![North Yorkshire Local Resilience Forum logo: nylrf]

GUIDANCE:
Community Resilience Scheme

Civil Contingencies/ Resilience Officer Dept. of Corporate Policy & Improvement Crescent Gardens Harrogate HG1 2SG	*Telephone*: 01423 556014 / 556018 *Mobile*: 07525 987922 / 07525 987923 *Fax*: 01423 556140 emergency.planning@harrogate.gov.uk

NORTH YORKSHIRE LOCAL RESILIENCE FORUM

The North Yorkshire Local Resilience Forum (NYLRF) has been set up to organise the co-ordinated response to major incidents in North Yorkshire. The Forum consists of representatives from the Emergency Services, Local Authorities, Health, Environment Agency and other professional and voluntary agencies.

The NYLRF has proved to be effective and pro-active in developing and maintaining major incident plans and procedures as a joint capability to respond to any major incident within North Yorkshire.

[*INSERT NYLRF SYMBOLS*]

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INSERT

INTRODUCTION

AN EFFECTIVE RESPONSE TO EMERGENCIES DEPENDS UPON ROBUST PREPARATION.
AN INFORMED AND PREPARED COMMUNITY IS A SAFER COMMUNITY!

Experience has shown that local knowledge and resources are vital for an effective emergency response. During a widespread or intense emergency, the Emergency Services and Local Authority may not be able to respond immediately or fully and have to prioritise according to need. The government is therefore extremely keen that local communities develop resilience by creating a Community Resilience Scheme (CRS), enabling them to start responding to the emergency until other resources can be allocated to support them.

The CRS is intended to provide essential information for your local area during the initial periods of an emergency. Although there is at present no statutory responsibility for communities to plan for, respond to, or recover from emergencies, it is good practise to identify hazards and make simple plans detailing how your community can respond to them. Furthermore, evidence has proven that having schemes in place enables communities to take prompt independent action in emergencies; can dramatically reduce the scale of the damage sustained; and assists with a more rapid restoration to normality.

AIMS AND OBJECTIVES

The aim of this Community Resilience Scheme is to:
- ❑ Provide a single source of local information to raise your community's resilience;
- ❑ Help you to implement an effective, robust and coordinated response when incidents occur;
- ❑ Increase community awareness and understanding of actual/potential risks which could impact upon your community, and how to mitigate them; and
- ❑ Facilitate a more rapid restoration of your community to normality post-incident.

IMPORTANT NOTE: This scheme is not intended to replace the response that would normally be provided by the Blue Light services and Local Authority.

STRUCTURE OF THE COMMUNITY RESILIENCE SCHEME

This scheme template is designed to be generic and flexible, to allow your community to collect information and create a scheme that is tailored to the specific needs of your locality. Completing your Scheme is a step-by-step process and not every paragraph will be appropriate for each community. Additional pages should be inserted as and when necessary.

The Community Resilience Scheme provides a framework for the systematic listing of contact details, responsibilities and information about resources. It provides useful suggestions/checklists for what actions may be needed when an incident occurs and contains handy forms which can be used quickly when needed. This Scheme should help empower your community and enable you to take prompt coordinated action at the outset of an emergency. It could also be very useful in dealing with some of the day-to-day problems that may occur in communities.

CASCADING THE INFORMATION TO YOUR COMMUNITY

Once your Community Resilience Scheme has been completed you should ensure that key information (such as locations of assessment centres) is communicated to the rest of your community. Due to Data Protection issues contact details of those included within the Scheme should not be distributed unless prior consent of each individual has been given.

The information contained within the Scheme will be most effective where the people within your community are aware of its existence and contents. Valuable time/resources can be saved during the initial stages of an emergency if there is a coordinated response.

You may wish to use a variety of methods to distribute key information about your Resilience Scheme to your community, such as:

- ❑ Organising a community meeting;
- ❑ Placing appropriate notices within your community;
- ❑ Publishing details in community newsletters/newspapers etc;
- ❑ Using leaflet drops.

COPIES OF THIS SCHEME

Due to the Data Protection Act we ask that you keep only a minimal amount of copies distributed within your community, and a record of who holds a copy. Individuals forming the Volunteer Community Response Team may be ideal plan holders.

UPDATING/AMENDING YOUR COMMUNITY RESILIENCE SCHEME

Your CRS needs to be a working document. The success of a CRS depends upon the information within it being kept up-to-date, relevant to the evolving community needs, and appropriate people having a thorough working knowledge of its contents so that if an event impacts on your community it is instinctive to implement your Scheme.

Consequently your Scheme should be tested and validated on a frequent basis and relevant training undertaken where necessary. It is recommended that:

- ❑ The contact lists are checked every three months- or at very least the Key community contacts are checked every three months.
- ❑ The whole Scheme is reviewed each year to see if it remains up-to-date and valid.
- ❑ Training and activation of the Scheme is performed on an annual basis.
- ❑ Where an incident occurs, this should trigger a post incident review of the Scheme to take account of what actually occurred and lessons learned.

ACTIVATING YOUR SCHEME

The key to activation of all, or any part, of your Scheme is an early appreciation of events. Remember that it may be nothing more than informing others, keeping an eye on the situation and/or carrying out some basic actions. The Activation Triggers agreed by your community as well as the guide on 'Initial Actions' in the Aide Memoirs Section of your plan will assist you in putting your Scheme into motion, see p7 and pgs33/4.

TRAINING

Your Local Authority may be able to provide certain types of training which can be of use not only for testing and validating your Scheme, helping your community become more resilient and promoting self-sufficiency, but they also provide useful information and advice which can be invaluable in an emergency. Should you wish to find out what training is available and if you have any suggestions regarding training which you would find useful, please contact the Emergency Planning Unit of your Local Authority.

