Resilient Communities Wiltshire

Hullavington Community Emergency Plan

Plan Completion Date

November 2024

Plan Author

Hullavington Parish Council

Contents

Key Contacts

The key contact details below are all publicly available. A more comprehensive contact list is available as an appendix to this plan from the Parish Clerk and the Parish Councillors listed below.

Community Emergency Volunteer Coordinator			
Name	Jon Atkey	Contact Number	Mob: 07530 252793
Notes	Email: jonatkey1@gmail.com		

Community Emergency Volunteer (Deputy)			
Name	David Martin	Contact Number	Mob: 07816 855748
Notes	Parish Councillor Email: d.martin0204@btinternet.com		

Community Emergency Volunteer (Deputy)			
Name	Mandy House	Contact Number	Mob: 07375 816739
Notes	Neighbourhood Watch Email: mandy.hullavington.nhw@gmail.com		

Community Emergency Volunteer (Parish Clerk)			
Name	Sharon Neal	Contact Number	Office: 01249 659842
Notes	Email: hpcclerk@yahoo.co.uk www.hullavingtonparishcouncil.org.uk		

Place of Safety Key Holders			
Location	Hullavington Village Hall, Hill Hayes Lane, SN14 6EB		
Name	Lizzy Email: Lizzy@hullavingtonhall.org.uk	Contact Number	Mob: Home:
Name	Helen Davies helen@hullavingtonhall.org.uk	Contact Number	Mob: Home:
Name	Anna Durrant anna@hullavingtonhall.org.uk	Contact Number	Mob: Home:
Notes	The quickest way to contact a keyholder is to email help@hullavingtonhall.org.uk		

Place of Safety Key Holders			
Location	**St Mary Magdalene Church, The Street, SN146DU**		
Name		Contact Number	Mob:
			Home:
Name		Contact Number	Mob:
			Home:
Name		Contact Number	Mob:
			Home:
Notes	Email: gauzebrookrector@gmail.com		

Place of Safety Key Holders			
Location	**Hullavington Primary and Nursery School, The Street, SN14 6EF**		
Name		Contact Number	Office: 01666 837604
Name		Contact Number	Mob:
			Home:
Name		Contact Number	Mob:
			Home:
Notes	Email: admin@hullavington.wilts.sch.uk		

Foreword

This Plan has been approved by Hullavington Parish Council on behalf of the local community. It is based on the guidance and template published by Resilient Communities Wiltshire, edited and completed to fit the circumstances of Hullavington. It is a living document, to be updated and amended as details change and as new volunteers come forward.

The plan has two main sections. Section 1 outlines the general principles behind emergency planning, while section 2 provides the actual plan for Hullavington. If having read this plan, you have any suggestions or would like to volunteer to help in any way, I would be delighted to hear from you.

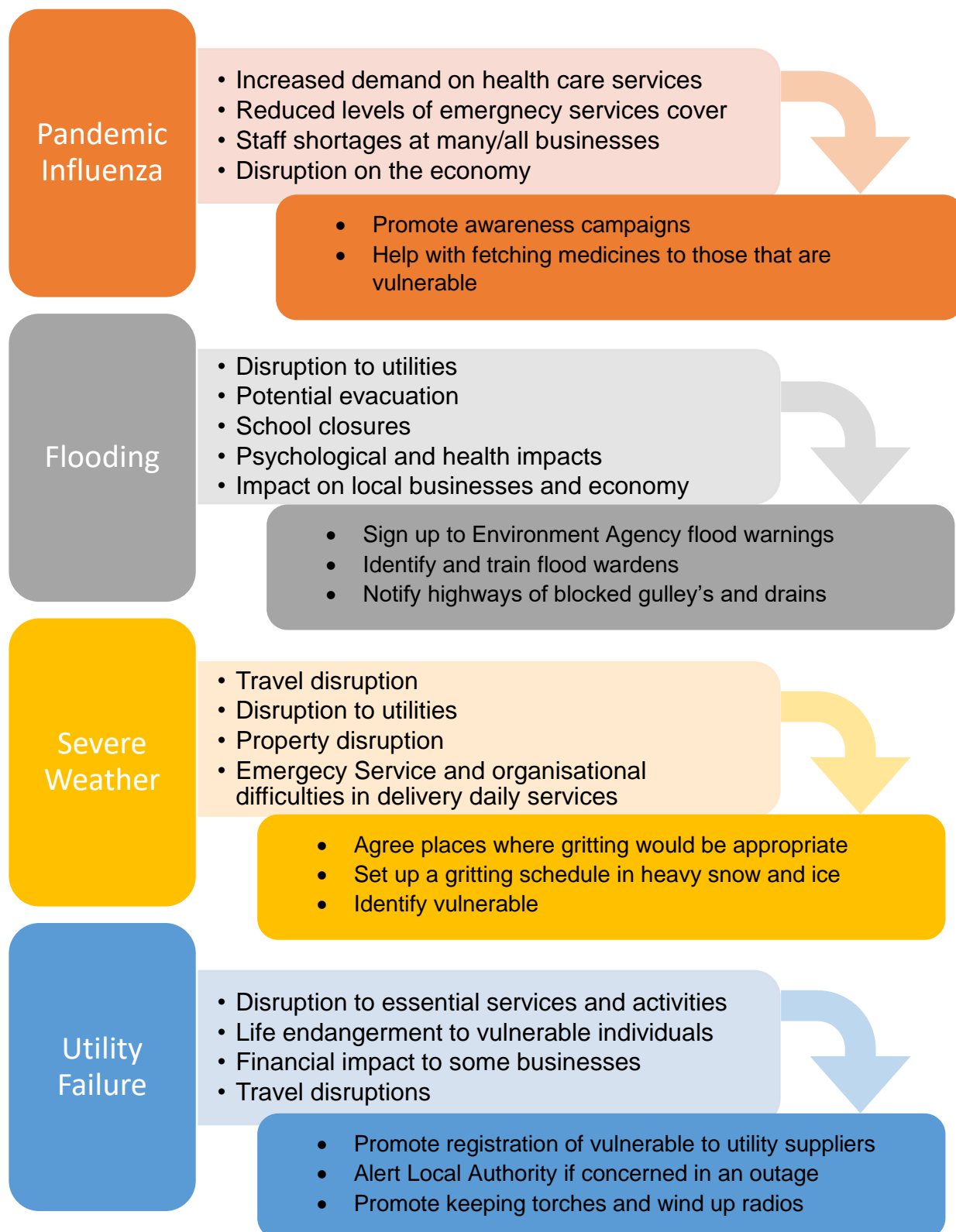I hope you find the plan informative and useful.

Jon Atkey
Community Emergency Volunteer Coordinator

1. Be Informed

1.1 What's an Emergency?

An Emergency, which can also be referred to as an incident is anything that affects you, your family and your community. The chart below highlights the highest risks in Wiltshire, some of the potential consequences and how the community can help.

Pandemic Influenza

- Increased demand on health care services
- Reduced levels of emergncy services cover
- Staff shortages at many/all businesses
- Disruption on the economy

- Promote awareness campaigns
- Help with fetching medicines to those that are vulnerable

Flooding

- Disruption to utilities
- Potential evacuation
- School closures
- Psychological and health impacts
- Impact on local businesses and economy

- Sign up to Environment Agency flood warnings
- Identify and train flood wardens
- Notify highways of blocked gulley's and drains

Severe Weather

- Travel disruption
- Disruption to utilities
- Property disruption
- Emergecy Service and organisational difficulties in delivery daily services

- Agree places where gritting would be appropriate
- Set up a gritting schedule in heavy snow and ice
- Identify vulnerable

Utility Failure

- Disruption to essential services and activities
- Life endangerment to vulnerable individuals
- Financial impact to some businesses
- Travel disruptions

- Promote registration of vulnerable to utility suppliers
- Alert Local Authority if concerned in an outage
- Promote keeping torches and wind up radios

1.2 Why have an Emergency Plan?

Increase readiness and resilience within local communities

Provide **support** to statutory agencies

Ability to **support themselves** when emergnecy services are delayed

1.3 Legalities

The question of insurance is something that always comes up within community resilience. What are we actually allowed to do? And are we insured to do so?

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 plan author/co-ordinator retains the title of data controller and therefore must ensure that all persons details included are asked whether they are ok for their details to be shared with the other community members and with representatives of the emergency services or council. Any emergency plans sent to the council will be stripped of all contact details (other than that of the coordinator).

Insurance[1]

Often people are worried about assisting in emergencies in case they might be held liable for their actions. In the unlikely event that someone might try and take a group or individual to court for damages due to the group's or an individual's actions in trying to help their community, the Government brought in the Social Action,

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[1] The guidance under this heading is an extract from "A Guide to Rural Community Resilience" by **Communities Prepared** (a Groundwork South programme) with the assistance of Action with Communities in Rural England (ACRE), Gloucestershire Rural Community Council, Farming and Wildlife Advisory Group South West, Community Action Suffolk, Bedfordshire Rural Communities Charity, Action with Communities in Cumbria, Action with Communities in Rural Kent, Community Council of Somerset, Community First Yorkshire, Devon Communities Together, Cambridgeshire ACRE. Further resources, training materials and advice can be found on the Communities Prepared online community resilience hub at https://www.communitiesprepared.org.uk/

Responsibility and Heroism (SARAH) Act 2015 6. This aims to reassure those who intervene that, as long as their actions were undertaken responsibly with due regard to safety, for the benefit of society or during an act of heroism, they will not be held liable for injury to a third party.

