

# Community Emergency Plan

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Authorisation:

Name:

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???. will act as the designated data controller for the information.

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# Section One

## Background Information and Risks

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## 1. Background

This plan was developed by **The City of Durham Parish Council**, the Civil Contingencies Unit (CCU) and supporting organisations. It has been developed to support the City of Durham Parish with knowledge and information in order to support the communities within it in the event of an incident or emergency. Its intention is to increase our preparedness, resilience and capability to meet contingencies of all varieties which may affect our local community..

### Information on local area

The emergency services and local authority will take the lead for responding to emergencies through their responsibilities under the Civil Contingencies Act (2004). This plan is intended to provide information to the City of Durham **Parish Council/ Community Emergency Group** so that they can help their community affected by emergencies and therefore complement the response of the responding agencies. This is through increasing the knowledge on the awareness of risks and developing mitigating measures where appropriate. This includes creating and supporting existing networks to support effective communications within communities regarding emergencies.

It is recognised that during the response phase of an incident, the resources of the emergency responders may be limited or take time to mobilise. This is where the initial response can come from the community by activating this plan, ensuring people are made aware of the incident and possibly opening a place of safety for people to seek refuge, prior to the emergency services arriving and taking over control.

A further element of this plan is to explore additional local resources that can be used to supplement those of the responding agencies, for example, additional places of safety or additional 4x4 vehicle support.

## 2. Aim, Objectives and Scope

### 2.1 Aim of the Plan

The aim of this plan is to provide the City of Durham Parish Council with the knowledge and information in order to support communities in our community during emergencies.

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## 2.2 Objectives

- To support the communities in the City of Durham Parish Council to increase their resilience to emergencies through prevention and mitigation.
- To support the response of the authorities to emergencies.
- To detail the roles and responsibilities of identified individuals.
- To help minimise the impact of an incident.
- To contribute to the overall co-ordination of the response to the incident, by the appropriate authorities.

## 2.3 In Scope

This plan details the information needed to guide communities in responding to emergencies and increase their community resilience. It is not intended to subvert or provide an alternative to the existing emergency response arrangements maintained by the Category 1 responders under the Civil Contingencies Act (primarily but not exclusive to: Durham County Council, Durham Constabulary, the County Durham & Darlington Fire & Rescue Service as well as the North East Ambulance Service and NHS England).

The area covered by this plan is the City of Durham Parish Council as identified in the maps below. Any incidents or requests for assistance from outside this area will be considered as appropriate.

Insert map

## 2.4 Out of Scope

This plan does not include in scope the response by the emergency services and local authority, the points of contact with these however will be included as necessary.

## 2.5 Links to Other Plans

Belmont Parish Council  
Gilesgate Residents' Association

Community Response Group  
The CRG will be made up of:

NAME	TEL.	EMAIL	ADDRESS
------	------	-------	---------

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Co-ordinator Carole Lattin	07813937725	Carole.lattin@cityofdurham- pc.gov.uk	

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### 3. Local Risks

Risks		Impact on community
<b>Severe Weather</b>	– Heavy rain/ flooding	<ul style="list-style-type: none"> <li>– Flooding of local streets</li> <li>– Blocked access to shops and other buildings/ areas</li> <li>– Disruption to traffic routes (road erosion, landslides etc)</li> <li>– Particular risk to children and elderly people</li> <li>– Disruption to access to key community resources such as health services</li> <li>– Damage/ threat to property and or land</li> <li>– Loss of utilities</li> <li>– Impact on local water supplies</li> <li>– Threat to health from sewerage/ contamination</li> </ul>
	– Heavy snow	<ul style="list-style-type: none"> <li>– Blocked access to shops and other buildings/ areas</li> <li>– Disruption to traffic routes</li> <li>– Disruption to access to key community resources such as health services</li> <li>– Impact on elderly and vulnerable people</li> <li>– Loss of utilities and impact on local water supplies?</li> <li>– Threat to livestock</li> <li>– Farmers risking life to get to/ save livestock</li> <li>– Property damage</li> </ul>
	– Strong winds	<ul style="list-style-type: none"> <li>– Blocked access to shops and other buildings/ areas</li> <li>– Disruption to traffic routes</li> <li>– Loss of utilities (impact on local water supplies, power etc.)</li> </ul>

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		<ul style="list-style-type: none"> <li>- Damage to property</li> <li>- Loss of comms (internet, phone signal)</li> </ul>
	<ul style="list-style-type: none"> <li>- Heatwave/ wildfire</li> </ul>	<ul style="list-style-type: none"> <li>- Disruption to traffic routes</li> <li>- Impact on elderly and vulnerable</li> <li>- Air pollution quality</li> <li>- Loss of farmland</li> <li>- Damage/ threat to property and or land</li> <li>- Threat to livestock</li> </ul>
<b>Animal disease</b>	<ul style="list-style-type: none"> <li>- Disruption to traffic routes</li> <li>- Changes to trading arrangements</li> <li>- Emotional impact</li> <li>- Animal welfare</li> <li>- Environmental impacts</li> </ul>	
<b>Flu/ Pandemics</b>	<ul style="list-style-type: none"> <li>- Impact on old and vulnerable</li> <li>- Disruption to businesses/ shops due to staff absences</li> </ul>	
<b>Road collapse</b>	<ul style="list-style-type: none"> <li>- Interruption to services</li> <li>- Blocked access to premises</li> <li>- Disruption to traffic routes</li> </ul>	
<b>Gas leak</b>	<ul style="list-style-type: none"> <li>- Blocked access to premises</li> <li>- Disruption to traffic routes</li> </ul>	
<b>Fire</b>	<ul style="list-style-type: none"> <li>- Danger to life</li> <li>- People without homes due to fire damage and water</li> </ul>	
<b>Loss of</b>	<ul style="list-style-type: none"> <li>- Residents with no access to power for long periods</li> </ul>	