IMPORTANT NOTE

The information contained in this document is for guidance only. The Parish/Ward Council acknowledges that NYLRF shall not have any liability, either under this Scheme/Guidance or otherwise, in respect of the provision of services or for any actions or omissions by the Parish Council in any emergency situation. The suitability of the application of the Scheme/Guidance by the Parish Council to respond to an incident shall be entirely for the Parish Council to determine.

The Scheme and Guidance do not constitute legal advice in relation to emergency planning.

COMPLETING YOUR COMMUNITY PLAN

RECORD OF AMENDMENTS

ANNUAL REVIEW

Your Scheme should be reviewed on an annual basis. This is to ensure that it remains up-to-date, fit for purpose, relevant and fresh in the minds of your community so that if it has to be activated it is applied instinctively, perhaps without even having to resort to looking at the Scheme itself. Moreover conducting an annual review is a good way to identify areas where further training may be needed.

AMENDMENT LIST

It is extremely important to keep a comprehensive list of amendments/updates to your Scheme, both in order to chart your progress and also to ensure that everyone on the distribution list has an up-to-date version.

When updating the entire plan or issuing update pages it is important that all distributed copies in the community are updated accordingly. You should ensure that:

- ❑ any amendments/updates to your plan are recorded in this section; and

- ❑ the Emergency Planning Unit of your Local Authority are forwarded a copy and notified immediately of any changes so that they know the people and procedures adopted in your community during an emergency.

Harrogate Borough Council: Emergency Planning Unit	
Civil Contingencies/ Resilience Officer Dept. of Corporate Policy & Improvement Crescent Gardens Harrogate HG1 2SG	*Telephone*: 01423 556014 / 556018 *Mobile*: 07525 987922 / 07525 987923 *Fax*: 01423 556140 emergency.planning@harrogate.gov.uk

DISTRIBUTION LIST

The distribution list should identify which individuals/organisations have a copy of this Scheme. All the Scheme holders should be informed when there are any amendments to the Scheme to ensure that all out of date information is destroyed.

<u>KEY COMMUNITY CONTACTS</u>

Lead Community Coordinator

A Lead Community Coordinator should be appointed from within the community. It is essential that their name, address and contact details are always kept up-to-date. A Deputy should also be appointed so that they can assist the Lead and take over where the Lead is absent or unable to assume their role for whatever reason.

When appointing a Lead and Deputy Community Coordinator it is essential that they:

- Live locally, have good knowledge of the local area and the types of individuals and groups who live and work there;
- Be willing to activate the Scheme (partially or fully) if an emergency occurs;
- Act as a source of information to the community prior to, during and after an incident;
- Ensure, if appropriate, that Emergency Services or Local Authorities are alerted to an incident and what the local community are doing/need;
- Ensure communications are maintained between the community, Emergency Services and Local Authority;
- Ensure this Scheme is maintained, up-to-date and validated; and ensure distribution and version control of all documentation;
- Head and coordinate the rest of the Volunteer Community Response Team.

Volunteer Community Response Team (VCRT)

Identify a small team of community individuals who are willing to assist in coordinating and responding to an incident. They will also be responsible for developing the Community Resilience Scheme itself and ensuring it is up-to-date.

All members of the VCRT should:

- Reside in the community, have good local knowledge;
- Have full knowledge of the Community Resilience Scheme to be able to respond quickly and effectively during an emergency;
- Be able to activate all or part of the scheme, coordinate the support of the community and speak on behalf of the community during an incident;
- Recruit and coordinate volunteers and allocate tasks during an incident;
- Help ensure that the vulnerable are provided with additional assurance;

- ❑ Ensure communications are maintained between the community, Emergency Services and Local Authority;
- ❑ Ensure that a Community Emergency Box is maintained;
- ❑ Develop, test/exercise, review and maintain the Community Resilience Scheme, ensure it is functional; and ensure that confidentiality is maintained where necessary;
- ❑ Conduct a debrief post-incident to ensure lessons are learned from the incident and can be used to improve responses to future events;
- ❑ Help coordinate the assessment centre if one is opened.

Ideally the VCRT should meet to discuss the community's resilience arrangements at least every 6 months, and a full review of the Community Scheme should be carried out annually to ensure that it remains up-to-date, comprehensive and to ensure that the VCRT are kept fully acquainted with its contents.

During an incident the Volunteer Community Response Team is expected to work together as a whole and form a coordinated response. You may however wish to allocate loose roles within the group to provide some structure during an emergency (this is entirely optional and any decision allocating roles should be made at a meeting of the whole Volunteer Community Response Team including the Lead and Deputy Community Coordinator). For instance you may wish to allocate roles whereby individuals may be in charge of sandbagging, coordinating volunteers, communications, keeping the log book up-to-date, coordinating the assessment centre and so on.

IMPORTANT NOTE:

The Volunteer Community Response Team should be easily identifiable to both the public and Emergency Services.

In a response to any incident those involved should always be aware of their own Health and Safety and that of others. Under no circumstances should you put yourselves or others at risk!

CONTACT PYRAMID

A Contact Pyramid provides a quick and efficient method to coordinate communications and easily spread information amongst your community, especially your Volunteer Community Response Team.

The pyramid works by the person at the top of the pyramid contacting the next two people directly down the pyramid, and then those individuals contacting the next individuals down from them, until every person in the pyramid has been contacted.
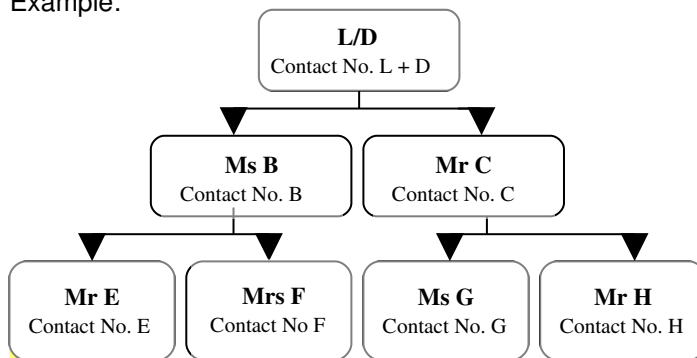
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You may want to assign your Lead/Deputy (L/D) Community Coordinator as the person to initiate the Contact Pyramid as they will usually be the one who people in the first instance will feed information to about the developing situation whether it from a member of the lay

> **IMPORTANT NOTE:**
> It is essential that when contact cannot be made with a person on the pyramid that a note is made of this so that contact can be tried again later, but more importantly so that you can ensure the pyramid continues by calling the next two people down from them

public, another person further down the pyramid.

