

Stockton Parish Council Community Emergency Manual

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Update Schedule:

Plan Date:	Update Due:	Nominated person:
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1. Activation of the Emergency Plan

This plan will be activated when an emergency has occurred and when it is obvious that the normal emergency response by the emergency services will be overwhelmed e.g. widespread flooding. It may also be used in smaller incidents at the request of Warwickshire Emergency Planning Unit, when a lesser response may be needed from the Parish Council.

Any member of the Parish Council may activate the plan if they become aware of an emergency situation or a member of the local community contacts them about a situation. Once notified the Councillor must call 999 and inform the emergency services of the situation and give the following information:

- Your name
- Your contact number
- Details of the incident
- Location
- Estimated casualties (walking wounded or more severe)
- Hazards and road blockages.

You should then alert the Parish Clerk or Chair who will organise an emergency meeting of the Parish Council.

The venue for the meeting will usually be Stockton Village Hall but if the emergency prevents access to the building, then the meeting should be held in a safe location with safe access e.g. access roads not flooded, etc.

2. Parish Council Emergency Committee Meeting Agenda

At the Emergency Committee Meeting the following are items that may need consideration:

- If there is an immediate threat to life call “999”
- Location of the emergency – near a school, vulnerable area, main access route etc
- Type of emergency – is there a threat to health? e.g. is there a smoke cloud heading towards houses? Flood water rising? No electricity/gas during the winter (hypothermia) etc
- Are there any vulnerable people involved? e.g. elderly, or mothers with young babies with no heating, people cut-off by flood waters etc
- What actions are required?
- What resources are required?
- What information has been given out by the radio from WCC. The District Council or emergency services etc. e.g. expected time of arrival/assistance, safety advice etc. (refer to Annex F for local radio stations)
- Organisation of the Parish Council to deal with local issues

- Temporary arrangements if outside assistance will be delayed

An **Emergency Action List** is provided as Appendix 1.

3. Notifying Warwickshire County Council’s Emergency Planning Unit

As soon as the decision has been made that the Parish Council needs to provide a community response, Warwickshire County Council Emergency Planning Unit must be notified that the plan is being activated.

The Emergency Planning Unit has a 24hr, 365 day single point of contact for all agencies, including the District Council, utilities and voluntary agencies.

4. Rest Centres

In the event of an emergency where people are required to leave their homes, the Emergency Planning Unit will set up rest centres in pre-identified locations. They have emergency procedures in place to do this. However, circumstances may dictate that that a more local response is required, particularly in cut-off situations. In that case, the local village hall or community centre may need to be utilised. Guidelines for doing this are given on page 6 of this Emergency Manual.

Location of Rest Centre

The only local WCC Rest Centre is at Southam College, Welsh Road West, Southam

Local premises that may be used as a rest centre:

- Stockton Village Hall
- Stockton Football & Cricket Club
- Stockton Church
- Stockton School

5. Communications with the Community

The Parish Council (through the Emergency Committee) will communicate and notify the community via the following methods:

Type	Where Available
Written	<p>Updates will be placed on the following notice boards;</p> <ul style="list-style-type: none"> Village Hall Stockton Stores Parish Council board in The Square Parish Council web site Local Shops and Public Houses

Verbal	Community Briefings/Meetings
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Note: during emergencies the mobile phones and landline phones may become jammed and therefore should not be relied upon.

6. Local Authority Contacts (County and District)

Organisation	Details
Warwickshire County Council:	Office hours only 01926 410410
Emergency Planning Unit:	01926 412580 (Answer phone message if out of office hours)
County Emergency Centre:	When operational 01926 412719
Emergency Planning Duty Officer: For emergency use by Parish Council only	01926 412745 or mobile phone 07867 520802
Environment & Economy Directorate: Highways Emergencies NB – to report flooding on Highways, please use these numbers, not the Duty Emergency Planning number	During office hours: 01926 412515 Out of office hours via Police HQ 01926 415000
Duty Social Worker:	Emergency line out of hours 01926 886922
Trading Standards:	Advice line: 01926 414000 Animal Health issues: 01926 410410