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<b>power Gas and/or electricity</b>	<ul style="list-style-type: none"> <li>- Cold, no cooking possible</li> <li>- Knock on impact on communication services</li> </ul>
<b>Disruption to commuicatio ns infrastructure</b>	<ul style="list-style-type: none"> <li>- Mobile phones and/or broadband lost</li> <li>- Difficulty in contacting emergency services</li> </ul>
<b>Loss of or Contaminatio n to water supply</b>	<ul style="list-style-type: none"> <li>-</li> </ul>
<b>Terrorism</b>	<ul style="list-style-type: none"> <li>- Disruption to all services.</li> <li>- Danger to life.</li> </ul>
<b>Accidents or incidents in the travel network</b>	<ul style="list-style-type: none"> <li>-</li> </ul>

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## 4. Roles and responsibilities

### 4.1 Community Emergency Group

The Community Emergency Group is responsible for the maintenance, update, reviews and activation of this plan (ideally in conjunction with the DCC Civil Contingencies Unit).

The Community Emergency Group is the local point of contact for members of the community regarding resilience issues. For any appropriate queries they should signpost to the CCU.

### 4.2 Community Emergency Coordinator

The Community Emergency Coordinator is the person in charge of the Community Emergency Group. The Coordinator will act as the link between the Community Group, the CCU and the emergency services and will task other volunteers. They are also responsible for ensuring volunteers are paired up or “buddied” so that no one is working alone- see [Appendix D](#) on assessing risk for volunteers.

### 4.3 Civil Contingencies Unit

There is always one member of the CCU on call as CCU Duty Officer at any time (24 hours a day, 365 days a year). They are the on-call officer for Durham County Council for civil emergencies within County Durham.

Activation of this plan will be in conjunction with the CCU Duty Officer via email.

The CCU also provide advice and can answer any queries relating to this plan in office hours.

### 4.4 Other responding agencies

Emergency services and other responding agencies are aware of this plan and should consult with the Community Emergency Coordinator when arriving at the scene of the incident.

### 4.5

## 5. Stand down

Any incident will normally be stood down (the response concluded) by the incident commander of the attending emergency services. Every service,

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organisation, individual etc. who was notified of the incident should now be notified that it is resolved.

## 6. Debrief and Review

After any incident or activation of this plan, a debrief should take place. This would be held by **???? at ????** in conjunction with the CCU, to discuss what worked well and what did not work well within the plan.

A review of the plan should then take place, taking into account any learning from the debrief.

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# Section Two

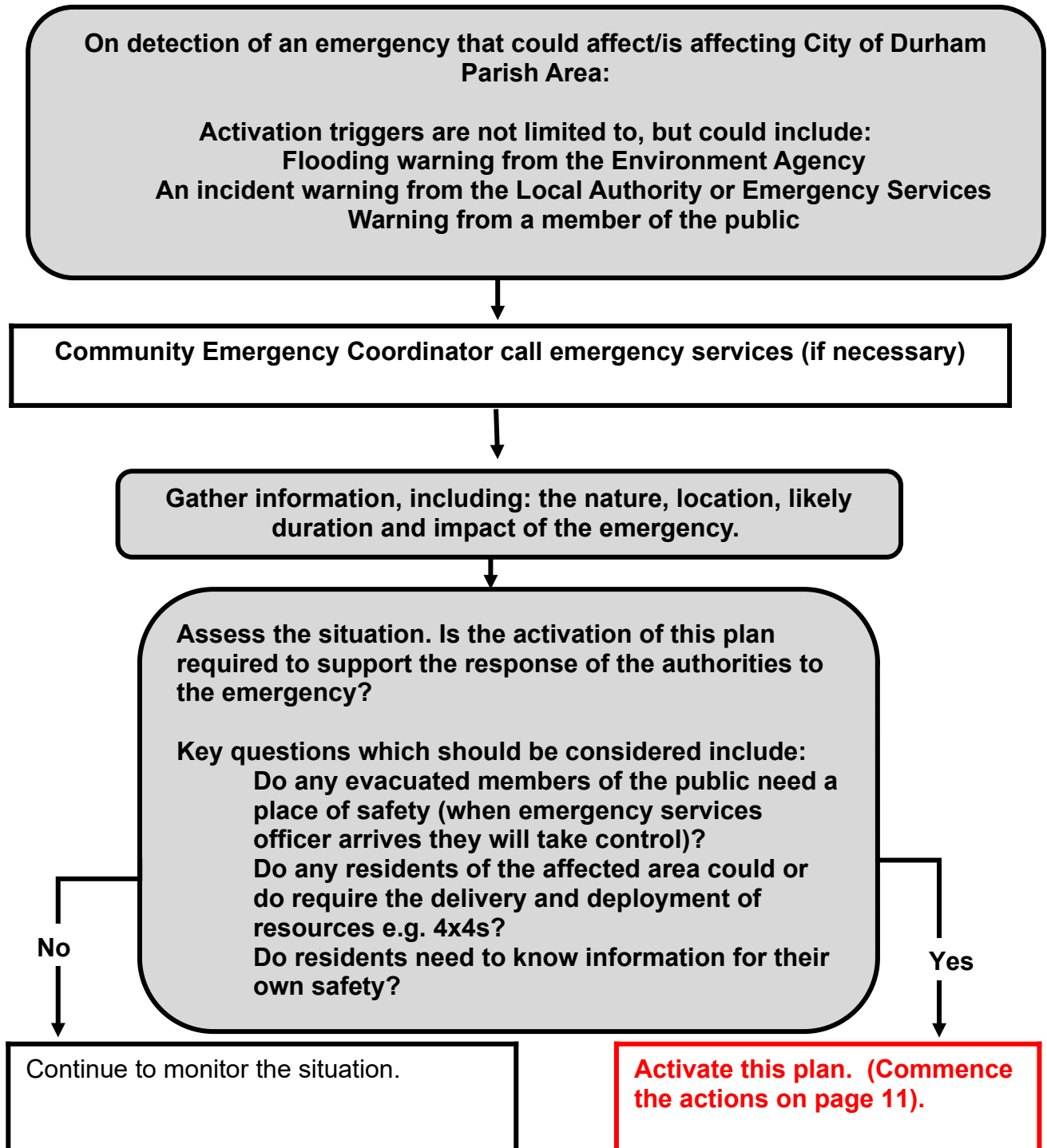
# Emergency Information (Pull Out)