Example:

```
                    ┌──────────────────┐
                    │       L/D        │
                    │  Contact No. L + D│
                    └──────────────────┘
            ┌──────────────┴──────────────┐
    ┌──────────────┐              ┌──────────────┐
    │     Ms B     │              │     Mr C      │
    │ Contact No. B│              │ Contact No. C │
    └──────────────┘              └──────────────┘
      ┌─────┴─────┐                ┌─────┴─────┐
┌──────────┐ ┌──────────┐   ┌──────────┐ ┌──────────┐
│   Mr E   │ │  Mrs F   │   │   Ms G   │ │   Mr H   │
│Contact No.E│ │Contact No F│ │Contact No.G│ │Contact No.H│
└──────────┘ └──────────┘   └──────────┘ └──────────┘
```

> **L/D** would contact **B** and **C**
> **B** would contact **E** and **F**
> **C** would contact **G** and **H**...
>
> If L/D failed to make contact with C, they would call G and H in order to ensure the continuance of the pyramid, whilst making a note that contact with C had failed and must be tried again when possible

ACTIVATION TRIGGERS

This section should be dedicated to recording how and in what circumstances your Community Emergency Scheme will be activated.

Some of the circumstances which we suggest you consider are:

- ❏ How you will activate your Scheme as a result of intelligence or a request from the Emergency Services.
- ❏ How you will activate your Scheme as a result of intelligence or a request from the Local Authority.
- ❏ How you yourselves (i.e. your Voluntary Community Response Team) will determine whether it is necessary to activate your Scheme and start responding before Emergency Services and Local Authority are able to allocate resources to help you. You may want to discuss any specific triggers that could be used to guide your decision- for instance upon receiving a Flood Warning

> **IMPORTANT NOTE:**
> Please remember that every incident will be unique and will have a wide variety of different factors and circumstances to take into account.
> Therefore you should treat your Activation Triggers as helpful guidance and not definitive by themselves, because there may be incidents for instance where an individual trigger is not itself met but where all the circumstances as a whole point to the fact that it would be prudent to activate your Scheme.

from the Environment Agency.

EMERGENCY BOX

Community Emergency Box

The Community Emergency Box should contain a comprehensive collection of items that can easily be picked up and used to assist during an emergency. A list of essential items has been detailed at p8 in your Community Emergency Scheme.

Please ensure that you record the location of where the box(s) are kept and contact information for how to access it where necessary.

Household Emergency Box

It is also suggested that individuals within the community take reasonable steps to ensure that they are prepared for an emergency and create an emergency box for their own individual household. A Template 'Household Emergency Plan' can be found at (p…Not Yet Included…….).

SECTION 1: COMMUNITY PROFILE

1.1 Community Area

State which local community this Community Resilience Scheme refers to and for ease of locating the area insert the Community's Grid Reference. An easy way to do this is by either using an Ordnance Survey Map to locate the grid reference, or via the internet at: http://getamap.ordnancesurvey.co.uk where you can click on the "Get-a-map-now" icon, type in your postcode, place the crosshair over the centre of your community and read off the two letters and six-figure grid reference from the bottom left of the screen.

1.2 Population

Separately enter the maximum number of the resident and tourist population, and then the total of both combined.

The tourist population comprises the number of visitors using holiday accommodation, caravan parks and other facilities in the parish/ward at the height of tourist season.

1.3 Key Access Routes

Identify the main routes for entering/leaving your community. This could, for instance, include:

- Roads
- Bridges
- Pathways
- Airports

- Helicopter Landing Sites
- Canals
- Ports

You may wish to insert a postcode or grid reference indicating the location of each key access route, this may prove useful not only for yourselves but for Local Authorities or Emergency services who may have access to your Community Resilience Scheme. Again you can use the link provided at guidance note 1.1 above to get a precise location.

1.4 Main Rivers within the Area

Identify the main rivers that are within the boundaries of your community. If your community is affected by rivers that are located on the outskirts or outside of your area then you may also wish to record that in this section.

This knowledge will help during an emergency for example by ensuring that accurate flooding forecasts can be requested for all the rivers which may affect your area.

Again, you may wish to insert a postcode or grid reference indicating the location of each main river, as this may prove useful not only for yourselves but for Local Authorities or Emergency Services who may have access to your Community Resilience Scheme.

1.5Becks within the Area

There may be other waterways such as streams, brooks or small rivers which could affect your local community and those should be listed here. If you wish, you could also insert a postcode of grid reference for ease of locating the beck.

1.6 Map of Area Covered by this Community Resilience Scheme

Insert a small-scale map of your community into this section of the plan. It is advisable that you also attach more detailed large-scale maps to the back in the 'Other Useful Maps' section, as these can be of great use in during an emergency.

You may wish to highlight/mark some of the following information on the maps if relevant:

a) Main access routes into/out of the community- eg roads, rail, waterways.
b) Main Rivers, Becks.
c) Key volunteer locations; eg meeting points, headquarters.
d) 'Black spots' for mobile phones and VHF radio (if known).
e) Potential locations for helicopter landing zones (clear of trees, buildings, power lines and other vertical obstructions).
f) Assessment Centre location (see section 3).
g) Potential locations for Emergency Services to operate from (e.g. office and storage space), but with reference to sub-paragraph C above (mobile phone black spots).
h) Schools, halls, sports centres, churches and other places of potential 'gathering'.
i) Hospitals, Doctors.
j) Care and other residential homes.
k) Evacuation routes.
l) Key utility spots, such as telephone switch boxes, electrical substations, Water supply infrastructure, etc if known.

