

*“How would my community survive the first 48 hours of a serious emergency?”*

*“How can we work together to be better prepared and support each other?”*

# COMMUNITY EMERGENCY PLANNING

GUIDANCE  
TEMPLATE PLAN &  
RISK ASSESSMENT



LOTTERY FUNDED

How would your community survive the first 48 hours of a serious emergency? You may be cut off from the emergency services, or if the incident covers a large area, they may be occupied elsewhere. How can you work together to be better prepared and support each other in difficult times?

Community Emergency Plans can help to minimise the impact of an emergency and help communities to recover more quickly. This guidance and template plan provides an overview of the process and the key elements to include.

## What is a Community Emergency Plan?

A Community Emergency Plan is a simple document which identifies the potential impacts of emergency situations that could occur in a community, and sets out what residents and businesses can do before, during and after to:

- Be prepared
- Know what to do
- Bounce back

It also identifies key contacts in the community who will coordinate the Plan (Community Response Group - CRG), including one person who will be the point of contact with local authorities and emergency services.

It is not the role of the community to take on the responsibilities of these agencies e.g. to save life, to take risks themselves, or to cope for long hours without agencies' help and support.

## Why have a Plan?

- Lets individuals know what they can do in advance to reduce risk and be prepared.
- Raises awareness of those who might be at greater risk, or need additional support.
- Helps people feel included, know what to do, and how to respond in the first few hours.
- Helps the community to cope on its own if authorities and emergency services are not immediately available.
- Improves communications within the community, and between statutory authorities and the local community.
- Organises people to take appropriate action and work with statutory authorities effectively.
- Links up local knowledge, facilities and people
  - Outside help may have limited knowledge of your local area, particularly if the nature or scale of an emergency means help comes from even further away.

### Get Together and Take Stock

- What are the potential emergencies, impacts and actions you could take?
- What local communications, skills, equipment, and facilities are there?

### Write it Down

- What are the triggers, how will you communicate, and who will do what?
- Risk assess the actions in your Plan

### Be prepared

- Ensure all local residents and relevant agencies know about the Plan
- Test and review the Plan to ensure it is up to date

## The process of doing a Plan:

### Get together

A small group is needed to produce the Plan and often forms the basis of the Community Response Group (CRG) to coordinate delivery.

Approach local authorities, emergency services, and other relevant agencies, to make them aware that you are doing a Plan, and to ask how they can assist you.

### Take stock

Identify potential emergencies, the impacts on the community, and what actions can be taken. Consider whether these are general enough to be applied to other emergency situations.

Talk to residents and businesses to assess what resources may be available to assist in an emergency e.g. communications, skills, facilities, equipment. Are there volunteers willing to help?

If your community has experienced emergencies before, what happened and how could better coordination and prior planning have improved your resilience and response?

Is there an appropriate 'Place of Safety', such as the village hall or local pub, which could provide shelter, and access to information or supplies?

Also consider, who might be: at greater risk; harder to contact; or less able to respond and act on information received in an emergency.

### Write it down

A Community Emergency Plan template is available to help you do this (Appendix A).

Consider the triggers which would prompt you to activate your Plan e.g. flood / severe weather warning; power cut in cold conditions etc.

Communication is vital, if possible have more than one way to contact people and consider what you would do if phone lines are down.

### Assess the risks

Carry out a simple risk assessment for the actions in your Plan and consider whether any training or protective clothing etc. is needed. An example and template risk assessment are available to help you (Appendices B and C).

### Let people know

The Plan itself will contain personal contact details and may not be appropriate to make publicly available. However, it is important that everyone knows about the Plan and what it means for them.

An unrestricted copy of your Plan should be sent to the Cumbria Community Resilience Network to be made accessible to local authorities and emergency services, via the secure Cumbria Community Messaging System.

### Test it & review

Test your Plan against different scenarios, if possible involving relevant agencies. Keep details up to date and review it annually.

### A simple Plan includes:

- 'Community Response Group' contacts.
- Triggers to activate the Plan.
- Possible emergencies, impacts and actions.
- Community resources: names, contact details, and how they could help.
- Key contacts: authorities, emergency services
- Plan to review and update

### Additional resources:

Contact ACT for support and visit:

[www.cumbriaaction.org.uk/WhatWeDo/](http://www.cumbriaaction.org.uk/WhatWeDo/)

[CommunityEmergencyPlanning](http://www.cumbriaaction.org.uk/CommunityEmergencyPlanning) for further resources. We can also provide details of free public liability insurance available from Cumbria Neighbourhood Watch.