The SARAH Act does not provide a 'blank cheque' for individuals or organisations to do anything in the name of benefiting society, however.
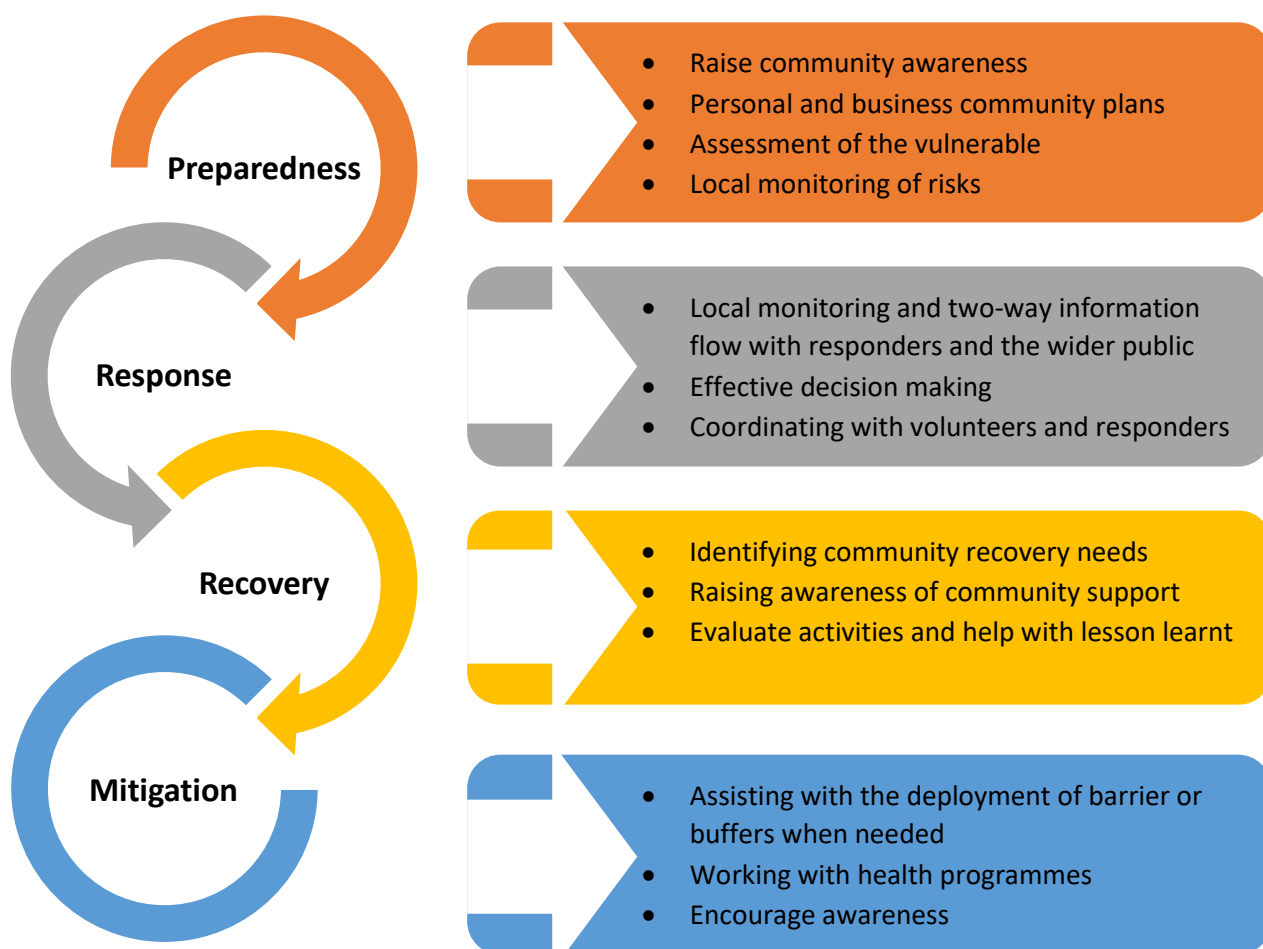
If you or your group can be proved to be negligent then you will still be held liable for your actions. Therefore, your group should retain public liability insurance to cover any negligence claims.

By setting up an organised CEV group, undertaking a programme of training, equipping your volunteers suitably, and exercising your team, you will go a long way to proving due diligence. This will mean you are less liable to claims made against your efforts to make your community more resilient.

By setting up your group under your local town, parish council or Neighbourhood Watch committee your group can be covered by their public liability insurance. By following a recognised training programme, such as that provided by **Communities Prepared**, and having proper systems in place to manage your group during an emergency, insurers are much more likely to provide your group's activities with cover.

1.4 The Community's Role in an Emergency?

Communities have a role to play in all types of emergency and can be involved at every stage.

Preparedness
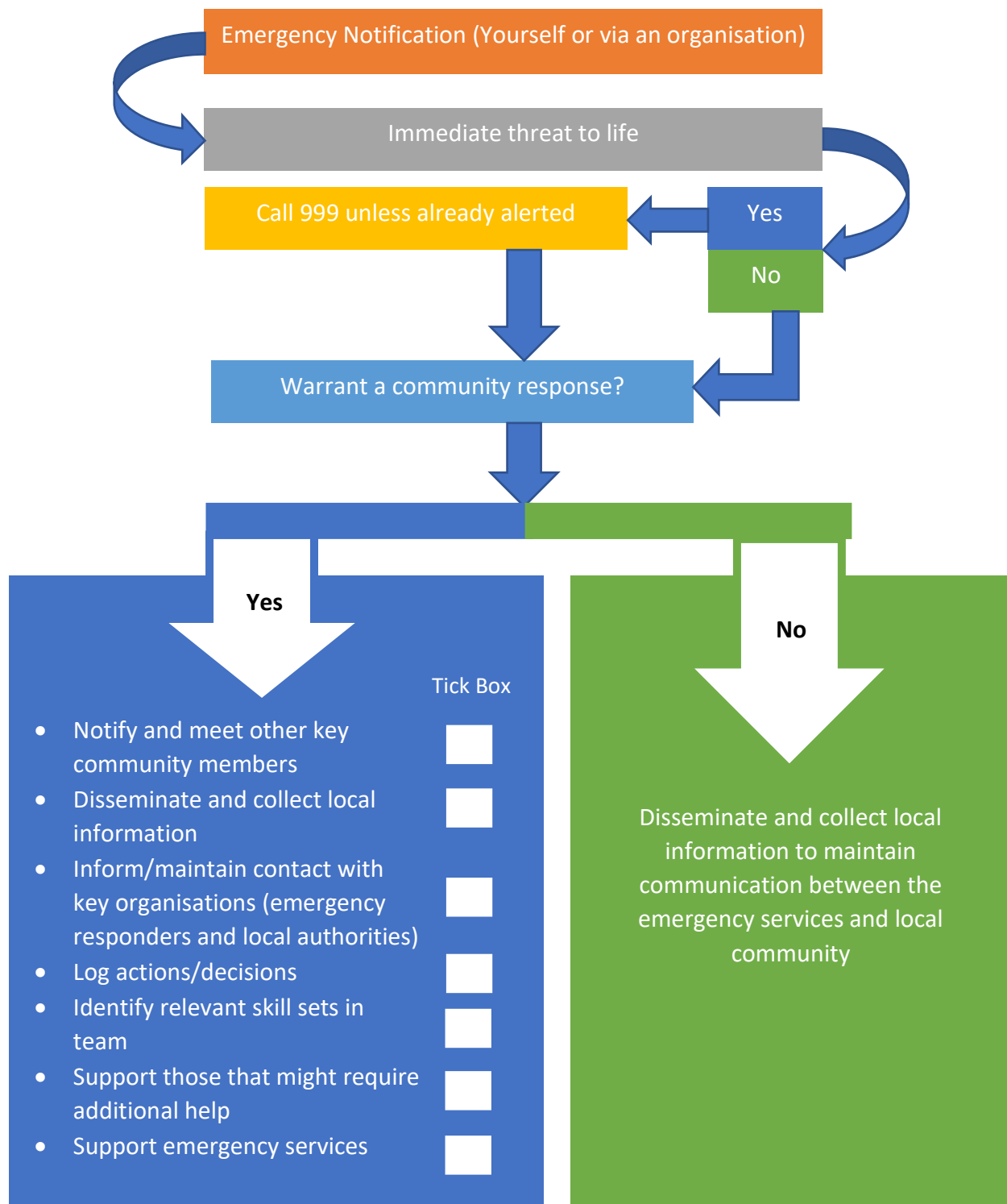
- Raise community awareness
- Personal and business community plans
- Assessment of the vulnerable
- Local monitoring of risks

Response

- Local monitoring and two-way information flow with responders and the wider public
- Effective decision making
- Coordinating with volunteers and responders

Recovery

- Identifying community recovery needs
- Raising awareness of community support
- Evaluate activities and help with lesson learnt

Mitigation

- Assisting with the deployment of barrier or buffers when needed
- Working with health programmes
- Encourage awareness

1.5 Activation

Activation may come from one of two different ways:

Emergency Notification

(e.g from Local Authority or EA)

- Follow what is requested by the emergnecy responders. This may be things you have outlined in your emergency plan (see section 1.6)

Something you have **identified in the area yourself**

- Call 999 if a threat to life
- Contact relevant organisation (e.g. council)
- Follow set procedures oulined in the plan

Emergency Notification (Yourself or via an organisation)

Immediate threat to life

Call 999 unless already alerted

Yes

No

Warrant a community response?

Yes

Tick Box

- Notify and meet other key community members ☐
- Disseminate and collect local information ☐
- Inform/maintain contact with key organisations (emergency responders and local authorities) ☐
- Log actions/decisions ☐
- Identify relevant skill sets in team ☐
- Support those that might require additional help ☐
- Support emergency services ☐

No

Disseminate and collect local information to maintain communication between the emergency services and local community

1.6 Local Emergency Responders

Who?	How to contact them?	What they do in an emergency?
Police	• Dial 999 in an emergency such as a crime in progress • Non-emergency Police reporting dial **101**	• Responding to incidents • The co-ordination of the emergency services, local authorities and other organisations during an emergency
Fire	• Dial 999 in an emergency	• Responding to incidents • Fire-fighting and fire prevention • Detection, identification, monitoring and management of hazardous materials and protecting the environment
Ambulance & NHS	• Dial 999 in an emergency • NHS non-emergency number: 111	• Responding to incidents • Identify & alert the receiving hospitals
Wiltshire Council	• In and out of hours use: 0300 456 0100. • In hours you may ask for the Emergency Planning Team • You may use emergencyplanning@wiltshire.gov.uk	• Support the emergency services • Help the community recover • May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system • Help facilitate road closures and diversions • Identify and set up a safe place for community to stay after being evacuated - known as a rest centre
Environment Agency	• **Incident hotline** 0800 80 70 60 (24-hour service) • Floodline service 0345 988 1188	• Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers • Issue flood alerts and warnings to the public and implement flood defence where appropriate • Deal with emergency repairs and blockages on main rivers and own structures
Utility Providers	• Power Cut – call 105 • Wessex Water – 0345 600 4600 • British Telecom – 08001217667 • Gas (National Grid) – 0800 111 999	• Support statutory responders • Ensure continuity of supply • Provide alternative means of supply during an emergency if there is a threat to life

Network Rail	• 24 hour emergency number - 03457 11 41 41
	• Contact link: https://www.networkrail.co.uk/communities/contact-us/
		• Deal with safety threats such as:
		  o people, animals, trees or objects on or near the track
		  o damage or fault at a level crossing
		  o a vehicle has hit a bridge
		  o a broken fence or open gate allowing access to the track.