IMPORTANT NOTE:

Your County Council or City of York Geographical Information Systems (GIS) team are able to assist you in production of a detailed Parish map for insertion into this Scheme. Contact North Yorkshire County Council GIS team on: 01609 533875 for further information. There is no charge for this service. Furthermore the Environment Agency is also able to provide flood map information to add to the map.

1.7 Neighbouring Communities: Contacts

In an emergency being able to share and draw on neighbouring communities' knowledge, support and resources can be vital, as such this section is dedicated to promoting mutual aid between neighbouring communities/parishes/wards etc.

A list should be drawn up detailing contacts numbers that can be used in an emergency to contact your neighbouring communities. These contact numbers should be agreed with your neighbours and it may be useful to have more than one contact number for each neighbour just in case one proves to be unavailable during an incident.

Furthermore it is advisable to maintain a regular dialogue with your neighbouring parishes and perhaps discuss what support you may be able to give in certain emergencies. i.e. share sandbags, manpower, vehicles etc. You may wish to record what assistance your neighbours have indicated that they may be able to provide as this may save time if you can call a specific neighbour first.

1.8Arrangements With Authorities

If you have agreed any special arrangements between your community and outside organisations such as the Environment Agency, Police, Fire, Local Authorities etc, you may want to include those in this section. For instance you may want to record agreed direct dial contact details for named individuals within an organisation.

SECTION 2: COMMUNITY VULNERABILITY

2.1 Local Hazards

Local areas may be prone to particular hazards and threats, which are best known to the local residents and best identified by them. In this section you should record any known or potential hazards and threats which could affect your local area. For instance known/potential hazards or threats could include, but are not restricted to:

- ❑ *Flooding:* River, surface water.
- ❑ *Loss of utilities:* electricity, water, gas.
- ❑ *Animal disease outbreaks:* eg Foot & Mouth, Avian Influenza.
- ❑ *Human disease outbreaks:* eg Human Influenza.
- ❑ *Aircraft crash.*
- ❑ *Trees:* falling on people, property, and roads.
- ❑ *Hazardous spillage:* petrol, chemicals etc.
- ❑ *Extreme weather:* storms, ice, snow, lightening.
- ❑ *Power station:* malfunctions, leakage.
- ❑ *Obstruction of access routes:* Roads, Rail lines, Water routes eg through accidents, natural causes etc.

If there are any specific contact numbers, which could be of use for dealing with the specified hazard, then you may wish to record the contact name/organisation and their number in the contact number box.

Example:

Local Hazards	Location	Contact Number(s)
Flooding	Any street, Any postcode.	Local Authority…. Met office….
Animal Disease Outbreaks	Another Street, Postcode.	

2.2 Severe Weather

Inserted in this section of the plan are a few Internet Website Addresses that you can use should you wish to check whether there are any specific weather warnings being issued for your local area.

If your local community is particularly at risk or prone to a particular type of severe weather such as snow, ice, fog, heavy winds etc, you may wish to fill out and insert into this section one of the dedicated information sheets dealing with the specific issue which can be found in the 'Pick and Mix' section located at the back of this document (see pages…Not Yet Included…….).

Important Note:

Severe weather warnings for Yorkshire and Humberside can be found at:
http://www.metoffice.gov.uk/weather/uk/yh/yh_forecast_warnings.html
http://www.metoffice.gov.uk/weather/uk/

2.3 Applicable Flood Warning(s)

The Flood Warnings that are specific to your community should be inserted here. Your Local Authority will work in conjunction with the Environment Agency to provide advice on what should be inserted at this section. Please contact your Local Authority for more information.

Important Note:

If you live within a flood risk area, the Environment Agency operates a free 'Flood Warnings Direct' service that you can sign up to either by:

Email:- **https://fwd.environment-agency.gov.uk/app/olr/home**
Phone: 0845 988 1188

Knowing your Flood Warning Codes:

For your information, shown below are the current Environment Agency Flood Warning symbols, along with their meaning.

The four codes indicate the level of danger. They are not always used in sequence. For example, in an acute situation a severe flood warning may be issued immediately.

SYMBOL	MEANING
Flood Watch ⚠	**Flood Watch:**- Flooding of low-lying land and roads is expected. Be aware, be prepared, and watch out!
Flood Warning ⚠	**Flood Warning:**- Flooding of homes and businesses is expected. Act now!
Severe Flood Warning ⚠	**Severe Flood Warning**:- Severe flooding is expected. There is extreme danger to life and property. Act now!
All Clear	**All Clear**:- Flood Watches or Warnings are no longer in force for this area.

2.4 Areas Subject to Surface Water Flooding

Surface water flooding is a growing concern for most parishes; as such this section is devoted to identifying and recording locations at risk from surface water flooding.

The table should record the specific location of the risk; give a postcode or grid reference for ease of pinpointing the location; provide information on the extent of the problem and other relevant issues; detail the specific properties affected and indicate the total properties affected on the named street. Again, using the locator information on the Ordnance survey website will provide you with a correct 6 figure grid reference (see note 1.1 above).

Example:

Location [Street/Road/Estate]	Post Code or Grid Reference	Extent/ Other information	Properties Affected	
			Which Properties	**Total**
Any Street	HG? ???	Excess water coming off hillside- drains unable to cope.	1-16, 45,47, 50-72	31

2.5   Map of Areas at risk of Flooding

You may wish to insert a more detailed map in this section dedicated to illustrating the flood risk areas and affected properties. This will be extremely helpful to the Local Authority, Environment Agency and your flood wardens if you have any.