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## 7. Plan Activation

The decision to activate this plan should ideally be taken by **????**. **????** will be notified by community members of any issues.

### 7.1 Activation flow chart



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## 8. Local Skills and Resources

### 8.1 Local skills and resources

Any local skills and resources are provided on a voluntary basis and will not replace the work of the emergency services.

Skill/Resource	Who?	Contact details	Location	When might be available?
First Aid				
Ownership of tractor, 4X4				
Access to generator				
DBS check				

### 8.2 Key locations identified with emergency services for use as places of safety

Building	Location	Potential use in an emergency	Contact details of key holder
Alington House			
Merryoaks Community Centre			
North Road Methodist Church			
Elvet Methodist Church			
St. Nicholas Church			
Vane Tempest Hall			
Hotels: County, Radisson, Indigo			
Town Hall			
County Hall			
UHND			
Schools			

### 8.3 Pre-identified Community Coordination Point

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List of pre-identified community venues that can be opened for use as a Community Coordination Point.

<b>Building</b>	<b>Location</b>	<b>Potential use in an emergency</b>	<b>Contact details of key holder</b>

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## 9. Actions for Roles

### 9.1 Community Emergency Coordinator

Community Emergency Coordinator Actions		
•	Ensure you are in no immediate danger.	<input type="checkbox"/>
•	Commence personal log. See Appendix A for template.	<input type="checkbox"/>
•	<p>Gather any information available to assess the situation, such as weather reports and details of the affected area.</p> <p>What/ Where/ When/ Who/ Why (i.e. ETHANE)</p> <p>E – Exact Location (postcode/ address etc. would be helpful                      T – Type of Incident (flooding/ severe weather etc.)                      H – Hazards present or suspected (have any man-hole covers been dislodged/ tree been blown down/ power cables exposed etc.)                      A – Access- routes that are safe to use                      N – Number, type, severity of casualties (if known)                      E – Emergency services present and those required (if appropriate)</p>	
•	Contact the Community Emergency Group and discuss the need for a local Community Coordination Point.	<input type="checkbox"/>
•	If deemed necessary, open a Community Coordination Point such as a Church Hall, Community Centre to work from. Location of this is listed in <a href="#">Section 3.3</a> . This may be the same location as the place of safety.	<input type="checkbox"/>
●	Email the CCU Duty Officer <a href="mailto:ccuenquiries@durham.gov.uk">ccuenquiries@durham.gov.uk</a> to make them aware of plan activation. They will endeavor to respond but this is not always guaranteed.	<input type="checkbox"/>
●	Inform appropriate contacts within this plan, including those within the telephone tree.	<input type="checkbox"/>
●	Arrange for any people who have requested help to be contacted.	<input type="checkbox"/>
●	If required, confirm with the CCU Duty Officer whether an evacuation is in progress, and if so, whether places of safety in addition to those being confirmed by the CCU are required.	<input type="checkbox"/>
●	Monitor the development of incident response and maintain regular reports and contact with the CCU Duty Officer if required.	<input type="checkbox"/>
●	If required, use your knowledge of the local area to work with the emergency services to help identify any vulnerable people, vulnerable	<input type="checkbox"/>

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	areas in the community etc.	
<b>Considerations</b>		
<ul style="list-style-type: none"> <li>• Personal domestic arrangements throughout the incident.</li> <li>• The welfare of any volunteers who may have become involved in the incident response.</li> </ul>		