In some case the emergency services and local authorities will have to prioritise those greatest in need and therefore may not be able to reach you immediately. Communities can play a vital role in helping the emergency responders by reducing the impacts of an emergency. This can be achieved by producing community plans, followed by regular training and exercising of it.

2. Hullavington's Plan

2.1 Scope

The Hullavington Community Plan has been prepared using the guidance and template provided by 'Resilient Communities Wiltshire'. It aims to provide the whole parish with a good level of resilience that will:

1. reduce the likelihood of incidents adversely affecting the community by being prepared; and
2. enable us to complement the emergency services alongside coping with small scale issues, either on our own or before the relevant services arrive.

2.2 Preparation and Triggers

The following table lists our local risks and what will cause us to react to them – whether that is a flood warning or a news or weather report. For each Incident type, it lists the things we can do in preparation in case it happens and what would trigger Emergency Action. For most incidents we have a separate annex going into the Preparations and Actions in more detail. This table should be regularly reviewed in light of experience and changing circumstances. Remember in section 1.1 there are some preparatory actions for key incidents suggested.

Incident	Preparation	Trigger(s)	Action in an Emergency
Flood	See Annex A – Flood plan	Environment Agency Local Flood Warning OR Local knowledge	• Activate Emergency Plan – See Annex H – Emergency Plan Activation • See additional Actions in an Emergency at Annex A – Flood plan
Snow or Ice	See Annex B – Snow and Ice Plan	Met Office warning OR Alert from Wiltshire Council OR Local knowledge	• Activate Emergency Plan – Annex H – Emergency Plan Activation • See additional Actions in an Emergency at Annex B – Snow and Ice Plan
High winds	• Sign up to the Met Office Weather Warning service • Encourage residents to sign up to the Met Office Weather Warning service through the PC website, Hullavington Happenings Facebook	Met Office warning OR Alert from Wiltshire Council OR Local knowledge	• Activate Emergency Plan – See Annex H – Emergency Plan Activation • See also additional actions at Annex C – First steps in an emergency – Weather/Access

Incident	Preparation	Trigger(s)	Action in an Emergency
	Group and Hullavington News Summer edition • Before a storm, publicise Met Office advice to residents: https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/your-home/stay-safe-in-a-storm		
Hot weather	• Sign up to the Met Office Heat-Health Alert service: https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/heat-health-alert-service • Encourage residents to take precautions when Met Office Yellow and Amber Alert received, through the PC website, Hullavington Happenings Facebook Group and the village email service • Encourage residents to sign up to the Met Office Weather Warning service through the PC website, Hullavington Happenings Facebook Group and Hullavington News Summer edition	Met Office Heat-health Red Alert OR Alert from Wiltshire Council OR Alert from central government/ national emergency declaration	• Activate Emergency Plan – See Annex H – Emergency Plan Activation
Loss of Utilities	See Annex D – Utility Unavailability	Loss of utility or access for 24 hours	• Activate Emergency Plan • See Annex H – Emergency Plan Activation

Incident	Preparation	Trigger(s)	Action in an Emergency
Animal Health	See Annex E – Animal Health Plan	Notification of infected premises	• Activate Emergency Plan • See Annex H – Emergency Plan Activation
Pandemic Flu	See Annex F – Pandemic Flu Plan	Pandemic declared by World Health Organisation	• Activate Emergency Plan • See Annex H – Emergency Plan Activation • See additional Actions in an Emergency at Annex F – Pandemic Flu Plan
Disaster	See Annex G – Disaster	Plane crash, serious road traffic collision, explosion, chemical spill, etc **OR** Emergency Alert from Local Authority or Environment Agency **OR** Government Emergency Alert received on mobile phones	• Activate Emergency Plan • See Annex H – Emergency Plan Activation • See additional Actions in an Emergency at Annex G – Disaster • Follow advice provided in Government Emergency Alert message

2.3 Key Local Skills

This is a good away of highlighting what key skills we might need alongside those that provide them. We can add as many as we like below.

Skill/Resource	Who?	Contact Details	When might not be available
Trained First Aider		See Appendix B – Contact List	
		See Appendix B – Contact List	
4x4 Owners		See Appendix B – Contact List	
Drinking Water	Local farmers' private boreholes	See Appendix B – Contact List	
Water for fire fighting		See Appendix B – Contact List	
Food supplies			
Medical Supplies		See Appendix B – Contact List	Outside normal opening hours
Defibrillators	Hullavington School		
	Hullavington Garage		

2.4 Places of Safety

A place of safety can be anything from a shelter for a few hours to overnight stays. Therefore the village hall, the church and the school are all good options for us.

Building	Location	Contact Details (Name, phone, email)	Capacity	Resources (kitchen, showers?)
Village Hall	Hill Hayes Lane, SN14 6EB	help@hullavingtonhall.org.uk	Rest centre/ safe place	Kitchen Toilets Tables & chairs
St Mary Magdalene Church	The Street, SN14 6DU	gauzebrookrector@gmail.com	Rest centre/ safe place	Toilets Tables & chairs
Hullavington Primary School	The Street, SN14 6EF	Tel: 01666 837604 head@hullavington.wilts.sch.uk admin@hullavington.wilts.sch.uk	Rest centre/ safe place	Toilets

2.5 Map of Local Risks

A map of local risks and resources could include places that suffer from flooding, known areas we want to grit, the location of places of safety and anything we feel relevant. Remember not all risks are mappable.
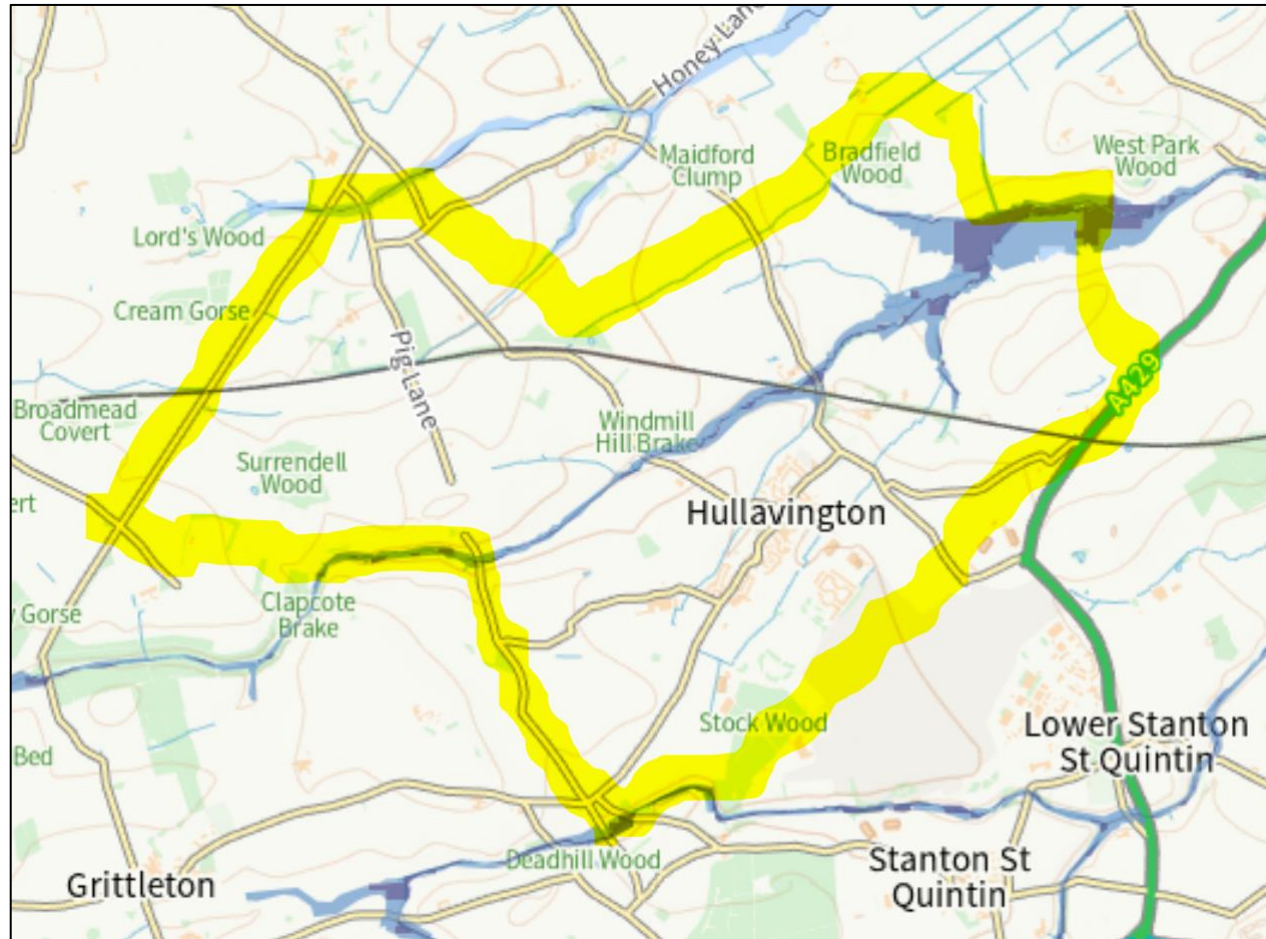
2.6 Setting Up the Community Emergency Volunteer Group

Many communities find the best way to start a resilient programme is to form a Community Emergency Volunteer Group. Below is an outline of how our volunteer group might be organised based on idea from Resilient Communities Wiltshire. The roles and names of individuals can then be input into this plan.