*With thanks to Gloucestershire Rural Community Council and South Lakeland District Council for assistance with the template documents.*

**For more information please contact ACTion with Communities in Cumbria on Tel: 01228 817224 or visit our website: [www.cumbriaaction.org.uk](http://www.cumbriaaction.org.uk)**

### ACT champions community and rural issues

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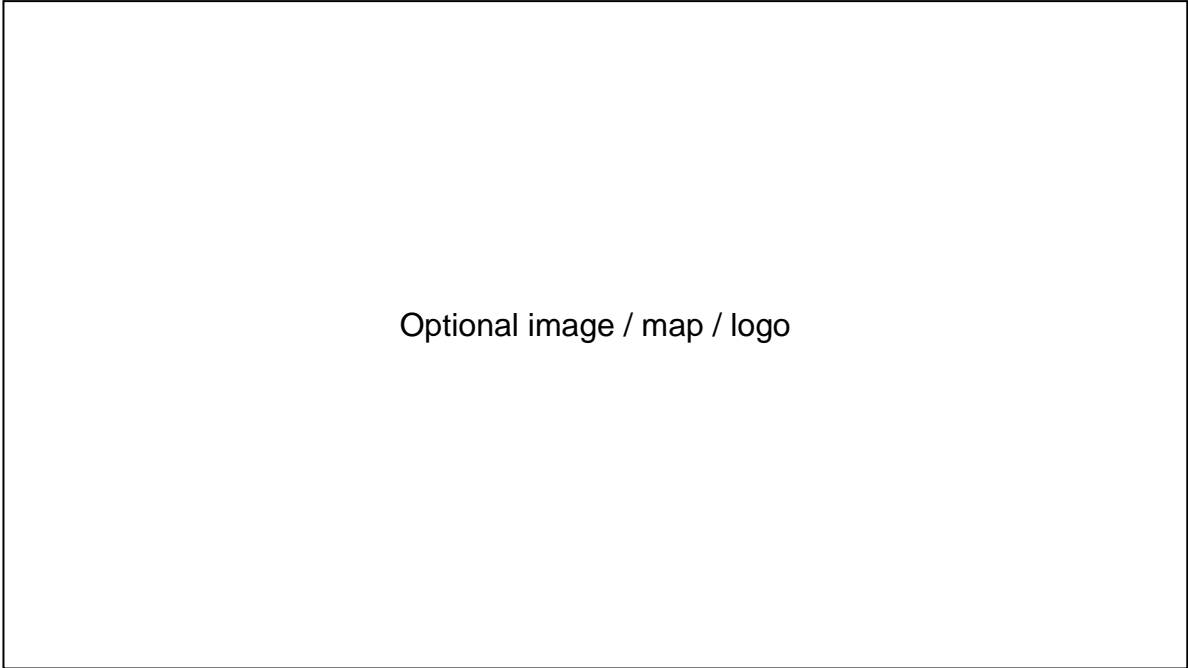
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# Community Emergency Plan

(Community Name)



## 1. COMMUNITY RESPONSE GROUP (CRG)

Name	Tel:	Email:	Address and post code
*			

\* Indicates the person who will coordinate the community response, and be the point of contact for local authorities / emergency services. If unavailable, the next person listed will do this.

Copies of this Emergency Plan are restricted, and will be held by the CRG members. An electronic copy of the plan will also be made accessible to local authorities and emergency services via the secure Cumbria Community Messaging System (CCMS) - contact ACTION with Communities in Cumbria for details of how to do this.

Date Adopted: xx/xx/xxxx

Last Reviewed: xx/xx/xxxx

Review Due: xx/xx/xxxx

## 2. PURPOSE

### Definition of an emergency:

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

### Aim of the Community Emergency Plan:

To increase resilience within the local community before, during and after emergencies, and to link into the county and district councils', and emergency services' emergency response structures, where appropriate. This Plan documents how **community name** would respond in an emergency situation e.g. while awaiting the assistance of statutory authorities / emergency services, or in support of them.