### 9.1 Civil Contingencies Unit Duty Officer

<b>Civil Contingencies Unit (Duty Officer) Actions</b>		
•	Start personal log if plan activation email is received and have capacity to respond.	<input type="checkbox"/>
•	Establish/ maintain contact with the Community Emergency Coordinator if required.	<input type="checkbox"/>
●	Gather as much information as possible and assess the situation. Reassess whether the incident requires the (part/full) implementation of this plan.	<input type="checkbox"/>
•	Agree with the Community Emergency Coordinator an aim, and a plan of action. Confirm how this will be completed and a timetable for updates.	<input type="checkbox"/>
•	Ensure the appropriate communications links are established between the Community Emergency Coordinator and any relevant agencies.	<input type="checkbox"/>
●	Ensure that the other agencies involved in the incident are aware of the implementation of (part/all) of this plan, and how it will support the incident response.	<input type="checkbox"/>
●	Continue to monitor the incident and liaise with the Community Emergency Coordinator to share the most current information available. Continually reassess the measures that have been taken.	<input type="checkbox"/>
●	Ensure that any volunteers/ organisations mobilized upon activation of this plan, are supported and have the resources they require to operate effectively.	<input type="checkbox"/>
<b>Considerations</b>		
<ul style="list-style-type: none"> <li>• Conduct risk assessments as appropriate.</li> <li>• Personal domestic arrangements throughout the incident.</li> </ul>		

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## 10. Actions for Specific Incidents

The following action cards contain suggestions of specific actions (in addition to those in the action card above) that you may want to consider taking during specific incidents. Note that every incident is different, so the following actions are just suggestions and not inclusive. Other incidents may occur that are not listed below but may also require community action.

### 10.1 Heavy Rain/ flooding

Heavy Rain/ Flooding		Tick
<b>Preparing for flooding</b>		
●	Encourage community to check that their insurance policies cover flood incidents. Check FloodRe to see if you are eligible for support with the flood cover aspect of your home insurance: <a href="https://www.floodre.co.uk">https://www.floodre.co.uk</a>	<input type="checkbox"/>
●	Encourage residents, businesses & community organisations to improve home flood defences, for example install non return valves to inlet pipes. <ul style="list-style-type: none"> <li>○ The Blue Pages is a directory of property flood products and services to advise and inform you of what's available to help reduce the risk of flooding to your home or business. <a href="http://www.bluepages.org.uk">www.bluepages.org.uk</a></li> </ul>	<input type="checkbox"/>
●	Encourage residents and business owners to complete personal and business flood plans: <ul style="list-style-type: none"> <li>● Residents: <a href="https://www.gov.uk/government/publications/personal-flood-plan">https://www.gov.uk/government/publications/personal-flood-plan</a></li> <li>● Businesses: <a href="https://www.gov.uk/government/publications/preparing-your-business-for-flooding">https://www.gov.uk/government/publications/preparing-your-business-for-flooding</a></li> </ul>	<input type="checkbox"/>
●	Liase with Local Authority/Northumbrian Water on planned works to alleviate flooding: <ul style="list-style-type: none"> <li>○ Contact the Durham County Council Civil Contingencies Unit at <a href="mailto:ccuenquiries@durham.gov.uk">ccuenquiries@durham.gov.uk</a> for further information.</li> </ul>	<input type="checkbox"/>
●	<b>Know who to contact.</b> <ul style="list-style-type: none"> <li>● Report main river channel flooding to the Environment Agency. Incident hotline: 0800 80 70 60 (24 hrs)</li> <li>● Contact your local authority to report surface water floods or blocked public drains or other streams/becks/gullies.</li> </ul>	<input type="checkbox"/>

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	<a href="https://www.durham.gov.uk/article/1952/Report-a-flood-or-a-blocked-road-drain-or-gully">https://www.durham.gov.uk/article/1952/Report-a-flood-or-a-blocked-road-drain-or-gully</a>	
●	Encourage community to sign up to flood warning service and be aware of the flood warning levels: <ul style="list-style-type: none"> <li>• Flood warning sign up: <a href="https://www.gov.uk/sign-up-for-flood-warnings">https://www.gov.uk/sign-up-for-flood-warnings</a></li> <li>• Flood warnings- <a href="https://www.flood-warning-information.service.gov.uk/warnings">flood-warning-information.service.gov.uk/warnings</a></li> </ul>	<input type="checkbox"/>
●	Monitor weather: <p><a href="https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings">www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings</a></p> <p>Download Met Office app: <a href="https://www.metoffice.gov.uk/about-us/what/met-office-weather-app">https://www.metoffice.gov.uk/about-us/what/met-office-weather-app</a></p>	<input type="checkbox"/>
●	Check river levels online: <p><a href="https://www.riverandsea.gov.uk/">River and sea levels in England - GOV.UK (check-for-flooding.service.gov.uk)</a></p>	<input type="checkbox"/>
●	Monitor your private property drains.	<input type="checkbox"/>
●	Encourage residents in areas at risk of flooding to prepare a waterproof grab bag with key items. <a href="https://nationalfloodforum.org.uk/about-flooding/preparing/emergency-flood-kit/">https://nationalfloodforum.org.uk/about-flooding/preparing/emergency-flood-kit/</a>	<input type="checkbox"/>
●	Access any community flood protection resources, e.g. sandbags.	<input type="checkbox"/>
●	Inform appropriate contacts within this plan, including those within the <a href="#">Telephone Tree</a> of possible flood.	<input type="checkbox"/>
<b>Responding to flooding</b>		
●	Ensure you are in no immediate danger. Do not enter flood water. Follow the guidance of emergency services. If there is a potential danger to life call 999.	<input type="checkbox"/>
●	Know who to report flooding to: <p><a href="https://www.durham.gov.uk/article/1952/Report-a-flood-or-a-blocked-road-drain-or-gully">https://www.durham.gov.uk/article/1952/Report-a-flood-or-a-blocked-road-drain-or-gully</a></p>	<input type="checkbox"/>