Parish Council
- Community plans often start off well through Parish Councils. This enables a good link with Wiltshire Council and ensures it also covers the whole community.

Community Emergency Volunteer Coordinator
- Each Community Volunteer Group works best with an overall cooordinator, this means that in an emergency we have a dedicated person to manage the whole situation and ensure everyone is staying on task and safe.
- It's recommended to have several coordinators as we can't guarentee that the main coordinator will be around when the incident happens

Deputy CEV Coordinator
- Deputy coordinators are there to assist in large incidents and also over if the main coordinators are not available

Community Volunteers
- Community Volunteers are the heartbeat of the group and can be available to help in a variety of incidents - like door knocking, spreading grit and helping the vulnerable.
- We can have as many volunteers as we feel neccessary
- We might want some extra specific volunteers if our community suffers from specific events e.g. Flood Wardens - these are considered in the seperate Flood Plan annex.

2.7 Action Cards

Community Emergency Volunteer Coordinator/Deputy	
Activation	**Key Responsibilities**
Parish Council → CEV Coordinator	• Coordinate the community response • Ensure Health and safety is adhered to • Liaise with relevant emergency services/organisation/council • Ensure action and decision are logged
Actions	
1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services 2. Continually liaise with the emergency services/LRF members 3. Coordinate the organisation of the community volunteers 4. Keep an eye on Health and Safety of the volunteers 5. Record all decisions and actions of the community 6. Coordinate the requests for extra resources – in liaison with the council	

Community Volunteers	
Activation	**Key Responsibilities**
CEV Coordinator → Deputy CEV/ Community Volunteers	• Help with community tasks • Collect community information • Help disseminate information • Assist in incident response (sand bagging, flood monitoring etc)
Actions	
1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted) 2. Follow the direction of the CEV Coordinator 3. Help collect information or disseminate to the local residents/community members 4. Help identify those vulnerable in certain incidents alongside potentially checking on them. 5. Monitor at risk areas (particularly seasonal risks) 6. Help with the clearing of paths in icy or snow conditions 7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app)	

2.8 Telephone Tree

To be amended and supplemented as necessary.

Community Emergency Volunteer (CEV) Coordinator
Jon Atkey   *07530 252793*

CEV Deputy	CEV Deputy
Dave Martin 07816 855748	Mandy House 07375 816739

Volunteer	Volunteer	Volunteer	Volunteer
Name Contact number	Name Contact number	Name Contact number	Name Contact number

Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer	Volunteer
Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number	Name Contact number

2.9 Contact Details

The key contact details below are all publicly available. A more comprehensive contact list is available at Appendix B to this plan from the Parish Clerk and from the Parish Councillors listed under Key Contacts above.

Name			Sharon Neal
Job Role *(e.g Volunteer)*			Parish Clerk
Telephone Number	Mobile	Office	Email
		01249 659842	hpcclerk@yahoo.co.uk
Address			Skills

Name			Mandy House
Job Role *(e.g Volunteer)*			Neighbourhood Watch Coordinator
Telephone Number	Mobile	Home	Email
	07375 816739		mandy.hullavington.nhw@gmail.com
Address			Skills

Name			Sandra Samra
Job Role *(e.g Volunteer)*			
Telephone Number	Mobile	National Helpline	Email
	07759 700146		
Address			Skills

Name			
Job Role *(e.g Volunteer)*			
Telephone Number	Mobile	Home	Email
Address			Skills

To be completed and continued as necessary…

Annexes

Annex A – Flood Plan

Prepared in consultation with Renate Malton, Flood Resilience Officer, Drainage Team - Chippenham Bath Road, Wiltshire Council

TRIGGER – ENVIRONMENT AGENCY LOCAL FLOOD WARNING OR LOCAL KNOWLEDGE

1. Areas at risk of flooding from the Gauze Brook

The Gauze Brook is classed as main river and Wiltshire Council's flood map below shows two roads at risk of closure due to flooding from this source – Hill Hayes Lane, by the stream support pumping station and the Norton Road by the railway bridge.

The map also shows that the sewage works have the potential to be overrun. There is therefore a concern about how this could affect the water quality. This can best be answered by the Environment Agency and/or Wessex Water.
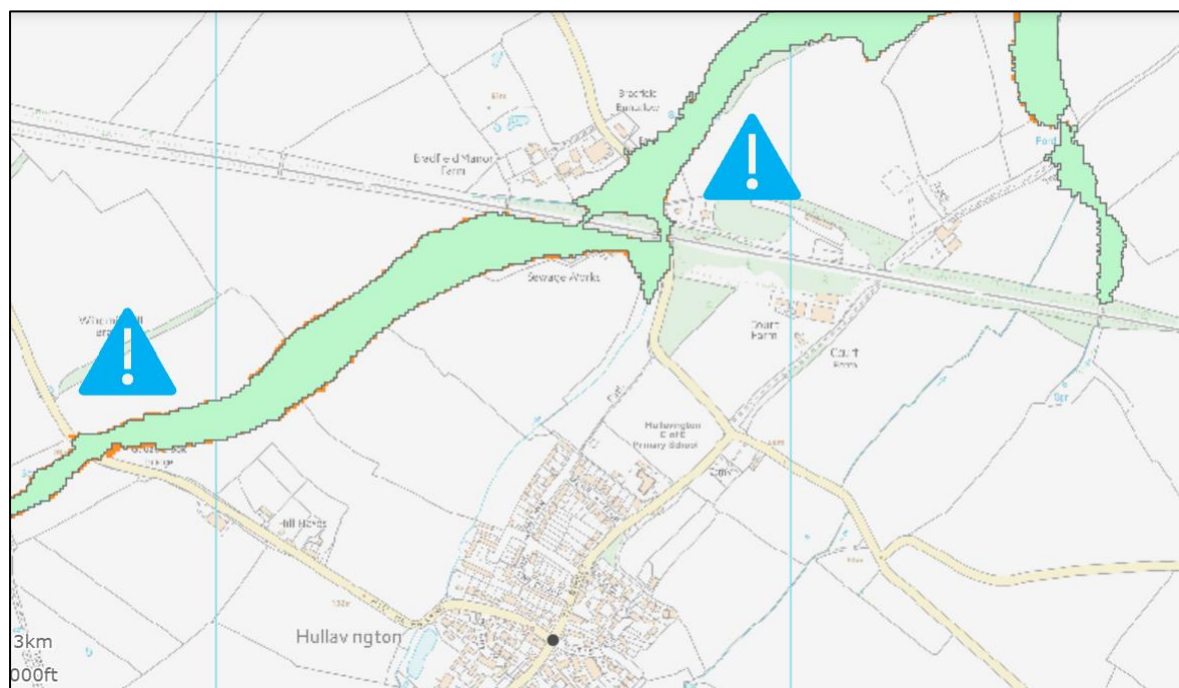
The parts highlighted in orange indicate that climate change has the potential to increase the area currently affected by flooding.
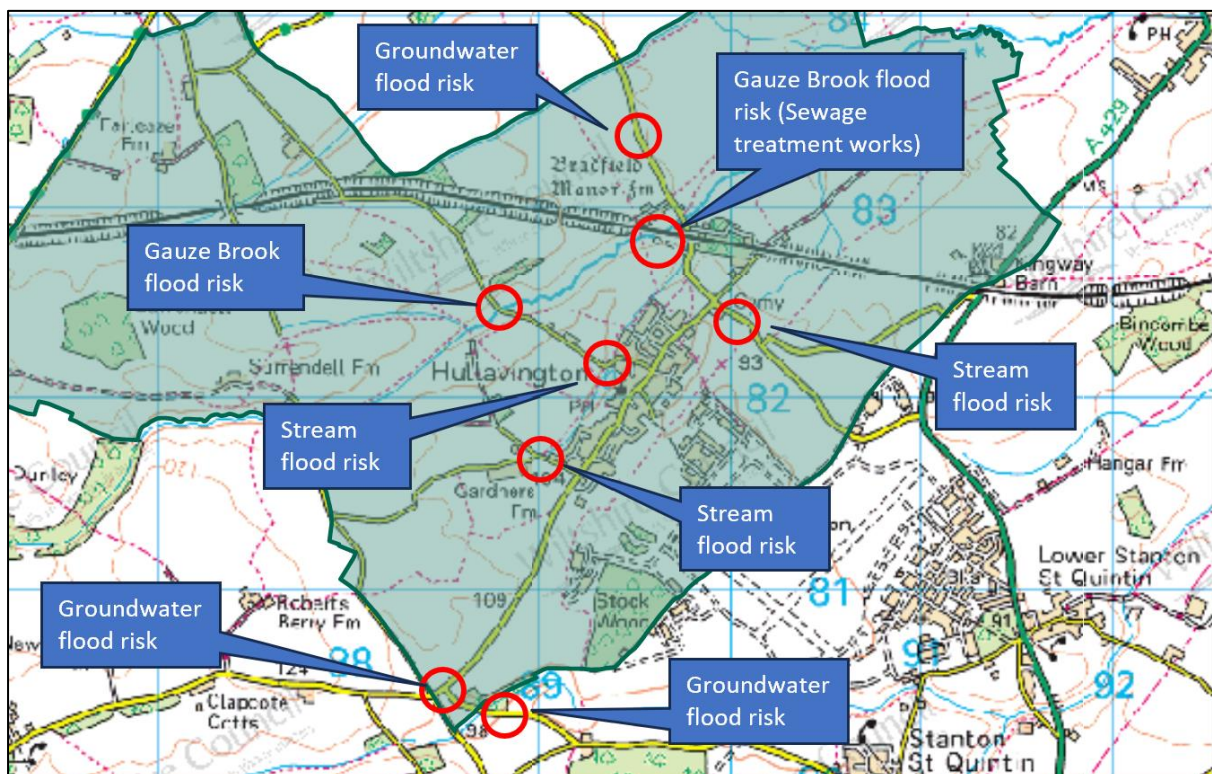
2. Other flood risks

Flooding from groundwater can happen when the level of water within the rock or soil that makes up the land surface (known as the water table) rises. Wiltshire Council is the local flood authority responsible for managing the risk of flooding from groundwater. As with river and stream flooding, groundwater flooding can also damage property and make access to properties challenging for a prolonged period, so it is important to be prepared.