District Council:	01789 267575
Emergency Planning lead	Robert Weeks 01789 260810
Duty Officer: This number is only for the use of the Parish Council during a major emergency, and must not be passed to any other individual	01789 260383
<p>During a major emergency Stratford-on-Avon District Council's Emergency Response Centre will be opened in order to co-ordinate responses. The Emergency Response Centre can be reached on 01789 260380 or 01789 260381. (NB: These numbers are unobtainable at all times the Centre is not in operation.)</p>	

7. Parish Council Details

Chair:	Howard Collerson, "Pear Tree Cottage", School Street, Stockton 01926 813181 howard@gardenrescue.fsnet.co.uk
Clerk:	Bill Robinson, 74 George Street, Stockton 01926 814049 wjrobinson@tiscali.co.uk
Emergency Committee:	Such members of the Parish Council as are available Parish Clerk (The Clerk has responsibility for initiating the Emergency Action Check List)

Other Parish Councillors:	<p>Vice-Chairman - Peter Banham 4 Post Office Lane 01926 815862</p> <p>John Emberton, 15 Post Office Lane 01926 814267</p> <p>Christine Millidge 1 Rectory Close 01926 812991</p> <p>Terry Warner 14 Tuckwell Close 01926 813424</p> <p>Helen Kittendorf, The Limes, Manor Road 01926 815376</p> <p>Wendy Rumsey 1 St Michaels Cres 01926 813730</p>
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8. District and County Councillor Details

Local District Councillor:	Dave Riches 07854471220
Local County Councillor:	Andy Crump 07899904189

9. Parish Emergency Box and other Resources

Location:	Clerk's house – 74 George Street, Stockton
Contents	<p>Emergency Plan</p> <p>Local street map</p> <p>Stationary Paper</p>
Tabards, space blankets & ID Badges:	8 tabards & ID badges and 80 space blankets provided – 2005

10. Emergency Services

To report an emergency dial 999

Warwickshire Police Headquarters:	01926 415000
Warwickshire Fire and Rescue Service Headquarters:	01926 423231
West Midlands Ambulance Service Warwick Locality Headquarters:	01926 881331
Warwickshire/Northamptonshire Air Ambulance	024 7663 9043 Air Traffic Control 024 7676 2220
Nearest Police Station	Southam Police Station
Nearest Fire Station	Southam Fire Station
Nearest Ambulance Station	Rugby, Leamington Spa
Emergency Services staff living within area:	To be advised
Possible Air Ambulance landing sites: NB whilst the pre-identification of potential landing sites for the Air Ambulance is useful, circumstances on the day may mean an alternative site is selected	Stockton School Field, School Street Stockton Football & Cricket Club, Napton Road Stockton Playing Field off St. Michael's Crescent

11. Premises for Emergency Use and Key Holders

Stockton Premises

Premises	Details
Stockton Village Hall, Napton Road	Key holders - Emma Legg (15 Grange Farm Drive), Val Legg (9 Manor Road), Helen Kittendorf (815376) Chairs and tables, facilities for making hot drinks, toilets.
Stockton Football & Cricket Club, Napton Road	Key holders - James Neal 07794234903 Chairs and tables, facilities for making hot drinks, toilets.
Stockton Church	Key holders – Gillian Roberts (815831), Hazel Grey (2 Rectory Close) Chairs and tables, facilities for making hot drinks, toilets.
Stockton School	Key Holders – Margaret Scott (6 St Michaels Cres)

Rest Centres

Rest Centres may need to be set up for many different reasons. The prime concern is the shelter and care of those affected by an emergency. If possible an Emergency Planning Officer will be sent to manage the Rest Centre but this may not always be possible.