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●	Turn off gas, electricity and water supplies before flood water is about to enter your home if safe to do so. DO NOT touch sources of electricity if standing in flood water.	<input type="checkbox"/>
●	Lead volunteer flood warden to liaise with Environment Agency Incident Room Team in the event of a main river channel flood.	<input type="checkbox"/>
●	Commence personal log. See Appendix A for template.	<input type="checkbox"/>
●	<p>Gather any information available to assess the situation, such as weather reports and details of the affected area.</p> <p>What / Where / When / Who / Why (i.e. ETHANE)</p> <p>E - Exact Location (postcode/address etc. would be helpful)  T - Type of Incident (Flooding/Severe Weather (i.e. snow) etc.)  H - Hazards present or suspected (have any man-hole covers been dislodged/trees been blown-down/power cables exposed etc.)  A - Access-routes that are safe to use (avoiding Front Street)  N - Number, Type, Severity of casualties (if known)  E - Emergency Services present and those required (if appropriate)</p>	<input type="checkbox"/>
●	Inform appropriate contacts within this plan, including those within the <a href="#">Telephone Tree</a> and WhatsApp.	<input type="checkbox"/>
●	Arrange for any people who have requested help to be contacted.	<input type="checkbox"/>
●	If required due to the nature of the incident, confirm with CCU Duty Officer or emergency services whether an evacuation is in progress, and if so whether places of safety in addition to those being confirmed by the CCU are required.	<input type="checkbox"/>
●	Residents may need to evacuate their homes are encouraged to take their grab bag with key items such as personal medication. Follow advice from emergency services.	<input type="checkbox"/>
●	Monitor the development of incident response and maintain regular reports and contact with the CCU Duty Officer.	<input type="checkbox"/>

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After flooding		
●	Contact insurer and follow their instructions and guidance	<input type="checkbox"/>
●	Take photographs of any damage for insurance purposes and make written accounts of the flooding (times of flooding, water levels etc).	<input type="checkbox"/>
●	Follow health guidance when coming into contact with items contaminated by flood water etc.	<input type="checkbox"/>
●	Re-stock supplies of sandbags and other equipment used.	<input type="checkbox"/>

### 10.2 Heavy Snow

Heavy Snow		Tick
●	Monitor weather conditions and warnings regularly: <ul style="list-style-type: none"> <li>Weather warnings- <a href="http://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings">www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings</a></li> </ul>	<input type="checkbox"/>
●	Monitor any road closures on the Durham County Council website: <a href="https://www.durham.gov.uk/article/1946/Emergency-road-closures">https://www.durham.gov.uk/article/1946/Emergency-road-closures</a>	<input type="checkbox"/>
●	Arrange for any people who have requested help to be contacted.	<input type="checkbox"/>
●	Use <a href="#">Section 3</a> to see if any 4x4s are available for people that need them.	<input type="checkbox"/>
●	Distribute any useful information or updates to communities by using the telephone tree.	<input type="checkbox"/>
●	If communications are down, door knock on residents and use the checklist in <a href="#">Appendix B</a>	<input type="checkbox"/>

### 10.3 Strong Winds

Strong Winds		
●	Monitor weather conditions and warnings regularly: <ul style="list-style-type: none"> <li>Weather warnings- <a href="http://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings">www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings</a></li> </ul>	<input type="checkbox"/>
●	Monitor any road closures on the Durham County Council website: <a href="https://www.durham.gov.uk/article/1946/Emergency-road-closures">https://www.durham.gov.uk/article/1946/Emergency-road-closures</a>	<input type="checkbox"/>

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<ul style="list-style-type: none"> <li>• Check for any utility issues in the area on their websites or report them here:             <ul style="list-style-type: none"> <li>• Electric- Northern Powergrid- <a href="http://www.northernpowergrid.com/">www.northernpowergrid.com/</a> - 105 to report a powercut</li> <li>• Gas- Northern Gas Networks- <a href="http://www.northerngasnetworks.co.uk/">www.northerngasnetworks.co.uk/</a> - 0800 040 7766</li> <li>• Water- Northumbrian Water- <a href="http://www.nwl.co.uk/">www.nwl.co.uk/</a> - 0345 717 1100</li> </ul> </li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Arrange for any people who have requested help to be contacted.</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Distribute any useful information or updates to communities by using the telephone tree or WhatsApp.</li> </ul>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● If communications are down, door knock on residents and use the checklist in <a href="#">Appendix B</a></li> </ul>	<input type="checkbox"/>

#### 10.4 Heatwave/ wildfire

Heatwave		
<ul style="list-style-type: none"> <li>• Monitor weather conditions.</li> </ul>		<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Check the Fire Severity Index regularly here: <a href="http://www.metoffice.gov.uk/public/weather/fire-severity-index/">www.metoffice.gov.uk/public/weather/fire-severity-index/</a></li> </ul>		<input type="checkbox"/>
<ul style="list-style-type: none"> <li>● Monitor any road closures on the Durham County Council website: <a href="https://www.durham.gov.uk/article/1946/Emergency-road-closures">https://www.durham.gov.uk/article/1946/Emergency-road-closures</a></li> </ul>		<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Check for any utility issues in the area on their websites or report them here:             <ul style="list-style-type: none"> <li>• Electric- Northern PowerGrid- <a href="http://www.northernpowergrid.com/">www.northernpowergrid.com/</a> - 0800 66 88 77</li> <li>• Gas- Northern Gas Networks- <a href="http://www.northerngasnetworks.co.uk/">www.northerngasnetworks.co.uk/</a> - 0800 040 7766</li> <li>• Water- Northumbrian Water- <a href="http://www.nwl.co.uk/">www.nwl.co.uk/</a> - 0345 717 1100</li> </ul> </li> </ul>		<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Arrange for any people who have requested help to be contacted.</li> </ul>		<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Distribute any useful information or updates to communities by using the telephone tree or WhatsApp.</li> </ul>		<input type="checkbox"/>

