

Community Response Plan

BISHOPS CLEEVE PARISH COUNCIL

July 2009



Contents

Section		Page
	Contents	2
	Amendment record	3
	Plan distribution	4
	Household emergency plan	5 , 6
	Introduction	7
	Terms of Reference	8
	Risk assessment and community response	9
	Priority Groups	10
	Community Response Team	11
	Key Contacts List	12
	Communications	13
	Community resources	14
	Activation Process	15
	Logging Sheet	16
	Maps of the Community	appendix

Plan Distribution

Organisation	Contact details	Number issued
Clerk		1
Chair of Council		2
		3
		4
		5
		6
		7
		8
		9
		10
		11
		12
		13
		14
		15
		16
		17
		18
		19
		20
		21
		22
		23
		24
		25
		26
		27
		28
		29
		30

Householders Self Help Guide - to be distributed

Household Emergency Plan



Emergencies can affect the County with little or no notice. Being prepared can reduce the effects on your families lives, reduce the need for support from and enable you to support the vulnerable in your

Disruption to essential services such as water and electricity, to regional national travel and telecoms are all ways an emergency can affect our lives.

Complete the following sections and keep it in a safe place your household can easily

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

GO IN, STAY IN, TUNE IN.

Station	Frequency	Website
BBC Radio Gloucestershire	104.7FM & 1413 AM	www.bbc.co.uk/gloucestershire
Severn Sound	102.4FM	www.severnsound.co.uk

Household Contact Details		
Name	If you are evacuated is there somewhere we can go? Friends or Family?	
Mobile		
Work		
	If you can't contact each other, where should you meet / or who should you leave a message with?	
Name		
Mobile		
Work		
	Who will be responsible for picking the children up from school? (if Applicable)	
Name		
Mobile		
Work		

Emergency telephone numbers			
Emergency Services		Doctor	
NHS Direct		School	
Local Police Station		Home Insurance	
Local Authority			

How do you turn off the following? Who is responsible?	
Electricity	
Gas	
Water	

CREATING AN EMERGENCY BOX

Be prepared. Creating an emergency box will help locate essential equipment quickly in an emergency.

Some suggested items are: -

...Torch and spare batteries	...Toiletries
...Battery powered radio and spare batteries	...List of useful contact numbers
...Candles / Matches	...Copy of this plan
...First Aid Kit	

In case you are unable to leave the house it is suggested you should have:

...Bottled Water
...Ready to eat food (tinned)
...Bottle/Tin opener

In case you are stuck in your car it is suggested you should have:

...Bottled Water
...Blankets
...Torch and Spare Batteries

If you are in a position where you are able to offer help to your community start by checking that your neighbours are alright.

Name	Address	Telephone number	Mobile

Useful Websites

Gloucestershire County Council	www.gloucestershire.gov.uk/emergencymanagement
Environment Agency	www.environment-agency.gov.uk/
BBC Gloucestershire	www.bbc.co.uk/gloucestershire/
National Flood Forum	www.floodforum.org.uk

Introduction

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to day activities.

Although there is no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practice to identify hazards and make simple plans on how they could respond to them.

Aim

To increase resilience within the local community through developing a robust co-ordinated approach that compliments the plans of responding agencies.

Objectives

- Identify the risks to the community and relevant response actions
- Identify vulnerable people / groups in the community
- Identify resources in the community available to assist during an emergency
- Provide key contact details for the Community Response Team, Key Community Resources, the Emergency Services and Local Authorities

TERMS OF REFERENCE

The Coordinator of the community response team should be the Chair of the Council

The Community Response Team should:

- Oversee the completion and updating of the Community Response Plan.
- Ensure that the plan is regularly reviewed and updated.
- Report annually to the Community detailing if the plan has been activated and highlighting any changes to the CRT members.
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point for District/Borough Councils and ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to the community.
- Activate resources as required.

ROLE OF COMMUNITY RESPONSE TEAM

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

All members of the Community Response Team (CRT) should:

- Reside in the community.
- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that the vulnerable are provided with additional assurance during an emergency.
- Ensure that communications are maintained within the community and District/Borough Council.
- Ensure that Confidentiality is maintained where necessary.
- Maintain his / her own action log in the event of an emergency.
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required.
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence.