So in addition to the risk of flooding from the Gauze Brook mentioned above, there are five other sites close to the village prone to flooding during periods of heavy rain (also indicated on the areas at risk map below):

1. The road from Hullavington to Norton can become flooded from run-off from the adjacent fields. This has happened after periods of heavy rain, making the road temporarily impassable for normal traffic. Wiltshire Council is responsible for this road, so flooding here can be reported on MyWilts. In the longer term, some sort of preventative measures might be necessary – such as additional ditches. OS Grid ref: ST 896 833

2. Hill Hayes Lane is at risk of flooding from the small stream flowing to the rear of Court House, especially if the entrance to the culvert under the road here becomes blocked by leaves and other debris. To avoid flooding, regular inspection and, if necessary, clearance of the grill at the entrance to the culvert is needed. OS Grid ref: ST 894 822

3. The culvert and gullies on the road just east of the cemetery can also become blocked, again leading to road flooding and making the road temporarily impassable for normal traffic. The culvert takes the flow of the stream emerging from Watery Lane, plus drainage of surface water through the series of gullies along the southern edge of the road. These gullies are on a high speed road (60 mph) so should be advised to the Area Highway Engineer and added to the priority gully service. Any flooding here can also be reported on MyWilts. OS Grid ref: ST 901 824

4. The lane leading to Gardners Farm at the Parklands end of the village is prone to flooding, when the culvert and normally dry ford can back up a considerable distance in both directions.

5. South of the village, the road to Grittleton can become flooded from groundwater. OS Grid ref: ST 884 804

6. Also, the road from the junction here to Stanton St Quintin. OS Grid ref: ST 886 803
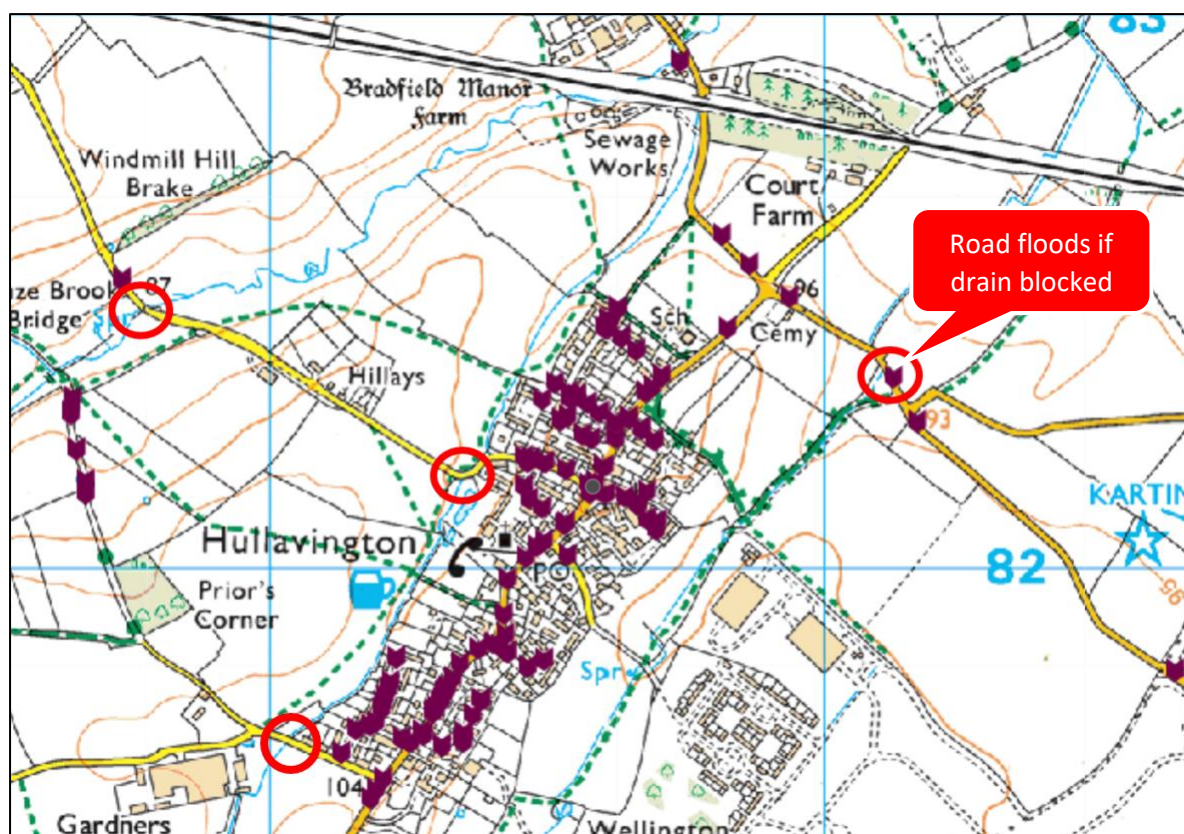
Areas at risk of flooding – streams and groundwater

Groundwater flood risk
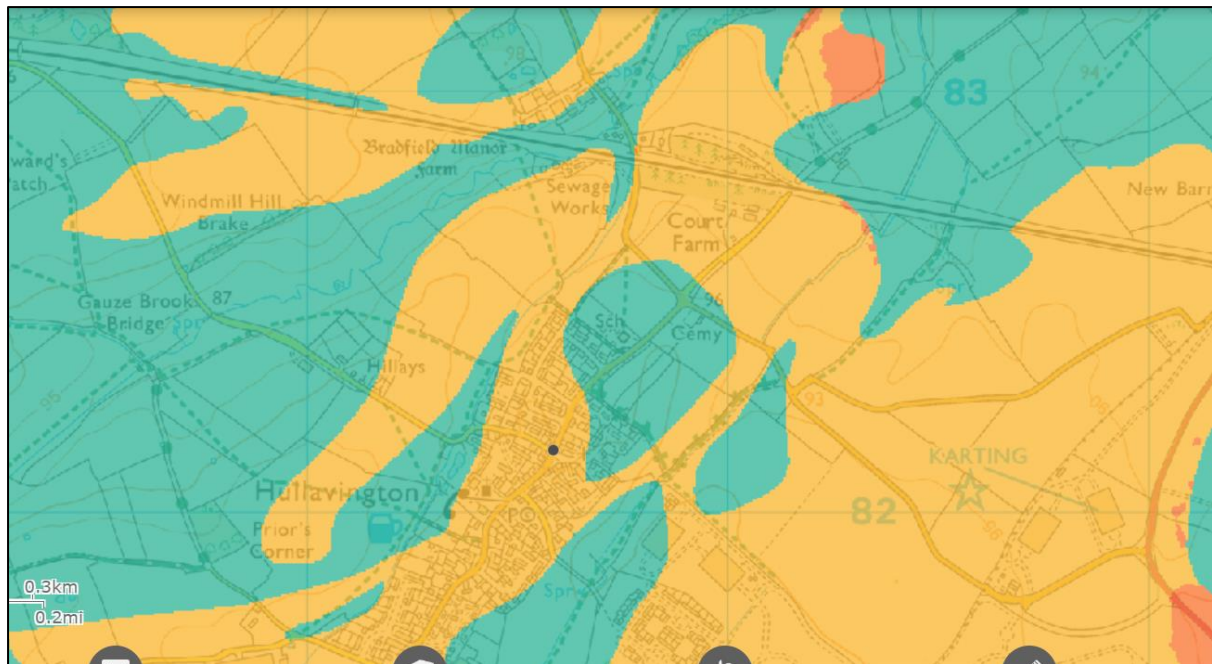
■ No risk.

□ Groundwater levels are at least 5m below the ground surface.

□ Groundwater levels are between 0.5m and 5m below the ground surface.

■ Groundwater levels are between 0.025m and 0.5m below the ground surface.

■ Groundwater levels are either at or very near (within 0.025m of) the ground surface.

Map of gullies

The full online version of the above map of gullies can be found here:
https://wiltscouncil.maps.arcgis.com/apps/webappviewer/index.html?id=585648ac864846f581dfbffc8455abaa

3. Preparation

Below is a list of regular maintenance activities, which taken together will reduce the likelihood of flooding:

- Sign up to the Environment Agency Flood Warning service and the Met Office Weather Warning service.
- Encourage residents to sign up to the Environment Agency Flood Warning service and the Met Office Weather Warning service through the PC website, Hullavington Happenings Facebook Group and Hullavington News Summer edition.
- Consider appointing one or more trained Flood Wardens[2].
- Check culverts and drains for blockages regularly.
- Any gully that, if blocked, would cause internal property flooding or standing water on a high speed road (60 mph) should be noted in the Community Flood Plan, the Area Highway Engineer advised and added to the priority gully service.
- Remind residents to report blocked gullies via the MyWilts App.

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[2] At the time of writing (November 2023) Hullavington does not have a Flood Warden. The Parish Council has received details about the scheme and will be considering whether or not to seek one or more volunteers for the role.

- The discretionary gully tanker can be requested by the parish to deal with gullies/sequence of gullies that do not require traffic control to undertake the emptying. Details of how to do this were sent to all the clerks.
- Ask the Parish Steward to concentrate on drainage assets during periods of wet weather.
- Remind those owners whose gardens/land abut a watercourse of their riparian responsibilities, details of this can be found at: https://www.gov.uk/guidance/owning-a-watercourse

4. Contact details

Flood Warden	(To be identified and trained)
Farmers who can assist	Name, Telephone(s), equipment (eg: Tractor, trailer, loadall)
Local Highways Engineer (Wiltshire Council)	Matt Perrott 01249 468550 or 07827 308288
Flood and Drainage Team (Wiltshire Council)	drainage@wiltshire.gov.uk or phone 0300 456 0105 Report issues using https://www.wiltshire.gov.uk/mywiltshire-online-reporting
Environment Agency – Flooding from main river or environmental incident	https://www.gov.uk/report-an-environmental-incident or phone Incident Hotline 0800 80 70 60 https://flood-warning-information.service.gov.uk/ Or call Floodline for advice: • Telephone: 0345 988 1188 • Textphone: 0345 602 6340 • Open 24 hours a day, 7 days a week
Environment Agency – National Customer Contact Centre	PO Box 544, Rotherham S60 1BY Phone:0370 850 6506 Email: enquiries@environment-agency.co.uk
Voluntary Groups who are in touch with vulnerable people.	Age Concern

5. Actions when a flood warning has been issued

- Check vulnerable drainage assets and roads.
- Update PC website and Hullavington Happenings Facebook Group

6. Actions in an emergency

- Consider calling an Emergency Committee meeting – Community Resilience Co-ordinator
- Put warnings on PC website/Facebook – Parish Clerk
- Flood Warden/volunteers to check vulnerable drainage assets, roads and, if necessary, properties.
- Notify Wiltshire Council of number of homes and businesses at risk, and any properties that have been flooded.