#### 10.5 Animal Disease

Animal Disease		
<ul style="list-style-type: none"> <li>• Monitor any road closures on the Durham County Council website: <a href="https://www.durham.gov.uk/article/1946/Emergency-road-closures">https://www.durham.gov.uk/article/1946/Emergency-road-closures</a></li> </ul>		<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• Monitor the APHA website for any updates: <a href="http://www.gov.uk/government/latest?departments%5B%5D=animal-and-">www.gov.uk/government/latest?departments%5B%5D=animal-and-</a></li> </ul>		<input type="checkbox"/>

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	<a href="#">plant-health-agency</a>	
●	Distribute any useful information or updates to communities by using the telephone tree or WhatsApp.	<input type="checkbox"/>

**10.6 Flu**

Flu		
•	Arrange for any people who have requested help to be contacted.	<input type="checkbox"/>
•	Check the UK Health Security Agency website: <a href="https://www.gov.uk/government/organisations/uk-health-security-agency">https://www.gov.uk/government/organisations/uk-health-security-agency</a>	<input type="checkbox"/>

**10.7 Road Collapse**

Road Collapse		Tick
•	Monitor any road closures on the Durham County Council website: <a href="https://www.durham.gov.uk/article/1946/Emergency-road-closures">https://www.durham.gov.uk/article/1946/Emergency-road-closures</a>	<input type="checkbox"/>
●	Distribute any useful information such as road closures, instructions from the emergency services or any other updates to communities by using the telephone tree or WhatsApp.	<input type="checkbox"/>

**10.8 Gas Leak**

Gas Leak		Tick
•	Monitor any road closures on the Durham County Council website: <a href="https://www.durham.gov.uk/article/1946/Emergency-road-closures">https://www.durham.gov.uk/article/1946/Emergency-road-closures</a>	<input type="checkbox"/>
●	Contact Northern Gas networks for the latest information- <a href="http://www.northerngasnetworks.co.uk/">www.northerngasnetworks.co.uk/</a> - 0800 040 7766	<input type="checkbox"/>
●	Distribute any useful information such as road closures, instructions from the emergency services or any other updates to communities by using the telephone tree or WhatsApp.	<input type="checkbox"/>

**10.9 Loss of Utilities**

Loss of Utilities		Tick
<b>Preparing for loss of utilities</b>		
<p>Encourage residents to be personally prepared:</p> <ul style="list-style-type: none"> <li>• Put together a grab bag full of important items you may need in an emergency.</li> <li>• Have a stock of torches (wind up would be preferred to avoid need for batteries)</li> <li>• Have food in the house that does not need heating up using gas and or electric.</li> <li>• Have a power pack charger in case of power outages.</li> <li>• Have a list of contacts printed out- personal contacts and emergency services/ utilities contact numbers.</li> </ul>		<input type="checkbox"/>

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Check utility websites as they will have useful tips on how to prepare:		<input type="checkbox"/>
<ul style="list-style-type: none"> <li>• <a href="http://www.northernpowergrid.com/what-to-do-in-a-power-cut">www.northernpowergrid.com/what-to-do-in-a-power-cut</a></li> <li>• <a href="https://www.nwl.co.uk/services/water/winter-weather-advice/">https://www.nwl.co.uk/services/water/winter-weather-advice/</a></li> </ul>		
<b>Responding to loss of utilities</b>		
●	Make contact with the utility company for any updates: <ul style="list-style-type: none"> <li>• Electric- Northern PowerGrid- <a href="http://www.northernpowergrid.com/">www.northernpowergrid.com/</a> - 0800 66 88 77</li> <li>• Gas- Northern Gas Networks- <a href="http://www.northerngasnetworks.co.uk/">www.northerngasnetworks.co.uk/</a> - 0800 040 7766</li> <li>• Water- Northumbrian Water- <a href="http://www.nwl.co.uk/">www.nwl.co.uk/</a> - 0345 717 1100</li> </ul>	<input type="checkbox"/>
●	Arrange for any people who have requested help to be contacted.	<input type="checkbox"/>
●	Distribute any useful information such as road closures, instructions from the emergency services or any other updates to communities by using the telephone tree or WhatsApp.	<input type="checkbox"/>
●	If there is a widespread power outage, consider opening a pre-identified community venue to act as a “hub” for residents to get information, hot food etc. Ensure residents are notified that this is open either by social media, phone call, door knocking or any other means of communication.	<input type="checkbox"/>