The Deputy and other team members should support the Co-ordinator in carrying out their role.

Plan Maintenance

The CRT should meet to discuss the community's resilience on annual basis. A full review of the plan by the CRT should be carried out on a half yearly basis to ensure that the contact numbers are still correct.

Risk Assessments

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a national / Regional / County or District level. Therefore the risk assessments should consider how the community could respond to ensure the community's safety / wellbeing.

Note Community Response Team at Parish Council to be Chair of Council, Chairs of Committees and Clerk in consultation with TBC/GCC and Police.

Chair of Council will mobilise CRT (Community response team).

Risk / Hazard	Possible Actions
Evacuation of Bishops Cleeve Primary School	Provide safe haven within Parish Buildings when requested by Headteacher. Chair of Council to mobilise Community response team
Sustained Water Failure	Distribution of water from school/community building area coordinated from parish office
Heavy Snow	TBC to contact snow wardens
Flash Flood	TBC to action sand bags. Chair of Council to mobilise Community response team eg Chairs of Community Building (to set up filling and distribution of sand bags and safe haven within Community Building), General Purposes (information and publicity) and Playgrounds Committee(water courses) . Chair of Council to arrange delivery of sand placed on hold at Elliot Bros in Stoke Orchard. Co-ordination to be administered by clerk either from Parish Office or remote access.
Hazardous Waste	Provide safe haven within Parish Buildings when requested by GCC. Chair of Council to mobilise Community response team
Plane crash	Provide safe haven within Parish Buildings when requested by GCC. Chair of Council to mobilise Community response team

Priority Groups within the Community

Name / Organisation	Telephone Number	Address	Additional Information
St Michaels court	678992	Cheltenham Road, Bishops Cleeve	
Shipway Court	01242674824	Station Road, Bishops cleeve	See Severn Vale Housing
Orchard House	672028	Woodsman Way, Bishops cleeve	Sue Meadows
Cleeve Lake Court		Stoke Road, bishops Cleeve	
Pullar Court	01242676879	Stoke Road, Bishops Cleeve	See Severn Vale Housing
Rectory Court			
Gilders Paddock		Evesham Road, Bishops cleeve	

Severn Vale Housing Group. David Woolley on 01684 272744 or switchboard 01684 272727

ANNUAL UPDATE REQUIRED

Community Response Team

The Community Response Team (CRT) role is to co-ordinate the community's response to ensure that vulnerable people are cared for and to promote self help to householders. They are also responsible for keeping the plan up to date.

Role	Name	Tel	Mobile
Coordinator	Chair of Council	01242 676682	07788761402
Deputy	Vice Chair of Council	01242 676682	
Team Members	Community response Members Chairs of committees		
Administrator	Clerk to the Council	01242 674440	07925374029 clerk@bishopscleevepc.org

ANNUAL UPDATE REQUIRED

Key Contacts list

Service / Name	Telephone Number	email	Additional Information
Parish Council	01242 674440	Clerk@bishopsleevepc.org	Remote access established
Borough council	01684 295010	enquires@tewkesbury.gov.uk	Chris Shaw 01684 272051
Flood line	0845 988 1188	Quick dial reference 052411	
Electricity	0800 328 111	Central networks CN west emergency line	
Air training Cadets	01684 855445	Davidfu@btinternet.com Lee.blanchard@generaldynamics.uk.com	Sand bags/ distribution
Gas	02920 278500	Wales and West Utilities	switchboard
Gas	0800 111 999	National grid 24 hour gas escape	
Pharmacist	01242 516779	PSS.Badham@badhampharmacy.co.uk	Peter Badham
Police	0845 090 1234	Control room	
Fire and rescue	01452 753244	Control room	
County Council	01242 226292	Ceri.jones@gloucestershire.gov.uk	Ceri Jones
Grange field Primary school	01242 671003	admin@grangefield.glouces.sch.uk	Lynn Mitchell