Emergency Contacts

| Authority	Emergency	Non Emergency
Police	999	101
Ambulance	999	111
Fire & Rescue	999	
Wessex Water	0345 600 4600	
Thames Water	0800 316 9800	
Southern Water	0330 303 0368	
Power Companies	105 (Electric & Gas)	
Vulnerable persons register	https://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/	
Network Rail	03457 11 41 41	
National Highways (A419,A303,A36 & M4)	999	0300123 5000
Wiltshire Council (out of hours)	03004 560 100 **Flooding** Highway incidents Building control	0300 456 0105
Environment Agency	0800 80 70 60 Flooding from main river or environmental incident	

Annex B – Snow and Ice Plan

EMERGENCY TRIGGER – MET OFFICE RED WEATHER WARNING OR ALERT FROM WILTSHIRE COUNCIL SEVERE WEATHER OFFICER

ROUTINE GRITTING TRIGGER – MET OFFICE YELLOW OR AMBER WARNING, OR GRITTING ALERT FROM WILTSHIRE COUNCIL

1. **Roads gritted by Wiltshire Council**

Wiltshire Council is the lead party in dealing with winter maintenance within the county. In periods of prolonged snowfall, main snow clearing resources are concentrated on priority routes until they have been opened sufficiently to maintain a reasonable traffic flow in both directions. Other roads are then treated in accordance with local priorities and conditions.

https://www.wiltshire.gov.uk/highways-gritting-snow-clearance
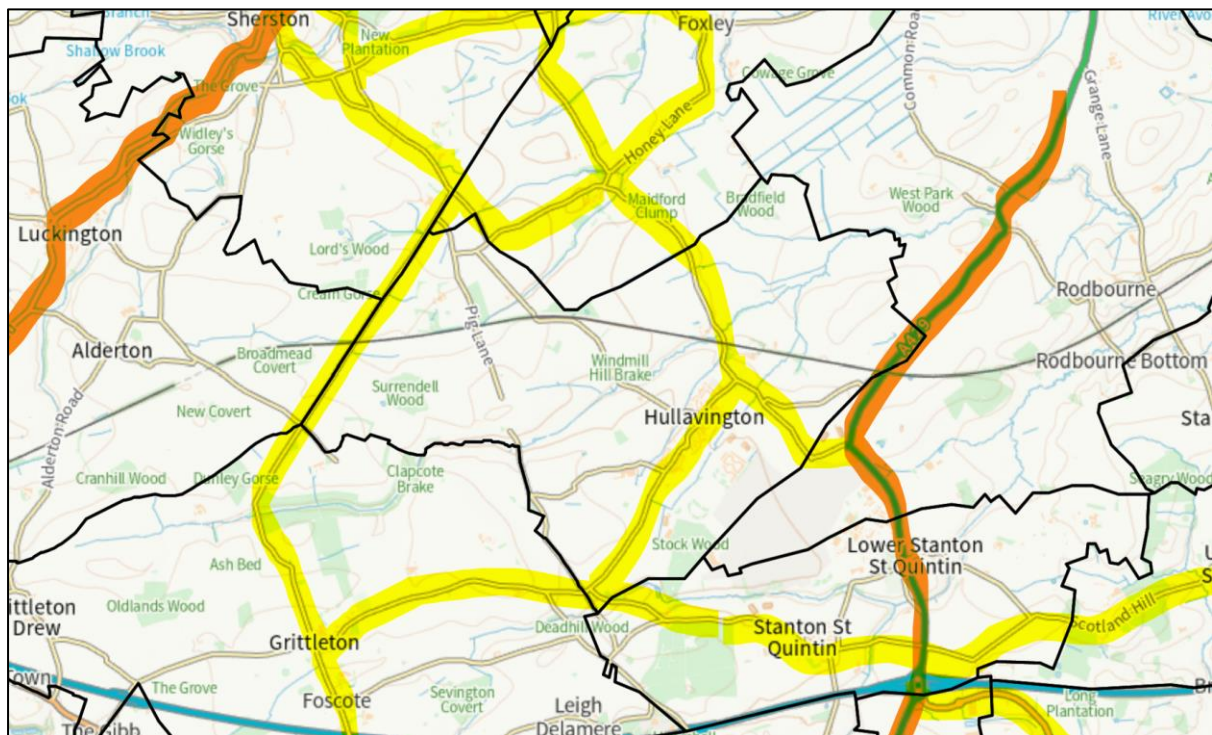
Primary salting routes

Secondary salting routes

2. **Priority areas to be gritted by the Parish**

Grit bins and grit are provided in areas that may need gritting for parishioner use. Grit bin locations are shown on the map below. They are topped up by the Parish Steward on request and empty bins can be reported by anyone on MyWilts:
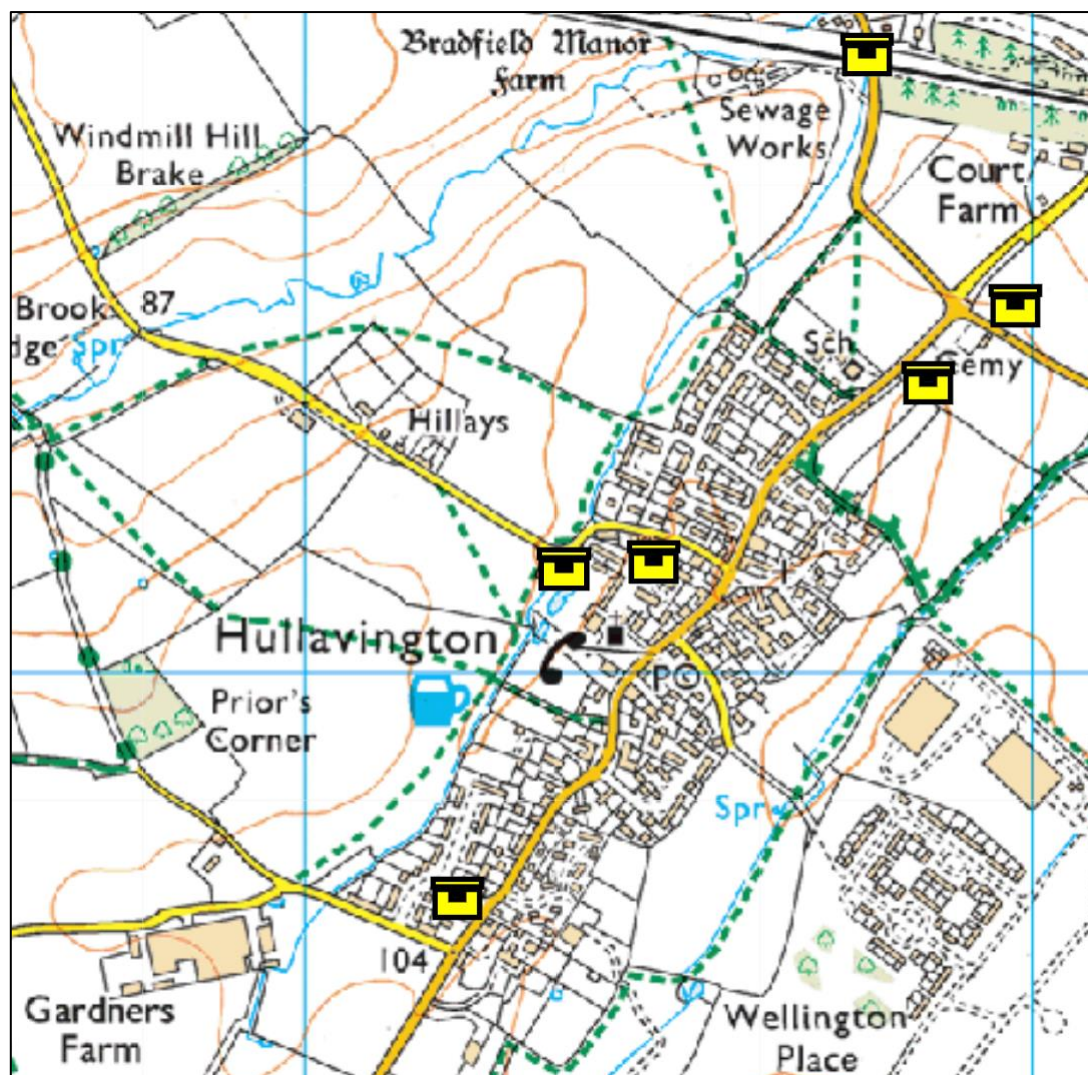
3. Contact details

Snow Warden Volunteers	*To be identified*
Farmers with gritting equipment and snow ploughs	See Section 2.9 Contact Details for details of farmers and equipment
Wiltshire Council Severe Weather Team	Telephone: 0300 456 0100 Email: weather.team@wiltshire.gov.uk Twitter: @WiltshireWinter
4 x 4 drivers	See Section 2.9 Contact Details
Voluntary groups who are in contact with vulnerable people	Age Concern (See Section 2.9 Contact Details)

4. Preparatory work

- Sign up to the Met Office Weather Warning service
- Conduct annual grit bin condition and grit level surveys

- In September, prepare an article for Hullavington News Oct-Nov edition, encouraging residents to sign up to the Met Office Weather Warning service. Repeat through the PC website and Hullavington Happenings Facebook Group
- In October:
    - Check grit bins and request grit top-up if necessary
    - Ask farmers to confirm their equipment can be used
    - Put reminder article in Dec-Jan edition of Hullavington News
- Throughout the winter months:
    - Keep up to date with Wiltshire Council winter service by following their twitter feed @WiltshireWinter
    - Empty grit bins can also be reported on My Wilts.