**It is not the role of the community to take on the responsibilities of these agencies e.g. to save life, to take any risks to themselves or to cope for long hours without agencies' help and support.**

The plan may also be used when there is no emergency, but when the group feels it would be beneficial to do so. E.g. when snow or icy conditions cause problems for some residents trying to get out to shop for food and collect prescriptions.

### Objectives:

- Identify possible emergencies, impacts on the community, and relevant actions.
- Identify communications and resources in the community available to assist in an emergency
- Consider vulnerable people / groups in the community who may need additional support.
- Provide contact details for the Community Response Group (CRG), key community resources, the Emergency Services, and County and District Councils.
- Risk assess the proposed community response.

## 3. ACTIVATION OF THE PLAN

This plan will be activated by the Community Response Group (CRG). The group will meet in person or communicate remotely to assess the situation, ring Emergency Services and consult with the District Council if necessary. The CRG will then put all or part of the Plan into effect as appropriate.

The Plan may be activated when:

- An emergency has occurred
- Warnings are received prior to an anticipated emergency
- Emergency services request support or are not able to attend immediately.
- No emergency / warning has occurred but it is felt a community response would be of benefit, particularly for more vulnerable residents e.g. prolonged cold snap and icy conditions.

Volunteers may be put on stand-by prior to full activation of the plan, depending on the situation.

### Local indicators / early warning signs *(optional)*

Indicator	Detail
<i>Examples:</i> <ul style="list-style-type: none"><li>- River level data from Environment Agency monitoring station</li><li>- Observation of river depth gauge board</li></ul>	

#### 4. POSSIBLE EMERGENCIES, IMPACTS & ACTIONS

A list of the possible emergencies which could affect our community, their impact and the local actions which could help. The Community Response Group will undertake a risk assessment of these actions.

Type of emergency	Potential impacts	Actions - Prepare	Actions - Response
<p><i>Example: Mains electricity power failure during cold weather conditions.</i></p>	<p><i>Residents with no access to power for a prolonged period of time. Most vulnerable are those with only electric power, heat, and cooking facilities. Also older residents, the sick and very young are most at risk in cold conditions.</i></p>	<ul style="list-style-type: none"> <li>- <i>Information in local newsletter / social media to encourage preparing for winter.</i></li> <li>- <i>Promote the free Priority Service Register (Electricity NW) for residents most at risk.</i></li> <li>- <i>Identify existing local groups and networks which may be in contact with residents most at risk.</i></li> <li>- <i>Identify volunteers and Place of Safety.</i></li> </ul>	<ul style="list-style-type: none"> <li>- <i>Contact Electricity NW for update</i></li> <li>- <i>Identify residents most at risk</i></li> <li>- <i>Activate 'telephone tree' and use local social media to check on residents.</i></li> <li>- <i>Open up Place of Safety (Village Hall) for hot refreshments and information point.</i></li> <li>- <i>Coordinate hot refreshments delivery to housebound residents</i></li> </ul>

## 5. COMMUNITY CONTACTS & RESOURCES

Volunteers have indicated that they would be prepared to help in the event of an emergency, and what they may be able to offer. The offer of help / resources / skills is intended only as a guide to assist the Community Response Group in identifying who may be most appropriate to carry out activities.

*(If a coordinated volunteer response is planned e.g. door-knocking to warn and inform of flood warning or snow clearance of key areas, further details may be needed such as maps, protective clothing provided, training undertaken etc.)*

Name	Position / Group (if relevant)	Contact (Address, Phone, Email)	Offer of help / resources / skills
	Parish Council Clerk	Daytime: Out of hours (if different):	
	Place of Safety: <i>(name)</i> Key-holder	Daytime: Out of hours (if different):	

**The information in this list is restricted to the Community Response Group. It is not for general distribution.** Unrestricted copies of the Plan may be made available by deleting this contact list before distribution. An electronic copy of the plan will also be made accessible to local authorities and emergency services via the secure Cumbria Community Messaging System (CCMS).



## 6. PLACE OF SAFETY:

District councils are responsible for setting up Emergency Assistance Centres (EAC) during an emergency, which are run by council staff and may be used for a range of purposes, depending on the situation. Many schools, churches and community buildings are designated EACs.

However, it may be necessary to set up a temporary community-run Place of Safety e.g. for stranded travellers or people evacuated from their homes. In our community, the place of safety will be:

*(insert place)*

The CRG will contact the key-holder and other volunteers as necessary.

