Nutfield Emergency Plan

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1. Be Informed- Roles and responsibilities; the Parish role.

The Civil Contingencies Act 2004 refers that the duty to respond to incidents falls to Category 1 responders, primarily; blue light services, health teams and both County and District Councils. Category 2 responders are also expected to respond which include all forms of transport and utilities companies.

Under the Act, Parish Councils are not duty-bound to respond, but can still play a key part in preparing and responding as necessary. A pro-active and prepared Parish Council might choose to:

• Provide a support role for the responders and act as a local point of contact. An organised and updated Parish emergency plan will provide a single resource document that will enable a fast-paced response to the demands of the incident and aid restoration for the local community.

• Identify a Parish contact who will take responsibility for receiving and delivering key information.

• Work with the responding agencies by providing locations, resources and information that can be shared quickly and readily to assist.

• The elected local authority members and parish councillors can play a critical role in the impact assessment process: identifying problems and vulnerabilities in their community that may require priority attention and feeding them back to the relevant agencies.

• Parish representatives and elected members also have an important role in disseminating credible information and advice back to the community, assisting to maintain community cohesion and providing public reassurance.

1.1 Introduction and terms of reference

This community resilience group has been set up in case of any incident in the Parish of Nutfield in recognition that prepared communities are stronger and quicker to recover.

An Emergency Plan was last produced by Nutfield Parish Council, in conjunction with the Surrey Emergency Planning Unit and Tandridge District Council, in 2015.

Nearly all emergencies affecting the local community will be dealt with routinely by a joint response from the emergency services, local authorities and utility companies. However, in extreme conditions such as snow, flooding, pandemics or potentially even war, there is a possibility that the emergency services and other agencies may be overwhelmed and not be able to reach us immediately. In such circumstances, the initial response and/or outreach to local authorities will rely entirely on local people. This plan will enable the community to respond to a major incident/emergency, whilst awaiting the assistance of the Emergency Services and the County or District Council.

The aim of this Emergency Plan is to create an emergency response management framework. This framework will enable the Parish Council to put in place a body to coordinate a response to emergencies, bringing together statutory bodies, local volunteers and local organisations, to protect and assist the Nutfield community.

Geographical limitations: This group will aim to respond to the needs of our residents and business community in the Parish of Nutfield. But note, we will coordinate with other Parishes if needed.

Nutfield is divided in to two areas: Top Nutfield and South Nutfield, connected by Mid Street running from the top to the bottom. The A25 runs through the two areas. Nutfield holds a train station connecting it to Redhill main station and out towards Tunbridge, a primary school, and a local shop in the south of the village. Like much of the UK, Nutfield is exposed to extreme weather events that can be a threat to:

• our ability to travel by road due to flooding, snow and ice cover, and fallen trees and power lines. This situation can also prevent access into the village by suppliers and emergency services

• our ability to communicate by landline, mobile phones, email and the internet

• our power supplies

• our water supplies

In a situation where we may be on our own, we need to have effective community resilience and resourcefulness until such time as external help arrives.

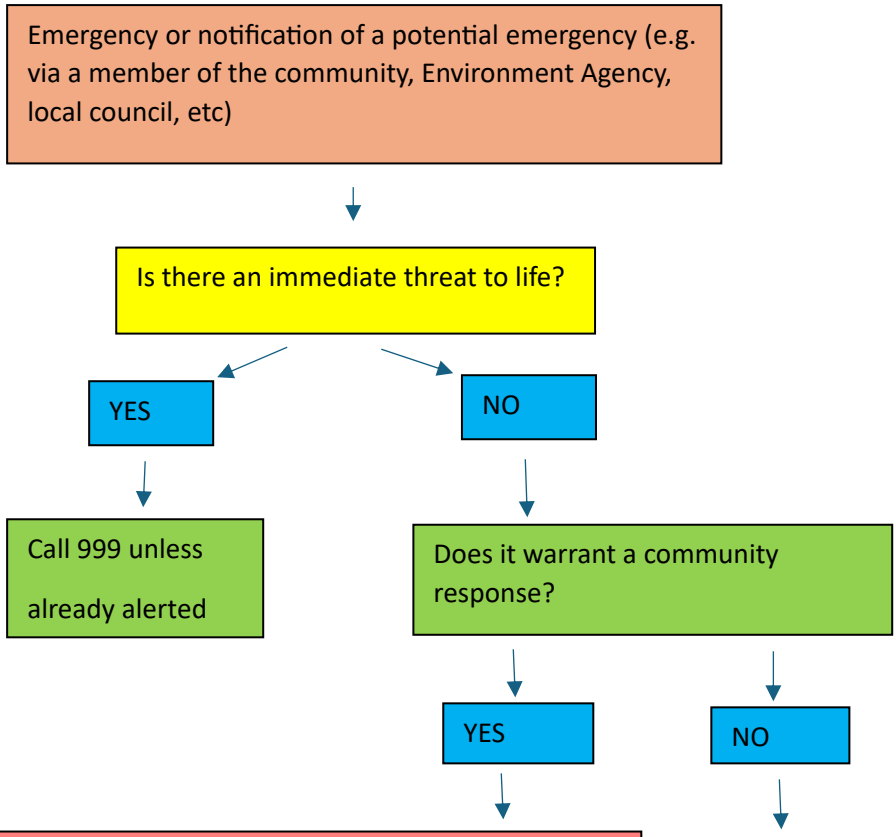
Where we lose essential services, our local knowledge and skills can be vital to reach and support vulnerable people while repairs are being made.

