

APPENDIX A

Saltash Town Council



Emergency Plan

Version One – Created INSERT DATE

This Plan is next due for review on – INSERT DATE

Insert local Image?

Supporting Logo's

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

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1: First things to do in the event of an emergency

1. Ring 999 to inform the Emergency Services and provide clear, concise and actual information as soon as possible
2. Contact the plan volunteers – Refer to section 4.2
3. Meet at the Coordinator's Assembly Point (See below)

Primary Coordinator Assembly Point

Name of Venue: Saltash Guildhall

Address of Venue: The Guildhall, 12 Lower Fore Street, Saltash, PL12 6JX

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

Backup Coordinator Assembly Point

Name of Venue: Saltash Library Hub

Address of Venue: Plougastel Drive, Saltash, PL12 6DX.

1.1 Map of area covered by plan:



2: Activating the community emergency plan

Community Response Team

Until help arrives and without endangering yourself or other local people contact the appropriate members of the community listed in the plan and ask them to report to the agreed assembly point.

There should be no serving emergency services personnel listed as they may not be available to assist your community in an emergency as they may be deployed elsewhere to assist in the response.

When the emergency services or other responders have arrived try to make contact with them, explain who you are and what your role is.

Sometimes full plan activation will not be required and the plan should also be seen as a resource to solve smaller issues within the community.

Role	Name	Telephone	Mobile	Address
Coordinator	Chairman			
Deputy Co-Ordinator	Vice Chairman			
Team Member 1	Town Clerk			
Team Member 2	Councillor Ashburn			
Team Member 3	Councillor Miller			
Team Member 4	Councillor Nowlan			

The role of the Community Response Co-ordinator

- Lead and coordinate the community response during an emergency.
- Assess the situation and mobilise resources as required.
- Liaise with external agencies and request additional assistance and resources when necessary.
- Ensure an effective and organised response to support the community throughout the incident.

The role of the Community Response Deputy Co-ordinator

- Support the Community Response Co-ordinator in carrying out their duties.
- Act on behalf of the Community Response Co-ordinator when they are unavailable.
- Assist with the coordination and management of emergency response activities as required.

The role of Community Response Team Members (one to four)

(Comprised of the Town Clerk and Emergency Plan Working Group Members)

- Assist the Community Response Co-ordinator in implementing the Emergency Plan.
- Carry out allocated tasks and responsibilities during an emergency incident.
- Maintain communication with the Community Response Co-ordinator and other team members.
- Support the gathering and sharing of information to help assess community needs.
- Assist with the deployment and coordination of volunteers, resources, and equipment as required.
- Provide practical support to affected residents and vulnerable members of the community, where appropriate.
- Help maintain records of actions taken, resources used, and key decisions made during the response.
- Support recovery activities and contribute to post-incident reviews and lessons learned.

3: Contact Numbers

3.1 Emergency Contact Numbers

Organisation	Telephone (Office Hours)	Telephone (Out of Hours)
Floodline (for flood warnings and advice)	0345 988 1188	0345 988 1188
Environment Agency Incident Hotline (to report flooding)	0800 80 70 60	0800 80 70 60
Cornwall Council - Emergency Management	Call Emergency Management via Cornwall Fire and Rescue Service Critical Control on 0203 162 2240 and ask for the Duty Emergency Management Officer who will then call you back.	0203 162 2240
Cornwall Council – Report flooding or drainage issues on public roads	0300 1234 222	0300 1234 222
Cornwall Council – Environmental Health	0300 1234 212	0300 1234 222 – emergencies only
Fire & Rescue Service	999 Emergency	999 Emergency
Police	999 Emergency	999 Emergency
Ambulance Service	999 Emergency	999 Emergency

HM Coastguard	999 Emergency	999 Emergency
SW Water Company	0344 346 2020	0344 346 2020
Electricity	National Grid – 0800 6783 105	105
Gas	British Gas - 0800 111 999	0800 111 999
Telecommunications Company	BT 0800 917 0510	

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3.2 Communication Tree

The Emergency Coordinators should contact the Team Members below who will notify the people identified.

Name	Notifying	Contact Details
Coordinator 1		
Coordinator 1		

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4: Community Resources and Skills

4.1 Community Emergency Hubs

The details listed are identified accommodation that could be used to provide temporary shelter for people, including casualties, until further assistance arrives.

Key Holders Name	Facility Address/ Location	Considerations	Telephone No.	Mobile No.	Email Address

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4.2 Community Skills / Volunteers

This section lists community volunteers who have agreed to be contacted if their skills or support may be helpful during an emergency. These individuals have offered their assistance and may be called upon to provide practical help where appropriate.