## 7. COMMUNICATION AND CONTACTS

Organisation	Phone	Website / Twitter
<b>Emergency Services</b>	<b>999</b>	
<b>Police:</b> (non-emergency)	101	<a href="http://www.cumbria.police.uk">www.cumbria.police.uk</a> @Cumbriapolice
<b>Name District Council:</b>		
<b>Cumbria County Council:</b> (concern for vulnerable adults/children)	01228 606060	<a href="http://www.cumbria.gov.uk">www.cumbria.gov.uk</a> @CumbriaCC
<b>Highways:</b> (roads, pavements, including drain / road flooding)	0300 303 2992	<a href="http://www.cumbria.gov.uk/Landing_page/highways.asp">www.cumbria.gov.uk/Landing_page/highways.asp</a> @cumbriahighways
<b>NHS:</b>		<a href="http://www.nhs.uk">www.nhs.uk</a> @NHSEngland
<b>Environment Agency / Floodline:</b>	0345 988 1188	<a href="http://flood-warning-information.service.gov.uk">flood-warning-information.service.gov.uk</a> @EnvAgencyNW
<b>Met Office:</b> (forecast & weather warnings)		<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a> @metoffice
<b>Electricity North West:</b> (electricity)	105 (power cut) 0800 195 4141	<a href="http://www.enwl.co.uk">www.enwl.co.uk</a> @electricityNW
<b>National Grid:</b> (gas / carbon monoxide)	0800 111 999	<a href="http://www.nationalgridgas.com/safety-and-emergencies">www.nationalgridgas.com/safety-and-emergencies</a> @nationalgriduk
<b>United Utilities:</b> (water incl. sewerage flooding)	0345 672 3723	<a href="http://www.unitedutilities.com/emergencies">www.unitedutilities.com/emergencies</a> @unitedutilities
<b>Local Social Media:</b>		
<b>Facebook:</b>		
<b>Twitter:</b>		
<b>Website:</b>		

## 8. PLAN REVIEW AND UPDATE

In order to keep details up to date, this plan, plus any supplementary documents, volunteer contact lists, risk assessment etc., will be reviewed and updated as needed. The plan will be reviewed *(how often)*, by *(name of group)* and the date recorded on the front page

Following review, an updated electronic copy of the unrestricted plan will be made available to local authorities and emergency services via the Cumbria Community Messaging System (CCMS).

During an emergency, volunteers will keep a record of actions taken. These will be entered in to a central log, kept by the CRG, so that they can be evaluated, and the plan altered if necessary. Information can be entered at the time, or directly after the emergency.



**Appendix B – Example Risk Assessment**

**RISK ASSESSMENT**

**\_\_\_\_\_ Community Emergency Planning Group**

**Date: DD/MM/YYYY**

This risk assessment is based on the community response role which is to warn and inform and pass on information about people that may need help. The role is not about duplicating the role of the emergency services or undertaking any physical activities such as: moving furniture; sandbagging; clearing snow etc. This risk assessment is used to update a safety checklist for volunteers.

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>What are you already doing?</b>	<b>Do you need to do anything else to control this risk?</b>	<b>Action by who?</b>	<b>Action by when?</b>	<b>Done</b>
Harm from environmental conditions brought about by the emergency eg chemical or radioactive leaks	Public Community Volunteers Agency staff Risk of serious harm or death.	<b>Coordinators:</b> Do not use volunteers – only the agencies can respond. If already on site then withdraw all volunteers whilst giving them up to date public safety advice from the responding agencies.	Safety advice will be presented to volunteers as part of the volunteer role description. The volunteer role is about checking on neighbours and asking if they are ok. It is not about taking risks or carrying out any significantly physical or risky activity.	Emergency Planning Group Coordinators	As and when volunteer groups join the Emergency Planning Group	
Vehicles	Volunteers may be hit by vehicles. Risk of serious injury or death.	<b>Volunteers:</b> Follow the green cross code. Wear a high visibility tabard or jacket. Carry torch.	As above	As above	As above	
Flood water	Public or volunteers. Shallow water can sweep people off their feet if moving quickly – risk of drowning. Manhole covers may be open but hidden – risk of drowning. Cold water immersion can bring about hyperthermia.	<b>Volunteers:</b> Do not enter any flood water for any reason.	As above	As above	As above	
High Winds	Blown over or hit by debris from buildings or trees. Risk of severe injury or death.	<b>Volunteers:</b> Take shelter indoors when necessary or advised to do so.	As above	As above	As above	
Injuries to back	Public or volunteers. Manual handling activity can damage the spine and soft tissue for the long term.	<b>Volunteers:</b> Avoid manual handling activity such as lifting, lowering, carrying, pushing and pulling.	As above	As above	As above	