The Parish Council is committed to take the lead and maintain a plan so that the community can respond in the event of an emergency and use our local resources to best effect.

Partnerships and hierarchy: It is understood that Nutfield Parish Council will prepare and deliver a response to emergency incidents within the limits of their capabilities. The District Council of Tandridge along with Surrey County Council and the partner agencies of the wider Surrey Local Resilience Forum are duty bound to respond to any incidents. In any major incident a Command and Control structure will be established through a Strategic Co-ordinating Group. This SCG will outline the roles and responsibilities in a response/recovery. The local knowledge and insight of the Parish Council will be invaluable in the response and recovery phases. It should be noted, however, that ***there is no statutory obligation on the Parishes to deliver or lead in any way***.

For smaller incidents that are considered minor (neither the District or County have been asked to formerly respond), the Parish can deliver an autonomous, fair and measured response according to their ability and willingness to respond.

1.2 Activation procedure and intiial actions in an emergency



Actions

- Immediately notify your District Council Emergency Planning liaison and **provide details for the main point of contact in the Parish**.
- Notify and meet with other key community members.
- Disseminate, assemble and collect local information by maintaining communication with the community to keep them informed and finding out about issues.
- Maintain contact with local authorities and emergency services to let them know what is happening and any emerging issues.
- Log decisions and actions taken.
- Refer to action plan to agree on a course of action within the community.
- Identify relevant skills, capacity and resources.
- Support those that may require additional help.
- Support emergency services and local authorities with their actions.

Action

Disseminate, assemble and collect local information by maintaining communication with the community to keep them informed and finding out about issues.

- If situation changes, reassess to understand if a community response is now required.

1.3 Alerting the Local Authority in an emergency.

Purely Local Emergencies

If the emergency is likely to be a purely local one, call the Nutfield Parish Clerk on 07494366074 or the Emergency Lead Co-ordinator on ?????

Wider Emergencies

This information is to be used by local authority partners (namely Parish Councils and established community groups) upon the discovery of an emergency incident within the District of Tandridge.

The individual or individuals should assume that upon discovery of an emergency incident they may be first on scene or, due to local networks, one of the first to be aware.

The definition of an emergency in line with the Civil Contingencies Act (2004): ***an event or situation which threatens serious damage to human welfare, an event or situation which threatens serious damage to the environment***.

Dependent on the time of day, the sequence of actions below should be followed to notify Tandridge District Council (TDC). **Please do not skip to Action 3. Our call centre are briefed and prepared to respond to most incidents.**

In most cases, TDC should already be aware due to other information channels, however. another responding partner may be on-scene or aware first. Please do not assume TDC have been contacted. It is imperative for multi-agency situational awareness that contact is made and information is shared with TDC.

Tandridge District Council Contacts

DURING OFFICE HOURS:

8:30am – 5:00pm, Monday to Friday.

• Emergency Planning & Resilience Specialist – 01883 732969

• **If no response, try:** Customer Services – 01883 722000

OUT OF OFFICE HOURS

Action 1

Out of Hours Duty Operator – 01883 722000 (wait for recorded message to end and talk to Call Centre)

Ensure you tell the call centre the situation, inform them which emergency services are on scene, if any. Ask that the operator notifies the emergency duty-officer. Make sure you leave your contact details. Note the time of your call. The operator will have the contact details to pass the information to an on-duty TDC representative. This representative will get in touch with you shortly.