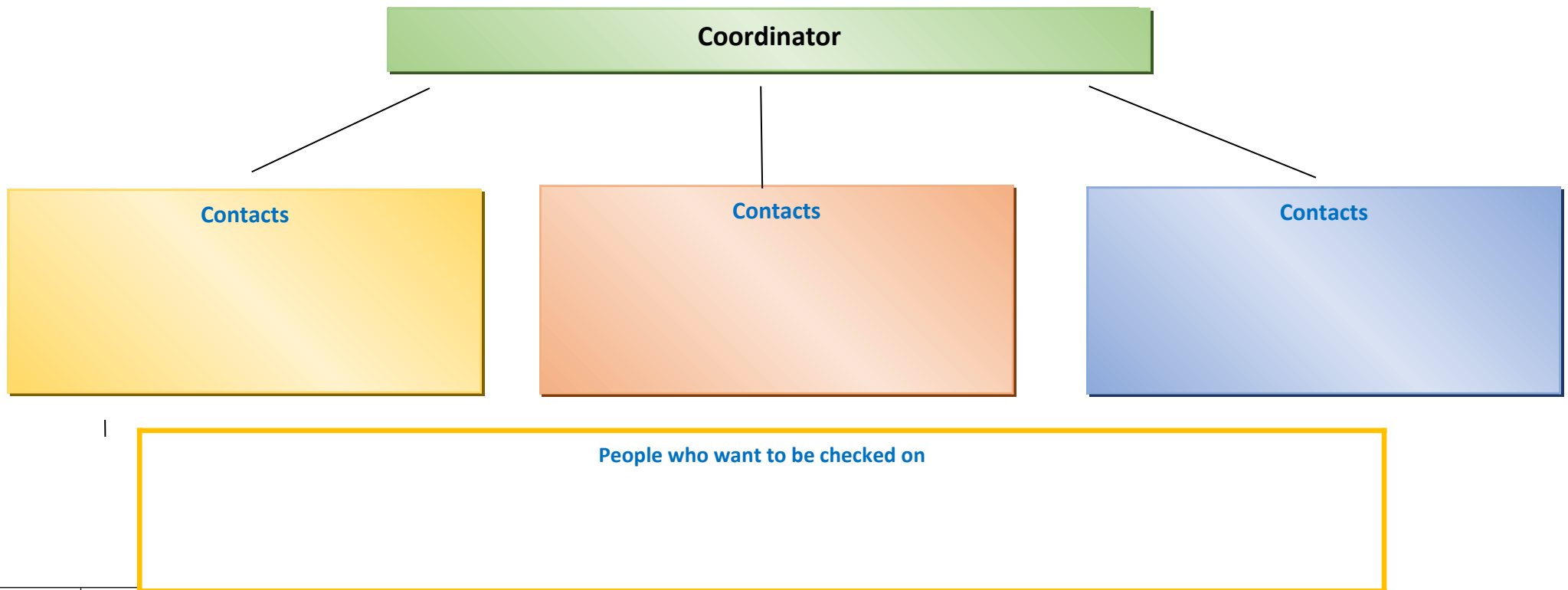
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## 11. Emergency Contacts and Communications

This section contains the contact details of relevant individuals who may need to be notified of an emergency and the contact details of responding organisations. Remember to comply with GDPR.

### 11.1 Telephone Tree

The phone tree works, with **????** at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.



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## 11.2 WhatsApp

A WhatsApp group may be set up instead of or in addition to a telephone tree to enable community members to distribute messages.

## 11.3 Community members who may like to be 'checked on' in an emergency

### List held by Parish Council??- GDPR

Remember to abide by GDPR regulations when collecting, storing, sharing and deleting this information. ???? will act as the designated data controller for the information.

## 11.4 Communications

Some emergencies may lead to communications being hampered such as loss of mobile phone signal, online network coverage or charge and landlines being cut off. For these reasons you should not rely solely on mobile phones or landlines as primary sources of communication. Other ways of communication could include:

- Always maintaining visual contact with other volunteers or emergency services where possible (wearing a high vis vest will make this easier)
- Inform someone else where you are and what you will be doing at all times
- Provide whistles to volunteers
- Door knock residents if phones are out of use (see [Appendix B](#) for door knocking checklist)

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## 11.5 Key Responder Contacts

Name/Organisation	Telephone:
Emergency Services	999
Police non-emergency enquiries Anti-terrorism hotline Crime stoppers	101 0800 789 321 0800 555 111
Fire and Rescue Service - non-emergency enquiries	0345 305 8383
Civil Contingencies Unit email for activation notification Civil Contingencies Unit telephone number for office hours enquiries	<a href="mailto:ccuenquiries@durham.gov.uk">ccuenquiries@durham.gov.uk</a> 03000 264654
Health - non-emergency enquiries	111
Gas emergencies	0800 111 999
Electricity emergencies	0800 66 88 77
Emergency water leaks and sewerage	0345 717 1100
Social Care Direct - for concerns about someone's welfare	03000 267 979
Durham County Council Customer Services	03000 26 0000
Northern Powergrid general enquiries: For power cuts, 24 hour emergency number:	0800 011 3332 0800 66 88 77
Northern Gas Networks	0800 040 7766
Durham County Council Environment, Health and Consumer Protection	03000 261 016
RSPCA (for assistance with care and appropriate housing for pets and animals)	0300 1234 999
Believe Housing	0300 111 999 and email any additional information (e.g., photographs) and contact details to <a href="mailto:hello@believehousing.co.uk">hello@believehousing.co.uk</a>
Bernicia Homes	0344 800 3800 (including emergency 24 hour)
Livin	0800 587 4538

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## Section Three

# Supporting Plan Information and Appendices

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## 12. Plan Administration

### 12.1 Amendment Procedure

It is essential that information in this plan is kept up to date. This plan will be reviewed annually, or after any incident.