Cold / Freezing weather	Public or volunteers. Inadequate clothing can bring about hyperthermia.	<b>Volunteers:</b> Wear warm and waterproof clothing suitable for the conditions.	As above	As above	As above	
Dark / Night	Public or volunteers. Floodwaters may be concealed if hard to see. Uneven or steep surfaces may be difficult to notice in poor light. Risk of drowning and broken bones.	<b>Volunteers:</b> Carry a charged and bright torch and a spare torch. Do not enter flood water. Avoid poorly lit areas where possible.	As above	As above	As above	
Verbal / Physical Abuse	Public or volunteers. Verbal abuse or physical assault by people in crisis – risk of mental trauma or physical injury.	<b>Volunteers:</b> Remain calm and sympathetic or back away.	As above	As above	As above	
Snow & Ice	Public or volunteers. Inadequate footwear leads to slips and falls – risk of broken bones, head injuries.	<b>Volunteers:</b> Wear stout footwear with good grip on soles. Avoid icy areas.	As above	As above	As above	
Accident whilst working on own	Public or volunteers. Accident is not noticed and therefore no one helps – risk of hyperthermia or death.	<b>Coordinators:</b> Check with volunteers that they have returned safely. <b>Volunteers:</b> Always work in pairs. Tell someone where you are going and when you will return. Provide a contact number for yourself. Follow above safety advice and carry a fully charged phone and high vis safety tabard and a whistle for getting help.	As above	As above	As above	
Accident needing minor first aid	Public or volunteers. Cuts and grazes can lead to blood loss and infection	<b>Volunteers:</b> Carry small first aid pack containing plasters, alcohol wipes and a small bandage.	As above	As above	As above	
Tiredness	Public or volunteers. Long hours, insufficient breaks or nutrition or fluid intake can result in tiredness. This can result in poor decisions, errors and accidents.	<b>Volunteers:</b> Take regular breaks as an when needed. Take easy snack food – eg chocolate bar and sandwich. Take a bottle of water / small flask. Take enough money to buy extra food and drink.	As above	As above	As above	

Slips, trips and falls	Public or volunteers. Uneven surfaces, surfaces at different heights, drops. Risk of broken bones.	<b>Volunteers:</b> Avoid heights or drops, poorly lit conditions, uneven surfaces. Wear robust footwear with good grip.	As above	As above	As above	
Injury from dogs or farm animals.	Public or volunteers. Bites, trampling, infection, trauma, death.	<b>Volunteers:</b> Do not visit properties where you suspect that animals are not adequately controlled. If there is a chance of being harmed do not visit the property. Common causes of dog aggression are protection of territory, fear, and where dogs have been trained to be aggressive. Anyone who sees a dog exhibiting the following behaviours should move to a safe distance: • Pulled back head and/or ears; Tense body; Stiff tail; Wrinkled brow; Yawning; Rolled eyes so the whites show; Flicking tongue; Intense stare; Backing away To move away face the dog and back off slowly as well as the following: • Never run; Never wear headphones; Use a bag/backpack as a barrier; Back away; Be vigilant.	As above	As above	As above	

**Risk Assessment completed by:**

\_\_\_\_\_ of \_\_\_\_\_ Community Emergency Planning Group on DD/MM/YYYY

**Last reviewed by:**

\_\_\_\_\_ of \_\_\_\_\_ Community Emergency Planning Group on DD/MM/YYYY

This risk assessment will be reviewed once a year or more frequently if changes to response arrangements mean that an intermediate review is necessary. **Next review due:** DD/MM/YYYY

## RISK ASSESSMENT

\_\_\_\_\_ **Community Emergency Planning Group**

Date: DD/MM/YYYY

This risk assessment is based on the community response role which is to.....  
 The role is not about duplicating the role of the emergency services or .....  
 This risk assessment is used to update a safety checklist for volunteers.

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done

**Risk Assessment completed by:**  
 \_\_\_\_\_ of \_\_\_\_\_ Community Emergency Planning Group on DD/MM/YYYY

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