Not contacted? Incident getting worse with no TDC acknowledgement?

ESCALATE

Action 2

CALL BACK Out of Hours Duty Operator – 01883 722000

Ask the operator if the TDC duty-officer has been contacted and if so who they have spoken to. Ask the operator that their supervisor be informed if no progress is being made. Note down details and the time.

ESCALATE

Action 3

Escalate to TDC emergency duty phone – 07458 078 407

2. Get involved - Local emergency register and action plan

• Identify skills, capacity and resources (human, economic, infrastructure) in the community that will be available to assist during an emergency (including contact details)

• Develop and agree an activation procedure

2.1 Local emergency register and action plan

A local emergency register highlights the emergency you have identified that might impact on your community and agree the actions you will undertake if that risk emerges. **Please dial 999 if you discover an emergency. In all instances, please also contact Tandridge District Council.**

Emergencies	**Potential/known impacts on community**	**What can you do to prepare?**	**What can you do to respond?**	**Resource needed**
Flooding	• disruption to utilities, electricity and water supplies • Potential fatalities or injuries • evacuation of residents • short, medium and long-term accommodation of those whose homes are flooded • long-term psychological and health impacts • impact on local businesses and the economy • long-term restoration and recovery issues for homes and businesses	Regular community cleaning of gullies, ditches, drains. • Inspection and cleaning of gullies, ditches, drains when weather warnings are received. • Invest in basic house level protection such as door defenders, pumps and sandbags. • Form a flood action group to formalise the above actions. • Establish relationship with Local Authority leads who will be liaising with all partner	Contact Local Authority to offer assistance and gain clarity on the situation. • Early warning and informing to those historically at risk of flooding issues • Deploy any sandbags or house level protection. • Start pumping water out of domestic areas that water collects. • Temp close flooded roads.	People. • Equipment; pumps, sandbags, house-level protection. • Road Closure signs • Time.

		agencies around response and recovery. • Create a list of trusted volunteers with access to 4x4 vehicles who may be best accessed for use in emergencies. It must be remembered that no-one unqualified or trained should drive through flood water. • Identify potential rest centres for evacuation and include them in this plan.		
Fire	Potential fatalities or injuries • Possible disruption to utilities, electricity, gas, phone and water supplies • evacuation of residents • short, medium and long-term accommodation of those whose homes are affected • long-term psychological	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan	• Contact Local Authority to gain clarity and offer assistance. • Temp close affected roads if needed.	• Temp Road Closure signs

	and health impacts • impact on local businesses and the economy • long-term restoration and recovery			
Pandemic Flu or Coronavirus	• increase demand on health and social care services • Potential for fatalities or long-term sickness and care requirements • longer and more frequent disruptions to essential utilities • reduced levels of emergency services cover • disruptions to businesses and organisations through staff shortages and supply chain interruptions • impacts on the national and local economy.	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Establish a welfare team of known volunteers that could potentially assist those vulnerable or lonely.	• Contact Local Authority to offer assistance. • Listen to and liaise with your community. • Timetabled meetings with partners to establish a co-ordinated response.	
Terrorism or bomb / UXO disposal	• Potential for fatalities or injuries • road and travel disruption • damage and disruption to utilities and infrastructure • damage to property • disrupt the ability of organisations to deliver essential	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Establish local response working group to act on any actions required	• Contact Local Authority to gain clarity and offer assistance if practicable. • Warning and informing if agreed action.	

	functions to the community • Serious violence against a person or a threat to a person's life (e.g. explosive devices, shootings and close quarter attacks, kidnappings or chemical, biological and radiological devices) • Serious risk to the health and safety of the public	form partner agencies.		
Transport accidents	• Potential for fatalities or injuries • impact on local businesses through delayed or failed deliveries • delays in emergency services reaching people	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan.	• Contact Local Authority to offer assistance. • Temp close affected roads if needed	• Temp road closure signs
Industrial accidents	• impact to oil and gas supplies • Potential for fatalities or injuries • economic impacts through damage to local businesses • long-term restoration and recovery of the local area	Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest	• Contact Local Authority to offer assistance. • Temp close affected roads if needed	

