

Community Emergency Plan

RESPONSIBLE COMMITTEE: POLICY AND FINANCE

If an emergency occurs, your first action should ALWAYS be to contact the emergency services by dialling 999

This is a policy/procedure document of Saltash Town Council to be followed by both Councillors and Employees.

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THE COMMUNITY EMERGENCY PLAN

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Introduction

TO DRAFT

Aim

The aim of this plan is to enhance resilience within the local community by developing a robust and coordinated approach that complements the plans of responding agencies.

Objectives

- Identify the risks that are most likely to impact the community.
- Determine the necessary actions to mitigate and respond to emergencies, including issuing community warnings when needed.
- Identify vulnerable individuals, groups, and establishments within the community.
- Recognize available community resources that can assist during an emergency.
- Provide key contact information for the Community Emergency Response Team, key community resources, emergency services, and local authorities.
- Offer information and support to the emergency services upon their arrival and as needed throughout the event.

First things to do in the event of an Emergency

Please remember these are temporary places of safety for short periods of time until external help arrives

1. Ring 999 to inform the Emergency Services and provide

- Clear
- Concise
- Actual information as soon as possible

2. Contact the plan volunteers

3. Meet at the Coordinators Assembly Point

Primary Coordinator Assembly Point

Name of Venue: The Guildhall

Address of Venue: Lower Fore Street, Saltash, Cornwall PL12 6JX

In the event that the above location is inaccessible the following will be used:

Back Up / Secondary Coordinator

Name of Venue:

Address of Venue:

Section 2: Activating the Community Emergency Plan

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Section 3: Proposed Community Emergency Response Team composition (CERT)

Role	Name	Tel	Mobile 24/7	Address
Coordinator				

The role of the Community Response Team (CRT) Co-ordinator is to:

- Pull together 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 the Cornwall Council and the emergency services, to ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to the community.
- Delegate specific roles to others on the CRT
- Activate resources as required.

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 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 Cornwall 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.

3: Communication Tree

The Emergency Coordinator should contact the coordinators below who will notify the people identified.

At least one of the coordinators should be the key holder to the nominated assembly point

NAME	NOTIFYING	CONTACT DETAILS
	1. 2. 3. 4.	1. 2. 3. 4.
	1. 2. 3. 4.	1. 2. 3. 4.
	1. 2. 3. 4.	1. 2. 3. 4.
	1. 2. 3. 4.	1. 2. 3. 4.

Section 4: Community Resources and Skills

Proposed Evacuation Assembly Points

Record here details of accommodation that would be suitable for persons, including casualties, requiring temporary shelter until help arrives e.g. halls, hostels, churches etc. Local authority premises, schools, leisure/community /day centres will be opened by the local authority as appropriate.

Emergency Evacuation Assembly Points					
Key Holders Name	Facility Address	OS Grid Ref	Telephone No.	Mobile No.	Email Address

Ensure that the managers of these buildings are aware of their inclusion in this Plan, and that they are briefed as to what might be expected of them in an emergency i.e. to open the building, provide shelter (including heating if appropriate) and refreshments to evacuees.

Schools				
Resource	Address	Telephone No.	Mobile No.	24 hour
Burraton Community Primary School:	Fairmead Road, Saltash, Cornwall, PL12 4BY	+44 1752 843161		burraton.cornwall.sch.uk
Bishop Cornish CofE VA Primary School	Lynher Drive, Saltash, Cornwall, PL12 4JX	+44 1752 845559		bishop-cornish.cornwall.sch.uk
Brunel Primary & Nursery Academy	Saltash, Cornwall, PL12 6DW	+44 1752 843704		brunelprimary.co.uk
St Stephens (Saltash) Community Primary School	Long Park Road, Saltash, Cornwall, PL12 4EG	+44 1752 843883		st-stephens-salt.cornwall.sch.uk
Landulph Primary School	Landulph, Saltash, Cornwall, PL12 6NG	+44 1752 843549		landulphprimary.org.uk
Saltash Community School	Wearde Road, Saltash, Cornwall, PL12 4AY	+44 1752 843715		saltash.net

Skills

Include contact details for any person within the community with skills or knowledge that may be able to assist in a response to an emergency.

It may be helpful to categorise these into groups e.g. medical (doctors, nurses, qualified first aiders etc), chemists, clergy or other faith group leaders, voluntary organisations, vets, farmers, radio amateurs, language experts etc.

This section could also include details of community groups or individuals such as flood wardens, neighbourhood watch, Police Community Support Officers voluntary/community groups, first aiders etc.