2.6   Vulnerable Establishments

This section should list the known establishments/organisations in your local area that may be particularly vulnerable during an emergency. Vulnerability may arise for a number of reasons including for instance because it deals with children, the elderly or other vulnerable individuals or because it is particularly at risk of isolation and so on. Examples of vulnerable establishments may include but are not restricted to:
- ❑ Care/Nursing homes/Hospices;
- ❑ Schools, Crèches, Nurseries
- ❑ Caravan parks, Campsites.
- ❑ Homeless centres/ Sheltered housing.

Priority for assistance should be indicated on a scale of 1-3:
- ❑ **1=** Must contact, (Visit if it is safe to do so).
- ❑ **2=** Should contact, (or visit if safe to do so).
- ❑ **3=** Contact if time allows.

Where you are unable to visit or contact the vulnerable establishments ensure that you notify the emergency services so they are kept informed about the vulnerable.

Example:

Establishment	Address	Grid ref.	Contact No(s).	Priority
A Nursery	A street, A Postcode	?	(>>>>>) >>>>>>	1
Any Caravan Park	Another Street, Another Postcode	?	(<<<<<) <<<<<<	2

It may be good practise to make contact with the vulnerable establishments you have identified and offer to help in a crisis. This may highlight the type of help that they would most probably need, as well as help establish their priority for assistance. Moreover, these establishments may have their own contingency plans which could be considered in any response.

2.7   Vulnerable People

Vulnerable people lists are constantly changing as well as subject to stringent controls under the Data Protection Act, consequently *Communities should not hold lists of specific vulnerable individuals.* Moreover in emergencies, people who are not normally vulnerable can become so depending upon the specific incident and their circumstances at the time.

In this section you should therefore record and list the organisations and establishments which can be contacted during an emergency and which may be able to provide up-to-date records/lists of the vulnerable people within your local area. Such lists can <u>only</u> be given out during an emergency! Where you do obtain lists of vulnerable individuals it is essential that you maintain its confidential nature.

There are a number of groups of people who, in a crisis, should be considered as potentially vulnerable and a priority for support and the deployment of resources. These include but is not limited to:
- ❑ The elderly (eg who may not be mobile or have specific medical needs);
- ❑ Those who may be physically/mentally disabled;
- ❑ Those with learning difficulties;
- ❑ Parents and other individuals looking after very young children;
- ❑ Those who are unable to see or have a severe visual impairment;
- ❑ Those who are unable to hear or have a severe hearing impairment;
- ❑ Those who are reliant upon eg oxygen, medications, insulin etc.

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In the event of an emergency, it is vital that the community is encouraged to report details of vulnerable people in their area to the Volunteer Community Response Team. The information should include contact details for the vulnerable person(s) including those who already receive care/welfare support and details of where this care/support is from. This will allow the Volunteer Community Response Team to try to ensure that the care continues.

Important Note:

❑ Do not assume that someone else has already dealt with a particular vulnerable individual/organisation. Instead ensure that you consult with your colleagues dealing with the vulnerable to ensure no one is accidentally overlooked.

❑ Please ensure you keep the Emergency Services and Local Authority informed about the vulnerable people and organisations within your area, especially those vulnerable people/organisations you are unable to help, and those who you are unsure whether they have already received assistance.

❑ Any information obtained about vulnerable individuals is extremely sensitive and should have restricted access. During an Incident any information collected dealing with identifiable vulnerable individuals should be kept secure and then destroyed after the incident has ended.

SECTION 3: ASSESSMENT CENTRE

Certain incidents/emergencies may require you to help provide the community with both shelter and food, or people may be made temporarily homeless. This need can be met by setting up an assessment centre providing temporary accommodation, where people can be kept warm, fed and safe for potentially up to 48 hours.

You may wish to allocate more than one building as a potential assessment/feeding centre and if this is the case you may wish to fill out and insert into this section the template sheets which can be found in the 'Pick and Mix' section located at the back of this document. See pages……….

3.1   *Assessment Centre*

It is essential that you identify an appropriate and safe building which can be used as an Assessment Centre. All publicly owned buildings have to comply with Health and Safety Regulations and should possess an appropriate certificate, however you can also earmark non-publicly owned buildings as appropriate Assessment Centres so long as you have the informed consent of the owner.

Where the building is not publicly owned, below are some considerations that you may wish to bare in mind when identifying an appropriate building in your local area:

- ❑ Does the building have suitable or nearby access for pedestrians and vehicular traffic- including emergency services? (Route-in and Route-out)
- ❑ Is the site suitable for Disabled Access?
- ❑ Does the building contain suitable heating, lighting and ventilation? Are there alternatives?
- ❑ Does the building have running water/suitable sanitation for the numbers of people expected?
- ❑ Is furniture available, appropriate and sufficient?
- ❑ Are fire exits unlocked and free from obstruction and are evacuation procedures etc clearly displayed/identifiable?
- ❑ Does the normal purpose of the building conflict in any way with its purpose as a place of safety, i.e. are there any dangerous chemicals, machinery etc accessible to evacuees or staff?
- ❑ Are there any potential slip or trip hazards present? These could include: wet floors, loose floorboards/tiles, uneven surfaces or changes in surface level; obstructions across walking areas; exposed wires/ cables
- ❑ Will there be a staff member/key holder present at the site?

Premises

In the table ensure that you comprehensively detail which building you have earmarked as an appropriate Assessment Centre, and also insert its address including postcode. Make sure you have permission to use the building, and ensure you have a number of contact numbers for the site, and insert a grid reference which will make it easier for external people/organisations to locate the building.

Facilities

In this section please consider and specify approximately how many people your earmarked Assessment Centre can safely accommodate so that in the event of an emergency which threatens to exceed that capacity you are forewarned and are able to make preparations for extra alternative accommodation if necessary.

State what type of heating the building has so that, for instance, if the heating is all electric and the incident occurred due to widespread power failure you will know that an alternative earmarked building would probably be of better use in that circumstance.