5. Actions to be taken for normal Snow Event or Cold Weather Alert
- Put warnings on PC website/Facebook – Parish Clerk

6. Emergency actions to be taken for Severe Snow Event
- Consider if an Emergency Committee meeting needs to be held – Community Resilience Co-ordinator
- Put warnings on PC website/Facebook – Parish Clerk

Annex C – Hot Weather Plan

TRIGGERS – MET OFFICE HEAT-HEALTH ALERTS (YELLOW, AMBER AND RED)

1. **Preparatory work**
   - Sign up to the Met Office Heat-health Alert service here: https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/heat-health-alert-service
   - Prepare standard messages, to go out on Hullavington Happenings and Neighbourhood Watch Facebook pages and the Community email service when particular trigger levels are reached, reminding people about sensible steps to take and, for example, that they are welcome to shelter in the 'cool space' that is the church, etc
   - In May, prepare article for Hullavington News June-July edition, encouraging residents to sign up to the Met Office Weather Warning service. Repeat for the PC website. https://www.metoffice.gov.uk/weather/guides/warnings
   - In May, check designated cool spaces are prepared for emergency use with sufficient cold water and ice to minimise risks from dehydration

2. **Actions to be taken on receipt of Met Office Yellow and/or Amber Alerts**
   - Communicate the alerts to the community using the pre-prepared standard messages mentioned above. Include the "Severe weather 'hot weather'" advice card shown below.

3. **Emergency actions to be taken on receipt of Met Office Red Alert**
   - Ask community volunteers to check that individuals most vulnerable to heat-related illnesses have appropriate arrangements in place
   - Increase communication of key public health messages, especially to vulnerable groups
   - Publicise designated cool spaces
   - Ensure sufficient cold water and ice are available in designated cool spaces to minimise risks from dehydration
   - Monitor temperatures regularly during the hottest periods for all designated cool spaces to ensure they remain below 26°C
   - Review safety of community events – contact organisers to confirm adequate safety arrangements in place
   - Feed into Wiltshire Council (and, where appropriate, national) coordination and response

Severe Weather
'Hot Weather'

During extended periods of hot weather, people and animals are at risk from the effects of heat

To reduce the risks, the following should be considered:

- Apply high factor sun cream regularly
- Keep your house cool by closing curtains
- Keep the sleeping area ventilated
- Take cool (not cold) showers and baths
- Wear a hat and light weight clothes
- Drink plenty of fluids (not alcohol or caffeine)
- If driving, keep the vehicle ventilated and take breaks
- Try to avoid going out in the hottest part of the day (11.00am – 3.00pm)
- Avoid being in the sun for long periods
- The elderly, young and disabled are most at risk, check their welfare regularly
- Avoid excessive physical activities
- Do not leave children or pets in the car alone
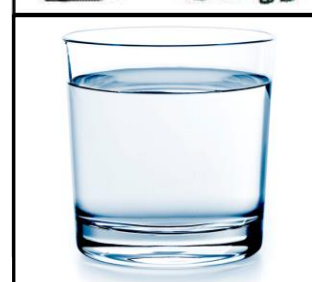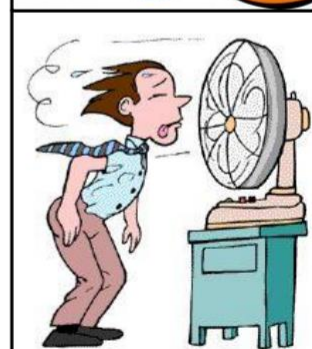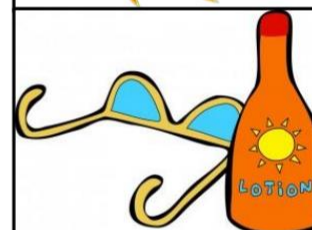
Annex D – First steps in an emergency – Weather/Access

	Instructions	Tick
1	Ensure you and others in immediate vicinity are in no immediate danger	
2	Emergency Group Lead (ie Community Emergency Volunteer Coordinator (or Deputy if necessary)) to contact the Community Emergency Group and meet in Village Hall/ Church/School to discuss the situation	
3	Community Emergency Group to complete an impact assessment and identify vulnerable groups: • Who's impacted? • How? • Where? Establish initial support requirements	
4	Community Emergency Group to contact additional support via Contact Pyramid, to deploy appropriate assistance to vulnerable individuals or groups. Emergency Group Lead to contact both internal village support and Wiltshire Council assistance where necessary.	
5	Inform wider community via notice boards and through HPC website and potentially a leaflet drop to every home in the community.	
6	Community Emergency Group to reconvene after 48hrs to assess initial response and adjust approach for continued support.	
7		
8		
9		

Annex E – Utility Unavailability

TRIGGER – LOSS OF UTILITY FOR PROLONGED PERIOD

1) Electricity

Electricity is distributed in Wiltshire by Scottish and Southern Energy Power Distribution

>   i) Preparation:

>>   Download 'Power Track' App for smartphones (shows outages on a map)

>>   Create http://www.ssepd.co.uk/Powertrack/ as a favourite on your web browser

>>   Encourage vulnerable people to join the 'Priority Services Register' 0800 294 3259

>>   Check link www.ssen.co.uk/PriorityServices

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

>>   Consider opening a rest centre in an outage, if prolonged period.

>   ii) In an outage:

>>   Call 0800 072 7282 for information (0345 072 1905 from a mobile phone)

>   iii) In prolonged outage:

>>   Contact those with generators to assist with powering rest centre

2) Water

>   Water is supplied by Wessex Water

>   a. Keep http://www.wessexwater.co.uk/ as a favourite on your web browser
>   b. Emergencies and operational problems Telephone 0345 600 4 600
>   c. Encourage vulnerable people to join the 'Customer Care Plus' 0345 600 3 600

3) Telephone

>   BT – To check your line:
>   https://www.bt.com/consumerFaultTracking/public/faults/tracking.do?pageId=31

>   Vodafone – To check service status: https://www.vodafone.co.uk/explore/network/uk-coverage-map/

>   O2 – To check service status: http://status.o2.co.uk/

First steps in an emergency - Utility Service Unavailability

	Instructions	Tick
1	Ensure you and others in immediate vicinity are in no immediate danger	
2	HPC lead to contact the Community Emergency Group and meet in Village Hall / Church/School to discuss the situation	
3	Community Emergency Group to complete an impact assessment and identify vulnerable groups. • Who's impacted? • How? • Where? Establish initial support requirements	
4	Contact additional support via Contact Pyramid to deploy appropriate assistance to vulnerable individuals or groups. HPC lead to contact both internal village support and WC assistance where necessary.	
5	Inform wider community via notice boards and through HPC website and potentially a leaflet drop to every home in the community.	
6	Community Emergency Group to reconvene at 48hrs to assess initial response and adjust approach for extended service outage.	
7		
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9		

Annex F – Animal Health Plan

TRIGGER – NOTIFICATION OF INFECTED PREMISES

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.

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.

1) Animal Disease

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 animal.
>
> Such as Foot and Mouth, Blue Tongue and Classical Swine Fever, etc.
>
> Access to and from infected flocks/herds will be restricted.

ii) Zoonotic Diseases – Diseases that can pass from animals to humans, such as Avian Influenza, E.Coli, Salmonella, etc.

> Access to the area and to animals will be restricted for infection control.

2) Parish Council Actions:

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 and, Animal and Plant Health Agency

https://www.gov.uk/government/organisations/animal-and-plant-health-agency

• Liaise with Council Animal Health Team, 0300 456 0100

• Provide information to community about closed footpaths and bridleways.

• Provide information about alternative public byways which are suitable for exercising dogs, horses, etc.

• Check that positioning of public warning and information signage stays in place, and report to Council if tampered with/removed 0300 456 0100.

• Keep in touch with the affected farmer's family and check their welfare.

Annex G – Pandemic Flu Plan

TRIGGER – PANDEMIC DECLARED BY WORLD HEALTH ORGANISATION

Pandemics are not frequent events and their occurrence is not confined to any specific country, including the UK. They happen when a new disease, to which most people do not yet have immunity, spreads around the world. The most recent example is the COVID-19 pandemic.

According to the World Economic Forum, the probability of a pandemic with similar impact to COVID-19 is about 2% in any given year. In the case of the UK, there have been two waves of the COVID-19 pandemic between March 2020 and May 2022.

1. Form emergency committee

Form an Emergency Committee. Invite Malmesbury PCC and on-site pharmacy staff. Include groups such as WI, Church and local shop. Send out call for support via Social Media.

2. Contact details

See Contact List Appendix for details of organisations who can check on the vulnerable and collect prescriptions.

Surgery and Pharmacy

Malmesbury Primary Care Centre (also includes local pharmacy): 01666 825825

Identifying the Vulnerable

Age Concern (See Section 2.9 Contact Details)

Malmesbury Primary Care Centre: 01666 825825

Doctors (See Section 2.9 Contact Details)

Extended Hours Pharmacy

There are a number of pharmacies in Malmesbury and Chippenham

Extended hours are operated by:

Boots	(5.0 miles away)
Malmesbury Primary Care Centre Priory Way Burton Hill Malmesbury Wiltshire	Monday 06:30 - 22:30 Tuesday 06:30 - 22:30 Wednesday 06:30 - 22:30 Thursday 06:30 - 22:30 Friday 06:30 - 22:30

SN16 0FB	Saturday 06:30 - 20:30
Tel: 01666 826115	Sunday 10:00 - 16:00
Others?	

3. Preparatory Work

In Autumn: distribute information about 'flu jabs' in the Hullavington News (article usually provided by Malmesbury PCC) and on Parish website.

4. During Pandemic

Dissemination

The Emergency Committee will disseminate information from trusted sources (e.g. NHS, Public Health England and the World Health Organisation) put up NHS posters in the Post Office, Village Hall, Primary School and Church. Ask village groups and School to notify members (e.g. School newsletter). If prolonged pandemic put info up on Facebook – Hullavington Happenings, village emails and on Parish website.

Public Gatherings

The committee will consider cancelling public gatherings and meetings to limit infection (as advised by the NHS)

The committee will consider using mobile phone and video technology to assist with social distancing and reduce risk of all the committee being ill at the same time

Supporting the Vulnerable

The committee will ask community members for support to help people living alone and/or in a vulnerable category, with:

- Dropping off food and supplies
- Dropping off prescriptions / anti-viral flu drugs
- Looking after pets/ dog walking
- Keeping in touch with infected people through email / phone/ social media.