	• contamination of crops & agricultural land	centres for evacuation and include them in this plan		
Utilities failure	• disruption to essential services and activities • endangerment of vulnerable people • financial impact on businesses • civil unrest • increased demand on emergency services • travel disruptions • disruption to businesses & normal home life	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan. • Identify potential venues for information and/or distribution centres and include them in this plan.	• Contact Local Authority to gain clarity and offer assistance. • Contact utilty company to gain clarity and offer assistance. • Temp close affected roads if needed	• Temp road closure signs • Access to a community centre or similar close to the incident
Severe weather (low temperatures and heavy snow, storms, gales and/or heatwaves)	• road and travel disruption • damage and disruption to basic utilities • damage to property • disrupt the ability of organisations to deliver essential functions to the community • Trees toppled and structures collapsed • Transport routes blocked with snow/fallen trees etc	• Establish relationship with Local Authority leads who will be liaising with all partner agencies around response and recovery. • Identify potential rest centres for evacuation and include them in this plan • Create a list of trusted volunteers with	• Contact Local Authority to offer assistance. • Temp close affected roads if needed. • After contacting the Local Authority, if agreed, use your local contacts list to attend the scene and act if equipment is readily available and doing so is	• Access to a community centre or similar close to the incident.

	• Potential animal welfare concerns if exposed for long term to the extreme weather elements.	access to 4x4 vehicles who may be best accessed for use in emergencies. It must be remembered that no-one unqualified or trained should drive through flood water. • Create a list of trusted volunteers with access to tractors, snow-ploughs, chain saws and other useful equipment who may be best accessed for use in emergencies. Anybody using the equipment must be appropriately licensed or qualified. • Establish connections with veterinarians or animal sanctuaries. • Consider welfare issues if community is cut off: food/water medicine	agreed and appropriate. • Make contact with any affected vulnerable people and assist if required. In heatwave scenario, this may include access to water, fans and aircon. • Consider all welfare issues if community is cut off. Collate and understand the details of the situation and share with Local Authority and partner agencies	

2.2 Community capacity, skills and resources

Type of resource	Role	Contact Details	Other
town/village building, commercial accommodation – guest house or bed & breakfast, barns, public houses, outbuildings, church accommodation, equipment or personnel (doctors, nurses, farmers with tractors etc...), defibrillators, information board, local veterinary surgeon, boarding kennels, other local groups e.g. resident's association, faith groups, neighbourhood watch, etc.	*Catering, animal welfare, communication with the community, meeting room, key community members*		*Equipment: needs to be charged every 4 hours* *Building: special facilities, access, keys to the building are being held by Mr/Mrs X.* *Hold a copy of the plan*
# Village halls/ temporary rest centre options *For convenience, identified rest centres with detail is attached at Appendix "F" at the end of this document*			
Nutfield Village Hall	Emergency evacuation site / Potential Rest Centre	Alison Dadswell Mobile: 07367120498 Lock box contains key to the building	So, the main hall can hold 150 people standing/seated on chairs but not with tables set up. Committee Room perhaps 20? Stage maybe 50? There are 124 chairs. Approx.100 bowls and dinner plates, 40 side plates, 70 cups, 60-80 knives and forks. Defibrillator outside entrance to Hall. There are 20 large tables, 6 small. Wifi but wouldn't work if no electric. 4 main points of entrance/exit but would need keys to initially gain access. 10 fire extinguishers. Fire alarm but would go off if power is cut.

St Peters St Pauls Church	Emergency evacuation site / Potential Rest Centre	Father Paul Landline: 01883 743 252 Mobile: 07565 786 901	
Memorial Hall	Emergency evacuation site / Potential Rest Centre	Terry 07702809117	
Christ Church	Emergency evacuation site / Potential Rest Centre	01737 823239 Rev'd Len Abrams 07941095086 01737 822211 01737 821371 Debbie Clark 07557 031655	
Nutifled Primary School	Emergency evactuation site/potential rest centre	John Corlett 07769271847	School – catering facilities, toilet, seating and sleeping areas.
Nutfield Priory Hotel	Emergency evactuation site/potential rest centre	Graham Powell: 07518198730	Large Hotel – all facilities that would be required in an emergency