Please state whether there are:
- Cooking facilities and if so what they are;
- Toilets- how many, are they male/female, disabled?
- Washing facilities- sinks only? Showers? Etc.
- Parking facilities for access and parking eg for emergency services.

If there are other available facilities that you think would be appropriate to record then please state those if you wish.

Key Holders

Please ensure you insert the names and contact details of a primary key holder and an alternative key holder to the premises earmarked as an appropriate assessment centre. You should also insert details of how you can contact the key holders- i.e. contact numbers etc.

3.2 Registration
- Please see the Important Note in your emergency Scheme.
- Assessment Centre Registration forms can be found on pages 39-42 at the back of your Scheme. You may wish to make a copy of these and keep a stock available with your plan, in your emergency box and at your designated assessment centre buildings.

3.3 Diagram of Assessment Centre

In this section you need to insert a diagram illustrating the allocation of space within the earmarked Assessment Centre building (i.e.. A floor plan showing how the centre will be set up).

NOTE: The type of areas required in an Assessment Centre will again be dependent upon the type of incident occurring, however if possible, it is suggested that you have at least the following areas:

- ❑ Receiving area: where people can arrive, be registered etc.
- ❑ Toilets and washing facilities area.
- ❑ First aid/medical area.
- ❑ Cooking area.
- ❑ Quiet recreation and rest areas.
- ❑ Separate rest areas for staff.
- ❑ Pet area (away from main rooms).
- ❑ Information boards.

If you have room available you may also wish to consider allocating areas for:

- ❑ Children to play.
- ❑ Enquiry/advice desks/public information.
- ❑ Emergency accommodation.
- ❑ Clothing store.
- ❑ Welfare assistance.

3.4 Assessment Centre Equipment

Below is a list of suggested items that you may find useful should you need to open and run an Assessment Centre. This is not a comprehensive list and you may wish to specify other items you think are appropriate and have available.

In the table record what items you have available for use in your assessment centre. Next to each item you have identified, record the approximate number that are available, and in the corresponding source box state the location/source where you can get the relevant item from for use during an incident. For instance the source could be the earmarked Assessment Centre itself, the village hall, the local doctors, a certain individual/organisation and so on. If there is a particular storage area in the building where the item is located it may be appropriate also to state that for ease of locating it (for example: village hall- back storage room).

For certain items on the list you may wish to put a variety of different sources down. E.g.. You may be able to acquire a first aid kit in the earmarked Assessment Centre building itself, but also from the local chemist/doctors, a certain individual and so on.

Moreover should you wish, you might want to record the contact details of the organisations/individuals you will be obtaining the specified items from.

NOTE: If there are a lot of additional items that you would like to record on your item list then please use the additional sheets available in the 'Pick and Mix' section at the back of this document, located at pages….

GUIDANCE: Community Resilience Scheme

Important Note:

You should ensure that any sources you record are agreed and when an individual is the source of an item you need to ensure that you have their consent to use the equipment during an emergency and that they are happy for you to put their details in your community plan.

Suggested Assessment Centre Equipment

□ *Furniture*

- Tables
  Forms
- Chairs
- Camp Beds
  Extinguishers

□ *Cooking Equipment*

- Crockery
- Cutlery
  Materials
- Urns
  Requisites
- Cooking Utensils
- Kettle
  Sacks/Bin liners

□ *Other*
Blackboard/whiteboard

- Radio
- Torch
- Television
  Heaters- Gas etc
- Recreational Books/Games

□ *More Equipment*

- Registration
- First Aid Kits
- Fire
- Bedding
- Blankets
- Cleaning
- Toilet
- Dustbins
- Plastic
-
- Chalk/Pens
- Stationery
- Additional
- Signs

3.5   *Alternative Cooking Facilities*

During certain emergencies or incidents, it may be necessary to ensure that food is available to the victims and volunteers involved. On very rare occasions communities may find themselves in a situation where an emergency feeding service must be provided without outside support. In the event of a prolonged failure of mains power it may be necessary to set up communal cooking and feeding arrangements using alternative or improvised cooking equipment.

Alternative cooking equipment may include, but is not limited to:

- ❑ Barbeques
- ❑ Trangia camping gear
- ❑ Multi-fuel Stoves
- ❑ Portable Gas Hobs

When filling in the table in this section you should list the different cooking equipment available to your community in an emergency and detail the location of where the equipment can be acquired from in an emergency. In the description box you should record for instance whether it is portable, and any other features which may be relevant e.g. gas/electric and so on.

NB: You should ensure that any sources you record are agreed and when an individual is the source of an item you need to ensure that you have their consent to use the equipment during an emergency and that they are happy for you to put their details in your community plan.

Important Note:

- ❑ When using alternative cooking equipment it is essential that all items are used according to the manufacturers guidelines. For instance you may need to use the cooking equipment outside or where there is adequate ventilation.

- ❑ Do not plug too many appliances in to one power source otherwise this may potentially cause a power cut by blowing the building's electricity supply.

SECTION 4: COMMUNITY RESOURCES/ASSETS

Pre-identification of individuals with particular skills, together with locations of resources and equipment which can be called upon is essential. Consequently this section asks you to identify and detail what key resources and assets are available to support your community during an emergency incident.

You should consider *how* these resources would be accessed, particularly out of hours and at weekends. You do not need to include every facility or resource your parish/ward has. Instead keep it relevant and concise including only the resources that would be available and of utmost use to you in dealing with an incident.

4.1 Community Assets

The section is aimed at listing a diverse range of community assets such as buildings, organisations and areas which may be of use in an emergency for instance doctors surgeries, health centres, airports, train stations, schools, village halls, scout huts, large playing fields, parks and so on.

It may be that in an emergency one of these assets could come in useful as an additional assessment centre other than the one(s) earmarked in Section 3, or it could act as a good place to evacuate people to or as a meeting point etc.