If any amendments are made to this plan, the reviewed document should be forwarded to and the CCU.

### 12.2 Document Distribution and Control

Access to this plan is available to all individuals/organisations named in the plan.

Electronic copies of this plan are held in the following places:

- Parish Council system?
- Civil Contingencies Unit (CCU) system

A redacted electronic copy of the plan can be found on Resilience Direct and will be available to emergency services.

Other organisations / people who need to be aware of the plan are listed below.

Role	Issued on	Contact Details

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### 12.3 Training & Exercising

It is essential that this plan is routinely tested and reviewed to ensure it is fit for purpose. Details of training and exercising will be documented in the table below.

Date	Event	Event Type	Outcome

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### 13. APPENDIX A: Incident Log Template

Log Number	Time	Log Entry	Action/Remark

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### 14. APPENDIX B: Door Knocking Checklist

Volunteers must always work in pairs when door knocking and health and safety/ risk assessments need to be considered before doing so. The following table should be used when door knocking residents to gather information about their wellbeing. Remember to abide by GDPR regulations when collecting, storing, sharing and deleting this information. ???? will act as the designated data controller for the information.

Date and time:

Hous e No	Street	Any response	Full Name	Mobile No	Email	Phone / internet	Access to food	Able to stay Warm

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## 15. APPENDIX C: Personal Preparedness and Vulnerable Persons Registers

### Grab Bag

It's a good idea to have a grab bag prepared and ready in your home. This could be a backpack which is full of useful and important items that you may need if you were evacuated from your home due to an emergency. Suggested items to include are as follows:

- Important documents (insurance, ID etc.)
- Medication
- Contact numbers
- Non-perishable snacks
- Wind up torch
- Power bank
- Phone charger
- Toiletries
- Money
- Games for children
- Pet items

### Personal and emergency contact list

It is a good idea to have a list of personal contact numbers written down and stored in your grab bag. This is in case your mobile phone runs out of battery. It is also useful to have a list of emergency contacts.

### Household emergency plan

Every household should have a household emergency plan. A template can be found on the Durham County Council website: <https://www.durham.gov.uk/emergencysafety>

### Vulnerable Persons Registers

Utility companies each have their own vulnerable persons register so it is a good idea to sign up to all of them to ensure you are on their priority service list in an incident if you feel it necessary.

- Northern Powergrid Priority Services Membership: <https://www.northernpowergrid.com/care>
- Northern Gas Networks Priority Customers: <https://www.northerngasnetworks.co.uk/network-supply/priority-customers/>
- Northumbrian Water Priority Services:
- <https://www.nwl.co.uk/priority>

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## 16. APPENDIX D: Volunteer Code of Conduct/ Handbook and Public Liability Insurance

### Will the group be held liable?

Often people can be prevented from assisting in an emergency due to concerns about whether they can be held liable due to the unintended consequences of their actions. Due to this the Government introduced a new Act of Parliament called the SARAH Act 2015 to give confidence to those who do intervene with a level of protection within the courts.

The SARAH Act does not provide a 'blank cheque' for individuals or organisations to do anything in the name of benefiting society, however. If you or your group can be proved to be negligent then you will still be held liable for your actions. However, if you can prove that what you did was carried out as safely as possible, with the best of intentions, or as an act of 'heroism' during an emergency then the courts will weigh that in your favour. By setting up an organized community emergency group, undertaking training and exercising, equipping volunteers suitably and so on, you will go a long way to providing due diligence and you will leave yourself less liable. Insurers will not insure groups or extend Public Liability cover to Parish Councils that cannot prove they can manage their volunteers effectively and safely.

***In summary, your group should retain public liability insurance to cover any negligence claims regardless of the SARAH Act and you should have the relevant documents/ processes in place to support this.***

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## 17. APPENDIX E: Assessing Risk as Volunteers

It's not always easy to assess the level of risk you may face in advance of an emergency. During an incident sudden changes to the weather, the time of the day, the behavior of others, and other factors can potentially make certain tasks riskier.

Continually assess the risk as you carry out your role using a dynamic risk assessment.

If you consider a task too risky, firstly consider if there is an alternative way of doing it. You might want to put control measures in place to reduce the risk. This could be using certain equipment or asking for assistance from others.

If you are still concerned it is important that you DO NOT do the task. Instead, report back to the Community Emergency Coordinator with your concerns and await their instruction.

Remember that you are not part of the paid emergency services and you should not place yourself in danger in any way. Your safety is paramount at all times.

### Your responsibility to others:

Despite your best intentions as a community emergency volunteer always bear in mind that in certain situations, you may not be the right person to provide assistance or advice to others. In some situations, the most responsible course of action may be to defer providing assistance directly and seek support from a trained professional. Above all do not put the safety and wellbeing of others at risk through your own actions.

### Working in pairs:

Volunteers must always work in pairs to:

- Assess risk and decide actions together
- Swap tasks
- Provide safeguarding
- Remind each other of training
- Alert their partner to danger

Remember to listen and act on your partners concerns about danger and risk. Never go out of sight of each other and always speak up if you are concerned about your partners actions and decisions.

### Safety equipment:

Your health and safety should always remain priority. As a community volunteer you should always wear a high vis jacket or vest when outdoors, day or night.

Remember to always be visible to others and always use a torch when working in low light conditions or the dark.

You may want to consider using other equipment such as gloves, boots and hand sanitiser for example. Always keep equipment clean and ready for use.

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