Volunteer Name	Profession / Skill	Contact Number

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5: Local hazards and Vulnerable Groups

5.1 Vulnerable Groups

If additional assistance is required for vulnerable residents, this should be reported to Cornwall Council's Emergency Management Team via Fire Control. Contact details can be found in Section 3.1.

A secure record of vulnerable groups and relevant support organisations will be maintained by the Town Clerk or a nominated officer. In the event of the Emergency Plan being activated, the Community Response Co-ordinator will be granted access to this information where necessary.

To comply with data protection requirements, the Emergency Plan will not contain personal information relating to individual residents. Instead, it will include location-based contacts and details of organisations that may be able to provide assistance to vulnerable members of the community.

Responsibility	Point of Contact	Contact Number
Data Controller	Town Clerk or Nominated Officer	
Community Response Co-ordinator	Chairman of the Town Council or Deputy Chairman	
Tamar Ward Contact	Cllr Nowlan	
Trematon Ward Contact	Cllr Miller	
Essa Ward Contact	Cllr Ashburn	
Rowan House		
Asheborough House		
St Annes		
Tamar House		

The Elms		
Malvern		
Radford Gardens		
Memory Box		
Community Enterprises PL12		
Dr's Surgery's		
Nurseries / Pre Schools		
Supported Housing in Saltash		
Known Sheltered Accommodation		

Note

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

For ANY event please follow these actions:

1. Is there an immediate risk to life? If YES, Call 999.
2. Alert Cornwall Council Emergency Management Team if you intend to activate the plan (3.1).
3. Contact the Emergency Coordination team via the communication tree (3.2).
4. Consider opening a Community Emergency Hub (4.1).

To action

Risk or Hazard	Location (If possible)	Other Information / Considerations	Actions to be taken
e.g Flooding	See Flood Plan (Section 6)		<ul style="list-style-type: none"> • e.g. Warn and inform residents of the situation • See Flood Plan and actions in section 6.
e.g. Loss of power over extended period of time			<ul style="list-style-type: none"> • Report to National Grid on 0800 6783 105 or 105 (out of hours) • Use the distribution contact list to make contact with vulnerable people. • Consider opening the Community Emergency Hub Point if possible.

Access points to Saltash	A38 Liskeard A38 Tamar Bridge A388 Callington		<ul style="list-style-type: none"> • Communications to public to advise roads closed • Suggest alternative routes
Weather	Storms Extreme heat and cold		<ul style="list-style-type: none"> • Communications to public • Access to Pontoon
Gas Leak	Treleddan		<ul style="list-style-type: none"> • Communications to public
Plymouth Ammunitions	Plymouth		<ul style="list-style-type: none"> • Communications received from Plymouth • Communications to public • Access to river • Access to bridge

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.

6: Community Flood Plan

Community Group(s):

Floodline Quick dial Number: 03459 881 188

Which Environment Agency flood warnings are you registered to receive?

<https://www.gov.uk/get-flood-warnings>

MET office weather warnings

Flood Warning Triggers:

- Spring high tide forecasted, heavy rain and/ or storm.

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6.1 Roles and Responsibilities of the Group

During a flood incident, the Coordinator/Deputy Coordinator should:

- Inform Cornwall Council Emergency Management that the plan has been activated.
- Contact the Community Volunteers to stand up the Group.
- Warn the wider community via ____ (e.g. WhatsApp, social media, face to face etc)
- Nominate Community Emergency Hub Points if necessary.
- Upon arrival of the emergency services, the coordinator should make themselves known, provide them with a copy of the Flood Plan and be available to provide local knowledge.
- Collate and record information from the volunteers.

During a flood incident, the volunteers and all members of the Community Emergency Plan should-

- Help relay information to the community, for example to pass on the flood warnings or information on road closures.
- Collect information about the flood and its impacts so that this can be passed on to the relevant authorities. This can help with any subsequent investigations and with planning to reduce future flood risk.
- Record information and actions taken on the logging sheet.

During a flood incident, it is important that the Volunteers:

- Always follow guidance from the emergency services and authorities.
- Stay out of the water, prioritise safety and do not put themselves or others at risk.
- Do not attempt to deal with potentially difficult people or situations but simply report them to the relevant authorities.