These details may be especially of use to the Emergencies Services and Local Authorities, in that greater knowledge of the local area and what assets can potentially be used can save time and lives in an emergency.

Where appropriate, contact details should be provided for assets such as buildings and organisations.

4.2 Local Equipment

Incidents and emergencies are all unique in their circumstances, scope and effects. As such it is possible that any variety of local equipment may come in handy. By identifying useful equipment/resources pre-incident, this can save valuable time and resources and ensure that you can act fast to combat the occurring incident and aid a quicker recovery for your local area.

Listed below are examples of equipment which can be useful in a variety of incidents. You may wish to specify other items you think are appropriate and have available.

- Battery Charging Equipment	- Heating Equipment	- Sandbags
Clearing	- Lighting Equipment	- Snow
- Boarding Equipment	- Nails	

- Bricks	- Polythene Sheeting	- Solid Fuel
- Building Tools	- Portable Water	- Tarpaulins
- Cement	Pumps	- Timber
- Cutting Equipment Vehicles	- Power Saws	- Transport/
- Electric Cable Bowsers	- Resources for	- Water
- Fuel Containers	livestock/pets	- Water
- Gas Cylinders	- Rope	- Winches
- Generators	- Sand	

In the table record what items you have available for use, state the location it can be obtained from, a contact number which can be used to request the item in an incident and, like in the example given below, you may want to give an indication of approximately how many can be obtained from a particular source.

The 'conditions of use' box is extremely important. Where a particular piece of equipment requires certain skills/qualifications to use it or there are particular hazards to watch out for, these should be inserted into the conditions of use box.

Example:

Equipment	Location	Contact No.	Conditions of Use
Vehicle- JCB (x3)	A Builders: Any Street, Postcode	(++++)++++++	JCB driving licence
Power Saw (x5)	Mrs P Person: Address, Postcode	(~~~~)~~~~~~	Heavy/sharp tools-experience needed.

4.3   People with Special Skills (VOLUNTEERS)

This section should identify individuals within the community who have particular knowledge, skills, and experience who may be able and willing to help out in an emergency. A list of volunteering people should be maintained (with their consent) detailing the type of experience, knowledge and skills that they may be able to provide, as well as their contact details. Skills may include, e.g.:

☐ Doctors/ Nurses	☐ Fire Fighters	☐ Engineers
☐ First Aiders	☐ Mechanics	☐ Language Speakers
☐ Vets	☐ Farmers	☐ Amateur Radio Operators
☐ Plumbers	☐ Electricians	☐ General Volunteers

Name	Skill(s)	Address	Contact Details
Mr B Anyone	Fluent French/German First aider	Any Street, Any Place, Postcode.	(~~~~) ~~~~~~

It is crucial that the individuals, skills and contact details listed in this section are kept as up-to-date and valid as possible. For ease of use during an incident you may wish to split volunteers into sections under different headings according to their specific skills, e.g. medical/first aid skills, languages, mechanics, etc. This is entirely optional!

4.4 Ministers of Religion/Faith Leaders

In an emergency, ministers of religion or faith leaders can provide valuable support, advice and resources the community can draw upon. In this section you can compile a list of agreed contacts for a variety of local denominations (e.g.Catholic, Protestant, Quakers, Muslim, etc) that could be called upon to assist during an emergency.

4.5 Voluntary Organisations

Voluntary organisations can provide invaluable help, support, resources and advice during an incident. They usually have certain specialties which they deal with such as children, the elderly etc, therefore it is useful to compile a list of local charities, voluntary organisations which could be contacted during an incident. You should ideally make contact with the local organisation, see what specific tasks/skills they could provide and obtain an agreed contact number which can be used. Example:-

Organisation	Skill(s)	Contact Name and Number
Woman's Royal Voluntary Service	Practical Community Support	Mr E Person: A Street, A Place, Postcode *Tel No:* (~~~~)~~~~~~

SECTION 5: COMMUNICATIONS

5.1 Communication Methods

Key functions of the Volunteer Community Response Team (see p4) are to:

- guarantee that they are kept up-to-date with developments during an incident and can respond accordingly,

- ensure that communication is maintained both within the community and also with Emergency Services, Local Authorities, neighbouring parishes etc; and

- reassure the public and keep them informed of what action is being taken and whether they can be of any assistance e.g. sandbagging, evacuating to the assessment centre and so on.

As such in this section you should identify in advance how you could maintain contact within the community and share information during any incident. A list of methods available in your community (and locations if applicable) should be recorded: e.g.

- Message/Notice boards;
- Meeting places acting as drop-in information centres: parish/village halls, scout huts;
- Cascading telephone calling lists e.g. Contact pyramids p6 CRS;
- Community Newsletters;
- Volunteer Groups;
- Website information; (n.b. not available in power cut etc);
- Email distribution. (n.b. not available in power cut etc).

You should try to identify methods which will enable quick and easy communication with as significant amount of the local population as possible.

5.2 Telephone Cards

Please see the corresponding section in your plan. In the table if you have telephone cards kept at different locations e.g. emergency box, Assessment Centre, an individual's premises, then you may wish to record those locations here.

5.3 Available Networks within the Community

Some communities have network black spots and as such it is beneficial to make a list of which networks are available within a community and record the quality of coverage it provides. This information is especially useful to Emergency Services, Local Authorities and other outside organisations that are coming to the aid of

your local area. For example- Vodafone= average coverage, T-Mobile= good coverage and so on. You may also want to record where the best or worst areas for connection are, e.g. O_2= average coverage, best near village hall.

5.4 Mobile Phones

It is useful to have a list of local individuals who own and are willing to use their mobiles during an emergency should it become necessary. This could be a great help both when maintaining contact with external Emergency Services, and Local Authorities etc, but also for communicating internally.