First steps in an emergency – Pandemic

	Instructions	**Tick**
1	Ensure you and others in immediate vicinity are in no immediate danger.	
2	HPC lead to contact the Community Emergency Group and meet in Village Hall/ Church/School or online to discuss the situation	

3	Community Emergency Gap to complete an impact assessment and identify vulnerable groups. • Who's impacted? • How? • Where? Establish initial support requirements.	
4	Contact additional support via Contact Pyramid to deploy appropriate assistance to vulnerable individuals or groups. HPC lead to contact both internal village support and WC assistance where necessary.	
5	Inform wider community via notice boards and through HPC website and potentially a leaflet drop to every home in the community.	
6	Community Emergency Group to reconvene at 48hrs to assess initial response and adjust approach for continued support.	
7		
8		
9		

.

Annex H – Disaster

TRIGGERS – PLANE CRASH, SEROUS ROAD TRAFFIC COLLISION, EXPLOSION, CHEMICAL SPILL, ETC – OR GOVERNMENT EMERGENCY ALERT

1. Set up an Emergency Committee

The Emergency Committee should keep in contact. If the emergency services need your assistance, they will contact you using the contact details in this plan.

2. 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 local Emergency Contact Hub will be opened to provide a central point for information dissemination. The Parish Council website and social media will be used to help provide information.

The community will be encouraged to take the following actions:

GO IN

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.

BBC Wiltshire can be heard via:

- Salisbury area: 103.5FM,
- Swindon area: 103.6FM and 1368AM,
- West Wilts area (Chippenham, Devizes and Trowbridge): 104.3FM
- Marlborough area: 104.9FM
- AM frequency: 1332.

Also BBC Radio Gloucestershire: 95 FM, 95.8 FM, 104.7 FM, 1413 MW

And BBC Radio Bristol: 94.9 FM, 104.6 FM

3. Prepare a Situation Report

From the information that you have, prepare a situation report (see Annex J – Situation report for helping coordinate emergencies)

4. Preparatory work

Form an Emergency Contact Hub – to be our community's place to go and help one another in an emergency. This needs to be designed so that community members can help themselves, but also to have a linkage into the emergency services in our local area.

What's the Purpose?

In an emergency the responding agencies will be heavily stretched, when they must prioritise urgent calls. Many of the minor issues can actually be resolved by the community themselves, often with just a little organisation or information required. The Emergency Contact Hub is to build on and enhance what is already in place in the community. It is not designed, nor does it intend to remove any levels of responsibility that already exist that support our society.

The fundamental purpose of the Emergency Contact Hubs is that the community can come together to help one another, but also enabling the emergency responders and community groups to feed information to one another. For example:

- Police, Community Support Officer's (PCSO's) can visit the site with key updates and can then take back any urgent issues and feed them up the chain.
- Warmth and welfare can be provided within the hub to anyone that's needs it.
- Food and water can be dropped off at the site for residents/community in need.
- Activities to help in the incident can be coordinated at the hub.
- Community can come together with people in a similar position to themselves.

Annex I – Emergency Plan Activation

The Plan will be activated by the Emergency Planning Coordinator in the following circumstances:

- On receipt of a request from Wiltshire County Council Emergency Planning Duty Officer.
- On receipt of flood warning from the Environment Agency.
- Following loss of Utility or Access for a period exceeding 24hrs.
- When deemed necessary by HPC in the best interests of the local community.

In the event of Emergency Plan activation an Emergency Coordination Group would be established by using the Emergency contact list (Appendix B – Local Contacts – For use in an emergency). The Coordination Group will follow the national Joint Decision Making Model with the objective to act as a single channel to coordinate the actions on behalf of the community and provide upward reporting to Wiltshire Council.

See also Paragraphs 1.5 Activation and 1.6 Local Emergency Responders above.

The Activation objective is to meet and have resources attending within 90 minutes of triggering an emergency. Key to success is that following the initial tasking further tasking and communication is directed and channelled through the Emergency Planning Coordinator or deputy.

Annex J – Community Emergency Group - First meeting agenda

Date:

Time:

Location:

Attendees:

What is the current situation/emergency and its immediate impact?

Weather/Services/Disease/Access

Locations impacted by the emergency. Is it near:

- School?
- A specific area?
- A main access route?

Type of emergency:

- Is there a threat to life?
- Have electricity, water, internet or mobile coverage been affected?

Are there any vulnerable people involved?

- Elderly
- Families with children
- Oxygen/Dialysis/ palliative care dependent

What resources are required?

- Food?
- Off-road vehicles?
- Blankets?
- Shelter?
- Medical?

Establishing contact with emergency responders

- How can we support the emergency services?

- What actions can safely be taken?

What will we do to support ourselves?

- What actions do we need take and when?
- Who do we need to help – how and when?
- Open the Emergency Contact Hub?
- Who do we need to staff the Contact Hub?

Who is going to take the lead for the agreed actions?

Any other risks/issues/dependencies?

Annex K – Situation report for helping coordinate emergencies

DATE: _ _ / _ _ / _ _ _ _   TIME: _ _ : _ _

ATTENDEES:

1. WHAT IS THE INCIDENT?

2. LOCATION OF THE INCIDENT?

3. IS THERE A THREAT TO LIFE? Y / N

- IF YES CALL 999

4. HOW MANY ARE AFFECTED?

- ADULTS
  - OF THESE HOW MANY ARE VULNERABLE?
- CHILDREN
  - OF THESE HOW MANY ARE VULNERABLE?
- PETS
- LIVESTOCK

5. WHAT RESOURCES ARE NEEDED?

- SHELTER
- FOOD
- 4 X 4
- BLANKETS
- OTHER

6. HOW WILL WE COMMUNICATE TO RESIDENTS?

7. ACTION TRACKER

WHAT ACTION ID REQUIRED?	Who will do it?	Time/date completed

Appendices

Appendix A – Hullavington Community Risks

Risks – What are the hazards?	Who might be harmed and how?	Impact on the community (How serious if it happens?)	Likelihood (How likely to happen?)
Flooding	Traffic incidents – Drivers might lose control of vehicles, endangering themselves and others. Restricted access to and from the village by normal transport. With climate change, there is a risk that flooding will be more extensive than in the past, resulting in flooding of properties not previously affected. There is also a risk that the sewage works could be overwhelmed, causing extensive pollution in and around the Gauze Brook and downstream to the Bristol Avon catchment used for public water supply.	Medium to high	Medium
Snow and ice	Traffic incidents – Drivers might lose control of vehicles, endangering themselves and others. People might slip on ice and injure themselves. Residents and visitors might have restricted access to and from the village. Residents might not receive essential supplies and services.	Medium	High
Extreme high winds	Falling trees, walls & fences, etc, or wind-borne debris might endanger anyone in the village and their property, also animals.	Medium	Low

Risks – What are the hazards?	Who might be harmed and how?	Impact on the community (How serious if it happens?)	Likelihood (How likely to happen?)
Heatwave	Health risks for the elderly, very young and those with chronic medical conditions	Medium	Medium
Extreme cold weather	Extreme periods of cold weather providing health risks for the elderly, very young and those with chronic medical conditions	Medium	Medium
Extended power outage	Health risks for anyone dependent on electricity supply for essential medical equipment, heating, food/medical storage, security. • Residents can't cook food • Defrosting of fridges & freezers – spoiling of food	High	Low
Extended internet loss	Everyone would be affected by reduced availability of essential and other services dependent on an internet connection	High	Low
Extended drinking water and/or sanitation outage	Residents, businesses and animals would be subject to serious health risks during a period of prolonged water shortage	High	Low
Service break (strikes, tanker driver, postal)	Strikes, or other events, could lead to shortages of essential services or supplies – potentially affecting everyone but more severely for vulnerable people. • Essential services including also home care workers. • Deliveries of all kinds including fuel, food and medicines, etc.	Medium	Low
Pandemic	Serious health risks for vulnerable sections of the community	High	Low
Disaster: Plane crash, train crash, serious road traffic collision, fire,	The community, or a significant part of it are unable to function, even with community volunteer assistance	Very high	Very low

Risks – What are the hazards?	Who might be harmed and how?	Impact on the community (How serious if it happens?)	Likelihood (How likely to happen?)
explosion, chemical spill, etc	Hullavington Airport lies immediately to the east of the village, the main rail line between London and South Wales passes through the middle of the Parish, the M4 motorway lies just a mile to the south and Hullavington Sewage Treatment Plant lies next to the railway line on the northern edge of the village. The proximity of these features contributes to an ongoing risk of death, serious injury and/ or damage to property or the environment through some kind of disaster.		

Risk matrix for Hullavington

		Impact		
		Low	Medium	High
Likelihood	High	Snow and/or ice		
	Medium		Flooding Heatwave/ Extreme hot weather Extreme cold weather	Loss of utilities Animal health Fire
	Low		Extreme high winds Service break (strikes, tanker driver, postal)	Extended power outage Extended internet loss Extended drinking water and/or sanitation outage Pandemic Catastrophic disaster

Appendix B – Local Contacts – For use in an emergency
(This list is held by the Parish Clerk and Councillors for data protection purposes)

Category	Emergency Type: Service/ Weather/ Disease/ Access	First name	Last Name	Role/Skill	Landline	Mobile	Address	Email
Communication	S/W/D/A							
Communication	S/W/D/A							
Communications	S/W/D/A							
Communications	S/W/D/A							
Communications								
Hardware	S/W/A							
Hardware	S/W/A							
Hardware	S							
Hardware	D/S							
Hardware	S/W/A							
Hardware	S/W/A							
Medical	D							
Medical	D							
Medical	D							
Medical	S/W/D/A							
Medical	D							
Medical	D							
Medical	D							
Pastoral	D							
Pastoral	D/S							
Police	S/W/A							
Police	S/W/A							
Police	W/A							
Refuge	S/W/D/A							
Refuge								
Refuge	S/W/D/A							
Refuge	S/W/D/A							
Refuge	S/W/D/A							
Refuge								
Transport	S/W/D/A							
Transport	W/D/A							
Water	S							
Water	S							
Refuge	S/W/D/A							
Refuge	S/W/D/A							
Refuge	S/W/D/A							