[illegible]

Resources

Include contact details for any person or resource within the community that may be able to assist in a response to an emergency.

It may be helpful to categorise these into groups e.g. buildings, communications, local businesses, sources of heavy lifting equipment, lighting, generators, pumps, sand, sand bags, transport, boats etc

Name of Group	Address	Contact Number	Additional Information

Construction			
Name of Company	Address	Contact Number	Additional Information

Electrical & Plumbing			
Name of Company	Address	Contact Number	Additional Information

Pharmacies			
Name of Company	Address	Contact Number	Additional Information

Community Organisations and Local Community Representatives			
Name of Company	Address	Contact Number	Additional Information

Transport			
Name of Company	Website	Contact Number	Additional Information
Saltash Taxis	https://www.saltashtaxis.co.uk/	07733 853434	
Saltash Taxis Double Two	https://www.doubletwotaxis.co.uk/	01752 848422	
Darrens cars Saltash		01752 418202	darrentaitcars@gmail.com
SDVH Minibus Hire	https://sdvh.co.uk/minibus-hire/cornwall/saltash/	020 8168 8158	
Saltash Boat & Mooring Services	https://www.google.com/maps/search/Saltash+Boat+%26+Mooring+Services%2C+Saltash%2C+UK	01752 845482	
Treluggan Boatyard	https://chatgpt.com/?model=auto#:~:text=VISITMYHARBOUR.COM-,Treluggan%20Boatyard,-Saltash%2C%20UK	01752 851679 or 07596 702768	
Saltash Sailing Club	http://www.saltashsailingclub.co.uk/	01752845988	
Saltash to Royal William Yard Ferry	https://www.plymouthboatslips.co.uk/ferries/rwy-saltash-ferry/		

Supporting Organisations

Emergency Contact numbers

Emergency Services (Police, Fire, Ambulance)	999
NHS 111	111
Non-Emergency Police	101
Saltash Town Council	01752 844846
Saltash Library Hub	01752 844846
Saltash Health Centre	01752 842281
Tamar Bridge & Torpoint Ferry (Bridge Emergency Line)	01752 362607
Highways England	0300 123 5000
Environment Agency	0370 8506506
Cornwall Council General Enquiries	0300 1234 100
Cornwall Council Out-of-Hours Emergencies	01208 251300
Flooding (River or Sea): Environment Agency	0800 80 70 60
Flooding (Surface Water or Road Flooding): Floodline	0300 1234 222
Met Office	0370 900 0100
South West Water - Emergency (Water or Wastewater)	0800 169 1144
South West Water - Water Supply or Sewerage Emergencies	0344 346 2020
Gas Emergency (Leaks or Smell of Gas)	0800 111 999
British Telecom	0800 800 150
Derriford Hospital	01752 202082
Royal Eye Infirmary	01752 792400
Cumberland Centre MIU	01752 434390
Liskeard Hospital MIU	01579 373500
Citizens Advice	0808 8127156
BBC Radio Cornwall	01872 275 421
BBC Radio Devon - Spotlight	1752 201

Section 5: Vulnerable Groups

Vulnerable Groups			
Name of Group	Address	Contact Number	Additional Information
Anchor - St Anne's Care Home	Plougastel Drive, Saltash, Cornwall, PL12 6DX	+44 1752 845023	24-hour residential care for older people with dementia
Cresta House	40 Callington Road, Saltash, Cornwall, PL12 6DY	+44 1752 843704	Sheltered housing with 8 studio rooms and 5 apartments
Malvern House	10 St Stephens Road, Saltash, Cornwall, PL12 4BG	+44 1752 844646	Provides nursing and residential care for up to 22 residents, including respite, short-term, and day care.
Tamar House Care Home	175 Old Ferry Road, Saltash, Cornwall, PL12 6BN	+44 1752 843579	An independently run care and nursing home
The Elms Care Centre	108 Grenfell Avenue, Saltash, Cornwall, PL12 4JE	+44 1752 846335	Provides residential, nursing, respite, and day care services
Fountain Head House School	Callington Road, Saltash, Cornwall, PL12 6DJ	+44 1752 842314 fhhschool.co.uk	children aged 5 to 16 with special educational needs

Main local risks or hazards most likely to result in plan activation

When completing the plan groups should consider what are the main risks or hazards that are most likely to occur resulting in the activation of the plan.

This is not meant to be an exhaustive list however it does provide a list that will be helpful both the group and other reading the plan who may not know the area in as much detail.

It is therefore expected that if present, risks or hazards such as the following would be recorded here

- Main sources of flooding
- Petrol stations to be included
- Airports
- Places where significant quantities of chemicals or accelerants are stored

Each community is different and it is for each group to consider what should be put in this section.

Risk or Hazard	LOCATION OS Grid Reference	Other Info
Risks to the Tamar Bridge and Saltash Tunnel:		<ul style="list-style-type: none">• Traffic Accidents• Fire• Natural Disasters• Structural Damage• Terrorist Attacks• Power Failures• Flooding• Environmental Hazards
Risks to the Waterside area in Saltash:		<ul style="list-style-type: none">• Flooding• Coastal Erosion• Storm Surges• Pollution• Boating
Risks to Saltash from Munitions Hill:		<ul style="list-style-type: none">• Explosion or Fire• Contamination• Flooding• Landslides or Erosion• Terrorism or Vandalism

DISCLAIMER – This is not designed to be an exhaustive list but is provided in this plan to identify risks or hazards that the community feels are most likely to occur resulting in the plan being activated.

Other Local Hazards

Areas prone to particular hazards are best known to the local people and best identified by them.

Also see link to Devon, Cornwall and Isles of Scilly Local Emergency Forum community risk register <https://www.dcisprepared.org.uk/what-we-do/local-risks/>

Examples of hazards would be. Rivers, Petrol Stations, Electrical Sub Stations and industrial premises etc.

HAZARD	LOCATION OS Grid Reference	Other Info

Section 6: Flood planning

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Map showing direction of flooding

Include a map in the flood plan showing the flood risk area and direction of flooding

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Actions to be taken before and during a flood

	Before a flood				During a flood		
Area number	Location at risk	Source and direction of potential flooding	Triggers e.g. Met Office weather warnings or Environment Agency flood warnings	Local actions	Actions	Equipment required	Time required
Area 1	Waterside	River Tamar	Met Office weather warnings				
Area 2							
Area 3							
Area 4							
Area 5							

After a flood – local contractors

List of local companies/contractors whose help you may need after a flood. Encourage residents and businesses to

- 1) take photos before the clean up as they may need to rely on them for insurance claims, and
- 2) ask their insurer before discarding items that can't be cleaned, as they may want to make a claim for the items.

Get contracts in place, or know who to call for assistance. If help is not needed, you can leave this section

blank. Point affected residents and businesses to this information:

- Get help after a flood (Environment Agency): <https://www.gov.uk/after-flood>
- Support for flood victims (British Disaster Management Association)

Company name	Business type	Telephone	Fax/other

Only add details of contractors not already contained within Section 4.4

Section 7: Toolbox

Emergency Action Check List

Action		Complete
1	Where an emergency is possible or anticipated monitor the situation and warn members of the CRT and community as appropriate. Be prepared to respond urgently.	
2	Dial 999/112 and ensure the emergency services are aware of the emergency and follow any advice given.	
3	Contact and inform Cornwall Council.	
4	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.	
5	Contact other members of the Community Response Team and members of the community that need to be alerted by agreed method. <ul style="list-style-type: none">• Households affected.• The Town & Parish Council / Ward via the Town or Parish Clerk.• Volunteers and key holders as appropriate.	
6	If necessary, call a community meeting but ensure the venue is safe and people can get there safely	
7	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.	
8	When the emergency services attend, the co-coordinator should make him/herself and the CEP available.	

UNDER NO CIRCUMSTANCES SHOULD YOU PUT YOURSELF OR OTHERS AT RISK TO FULFIL THESE TASKS

Incident Log

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

Evacuation Assembly Points

Buildings Information

Please enter details of the nominated Evacuation Assembly Points in the boxes provided below, paying particular attention to providing the postcode of the building itself, and the contact telephone number(s) of the Key holders.

Please ensure that the location you identify know they are nominated and have agreed to be used

Please remember these are temporary places of safety for short periods of time until external help arrive.

Location Information			
Name of Building:			
Address of Building: Including postcode (and grid reference if known)	Postcode:	Grid ref:	
Telephone Number:			
Fax Number:			
Is it accessible by	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is it accessible by	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
No. of car parking spaces:			
Building Information			
Maximum Capacity:			
Number of Rooms:			
Any potential sleeping areas? (if bedding were to be provided)			
Wheelchair Access:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Number of toilets:	Male <input type="checkbox"/>	Female <input type="checkbox"/>	Unisex <input type="checkbox"/> Disabled <input type="checkbox"/>
Bath / Shower- rooms:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If Yes, how many?
Kitchen:	Facilities:		
	Is the kitchen powered by: Gas <input type="checkbox"/> Electric <input type="checkbox"/>		
Water:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Heating type:			
Is there Mobile phone /Broadband service available	Yes <input type="checkbox"/>	No <input type="checkbox"/>	State provider <input type="checkbox"/>

Key holder Information*Please provide details of 2 key holders for this building:*

Key holder 1		Key holder 2	
Name:		Name:	
Address:		Address:	
Telephone:		Telephone:	
Mobile:		Mobile:	

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Buildings Information – Evacuation Assembly Points

If any Risk Assessments have been carried out for this building/area, will we be able to have access to them in the event of the building being used during an emergency? Yes ☐ No ☐

If YES, please note down in the Additional Information box below, where we can obtain copies from.

If NO please contact your Health and Safety expert to undertake the Risk Assessment required. Please enter any additional details or information about the nominated Evacuation Assembly Point in the box provided below (for example: the type of rooms or accommodation the building could provide; the approximate sq. footage; any additional office space or outside areas that could be used; is there somewhere that could be used as a reception area or information point; are there any additional telephone points etc).

Additional Information

Data Protection Information for Key holders

The information entered on this form may be required to be accessed in the event of an emergency and / or in any future emergency planning. The information which you (the key holders) have provided (i.e. your name, address and telephone numbers), is classed as 'publicly available' information, and as such you **do not need to sign the Data Protection release statement below unless the telephone number you have supplied is ex-directory**. If you (the key holder) have given an ex- directory telephone number, please read the following information carefully and sign on the relevant line below.

I, the undersigned, give permission for the information I have provided to be used in the Community Emergency Plan, to be accessed and used in the event of an emergency and/or matters pertaining to emergency planning

Section 8: Map of area covered by plan

Map of area covered by Plan

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Section 9: Distribution List & Review Date:

Distribution List:

NAME	LOCATION	CONTACT NUMBER	EMAIL ADDRESS

Plan Review date:

This plan is to be reviewed on: INSERT DATE

Section 10: Acknowledgements and Disclaimer

Acknowledgement

This document is based on an original version prepared by Saltash Town Council, Emergency Planning Team.

This Draft Template has been prepared by Cornwall Council Emergency Management

The information contained in this document is for guidance only.

It is acknowledged and accepted that Cornwall Council will not be liable, either under this Guidance or otherwise, for any actions or omissions of any community groups or volunteers in an emergency situation. The suitability of the application of this Guidance to the emergency situation shall be entirely for the determination of the communities themselves.

This Guidance does not constitute legal advice in relation to emergency planning.

Endorsed by Community Emergency Planning Management Group on INSERT DATE

Householders Emergency Plan

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

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

Complete the following sections and keep the plan in a safe place that all members of your household can easily access:

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

GO IN, STAY IN, TUNE IN, LOG IN

Station	Frequency	Website
BBC Radio Cornwall	95.2, 96, 103.9 FM	http://www.bbc.co.uk/radiocornwall
Pirate FM	102.2, 102.8 FM	http://www.piratefm.co.uk
HART	105.1, 107	http://www.heart.co.uk/cornwall

INFORM THE REST OF YOUR FAMILY / FRIENDS

Household Contact Details		
Name	Mobile	Work

If you are evacuated is there somewhere you can go? Friends or Family?

If you can't contact each other, where should you meet / or who should you leave a message with?

Who will be responsible for picking the children up from school? (If applicable)

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

KEY CONTACT NUMBERS

Emergency Telephone Numbers			
Emergency Services	999	Doctor	01566 772131
Cornwall Council	0300 1234 100	School	
Local Police Station		Home Insurance	

Create an Emergency Box

Be prepared. Creating an emergency box will help you locate essential items 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	A copy of this plan
First Aid Kit	

In case you are unable to leave the house, you should have:	
Bottled Water	Ready to eat food (tinned)
Bottle / Tin Opener	
In case you are stuck in your car, 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 safe and well.

Name	Address	Home Telephone	Mobile

Useful Websites	
Cornwall Council	www.cornwall.gov.uk and search Emergency Management
Environment Agency	www.environment-agency.gov.uk
BBC Cornwall	www.bbc.co.uk/cornwall
National Flood Forum	www.floodforum.org.uk
Cornwall Community Resilience Network	http://www.cornwall.gov.uk/default.aspx?page=32004
Cornwall Community Flood Forum	http://www.cornwall.gov.uk/default.aspx?page=31852