5.5 Public Information

Being able to keep abreast of public news and information can prove vital during an incident. This table should therefore record useful details of specific radio stations and/or dedicated television channels that provide news, weather and travel information. The station's name and exact frequency or range should be recorded. You may also wish to record the contact number of the station should you require to directly contact them to provide or obtain information. Moreover a website address could be included should you wish, e.g. **http://www.bbc.co.uk/radio/**

Example:

Station	Frequency	
	FM	**AM**
A Radio www.a-radio.com (01234) 567890	102.7-103.6 and 96.5	
B FM (01876) 543219	94.2	104.9

5.6 Community Radios

Radio Amateurs:

Licensed amateur radio users, including individuals forming part of RAYNET (Radio Amateurs' Emergency Network) can form a vital part of any emergency response. They can provide valuable communication tools when other systems are affected and as such if there are any operators within your local community willing to volunteer their help during an emergency then they should be recorded in this section.

In the box you should record the names and agreed contact details of licensed amateur radio users who are willing to help out during an emergency.

Two-way Radios

Normal unlicensed radios such as low power handhelds can be used but are severely affected by weather and range. In the box available you may wish to record the types of two-way radios available in your community and for each type record a specific volunteer individual and their agreed contact details.

Example:

x4 two-way handheld radios: Mr A Person
                       A Address+ Postcode
                              Agreed contact details
 	
x10 Car two-way radios: B Taxi Firm
                       B Address+ Postcode
                              Agreed contact details

CONTACT DETAILS: USEFUL ORGANISATIONS

Please find in your Community Emergency Scheme a list of useful contact details for ease of access and use during an incident (see CRS p29).

AIDE MEMOIRS [EMERGENCY CHECKLISTS]

At the back of your Community Resilience Scheme there are two emergency checklists which you may wish to draw upon in an incident:

☑ **Initial Actions:**

This checklist gives handy hints which are useful throughout the duration of the incident. It details what your Volunteer Community Response Team can be doing, how to coordinate appropriate action, and how to inform, liaise with and get assistance from organisations such as Emergency Services and neighbouring parishes.

☑ **Opening an Assessment Centre: Checklist:**

This checklist is for use when you are considering, or are about to open an Assessment Centre. It gives helpful reminders about what resources may be needed, setting up the layout of the centre, and how to deal with individuals coming in.

Important Note:
    ❑ These checklists are for your help and guidance during an incident they are not mandatory and do not have to be used.
    ❑ If you do wish to use them then it is important that you tailor the tips and prompts given to the exact circumstances of the incident in which they are being applied.

USEFUL FORMS [EXAMPLE TEMPLATES]

At the back of your Community Resilience Scheme there are a number of useful forms which can save time and provide guidance upon what data/information it is beneficial to collect or save in an emergency situation.

Should you wish, you are urged to make a copy of these forms and keep a stock of them ready to draw upon in an emergency. These can be kept at the back of your plan, and also a stock should be put into your emergency box.

Assessment Centre Registration Forms

It is extremely important that you register individuals entering and leaving the Assessment Centre. The *Standard Registration Form* is for individuals entering the Assessment Centre and the *Exit Control Form* is to register those leaving.

Emergency Log Sheet

It is essential to keep a log of the actions you have taken during an emergency and at what time. A blank copy of a log sheet is at the end of the Plan Template for use during an emergency.

The records contained in the log will be extremely helpful not only in helping keep track of what decisions have been taken and what actions implemented, but will also will be a good device to keep people updated, and will be useful during the aftermath of the emergency acting as evidence of what occurred during the incident and can be a good learning tool.

OTHER USEFUL MAPS

Should you wish, you can insert other more detailed maps of your local area here. See note 1.6 above for more information on what to highlight on your maps. If you insert any maps please record that in the available space on your plan contents page.

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'Pick and Mix' Section

[INCOMPLETE…INSERT EXPLANATION HERE….]

<mark>DATA PROTECTION FORM</mark>

<mark>+</mark>
<mark>HELPFUL DATA COLLECTION FORM</mark>

<mark>INSERT</mark>

INFORMATION LEAFLETS

INSERT

FLOODING: BEFORE, DURING, AFTER FLOOD
PERSONAL FLOOD PLAN
ROLE/RESPONSIBILITIES OF ORGANISATIONS
(Information Leaflet)

3.4 Assessment Centre Equipment Continued……..

33

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ITEMS	**No.**	**SOURCE**
		34
ITEMS	**No.**	**SOURCE**
		34

GUIDANCE: Community Resilience Scheme		
ITEMS	**No.**	**SOURCE**
		35
ITEMS	**No.**	**SOURCE**
		35

3.6 Other Assessment Centre

PREMISES
BUILDING:

ADDRESS:	**CONTACT NUMBERS:**
	Tel no(s):
	Fax no:
GRID REFERENCE:	

FACILITIES
ESTIMATED CAPACITY:
TYPE OF HEATING:
COOKING:
TOILET:
WASHING:
PARKING:
OTHER (*please specify)*:

KEY HOLDERS
PRIMARY KEY HOLDER	**ALTERNATIVE KEY HOLDER**

IMPORTANT NOTE:-

- Individuals entering and leaving an Assessment Centre should be recorded (Includes Volunteers as well as Evacuees). For security reasons it is important to know where people intend to go if they decide to leave.

- *TEMPLATE REGISTRATION FORMS ARE INCLUDED AT PAGE 37.* You may

want to keep a small stock of these forms in your Emergency Box [see p6] or you can use an exercise book to record the details.

3.7 Diagram of Other Assessment Centre

Please insert a floor plan of the earmarked Assessment Centre.

ITEMS	No.	SOURCE

3.8 Other Assessment Centre Equipment

4.2 Local Equipment continued…

Equipment/Resources	Location	Contact No.	Conditions of Use

4.3 People with Special Skills (Volunteers) Continued…

Name	Skill(s)	Address	Contact Details (phone/email)