If possible contact the Emergency Planning Unit

01926 412580 office hours

01926 412745 out of office hours

07867 520802 Duty Officer mobile

Emergency Centre 01926 412719

The following points should be considered:

- Decide which premises will be most suitable for the purpose
- Contact members of the Parish Council and local community to assist
- Arrange for premises to be opened
- If available arrange for Parish Emergency Box and identifying tabards and badges to be taken to the Centre
- Remember that you may have to operate shifts

- Can you obtain additional mobile telephones to help with communications?
- On arrival check the **following** –
 - heating – gas, electric, is it metered? etc
 - lighting
 - water – is supply turned on?
 - fire alarms and fire exits – what will you do in the event of a fire?
 - car parking
 - disabled access – is it possible to look after the disabled?
 - area for pets
- Allocate areas within the Centre for different functions as space allows. Consider:
 - reception
 - registration
 - first aid room
 - nursing mothers
 - leisure facilities
 - play area
 - luggage and secure area
 - sleeping arrangements
 - smoking/no smoking
 - staff area
 - washing/toilet facilities
 - dining area
- Consider what additional resources you may need such as blankets, food, drink – do you have arrangements with any local store?

Remember:

- If possible, maintain contact with the Emergency Planning Unit – keep them informed and pass on requests for additional resources
- Brief helpers as they arrive and allocate tasks
- Make sure they are clearly identified – tabards and ID badges
- Brief helpers at regular intervals

Evacuees:

- Brief evacuees on arrival and on a regular basis
- If the Rest Centre is open for more than 12 hours you may wish to record details of those in the Centre - a **Registration Form** is provided as Appendix 2.

12. Other Contact Details

Local Volunteer Details

Organisation	Details
St John Ambulance:	Martin Scott, 6 St Michael's Crescent, Stockton 01926 812959 Pager 0839 431694
British Red Cross:	County Headquarters: Bradbury House, Wheeler Road, Coventry 024 7630 4200
Womens Institute Warwickshire Branch:	Joan Ford 18 George Street 01926 810220
Local Scout/Guide Groups:	Gillian Roberts 01926 815831
Church Groups:	Gillian Roberts 01926 815831
Other people who may assist in an emergency:	Bob Stevens, 2 Greaves Cottages, Stockton 01926 814031 Eric Scott, 6 St Michael's Crescent, Stockton 01926 812959 (home) 024 76 563116 (work) 07976 284907 (mobile) Martin Scott, 6 St Michael's Crescent, Stockton 01926 812959 pager 0839 431694

Health and Medical Information

Organisation	Details

Local Doctors:	Drs Wright, Adams and Stevenson, Stowe Drive, Southam 0844 4773620 Dr Coker, St Wulfstan Surgery, Northfield Road, Southam 01926 810939
Local Hospitals	George Eliot Hospital, Nuneaton 02476 351351 Rugby Hospital of St Cross 01788 572831 UHCW Royal Hospital, Coventry 02476 964000 Warwick Hospital 01926 495321
Chemists/Pharmacies:	Taylor's Chemist Southam 01926 812287
First Aiders:	Martin Scott, 6 St Michael's Crescent, Stockton 01926 812959 pager 0839 431694
Health Centre or Clinic:	Southam Clinic 01926 815045
Warwickshire Primary Care Trust:	North Warwickshire PCT 024 7635 1351 Rugby PCT 01788 550860 South Warwickshire PCT 01926 493491
Veterinary Surgeons:	Avonvale Veterinary Group, 88 Coventry Street, Southam 01926 812826
NHS Direct	0845 4647 www.nhsdirect.nhs.uk

Details of Neighbouring Parish Councils

Parish	Contact Details
Birdingbury	Clerk: Mr J Kendell 01926 632565
Leamington Hastings	Clerk: Mrs Jennifer Turner 01788 810596

Long Itchington	Clerk: Mrs Sue Jack 01926 815216
Napton on the Hill	Clerk: Mrs Gill Bailey 01926 815499
Southam	Clerk: Debbie Carro 01926 814004 (Town Council Office)

Utilities and other Agencies

Organisation	Contact Details
Gas: National Grid	Emergencies 0800 111999
Central Networks Customer Contact Centre (24hr)	0800 328 1111
British Telecom:	0800 800 150
Environment Agency: (Rivers)	Emergencies 24 hour public line 0800 807060 Floodline 0845 988 1188
Severn Trent Water:	Emergencies 0800 783 4444
AA Roadwatch:	0990 500600
Faith Agencies	C of E - Communications Officer: Rev Mervyn Roberts 01926 426922
Utility and other agency staff living within area:	To be advised

Details of Local Radio Stations

BBC Coventry & Warwickshire (94.8, 103.7 & 104 FM)	Newsdesk 024 7686 0086 Switchboard 024 7657 0100
Radio WM (95.6 FM)	Newsdesk 0121 414 8802/3/4/5
Heart FM (100.7 FM)	0121 607 7227
Mercia FM (97.0 & 102.9 FM)	024 7686 8200
Fox FM (97.4 & 102.6 FM)	Newsroom 01865 871000
BRMB (96.4 FM)	0121 250 0964
Touch FM (102 FM)	01789 262636
Rugby FM (107.1)	01788 541100

Emergency Supplies and Specialists

Local shops and suppliers and any arrangements with shops/suppliers for providing food in an emergency

Warwickshire County Council will reimburse reasonable costs to local suppliers for items used in an emergency. It is essential that the Emergency Planning Unit is informed when arrangements are put in hand during an emergency.

Morrisons and Sainsbury Supermarket chains operate a crisis purchasing scheme and disaster assistance policy. These can only be activated via Warwickshire Emergency Planning Unit

Organisation	Details
Stockton Post Office, The Square	Basic foodstuffs
Sards Stores, Napton Road	Basic foodstuffs

Countrywide Stores	To be confirmed

Specialist tradespeople and people with special problems

The details of specific tradespeople have not been included. The Parish Council Emergency Committee will rely on local knowledge to contact relevant tradespeople if necessary.

Details of people with special problems have also been excluded. The Parish Council Emergency committee will rely on local knowledge to contact people if necessary.

13. General Advice to Parish Councillors about what to do in an Emergency

This section is intended to be a general guide to help Councillors should an emergency occur and is reproduced here to enable easy access. Some of the information is repeated in other Sections of this Manual.

The information is based on the Government document 'Preparing for Emergencies' which was circulated to all households in 2005.

The Emergency Planning Co-ordinator for the Parish Council is the Parish Clerk or in their absence the Chairman or Vice-chairman or any available Parish Councillor (see Section 3.2 for contact details).

If you find yourself in the middle of an emergency, your common sense and instincts will usually tell you what to do. However, it is important to:

- Make sure '999' has been called, including a request for an ambulance if people are injured or if there is a threat to life
- Re-assure bystanders and keep them away from the incident
- Keep bystanders back and out of the way of the Emergency Services
- Avoid putting yourself or others in danger – Rest areas may be available at Village Hall, Football Club, or Church.

Remain calm and think before acting and try to reassure others

If you are appropriately trained, you could check for injuries, **however**, remember to help yourself first before attempting to help others and **do not** put yourself in any danger
Always follow the advice of the emergency services

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

- Advise people to go inside a safe building (or rest area if available)
- Stay inside until advised to do otherwise
- Tune in to local radio or TV for more information.

Of course, there are always going to be particular occasions when you should not 'go in' to a building, for example, if there is a fire. Otherwise advise: **GO IN, STAY IN, TUNE IN**

REMEMBER

- Do not assume that somebody has already taken action – it is better that the initial response is duplicated rather than no response is given at all!
- Follow instructions given by the emergency authorities supported by information included in this Plan
- Take appropriate further action until the Emergency Services arrive

14. Specific Types of Emergency

Flooding

The following reference documents may be of assistance

Subject	Source	Contact
Preparing for an Emergency	HM Government	www.pfe.gov.uk
Flooding	Environment Agency	0845 988 1188 www.environment-agency.gov.uk/flood
Flood protection equipment	National Flood Forum Blue Pages	http://www.floodforum.org.uk
Emergency Planning advice	Emergency Planning web pages	http://www.warwickshire.gov.uk/epu
Stratford on Avon District Council	Emergency Planning web pages	http://www.stratford.gov.uk/

Flooding is a complex issue involving many agencies. During any major flood event, it can be difficult to obtain an accurate picture of what is actually happening. It is therefore important that contact is maintained with both the District Council and Warwickshire Emergency Planning Unit.

Flooding can take several forms and it can be confusing as to which agency queries should be directed. As a general rule, queries on a day-to-day basis should be directed as follows:

- Flooding of drains and sewers to Severn Trent Water Ltd
- Flooding of the highway to County Highways
- Flooding from local watercourses to the relevant District Council
- Flooding from main rivers to the Environment Agency
- Flooding of council houses or District premises should be directed to the relevant District Council
- Flooding from private sewers to the householder concerned

- Flooding from canal breach

During major flood events, these agencies will work together in responding to the impact of the flooding. **It is essential though, that people are encouraged to make their own arrangements as far as possible to deal with the impact of any flooding.** Flooding cannot be prevented, but some local action may mitigate the effects such as local supplies of sandbags, individual household obtaining protection such as flood gates, air brick covers, etc. Details of these and many other products are obtainable from the National Flood Forum Blue Pages.

Occasionally requests may be received from the Emergency Services or members of the public for assistance. The main request will be for sandbags. The following should be noted when dealing with requests for sandbags:

- County Highways have stocks of sandbags but these are normally only used to deal with flooding problems on the highway
- At the specific request of the Manager of the Emergency Planning Unit, County Highways will make sandbags available to specific locations or individuals. This will **only** occur when major flooding is likely to lead to significant danger to property or to life and could take some time to achieve depending on the nature of the event
- All Parish Councils are regularly offered unfilled sandbags by the Emergency Planning Unit – individuals requesting sandbags will first be referred to their Parish Council if they took up the offer of sandbags
- During office hours, the Emergency Planning Unit and the District Council will pass on relevant and up to date information regarding weather and flood reports to parish councils and individuals who have provided e-mail addresses
- During a major flood event, information will be provided via the media and WCC website

The WCC website also contains a wealth of information about flooding and other emergencies. It also contains links to many other websites that may be of use to the local community.

Parish Flood Information	
Details of Sandbags held within the Parish	Parish Clerk (814094)

Details of other Sandbag suppliers	Fairview Trading, Honeybourne 01386 833001 Bailey Buildbase, Nuneaton 024 7664 1641 Bailey Buildbase, Foleshill, Coventry 024 7666 8000 Bailey Buildbase, Kenilworth 01926 851155 Sapcote Site Supplies Ltd, Sapcote, Leicester 01455 274528/273099
Details of any equipment held by Parish Council	To be advised
Other Rivers/Critical Watercourses liable to flooding (main Rivers listed on next page)	District to provide
Details of any premises at risk	None evident

Tree Emergency Procedure

General Information

The District Council response will be prioritised based on the assessment of the information given. In severe weather this could be several hours.

Callers will be reassured that once a tree / branch is on the ground, whilst inconvenient it is normally safe.

(Response times for non-priority works are normally within the week. However some tree works depend on the seasons and so there is no standard response time. During an emergency situation the response time could be longer. Each case will be judged on merit/risk.)

If a tree has fallen on a house or car the emergency services and insurance company should also be contacted by the owner.

If a building has been damaged Building Control need to be made aware. **01789 267575.**
(or visit www.stratford.gov.uk)

The District Council will require the following information:

- What is the exact location of the tree
 - It is critical that the District Council has the precise location of any fallen or dangerous trees
 - Stratford District Council are responsible for trees on SDC land such as parks, recreation grounds, closed churchyards, play areas, nature areas and nature areas
 - They also act as agents for WCC for highway trees in the Rugby urban area (above ground only – enquires about root damage on highway should be reported to WCC).

- How tall the tree is

- Is the tree on a park or Open Space

- Is the tree on a new development? Tree work on new developments is the responsibility of the developer until the development has been adopted by SDC or WCC.

- Is the tree on a road? If tree is blocking a road within the urban area, RBC will deal with.