6.2 Locations at risk of flooding and local flood actions

Area Number	Location of risk	What3Words	Trigger	Local Flood Specific Action
Area 1				
Area 2				

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6.3 Maps showing direction of flooding

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6.4 After a Flood

The Community Flood Group should encourage residents and businesses to:

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

After a flood, residents should be signposted to the following for support:

1. Get help after a flood (Environment Agency): <https://www.gov.uk/after-flood>
2. Support for flood victims (British Disaster Management Association): <https://bdma.org.uk/>
3. Cornwall Community Flood Forum: <https://www.cornwallcommunityfloodforum.org.uk/>
4. Cornwall Council: [Recovering the community after an emergency - Cornwall Council](#)

7: Toolbox

7.1 Logging Sheet

Date	Time	Name	Information / Decision / Action

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7.2 First Meeting Briefing / Agenda

This agenda provides a structured approach for the initial meeting following the declaration of an emergency. It is designed to support effective coordination, clear decision-making and efficient activation of the Emergency Plan.

Item	Details / Guidance
Confirm Safety	Ensure all expected attendees are safe and accounted for. Check Community Emergency Hub is safe for use.
Nominate Chair / Minute Taker	Appoint one person to lead, another to take notes.
Situation Report	Brief summary of what is known: <ul style="list-style-type: none">• What has happened/ expected to happen?• Who is potentially/ has been affected?• What is the current impact, if applicable?
Initial Priorities	Agree urgent actions: <ul style="list-style-type: none">• Welfare checks• Communication / Communication zones• Shelter or support• Contact with emergency services
Assign Roles	Allocate tasks (e.g. site checks, comms, volunteer coordination)
Volunteer Development	Identify which volunteers are available and where they are needed
Community Emergency Hub Decision	Is it needed? Is the venue safe and available?
Communication Plan	Agree how and when to send updates. Note any outages or limitations.
Log Keeping	Ensure someone is logging all actions

Set Next Check-In / Battle Rhythm	Agree when the team will reconvene or check back in.
Any Other Urgent Business	Catch any missed points before closing the meeting

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7.2 Community Emergency Hub building details

Primary Location Information	
Name of Building:	SaltashTown Council Guildhall
Address of Building:	12 Lower Fore Street
Telephone Number:	01752 844846
Is it accessible by car:	Yes
Is it accessible by bus:	Yes
No. of car parking spaces:	64
Building Information	
Maximum Capacity:	147 Seated / 300 Standing
Number of rooms:	2
Any potential sleeping areas? (If bedding were to be provided)	Yes
Wheelchair Access:	Yes
Number of Toilets:	1 accessible / 3 female / 3 male
Bath / Shower Rooms:	No
Kitchen:	Yes
Water:	Yes

Heating Type:	GCH
Is there Mobile phone /Broadband service available	Yes
Secondary Location Information	
Name of Building:	SaltashTown Council Library Hub
Address of Building:	Plougastel Drive, Saltash PL12 6DX
Telephone Number:	01752 844846
Is it accessible by car:	Yes
Is it accessible by bus:	Yes
No. of car parking spaces:	80 Car Parking spaces located at Saltash Leisure Centre
Building Information	
Maximum Capacity:	TBC
Number of rooms:	TBC
Any potential sleeping areas? (If bedding were to be provided)	Yes
Wheelchair Access:	Yes
Number of Toilets:	TBC

Bath / Shower Rooms:	TBC
Kitchen:	TBC
Water:	Yes
Heating Type:	TBC
Is there Mobile phone /Broadband service available	Yes

Key Holder Information			
Details of two key holders required for building access:			
Key Holder 1		Key Holder 2	
Name:	Brian Stoyel / Chairman	Name:	Sinead Burrows / Town Clerk
Address:		Address:	
Telephone:		Telephone:	
Mobile:		Mobile:	

Building Information – Community Emergency Hubs

Risk Assessments for the building / area:

Additional Information

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7.3 Data Protection Information for Keyholders

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

Key Holder 1

Name: _____

Signed: _____

Date: _____

Key Holder 2

Name: _____

Signed: _____

Date: _____

8: Distribution list and review date

Distribution List

Name	Storage	Contact Number	Email Address
Cornwall Council Emergency Management Team			
Environment Agency			
Cornwall Community Flood Forum			
Saltash Town Council			

Plan Review Date

This plan is to be review on INSERT DATE or following an incident.

9. Acknowledgements and disclaimer

Acknowledgement

This Draft Template has been prepared by Saltash Town Council and INSERT RELEVANT ORGANISATIONS.

The information contained in this document is for guidance only.

It is acknowledged and accepted that Saltash Town 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.

Endorsed by Community Emergency Planning Management Group on INSERT DATE

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