Church	01242 673612	bcparishoffice@btinternet.com	Reverend Malcolm Allen Curate Colin O'Dell
GP	Tel: 01242 672669 Tel: 01242 672007	Greyholme, Church Road, Bishops Cleeve, Cheltenham Glos, GL528LT The Surgery, 4 Stoke Road, Bishops Cleeve, Cheltenham, GL528RP	Ms Curzon
Elliots & sons Aggregates Ltd	01242 678 586	Nick_elliott@btconnect.com	Sand
Local BBC radio	01452 307093	Radio Gloucestershire	Spencer Evans
Local newspaper	01242 271830	Gloucestershire Echo	Andrew McGill
Bishops Cleeve Primary school	01242 673814	admin@bishopscleeve.gloucs.sch.uk	Steve Savoury
Gloucestershire County Council	01452 425013	Emergency duty office Outside of office hours 01452 753333	Jessica Howell
Cleeve Senior School	07814 357512 01242 672546	mkd@cleeveschool.net.	Mark Durn
Glos Highways	08000514541	highways@gloucestershire.gov.uk	Hayley Vining/ John Kay
NHS	01242 548800	Gloucestershire Primary Care Trust (PCT)	
drainage officers	01684 295010	Glos County council Tewkesbury Borough Council	Gareth Toft Robert Nightingale
Youth Club	0776346529	Bishopscleeveyc@hotmail.co.uk	Phil Clapham
Roof top housing	01242 678269	The Green Bishops Cleeve	Head office 0800 0421 800
Severn Vale Housing	01684 272727	Shannon Way, Ashchurch, Tewkesbury, Gloucestershire, GL20 8ND	
Phil Baker	07763172876	Brook clearance contractor	Phil Baker

ANNUAL UPDATE REQUIRED

Communications

Providing accurate information is essential during an emergency. Methods available will differ depending upon the type of incident, therefore alternatives should be considered.

E.g. Notice boards, Local meeting, Community leaflets, telephone cascade system, Door knocking.

Method	Location (If applicable)	Contact / Responsibility	Additional Information
Website	bishopsleevepc.org	Clerk to Council	
Notice boards	Around Village	Clerk to Council	
Local press Glos echo	1 Clarence Parade Cheltenham, GL50	www.thisisgloucestershire.co.uk 01242 222777	Editor Kevan Blackadder Reporter Andrew McGill
BBC Radio Gloucestershire	104.7FM & 1413 AM	www.bbc.co.uk/gloucestershire	
Severn Sound	102.4FM	www.severnsound.co.uk	

ANNUAL UPDATE REQUIRED

Community Resources

Key resources available to support the local community should be listed here.

Resource	Contact / Key Holder	Conditions of use	Additional Information
Community building	Jerry Guerney/ David Kavanagh		Space blankets, torches, spades, hi-viz jackets, salt/grit
Bishops Cleeve Parish Council Office	Chair of Council		Admin hub, PA system
MAPS OF THE COMMUNITY	Clerk		Maps of the community are kept in the Parish Office including Water courses and Street Map

ACTIVATION PROCESS

Emergency Action Check List to be activated by Chair of the Council

Action		Completed
1	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
2	Contact and inform your District Council.	
3	Begin recording details on the Log Sheet overleaf including: <ul style="list-style-type: none"> • Any decisions you have made and why. • Actions taken. • Who you spoke to and what you said. (Including contact numbers) • Any information received. 	
4	Contact other members of the Community Response Team and members of the community that need to be alerted; <ul style="list-style-type: none"> • Households affected. • The Parish Council / Ward via the Parish Clerk. • Volunteers and key holders as appropriate. 	
5	If necessary, call a community meeting but ensure the venue is safe and people can get there safely	
6	Make sure you take notes and record actions from the meeting. If a decision is reached to activate an Emergency Plan remember to follow the appropriate check sheet.	

Under no circumstances should you put yourself or others at risk to fulfil these tasks.

Logging Sheet

It is important to record all information during an emergency. Completing a logging sheet is an easy way to ensure information is not lost. It can also help support / justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials