



Community Emergency Response Plan

Plan Ownership & Maintenance Details:

All enquires relating to this document should be sent to:

Louise Hayday
Parish Clerk
Wendover Parish Council
The Clock Tower
High Street
Wendover
HP22 6DU
Telephone: 01296 623056
E-mail: clerk@wendover-pc.gov.uk

Last updated December 2021

Table of Contents

Part One - Prepare

1 Introduction	3
2 Objectives	3
3 Assumptions	4
4 Emergency Definition	4
5 Risks & Types of Incidents	5
6 Local Maps	6
7 Local Risk Assessment	8
8 Key Roles & Responsibilities	11
9 Useful Smartphone Apps	12
10 Review, Update & Distribution	13
11 Appendices	14

Part Two - Respond

12 Introduction	15
13 Flow Chart	15
13.1 Monitoring & Triggers	16
13.2 Activation	16
13.3 Operation	18
13.4 Escalation and De-escalation	18
13.5 Stand Down	19
13.6 Lessons Learnt – Review & Prepare for next incident	19
14 Communication	19
14.1 Within Parish	20
14.2 Outside Parish	20
14.3 List of local radio & TV stations	20
15 Appendices	20

List of Appendices

Appendix A - Emergency Control Centre	14
Appendix B - Cert Logging Sheet	21
Appendix C - Cert Meeting Agenda	22
Appendix D - Incident Action Cards	23
Appendix E Restricted Access - Personal Contact Details	35
Appendix F Restricted Access - Useful Contact Details	37
Appendix G Restricted Access - Parish Vulnerable People & Sites	39
Appendix H Restricted Access - Key Local Skills & Resources	40
Appendix I Restricted Access - Cascade Telephone Tree	42

Part One - PREPARE

(Activities to be done BEFORE an incident occurs)

1 INTRODUCTION

This plan has been developed to provide resilience for the community in Wendover Parish in the pre-event phase or early stages of an emergency. It has been developed to align with Thames Valley Resilience Forum, the Buckinghamshire Council Emergency Plan and the overall legislative framework as defined by the Civil Contingencies Act 2004.

The structure and content reflect the importance of Wendover as a major village, a designated service centre and particularly its location on a major Transport Route (A413).

The Wendover Parish Community Emergency Management Team, CEMT, has been formed to assist the activation of this plan and to assist the emergency services wherever possible, prior to, during and after an emergency event.

If, in the event of an emergency, the Emergency Services or Buckinghamshire Council are delayed because of the scope or nature of a county-wide emergency, this plan provides a framework of incident specific action cards to enable the CEMT to identify the immediate self-help actions they should consider. These actions may assist the community in reducing the negative impacts an emergency can have until further assistance has been received. The actions complement the plans of responding Emergency Services.

The emergency response plan has these main parts:

PART ONE - PREPARE

- Define Objectives
- Identify risks
- Define Roles & Responsibilities

PART TWO - RESPOND

- In the event of an emergency, follow the process flow chart; and
- Follow the relevant Incident Action Card / Supporting Plan (eg Flood or Snow & Ice)
- Undertake a lessons learned review

PART THREE - RESTRICTED REFERENCE

- Appendices with personal information. Note for GDPR compliance, this part is only held by key roles.

Each part has its own Appendices.

2 OBJECTIVES

The objectives of this emergency response plan are to:

- Identify the risks to the community and relevant preparatory actions
- Identify vulnerable people / groups / establishments in the community
- Identify steady state monitoring and alert levels
- Identify community resources available to assist during an emergency - personnel, equipment and emergency accommodation
- To give an overview of roles and responsibilities

- Identify relevant steps to mitigate and respond to emergency situations, including warning the community as required
- Provide key contact details for the CEMT, Key Community Resources, the Emergency Services and Local Authorities
- To detail cascade call out arrangements [see APPENIX E]

3. PREPARE - ASSUMPTIONS

- The scope of this document includes the entire area of Wendover Parish.
- The Emergency Services (Police, Fire & Rescue, Ambulance) have prime responsibility for all emergencies and are the first point of contact in an emergency (Tel: 999). The Police have overall responsibility for control and coordination in an emergency situation.
- Buckinghamshire Council has specific responsibilities, which include establishing emergency centres, providing temporary accommodation for those made homeless and managing the longer term recovery phase.
- The Social Action, Responsibility and Heroism Act 2015 (SARAH) does provide reassurance that if something goes wrong when people are acting for the benefit of society or intervening to help someone in an emergency, the courts will take into account the context of their actions in the event they are sued for negligence.
- Wendover Parish Council 'WPC' will support development of Wendover's capability to respond to emergencies.
- The relevant statutory authorities eg Buckinghamshire Council, Thames Valley Resilience Forum, Environment Agency etc will review and approve this document
- Health and Safety - It is recognised that those named or recognised in this plan are not trained or resourced to carry out any functions of the Emergency Services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis.
- Data Protection - It is assumed that the Emergency co-ordinator retains the title of data controller and therefore must ensure that all persons' details included are asked whether they agree to their details being shared with the other community members and with representatives of the Emergency Services or Council. Any emergency plans sent to external bodies will be stripped of all contact details (other than that of the Emergency coordinator). To help achieve this, sections containing personal details have been placed in Appendices in a separate restricted access document.
- Whilst Wendover Parish Council has made very attempt to ensure the accuracy and reliability of the information contained in this document, it should not be relied upon as a substitute for formal advice from professional bodies. Wendover Parish Council will not be responsible for any loss, however arising from the use of, or reliance on, this information.

4 PREPARE - EMERGENCY DEFINITION

Under the Civil Contingencies Act 2004 an emergency is defined as 'An event or situation which threatens serious damage to:

- Human welfare
- The environment
- Security of the United Kingdom.'

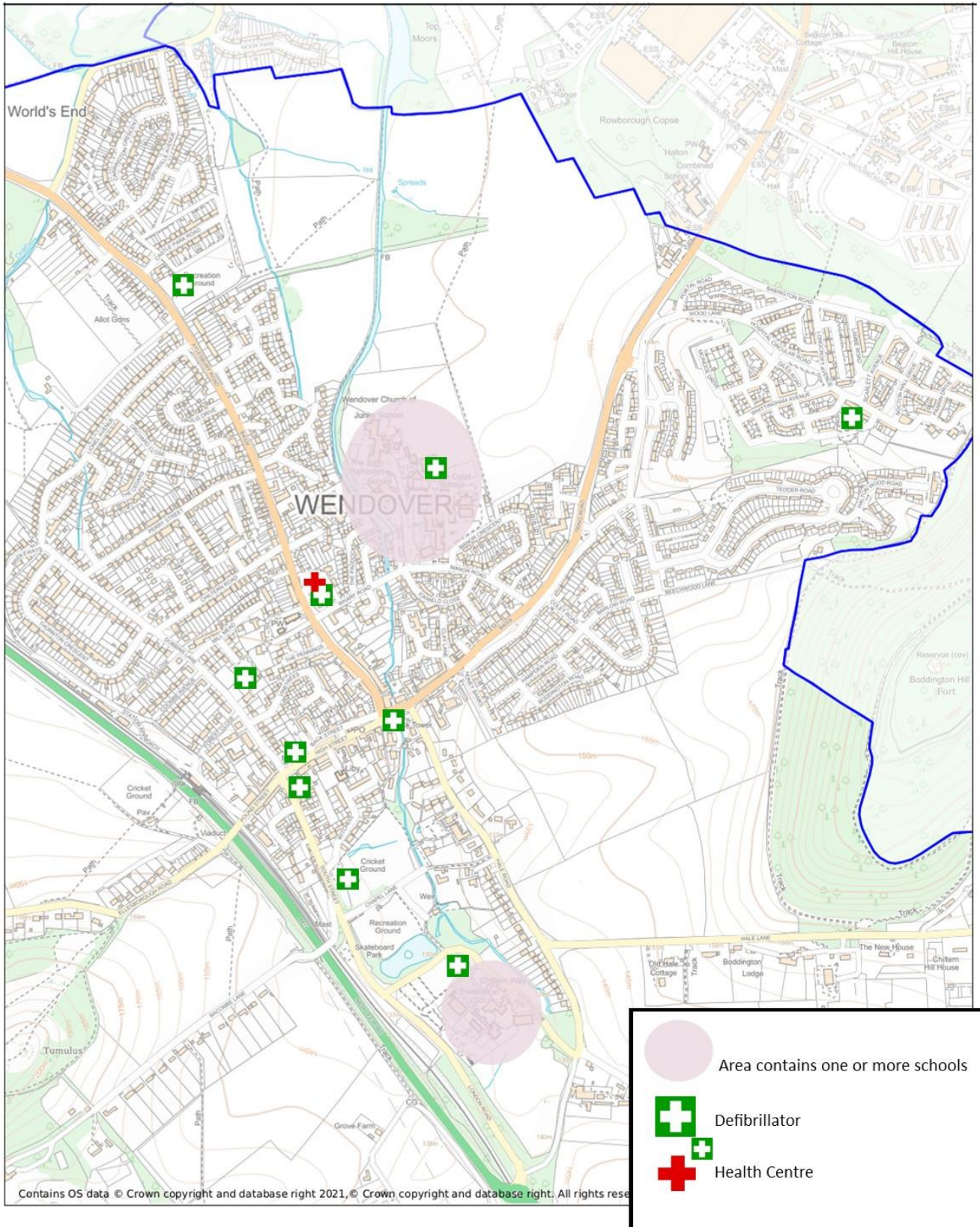
An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot wholly be dealt with by the emergency services, local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

5 PREPARE - RISKS & TYPES OF INCIDENTS

Type of Incident	Impact on Community
Animal Health	Access Issues. Footpath closure.
Flooding Surface Water/Ground Water	Disruption to utilities Potential evacuation School closures Psychological and health impacts Impact on local businesses and economy
Snow/Ice	Priority areas: Manor Waste (WPC) Railway Station Side of Pound Street from Dobbins Lane to the Shoulder of Mutton. (WPC) Areas surrounding schools Heating supplies for local residents
Pandemic (including flu)	Increased demand on health services Reduced levels of emergency services cover Staff shortages at many/all businesses Disruption to the economy Residents require access to medication
Loss of Utilities – Electricity, Water, Sewage, Phone, Gas	Residents lose heat, light, water or cooking facilities Disruption to essential services and activities Life endangerment to vulnerable individuals Financial impact to some businesses Travel disruption
Storm/Water	Trees down Landslip Failure of utilities
Fuel Disruption	Reduction or loss of private transport Increased dependence on volunteer support by vulnerable residents Reduced heating supplies
Heatwave	Increased demand on health services Increased dependence on volunteer support by vulnerable residents Transportation issues caused by melting roads Increased pollution Risk of wildfires Water shortages
Major Incident – fire/aircraft crash / vehicle crash / industrial fire / pollution incident (air or water borne). Act of Terrorism	This is a 'catch-all' incident for all other major incidents that could occur in the parish.

6 PREPARE - LOCAL MAPS

The map below shows the main settlement area within Wendover Parish, it is important to note that more rural homes may not be included.



LOCAL FLOODING MAP



7 Local Risk Assessment

What is the hazard?	Where is it?	Where is it affecting?	What are the consequences / impact?	What can we do to mitigate the impact before an incident?	What can we do to mitigate the impact after an incident?
Heavy Snow	Could affect entire area	Could affect entire area	Movement around community; residents house bound; getting food and medication from shops, attending medical appointments. Canceled/delayed buses and trains.	Share Thames Valley – Are you Ready? Preparing for Emergencies booklet, with community. Advise they have personal resilience plans / spare food/ stay in one room to keep warm.	Consider and if resources allow coordinate visits to identified vulnerable people; organize food delivery; liaise with voluntary groups; clear footpaths; keep community informed. Ask residents to look out for neighbours.
Heavy Rain/Surface Flooding	Could affect entire area	Could affect entire area	Difficult driving conditions and aquaplaning. Surface water flooding affecting properties. Movement around community. Impact on minor roads and some A roads and trunk roads impassable for a time. Rail line and Station could be affected.	Move possessions to a higher level. Protect doorways and air-vents with sandbags or flood-boards.	If home or business is flooded turn off gas, electricity and water supplies. Move upstairs if possible. If trapped in deep flooding stay by a window and call for help. When water recedes do not switch gas etc back on until systems are inspected. Throw away food that has been in contact with flood water
Gales / Storms	Could affect entire area	Could affect entire area	Some trees uprooted, and tiles, slates and chimneys dislodged from some buildings. High-sided vehicles at risk of being blown over. Potential damage to	Secure outdoor items. Bring pets indoors. Close doors and windows.	Stay indoors until storm passes. Check for damage, make safe where possible. Beware of fallen

			buildings; some buildings collapse.	Draw curtains in case of flying glass. Check on vulnerable neighbours. Monitor TV / radio weather warnings. Park cars in garage or well away from trees, fences etc. Do not carry out repairs whilst storm is in progress. Don't drive unless journey is essential.	cables, weakened trees, loose masonry etc. Report concerns to local authority – i.e Highway Tree damage to Bucks CC
Heatwave	Entire Area	Entire Area	Prolonged period without rainfall leading to depletion of stored water reserves. Restrictions placed on usage of water. Likely to result in increased heat related illness stretching resources.	Plan to avoid being out during the hottest part of the day. Consider purchasing fans/mobile aircon units. Close curtains in rooms with lots of sun. Wear hats and loose fitted clothing. Review care for animals/pets.	Keep out of the heat of the day Stay cool Drink plenty of fluids Seek medical advice if concerned Close curtains in rooms with lots of sun Take cool showers
Fire/Explosion	Anywhere	Anywhere	Severe impact in immediate area of incident. Impact could affect life/property/environment.	There is little that can be done in preparation for a fire or explosion other than minimising the use of flammable material and ensure hazardous items are stored, processed and used correctly.	Evacuate immediate/wider area. Assist with emergency reception centres.

<p>Transport Accident – Wendover Train Station</p>	<p>Wendover Train Station</p>	<p>Station, approaching roads including High Street and bypass</p>	<p>Major disruption to rail network. Possible impact on local road network. Major impact on premises and environment immediately adjacent to line.</p>	<p>There is little that can be done in preparation for a rail incident.</p>	<p>Follow guidance of emergency services and specialist personal and offer assistance where appropriate i.e. use of/contact details for reception centres.</p>
--	---------------------------------------	--	--	---	--

8 PREPARE - KEY ROLES & RESPONSIBILITIES

The Parish Council has appointed an individual to the role of Emergency Co-ordinator who leads the response to an incident. They are supported by Community Emergency Wardens and together form the Community Emergency Management Team (CEMT). The Community Emergency Management Team is responsible for organising all emergency activity within the parish, under the direction of the emergency services if appropriate. The CEMT will operate from the Emergency Control Centre (ECC).

As emergencies can occur at any time, it is not possible to guarantee that the Emergency Co-ordinator will be available; therefore a pool of Parish Councillors shall be familiar with the plan and can act as the temporary Emergency Co-ordinator in their absence.

A key element is the individual Good Neighbour Scheme Wardens who will be the main contact for each defined area. They will co-ordinate local needs, in communication with the Emergency Control Centre (ECC).

The tasks for key roles are as follows:

Parish Clerk

- Ensure that the Community Emergency Response Plan (CERP) is regularly reviewed and updated.
- To liaise with Buckinghamshire Council's Emergency Planning & Resilience Officer to identify suitable training that may be available to emergency volunteers.
- To liaise with the Emergency Services when the CERP is updated and establish contact points
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence.
- Have a copy of the full Plan

Emergency Co-ordinator

Although this role will have someone nominated (this may be done on a rota basis) to fulfil it, during an incident the role will need to be filled by several individuals, mainly Parish Councillors, working to a rota.

- To advise and help local community preparations for the response to an emergency.
- Act as the main contact point for Unitary Council and emergency services, to ensure two-way communication is maintained.
- Ensure that CEMT are aware of relevant WPC Policies eg Working Group Protocol, Volunteer Protocol, Freedom of Information etc
- Delegate specific roles to others on the CEMT.
- Activate resources as required and delegate tasks to team members as appropriate.
- The Co-ordinator should ensure that all team members are engaged in the planning and response processes.
- Coordinate the community response.
- Ensure Health and safety is adhered to.
- Liaise with relevant emergency services/organisation/council.
- Ensure actions and decisions are logged [**See Appendix B – Logging Sheet**]
- Act as a focal point for the community in the response to an emergency
- Recommended to install useful Apps and bookmark key sites.
- To maintain the Community Emergency Resource Register with the aid of the Councillors.
- To ensure that Councillors are aware of their role should an emergency occur.
- To ensure the local community is aware of the Parish Council's CERP and that residents are aware of the relevant contact details.
- To ensure that all those involved in the cascade call out [see **Appendix E**] are aware of what action they have to take.
- Ensure that the appropriate individuals are notified.
- Have a copy of the full Plan

Community Emergency Wardens (GNS Wardens)

- Identify vulnerable local residents such as the elderly who may require assistance.
- Review the Community Emergency Response Plan.
- Ensure the vulnerable are provided with additional assurance during an emergency.
- Reside in the community with good local knowledge.
- Have a copy of Parts 1 & 2 of this Plan
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure communications are maintained within the community and Buckinghamshire Council.
- Ensure Confidentiality is maintained where necessary.
- Maintain his / her own action log in the event of an emergency [**See Appendix B – Logging Sheet**]
- Create a ‘grab bag’ containing the plan and any appropriate clothing / equipment which may be required
- To determine the capabilities of the community to care for itself during an emergency in the absence of support from the emergency services and county authorities.
- To provide local knowledge to the emergency services or other organisations, as and when they are able to respond to the incident.
- Communicate important messages to the community.
- Help with community tasks.
- Collect community information.
- Help disseminate information.
- Assist in incident response (sand bagging, flood monitoring etc).
- Recommended to install useful Apps and bookmark key sites.

Councillors

- Have sufficient knowledge of the plan to act as Co-ordinator in their absence.
- To assist the Parish Emergency Co-ordinator in identifying other community volunteers.
- To assist the Parish Council in dealing with any emergency which may affect the community.
- Recommended to install useful Apps and bookmark key sites

Members of the parish

- Recommended to install useful Apps and bookmark key sites

9 PREPARE - USEFUL SMARTPHONE APPS

App Icon	Name	Features
	Citizen Aid	HMG advice for major incidents including Ride/Hide/Tell. Emergency medical treatment
	British Red Cross	Medical
	WhatsApp	Backup comms for key members
	What3Words	Share your location
	Nextdoor	Neighbourhood Communities

10 PREPARE - REVIEW, UPDATE & DISTRIBUTION

The CEMT will meet to discuss the community’s resilience arrangements at least on an annual basis or when new facilities or information become available which affects trigger points, e.g. installation of engineering solutions, and after any events, e.g flooding, where the plan has been utilised. A full review of the plan by the CEMT should be carried out annually to ensure that the contact numbers are still correct.

Date	Page Number	Reason for Amendment	Changed by

Copies of the entire plan are held by the Emergency Co-ordinator, Clerk, Chair, and Vice Chair. Copies of Part 2 – RESPOND are held by all Community Emergency Wardens and by the wider emergency stakeholders listed below:

Copy	Role	Holder

PREPARE APPENDIX A - EMERGENCY CONTROL CENTRE

The Emergency Command Centre is in the Clock Tower.

Clock Tower Key Holders:

- Cllr Sheila Bulpett (Councillor)
- Cllr Stephen Worth (Councillor)
- Louise Hayday (Clerk)
- Amanda Massingham (Deputy Clerk)
- Jane Ellis (Assistant Clerk)
- Andy Dunn (Groundsman)
- Stefan Ziolkowski (Groundsman)

The alternative locations are:

Wendover Library
High Street, Wendover
Contact details: Ron Melville m: 07834 221187
ron.melville@btinternet.com

Or

St Anne's Hall
Aylesbury Road, Wendover
Contact details: Angela German m: 07423 266713
stanneshallwendover@hotmail.co.uk

Keys for the Library and St Anne's Hall are also available at the Clock Tower.
(Attached to green meeting bag)

Part Two - RESPOND

(Activities to be done WHEN an incident occurs)

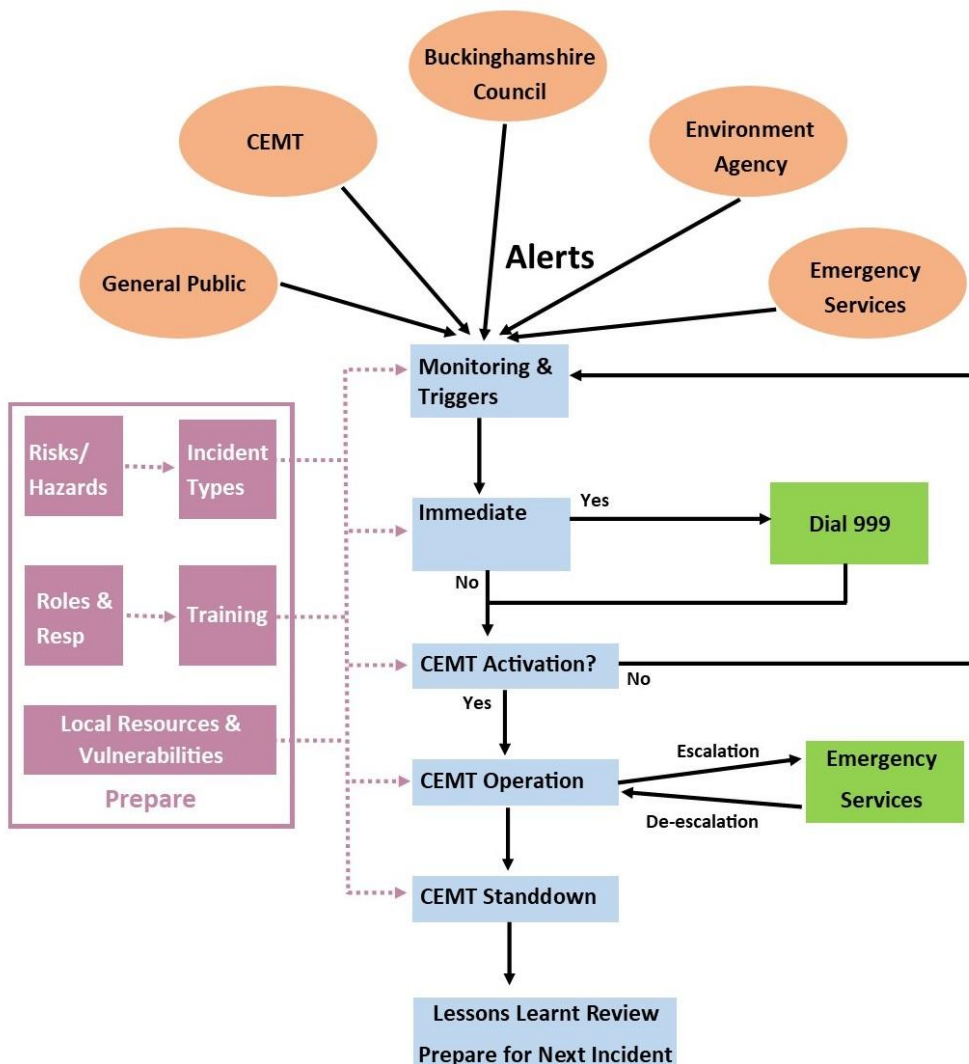
12 RESPOND - INTRODUCTION

This is the second part of the Emergency Response plan – it details the procedure to be followed before, during and after an incident. It also has specific details for common types of incident – Incident Action Cards which can be found in Appendix D

Key roles that work together to respond to an incident are the Emergency Co-ordinator who with many Community Emergency Wardens (CEW) who are allocated to specific areas form the Community Emergency Management Team (CEMT).

13 RESPOND - FLOW CHART

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



13.1 Monitoring & Triggers

Where an emergency is possible or anticipated, CEMT are to monitor the situation.

Each of the type of incident has its own arrangements for steady state monitoring of the situation (eg weather warnings / water level gauges) and means of alerting of an imminent incident. These are detailed on the Incident Action Cards.

During this phase, one or more of the following tasks are performed:

- Warn members of community as appropriate
- Be prepared to respond urgently
- Start using the relevant Incident Action Card
- If necessary, call a community meeting but ensure the venue is safe and people can get there safely
- Should you be the first to arrive at the scene of an incident, it is imperative you do not attempt to help without first assessing the scene and providing relevant information to the Emergency Co-ordinator / Emergency Services

13.2 Activation

The need for a village response to an emergency could be triggered by a request from Buckinghamshire Council or from the Emergency Services. Additionally members of the community might identify a requirement and the Parish Council might itself determine the need to take action.

The first person on the scene (eg Emergency Co-ordinator, CEW or member of the public) is to assess the incident (using the Situation Report part of the CEMT Agenda – see Appendix G) and report back to the Emergency Co-ordinator.

In each case the Community Emergency Management Team is alerted and would meet to take one or more actions:

1. Discuss the situation report – follow incident agenda [see Appendix G]
2. If required Emergency Co-ordinator to dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.
3. Emergency Co-ordinator to record details on the Log Sheet [See Appendix B – Logging Sheet] including:
 - Any decisions made and why
 - Actions taken
 - Who was spoken to and what was said (Including contact numbers)
 - Any information received
4. Contact other members of the community that need to be alerted by agreed method eg
 - Community Emergency Wardens;
 - Households affected;
 - The Parish Council via the Parish Clerk;
 - Volunteers and key holders as appropriate;
5. Decide whether to activate Emergency Management Plan including:
 - Call 101 and ask for the CEMT Coordinators contact details to be forwarded onto Silver Command as a point of contact
 - Contact and inform Buckinghamshire Council (See Key Contacts)
 - Setup Emergency Control Centre.

6. If the Plan is not to be fully invoked (possibly on the advice of the emergency services) but some level of support is required, assemble the CEMT to decide how to provide the required support. (Note: The requirement may be to provide information to the community or for the provision of an incident information centre / Rest Centre.)

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

13.3 Operation

Having established the Emergency Control Centre (ECC) as part of the Activation the following steps outline the basic method of operation:

- i. The ECC will assess the incident considering its type, severity and location and implement one or more of the following actions, using the incident action cards [see **Appendix A**] as required:
 1. Decide to set up an exclusion zone / instigate road closure;
 2. Review decision on what emergency services are required eg Police, Fire, Ambulance etc. NB only ECC are to contact the emergency Services or relevant contractors/utility services.
 3. Decide on what resources to deploy where;
 4. Decide if a review of the surrounding areas will be made by the CEWs;
 5. Decide on what needs to be communicated to the community and how eg radio, social media
 6. Maintain the Incident Log [See Appendix B – Logging Sheet]
 7. Consider whether it is appropriate to set up the Evacuation Assembly Point for welfare purposes. This is likely to depend on the extent of the emergency incident. The need for an Evacuation Assembly Point may occur later.
 8. Confirm whether there are any injuries to persons. Arrange for local persons with medical skills to attend, if appropriate (see Skills list).
 9. Check vulnerable persons and re-check periodically. [See Vulnerable Persons Appendix]
 10. Make contact with the emergency services on site if they have already arrived or call them to check likely arrival time. Check that they are fully aware of the emergency and its extent and any injured persons. Understand how they are dealing with the emergency and check if they need information, equipment etc.
- ii. The CEW where the incident is located will manage the resources they are sent ensuring that the incident is dealt with in the correct manner. Also assisting the emergency services staff in controlling the incident.
- iii. The hazard will be regularly assessed by the relevant CEW and ECC advised. Step i. above will be repeated as required as additional information is provided.
- iv. Note: Apart from the normal 'blue light' emergency services, it may be essential for electricity and gas utilities engineers to attend to make their supply safe in the first instance and then to restore their supply to residents.
- v. Check whether local schools, pre-schools or nurseries are affected by the incident, if appropriate. If necessary, contact heads or principals and check their proposed actions.
- vi. Advise businesses (e.g. garage, pubs, farms, farm shop) as necessary.
- vii. Allocate tasks to volunteers (e.g. assistance to residents, tree clearing, road clearing).
- viii. Arrange for use of appropriate resources (e.g. vehicles, equipment).
- ix. Establish need for supplies and arrange for their acquisition.
- x. Organise refreshments for Emergency Team, emergency services, volunteers and persons directly affected by the emergency.
- xi. Listen to local radio for relevant information and announcements.
- xii. Minors unable to get home should be asked to go to the Evacuation Assembly Point where they must be documented and supervised until re-united with their parents.
- xiii. Consider if there is a requirement to consider evacuation / accommodation of Pets and or Livestock.

13.4 On site Emergency Services

Once emergency services are on-site they will assume overall control of the incident.

13.5 Stand Down

Recovery phase shall commence once the CEMT are satisfied that the incident is complete and the area is safe to return to.

Return all materials into the Emergency Centre box, including any registers created during the emergency.

Emergency Co-ordinator to collate all logs, forms and other relevant paperwork for any subsequent debrief, enquiry or investigation. Collated information to be handed over to Parish Clerk.

Ensure that the Emergency Control Centre is returned to its original state and left clean and tidy with all tables, chairs etc put away.

Dispose of any surplus perishable supplies.

13.6 Lessons Learnt – Review and Prepare for Next Incident

With all parties hold a Lessons Learnt Review and update documents, agreements and details

Setup for Next Emergency – review level of stock/supplies and re-order as required

14 RESPOND - COMMUNICATION

Communications are vital before, during and after an emergency in order to ensure that warnings and information are received and passed on, responses co-ordinated with emergency services and actions by volunteers within the community co-ordinated 'on the ground'.

Note that the mobiles/telephones which rely on an electricity supply might be cut off during a power cut. This reduction in the ability to communicate is a risk for the Plan and the establishment of a means of communication will be an immediate requirement of the ECC once an emergency is declared.

The processes for communicating within and outside the community before and during an emergency are as follows:

- if necessary, emergency services will be contacted by the first person on the scene;
- other contact with other statutory authorities (receiving warnings, discussion of the situation) or media will be through the Emergency Co-ordinator; the Emergency Co-ordinator, in consultation with other members of the CEMT, will establish a means of communication both within and outside the emergency area. This will depend on the local availability of telephones and mobile phone reception;
- Emergency Services - It is important to remain in regular touch with the emergency services, particularly if they are in attendance, to ensure that they have all the information they require and all the support and resources that the parish can provide. The Emergency Services will normally provide most of the initial response. They will be supported by the local authorities (Unitary Councils), Environment Agency, utility (Gas, water and electricity) companies and voluntary organisations. The emergency services' main role will most frequently be to save life. If there is any risk to life at all contact 999. The Fire and Rescue Service is responsible for rescuing survivors. The Ambulance service is responsible for treating casualties and taking them to hospital. The Police will co-ordinate this work

14.1 Within Parish

- The CEMT holds telephone, email and address details for members of the team and volunteers as not all forms of communication may be available in an emergency. This information is in a restricted document containing the relevant Appendices.
- Residents - Communication with residents will be difficult. Those directly involved in the Emergency must be contacted immediately. The remainder of the residents can be told by word of mouth. People with resources of use in the Emergency can be contacted by telephone (if working) or by a 'runner'.

14.2 Outside Parish

- The timing of the incident may be important as people may be at work or on holiday and children may be at school. Their return to their homes may be problematic or their family may have been evacuated. Communication is key telephone calls to schools, announcements on local radio, notices at railway stations, roadside notices. Liaise with the ECC who have established lines of communication with broadcasters, schools etc.
- Neighbouring Parishes - It may be appropriate to contact the Emergency Co-ordinator or Parish Clerk of neighbouring parishes, who may or may not be involved in the same incident. If not, they may have resources which could be made available to this parish (particularly in the event of evacuation).
- The police may request the appropriate local radio stations to issue warning and advice messages.

14.3 List of local radio & TV stations

- Digital TV and Radio is available via terrestrial and satellite broadcasts; and cable and internet service providers. The local BBC is London & South East
- The following are the radio frequencies that cover Buckinghamshire:
 - Bucks Radio - Listen online www.bucksradio
 - BBC Oxford - 95.2 MHzFM
 - 3 Counties Radio - 95.5 – 103.8 MHzFM
 - Herts & Beds - 97.6 MHzFM

15 RESPOND - APPENDICES

RESPOND APPENDIX B - CERT LOGGING SHEET

RESPOND APPENDIX C - CERT MEETING AGENDA

RESPOND APPENDIX D – INCIDENT ACTION CARDS

- Flooding / Surface Water
- Snow / Ice
- Pandemic
- Loss Of Utilities
- Storm / Weather
- Animal Health
- Fuel Disruption
- Heatwave
- Major Emergency including Pollution Incident – Air / Water Borne and Act Of Terrorism

RESPOND - APPENDIX B - CERT LOGGING SHEET

It is important to record all information during an emergency. It can also help support / justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials

RESPOND APPENDIX C - CERT MEETING AGENDA

Date:
Time:
Location:
Attendees:
1. Situation Report - CHALETS
C CASUALTIES Numbers and severity / Potential for these
H HAZARDS Fire, leaks, etc
A ACCESS Safe route for the emergency services
L LOCATION Exact location required eg using What3Words
E EMERGENCY SERVICES Are they present or required
T TYPE Road crash, air crash, explosion, major fire
S SAFETY Of all personnel
2. Assess Situation
<ul style="list-style-type: none"> • Location of the emergency. Is it near a school / vulnerable area / main access route ?
<ul style="list-style-type: none"> • Has electricity, gas or water been affected?
<ul style="list-style-type: none"> • Are there any vulnerable people involved? Elderly / Families with children /
<ul style="list-style-type: none"> • What resources do we need? Eg Food / Off-road vehicles / Blankets / shelter
3. Establishing contact with the emergency services
4. How can we support the emergency services?
5. What actions can safely be taken?
6. Who is going to take the lead for the agreed actions?
7. Any other issues?

RESPOND APPENDIX D – INCIDENT ACTION CARDS

The following cards provide incident specific details, guidance for each of the major types of incidents:

- Flooding / Surface Water
- Snow / Ice
- Pandemic
- Loss Of Utilities
- Storm / Weather
- Animal Health
- Fuel Disruption
- Major Emergency including Pollution Incident – Air / Water Borne and Act Of Terrorism

FLOOD/SURFACE WATER INCIDENT ACTION CARD

1. STEADY STATE MONITORING

Weather, continued or heavy rainfall. River and groundwater levels.

2. **TRIGGER:** Official notification of flood risk or visual indicators.

3. DETAILS

Many agencies are involved in responding to floods. Different agencies are best equipped to deal with a specific type of flood. For example, Buckinghamshire Council can manage flooding on a public highway, while the local water company would deal with a burst water main. Flooding from groundwater can happen when the level of water within rock or soil that makes up the land surface (known as the water table) rises. The level of the water table changes with the seasons due to variations in long term rainfall and water abstraction. When the water table rises and reaches ground level, water starts to emerge on the surface and flooding can happen. Flooding will usually occur days or even weeks after heavy or prolonged rainfall, flooding may occur for a long time, often lasting several weeks.

RISK IMPACTS The predicted impacts could include:

- risk to life (people and animals)
- damage to property, businesses, agricultural land, roads, structures and infrastructure
- pollution and contamination of local environments
- long-term damage to tourism, businesses and agriculture
- damage to national critical infrastructure

CONSEQUENCES The consequences could include:

- disruption to utilities
- flooding of properties
- evacuation of residents
- provision of accommodation for those whose homes are flooded
- unrecoverable damage to businesses
- long-term psychological and health impacts
- long-term restoration and recovery issues for homes and businesses

4. CONTACT DETAILS

The Environment Agency is the main place for information on past floods, flood maps, checking on flood risk to your property, river levels, registering to receive flood warning messages and guides on protecting your home during a flood event. You can access these services and more by visiting the Environment Agency pages on www.gov.uk

5. PREPARATORY WORK

- Identification of what areas could be affected by flood water and who is at risk.
- Development of ways and means of alerting the public as early as possible when there is a significant flood risk.
- Developing flood rescue and assistance for those who become isolated by flooding

6. DURING FLOOD/SURFACE WATER

- CEW to check on all known vulnerable residents that may be cut off by flood water
- Support to be given if required to affected businesses

7. AFTER FLOOD/SURFACE WATER

- Report any damage to highways to Buckinghamshire Council
- Arrange to have any fallen trees removed
- Offer support to residents dealing with receding flood waters and contamination

SNOW/ICE INCIDENT ACTION CARD

1. STEADY STATE MONITORING

Weather forecasts

2. TRIGGER: Met Office operate National Severe Weather Warning Service.

3. DETAILS

The alerts are based on the level of disruption as opposed to the level of risk that snow or icy conditions will occur, these are described as follows;

Yellow alert: minimum amount of disruption/any disruption will be transient

Amber alert: disruption can be expected to last for some time

Red alert: significant disruption can be expected to last for some time.

The details of duration and any specific considerations such as loss of infrastructure (e.g. power) will be included in the narrative of the alert.

4. CONTACT DETAILS

Snow clearance on local roads is the job of Transport for Bucks, details of the routes can be seen here:

www.buckscc.gov.uk/services/transport-and-roads/road-maintenance-and-repairs/winter-maintenance/

Wendover Road can be seen on routes GL5 and GL6

5. PREPARATORY WORK

Ensure adequate stocks of salt and grit are available for local use.

6. DURING SNOW/ICE

Priority routes for snow/ice clearance will be the Manor Waste and the Railway Station side of Pound Street from Dobbins Lane to the Shoulder of Mutton.

Public Advice

Don't be put off clearing paths because you're afraid someone will get injured. Remember, people walking on snow and ice have a responsibility to be careful themselves.

Follow the advice below to make sure you clear the pathway safely and effectively, don't believe the myths - it's unlikely you'll be sued or held legally responsible for any injuries if you have cleared the path carefully.

Clear the snow and ice early in the day It's easier to move fresh, loose snow rather than hard snow that has packed together from people walking on it. So if possible, start removing the snow and ice in the morning. If you remove the top layer of snow in the morning, any sunshine during the day will help melt any ice beneath. You can then cover the path with salt before nightfall to stop it refreezing overnight.

Pay extra attention to clearing snow and ice from steps and steep pathways - you might need to use more salt on these areas. Use salt or sand - not water Don't make the pathways more dangerous by causing them to refreeze. If you use water to melt the snow, it may refreeze and turn to black ice. Black ice increases the risk of injuries as it is invisible and very slippery. You can melt snow or prevent black ice by spreading some salt on the area you have cleared. You can use ordinary table or dishwasher salt - a tablespoon for each square metre you clear should work. Don't use the salt found in salting bins - this will be needed to keep the roads clear. Be careful not to spread salt on plants or grass as it may damage them

PANDEMIC INCIDENT ACTION CARD

1. STEADY STATE MONITORING

Indicators are likely to be in national media and in the form of an official health warning

2. TRIGGER: Pandemic declared by World Health Organisation / direction or advice from Buckinghamshire Council

3. DETAILS

Pandemic flu is the UK's highest risk. The impact of the Covid-19 Pandemic was wide reaching and life changing for so many.

4. CONTACT DETAILS

Volunteers who can collect and drop-off prescriptions, collect food, etc.
Wendover Good Neighbour Scheme wardens, also known in this plan as Community Emergency Wardens (CEW)

- Local surgery: Wendover Health Centre
- Local pharmacy Wendover Pharmacy

5. PREPARATORY WORK

- Identify volunteers who can collect and deliver medicines for people who are vulnerable / self isolating
- Support any temporary vaccination scheme.
- Publicise NHS posters.
- Promote awareness campaigns
- In Autumn, distribute information about 'flu jabs' on website, social media and in the village Newsletters
- Share plans with the community

6. DURING PANDEMIC

Form a Pandemic Committee. Include health care professionals if possible. Make this committee larger than others, since during a full pandemic up to half the committee could become ill. The Pandemic Committee will:

- Seek volunteers to help people living alone/self isolating to collect and deliver prescriptions and food, look after pets etc.
- Co-ordinate with local volunteers to provide transport for residents in need.
- Co-ordinate with local volunteers to keep in touch with infected people through email / phone
- Review lists of local vulnerable people and update to reflect HMG/NHS advice
- Coordinate with the Health Centre/Pharmacy and any temporary vaccination scheme.
- Support the distribution of NHS posters and printed advice.

Consider cancelling public gatherings and meetings, as advised by the NHS and HM Government.

LOSS OF UTILITIES INCIDENT ACTION CARD

1. STEADY STATE MONITORING

None undertaken, review of supplier web sites but typically the incident arises suddenly, ie without warning.

2. TRIGGER: Loss of supply

3. DETAILS

A prolonged outage is likely to require action from the CEMT. The actions open to them include:

- Seeking to open a community shelter or rest centre.
- Coordinating with voluntary groups for support to vulnerable residents.
- Posting of information to the website / social media feeds.

4. PREPARATORY WORK

Parish Council

- Obtain agreements with those premises suitable as a safe place and shelter for vulnerable residents.
- Alert Buckinghamshire Council to vulnerable people.
- Promote keeping torches and wind-up radios
- Encourage vulnerable people to register with their suppliers Priority Service Register – see <https://www.saveonenergy.com/uk/guides/priority-services-register/> for general details

5. DURING OUTAGE

Contact voluntary groups and CEW to check welfare of vulnerable people during an outage.

Utility companies will deal with outages

STORM / WEATHER INCIDENT ACTION CARD

1. STEADY STATE MONITORING

Weather forecasts

Met Office operate National Severe Weather Warning Service

2. TRIGGER

As above

3. DETAILS

There are many ways a storm can damage buildings:

- Roof tiles blown off in heavy winds
- Damage to the buildings from lightning, possibly leading to fire
- Damage from fallen trees and debris
- Water damage due to heavy rainfall

4. CONTACT DETAILS

Buckinghamshire fallen trees etc:
<https://fixmystreet.buckscc.gov.uk>

Meteorological Office Weather Warnings
<http://www.metoffice.gov.uk/public/weather/warnings>

5. PREPARATORY WORK

- Met Office operate National Severe Weather Warning Service which aims to give advance notice of severe gales.
- Buckinghamshire Council Weather alerts on social media.

6. DURING STORM / WEATHER

Monitor the situation and react to anything life threatening, report road blockages as needed.

7. AFTER STORM / WEATHER

Arrange to have fallen down trees removed

CEW check for storm damage

CEW to check vulnerable people

ANIMAL HEALTH INCIDENT ACTION CARD

1. STEADY STATE MONITORING

National Information / Local vets

Animal and Plant Health Agency alerting service: <https://www.gov.uk/guidance/apha-alert-subscription-service>

2. TRIGGER

Notification of infected premises

3. DETAILS

The risks of disease being spread by those seeking recreational access to the countryside are very small, and can be reduced further by avoiding direct contact with animals.

In the event of a disease outbreak, there will be a presumption in favour of access to the countryside, subject to veterinary risk assessment.

These diseases have a serious economic impact for the farmer and will cause fluctuations in price of the meat, and animal products.

There may be restrictions put on movement around the infected premises in zones.

- i. Diseases that affect only the animals eg Foot and Mouth, Blue Tongue and Classical Swine Fever, etc. Key response would be to control access to and from infected flocks/herds to isolate the disease by stop human carrying the disease between fields.
- ii. Zoonotic Diseases ie diseases that can pass from animals to humans such as Avian Influenza, E.Coli, Salmonella, etc. Key response would be to control access to the area and to animals will be restricted for infection control – ie to stop humans spreading the disease and also prevent humans from catching it.

However, restriction in the movement of animals, people and vehicles on and around infected site/premises may be put in place.

There may be disinfectants that need to be applied when entering / leaving affected premises.

4. PREPARATORY WORK

- Ensure map of local footpaths is up to date
- Establish contact with relevant authorities

5. DURING ANIMAL HEALTH INCIDENT

1. Obtain up to date information from:
 - Department for Environment, Food and Rural Affairs.
<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>
 - Animal and Plant Health Agency
<https://www.gov.uk/government/organisations/animal-and-plant-health-agency>
2. Liaise with Buckinghamshire Council as needed
3. Provide information to community about closed footpaths and bridleways.
4. Provide information about alternative public byeways which are suitable for exercising dogs, horses, etc
5. Check that public warning and information signage remains in place, report to Buckinghamshire Council if signs are tampered with or removed
6. Maintain contact with the affected farmer's family and check their welfare.

FUEL DISRUPTION INCIDENT ACTION CARD

1. STEADY STATE MONITORING

National news

2. TRIGGER

Government Direction and Media Reporting.

3. DETAILS

Fuel disruption can cause severe hardship in rural areas where we rely on vehicles to get supplies, including food and medication. Disruption of fuel supplies will be a national or at least regional emergency and, at the village level, the focus can only be on trying to mitigate the effect on the community.

4. CONTACT DETAILS FOR:

Nearest filling stations

- B P Service Station H K S Wendover, Aylesbury Road, Wendover.
- Total Service Station, 62-64 Aylesbury Road, Wendover
- Murco, South Street, Aylesbury
- Harvest Energy Service Station, London Road, Aylesbury
- Esso, Wendover Road, Aylesbury

Nearest fuel suppliers

- Lovell Fuels Ltd, Oil Depot, Bicester Road, Aylesbury
- Speedy Fuels & Lubricants, Yard 31, Thorney Business Park, Iver
- Aslanol Ltd, 25 Heathfield, Milton Keynes
- Butler Fuels, Building 212a, Avenue B, Westcott Venture Park, Aylesbury
- Watson Petroleum Ltd, Watling Street, Milton Keynes
- Source Right, 5 Hertford Place, Milton Keynes
- GE Stevens, Ruskin Buildings, Oakridge Road, High Wycombe

5. DURING FUEL DISRUPTION

Use the websites and Social Media to repeat advice to the community to conserve fuel.

Reduce use of private vehicles (walk to shops, school, etc). Encourage the use of public transport

Use online shopping, where available.

If heating oil supplies are restricted consider opening (heated) community buildings.

Identify priority workers in the community who will have preferential access to fuel. Can they offer lifts, or do shopping for neighbours.

Check on the needs of vulnerable people in the community.

Report to Buckinghamshire Council on that which cannot be managed locally.

Stress that to stockpiling fuel can be very dangerous.

HEATWAVE

1. STEADY STATE MONITORING

The following systems are in place:

- A heat-health watch alert system operates from 1 June to 15 September, based on Met Office forecasts and data. This will trigger levels of response from the NHS, government and public health system, and communicate risks.
- Advice and information for the public and for health and social care professionals, particularly those working with at-risk groups. This includes both general preparation for hot weather and more specific advice when a severe heatwave is forecast.

2. TRIGGER

24.5°C is the temperature at which any excess deaths may first become apparent.

Heatwave warnings will be colour-coded to indicate more easily the National Severe Weather Warning Service (NSWWS) regions affected by a change from one Heatwave Warning level to another (eg from Level 2 to Level 3) – this will help responders to clarify what actions in turn need to be taken.

3. DETAILS

The climate is changing and current analysis in the national UK climate change risk assessment suggests that summers are going to get hotter in the future.

The main risks posed by a heatwave are:

- Not drinking enough water (dehydration)
- Overheating, which can make symptoms worse for people who already have problems with their heart or breathing.
- Heat exhaustion and heatstroke.

4. PREPARATORY WORK

Issue NHS/Gov guidelines and promotion as soon as it become available and apparent that a heatwave is imminent.

5. DURING HEATWAVE

- Look out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying health conditions and those who live alone are particularly at risk.
- Offer continued public advice in line with NHS/Gov guidance.
- Offer public advice on never leaving anyone in a closed, parked vehicle, especially infants, young children or animals.

MAJOR EMERGENCY (Not covered elsewhere)

1. STEADY STATE MONITORING

National News

2. TRIGGER

Plane crash, serious road traffic collision, explosion, chemical spill, etc. Air / water borne pollution. Act of terrorism

Locally determined when it happens

3. CONTACT DETAILS

- Local Radio
- Social Media

4. PREPARATORY WORK

- None

5. RESPONSE

- The CEMT should keep in contact. If the emergency services need our assistance, they will contact Wendover using the contact details in this plan.
- Situation Report. The CEMT should prepare a Situation Report and consider opening safe places and shelters.
- The actions the community might take will depend on the nature of an incident. Reduce risk by waiting for accurate information and specific instructions.

Share message with the community

- Information on the disaster will be shared with the community. Depending on the nature and location of the disaster the ECC will be opened to provide a central point for information dissemination. Social media will be used to help provide information

GO IN

- Avoid vapour and smoke hazards. Go indoors, close doors and windows and shut down ventilation systems if it is safe to do so. Unless there is an obvious risk to the property this will give you good short-term protection against the vast majority of hazards.

STAY IN

- Stay indoors until you know more about the situation and the appropriate action you need to take to protect yourself further. The action you should take will be different depending on the nature of an incident so you could put yourself at more risk by not waiting for further instructions.

TUNE IN

- Tune in to local radio and television to find out more about what is happening. If there is a major emergency radio and TV companies will interrupt programming to give the public safety advice and information about the incident.

PLAN EVACUATION

- Consider putting the local place of safety on standby and activating the volunteer networks
- Consider setting up the ECC to provide a Rest Centre for the members of the emergency services

PART THREE

RESTRICTED

REFERENCE

Note those Appendixes marked Restricted are in a separate document held by the Emergency Co-ordinator, Clerk, Admin Officer, Chair, Vice-chair.

RESTRICTED APPENDIX E – PERSONAL CONTACT DETAILS

RESTRICTED APPENDIX F – USEFUL CONTACT DETAILS

RESTRICTED APPENDIX G – PARISH VULNERABLE PEOPLE & SITES

RESTRICTED APPENDIX H – KEY LOCAL SKILLS & RESOURCES

RESTRICTED APPENDIX I - CASCADE TELEPHONE TREE