- If tree is blocking road within rural area, WCC Highways Customer Service Centre on **01926 412515** should be contacted

- Is the tree on a footpath or roadside verge? WCC Highways Customer Service Centre on **01926 412515** should be contacted

- Is the tree in a private garden or business premise? If so, the owner will need to make their own arrangements. The Arboricultural Association has a complete list of approved contractors and consultants on **01794 368717** or at <http://www.trees.org.uk/consultants.php>. Local telephone directories and the local press should also list consultants. However, they are often found listed under tree surgery. Always check the consultant/contractor has Public Liability Insurance, Employers Liability Insurance and Professional Indemnity Insurance. WCC operate the Home Chipping Service on **01926 738827**.

Other questions could include:

- What is the problem with the tree?
 - Looks dangerous
 - Fallen branches
 - Hanging branches
 - Fallen tree
 - Fallen tree on house / car

- If a tree has fallen on a house or car the emergency services and insurance company should also be contacted by the owner. If a building has been damaged Building Control need to be made aware. **01604 864768**

- Fallen blossom/fruits/leaves/sap
 - The Borough Council cannot respond to blossom, fruits or leaves falling from trees. If they are causing a slip hazard on the footpath, this will be passed to Environmental Services.

- Some trees secrete sap or attract aphids (mainly Lime) – unfortunately this is nature and something that cannot be helped.
- Blocking light
 - There are no laws governing “right to light”.
- If the tree / branch were to fall, where could it fall?
 - Road
 - House
 - School
 - Other

Important Information

- If in doubt over who should deal with a dangerous or fallen tree contact the Environment Service.
 - Contact Address:
 - Elizabeth House
 - Church Street
 - Stratford upon Avon
 - CV37 6HX
 - Opening hours: Monday-Wed, 9am-5.15pm. Thursday and Friday to 5.00pm
 - WCC Highways Customer Service Centre: **01926 412515**
 - WCC Home Chipping Service **01926 738827**
 - Arboricultural Association **01794 368717** or www.trees.org.uk

Useful Contacts

- British Waterways: **01788 890666**
- BTCV: **01302 388888** or www.btcv.org.uk
- Commonwealth War Graves Commission: **01628 634221**
- DEFRA: **08459 33 55 77**
- Environmental Agency: **08708 506 506**
- Greenflag Park Awards: **0151 231 6900** or www.greenflagaward.org.uk
- Greenspace: **01189 469 060** or www.green-space.org.uk
- Highways Agency: **08547 50 40 30**
- Ofcom: **020 7981 3000**
- Warwickshire Wildlife Trust: **02476 302912** www.warwickshire-wildlife-trust.org.uk
- The Woodland Trust: **01764 581111** or www.woodland-trust.or.uk

APPENDIX 1

Emergency Action Check List

	Action	Initials	Date & Time	Completed
1	If an emergency is reported to a member of the Parish Council by the community and it is possible that the emergency services are not aware, call 999 as soon as possible			
2	Contact and inform Warwickshire County Council Emergency Planning Unit and the District Council Take note of any safety advice given to you and discuss at the Parish Council's Emergency Committee Meeting			
3	Keep a log and record: Any decisions made and actions taken Who was spoken to and what was said Any information received			
4	Contact the other members of the Parish Council, volunteers and key holders as appropriate			
5	Organise a Parish Council Emergency Meeting (via the Chair or Clerk) in a venue which is safe from the emergency with safe access routes			
6	Decide actions to undertake e.g. consider the need for: Shelter Visiting and checking on vulnerable people Warm place Distributing sandbags Providing blankets,			

7	<p>Decide how to inform the community of the emergency and actions being undertaken</p> <p>Inform the community of any advice given to you from the County and District Councils or the emergency services</p> <p>Request the community to tune in to the local radio</p>			
8	<p>Inform the Emergency Planning Unit and District Council of any decisions that have been made</p>			
9	<p>Remember to liaise regularly with the County and District Councils to maintain the safety of the community.</p> <p>If at any time an immediate threat to life occurs or is likely to occur, call 999.</p> <p>Remember that all reasonable steps must be taken to avoid harm to yourself and the public</p>			

APPENDIX 2

Rest Centre Registration Form

Stockton Parish Council

Location of Rest Centre

Date and time completed.....

Surname	First Name	Address	Sex M/F	Special Needs catering or welfare

