • Report trees close to telephone lines to BT Openreach • Report damage to telecoms infrastructure e.g. telephone exchange vandalism (BT Openreach and the Police) • Have both landline and mobile phones • Maintain at least one plug-in, analog, non-wireless landline phone to operate if mains electricity goes off
Surface water flooding	<ul style="list-style-type: none"> • Flooding of local streets – Flood Lane at junction with Pond road • Blocked access to town hall • Damage to property and businesses 	<ul style="list-style-type: none"> • Identify surface water flooding hotspots and bring to the attention of the Highway Authority, Anglian Water, relevant landowner etc as appropriate • Encourage people affected to complete a Personal Flood Plan and promote local flood protection of premises - see www.environment-agency.gov.uk • Encourage businesses in affected areas to develop a Business Continuity Plan

Hazard	Impact on community/Location	What can the Community Emergency Group do to prepare / assist?
Tidal and fluvial (river) flooding	<ul style="list-style-type: none"> • Damage to property and businesses • Potential harm to human and animal health 	<ul style="list-style-type: none"> • Find out what flood defences exist or are planned in the area • Raise awareness of how to prepare for and respond to a flood - encourage residents to contact the Environment Agency Floodline on 0845 988 1188, sign up to the Floodline Warnings Direct service, complete a Personal Flood Plan and improve home flood defences (see Environment Agency Website). Encourage businesses to complete business continuity plans • Ensure that safe places of assembly for evacuation or temporary accommodation are outside flooding zones and can be accessed by dry routes
Infectious disease outbreak	<ul style="list-style-type: none"> • Potential harm to human or animal health 	<ul style="list-style-type: none"> • Follow medical advice, promote and follow appropriate health & hygiene measures • Check and support vulnerable people and those affected to ensure they have sufficient means to survive the infection • Call on appropriate medical advice and support when necessary

Sample resident letter & questionnaire

Important Please spare a few minutes to read this letter

Community Emergency Plan for [Any Town]

Recent extreme weather events have reminded us that anyone, anywhere could suddenly find themselves without drinking water or electricity or be stuck in, or away from, our homes for a considerable period of time. This could coincide with the Emergency Services having to respond to larger issues in the surrounding area.

The best way for any community to survive and recover is good, old-fashioned community spirit: local people helping neighbours and other local people. To help co-ordinate this, [name] District/Borough/City/Town Council is helping [group] to develop a Community Emergency Plan.

My name is [name] I am a resident of [place] and I have been asked by [name/title] to be the Emergency Co-ordinator for the Parish/Community/Area.

My first job is to contact all of the households in the area to find out who can offer help and who might need help in an emergency.

- Do you have any equipment that you could make available in an emergency to help people in this community?
- Do you have any formal qualifications (e.g. medical training) or specialist knowledge?
- Are you willing to become a Community Emergency Volunteer and offer general assistance in an emergency?
- Do you think you might need assistance in an emergency?

If you answer “yes” to any of these questions, please complete the enclosed form.

You are not committing yourself to anything at this stage, but you may be contacted again to check the information you have given.

[Add in a note about volunteers being covered by insurance as per your insurance policy. Add in a note about reimbursement of expenses (if any) as per an agreed procedure.]

All information that you supply will be treated as confidential. It will be kept secure and it will only be used in an emergency to assist the community emergency response, the council's Emergency Planners and the emergency services. Details will be reviewed annually.

Thank you for taking the trouble to read this letter. Please return the completed form to [person / place] by [date].

[Name] Emergency Co-ordinator.

Community Emergency Plan - Assistance Offered and Wanted

Please tick relevant boxes

Equipment that you could make available in an emergency

- | | |
|--|--|
| <input type="checkbox"/> Tractor | <input type="checkbox"/> Submersible pump |
| <input type="checkbox"/> Trailer | <input type="checkbox"/> Spare wheelchair |
| <input type="checkbox"/> Portable generator | <input type="checkbox"/> Portable heater |
| <input type="checkbox"/> 4x4 vehicle | <input type="checkbox"/> Portable lighting |
| <input type="checkbox"/> Two-way radios | <input type="checkbox"/> Camping gas stove or LPG cooker (to make a hot drink / meal for others) |
| <input type="checkbox"/> Lifting equipment e.g. JCB, heavy duty hoist / tackle | |
| <input type="checkbox"/> Other | |

Formal qualifications or specialist knowledge

- | | |
|--|--|
| <input type="checkbox"/> Medical training | <input type="checkbox"/> Certified chainsaw operator |
| <input type="checkbox"/> Certified first aider | <input type="checkbox"/> Tractor driver |
| <input type="checkbox"/> Other | |

Note: we will contact you to check qualifications, licences etc

General assistance offered in an emergency

- I can help with lifting and carrying
- I can visit and monitor people who need help
- I can make tea or cook a meal for an elderly or infirm person
- I can help transport people and items (e.g. bottled water)
- I can provide emergency accommodation for people (specify limitations)
- I can provide emergency accommodation for pets (specify limitations)
- I am happy to be contacted about being a Community Emergency Volunteer

Please note any days or times when you would **not** be available:

Assistance needed in an emergency

If you think you might need assistance in an emergency, or just someone to drop in and make sure that you are well, warm and fed, please note below what help you may need and, if relevant, under what circumstances.

.....
.....
.....

Name & Address:

.....

Home telephone number: Mobile number:

All information will be treated in the strictest confidence. It will be kept secure and it will only be used in an emergency to assist the community emergency response by the parish and emergency services. Details will be reviewed annually. Please tell us a.s.a.p. if your details change.

Insurance considerations

Communities have expressed concerns about having appropriate insurance and legal cover for their community emergency arrangements, in particular using assets like community centres and village halls as rest centres, using vehicles as part of a community response and liability cover for volunteers.

The Government is working with the insurance industry and community members to explore insurance and liability issues for a range of community emergency scenarios and will make the findings available publicly. You can find help on insurance issues at www.abi.org.uk.

Norfolk County Council has asked for clarification over the insurance of volunteers in an emergency situation and received the following advice from Came & Company Parish Council Insurance who arrange cover for many of the parishes in the county:

‘The Aviva policy we arrange for Parish Councils will automatically insure volunteers. The key point to consider is that to be insured by the Aviva policy volunteers must be working under the control/direction of the Parish Council in connection with their business. In an emergency situation whilst the Parish Council may be called upon at the outset to coordinate voluntary help the people involved may eventually come under the control of the local authority, utility companies, emergency services or armed forces as the situation develops. At this point they would be considered to be working under their supervision and would need to be insured by these organisations who may well be self-insured.

It is not a requirement of the insurance for risk assessments for a register of volunteers to be created but we always recommend it as best practice if Councils prepare such documents and retain the information on their records as potential evidence for production in the event of a claim. The other points we always make are that Parish Councils must ensure volunteers work in a safe environment, have access to the correct personal protective equipment/clothing and a person should not be asked to carry out a task that they are not physically or mentally able of achieving.’

Note: Other insurance policies are available.