Other Useful Contacts

2.3 Local emergency responders and useful contacts

Who?	How to contact them?	What do they mainly do?
Police	Dial 999 in an emergency such as a crime in progress For all non-emergency Police reporting dial **101** Find out more: www.surrey.police.uk/	• Responding to incidents together with the other emergency services • The co-ordination of the emergency services, local authorities and other organisations during an emergency
Fire	Dial 999 in an emergency. Find out more: http://new.surreycc.gov.uk/people-and-community/surrey-fire-and-rescue	• Responding to incidents together with the other emergency services • Fire-fighting and fire prevention • Detection, identification, monitoring and management of hazardous materials and protecting the environment
Ambulance & NHS	Dial 999 in an emergency	• Responding to incidents together with the other emergency services

	NHS non-emergency number: 111 Find out more: www.secamb.nhs.uk/	• Identify and alert the appropriate receiving
Surrey County Council	03456 009 009 (8am-6pm weekdays) SMS: 07527 182 861 Highways emergencies 03002001003 Adult and Children Social Care Emergency Duty Team 01483 517898 (6pm-8am weekdays and 24 hours a day on weekends and bank holidays) Find out more:	• Support the emergency services • Help the community recover • May act 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
District and Borough Councils	Tandridge District Council 01883 722000 www.tandridge.gov.uk **Please see 1.3 Contacting Tandridge District Council in an emergency** on page 4 of this document	• Support the emergency services • Help the community recover • Help facilitate the provision of emergency accommodation • Identify and set-up a safe place for community to stay after being evacuated - known as 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 emergency numbers	Gas (National Grid) 0800 111 999 Power Cut - call 105 or visit www.powercut105.com to report power loss or damaged equipment or check who your regional distribution company is, or call your distribution company direct as below: UK Power Networks 0800 316 3105 or 0333 323 2105 Scottish and Southern Electric Networks 0345 072 1905 or 0800 072 7282 Thames Water 0800 316 9800 South East Water 0333 000 0365 Affinity Water 0345 357 2407 Sutton and East Surrey Water 01737772000 BT 08001217667	• Support statutory responders • Ensure continuity of supply • Provide alternative means of supply during an emergency if there is a threat to life • In the case of water and power, have free services to support those who would suffer more in the event of supply interruption – this is regional and so does not matter who the bills are paid to.
Animal Welfare (RSPCA)	0300 1234 999	• Provide a twenty-four-hour emergency service for injured, trapped, or stranded animals

In some cases, emergency services, local authorities and other organisations cannot deal with an emergency alone as part of their normal day-to-day activities. They will have to prioritise those in greatest need and/or may not be able to reach you immediately.

Community members can play an important role in reducing the impacts of an emergency on their community and complement the work of local emergency responders by planning and preparing for it. This can be achieved by producing a community emergency plan, keeping it up to date and exercising it on a regular basis (at least on a yearly basis). The plan details how to provide support to members of your community in a co-ordinated manner.

2.4 Parish resources (See page 15 for contacts)

2.4 Parish resources (See page 15 for contacts) Emergency	**Resources**
Flood	Sandbag bags: Church Farm Services or the Garage
Snow	Church Farm Services has specialist snow plough insurances
Fallen or dangerous trees	Church Farm Services has tree surgeons

3. Additional resources

Templates

A number of additional templates have been created that you may want to use to help facilitate your community plan, form, respond and recover from an emergency.

Appendix A – Community emergency meeting agenda/minutes template

Appendix B – Emergency log sheet template

Appendix C – Situation report template

Appendix D – Issues log template

Other resources

Appendix E – Community mapping

Appendix F – Detailed list of buildings that can be used for temporary evacuation/rest centres

Confidential/Sensitive information

Annexe 1 (separate document) – Persons requesting special assistance

You may wish to compile a separate confidentially stored list of anyone who has come forward to request special assistance in an incident or emergency, such as help with evacuation or lifting items for example. This must not be shared except with responding agencies if requested in an emergency, and people listed must only be included with their own approval and made aware the list will be shared if there is a need to protect life or welfare.

Documents to be generated in times of emergency:

Appendix A – Community emergency meeting

Appendix B – Emergency log sheet template

Appendix C – Situation report template

Appendix D – Issues log template

Appendix E – Key Volunteers

Strictly Confidential – it is recommended that this document be kept separately to the Community Emergency Plan. Annexe 1 – Persons requiring special assistance