

# Howden Town Community Emergency Plan

**Tel: 07528 870148**

**November 2014**

## Contents

Introduction .....	4
Emergency Contact Numbers .....	4
Types of Emergencies .....	5
Emergency Team.....	5
Emergency Management Team Checklist .....	6
In Preparation for an Emergency - general advice.....	6
In an Emergency (general advice) .....	7
Activation of the Community Emergency Plan .....	8
Emergency Information Points .....	8
Incident Room.....	8
Emergency Box.....	8
Emergency Shelter .....	8
Local Resources .....	8
Identifying Vulnerable Members of the Community.....	9
Flooding Specific Actions.....	9
Snow Action Plan.....	9
Calling an Emergency Meeting .....	9
Risk Management.....	9
Document Versions and Distribution.....	10

## Appendices

Appendix 1 - Contact details for the Emergency Team and call cascade .....	11
Key Emergency Contact Details .....	11
Emergency Shelter .....	12
Appendix 2 - Emergency Management Team Checklist .....	13
Appendix 3 - Check list of allocated roles .....	15
Appendix 4 - Rota Templates for roles for prolonged emergencies .....	17
Appendix 5 - In Preparation for an Emergency - general advice.....	18
Appendix 6 - In an Emergency (general advice) .....	20
Appendix 7 - Emergency Box Contents List.....	22
Appendix 8 - List of residents in Community Shelter.....	23

Appendix 9 - How to run an emergency shelter .....	25
Appendix 10 - Resource List.....	28
Appendix 11 - Vulnerable Areas of the community .....	29
Appendix 12 - Flooding Specific Actions.....	30
Appendix 13 - Snow action plan.....	31
Appendix 14 - Risk assessment guide .....	38
Appendix 15 - Incident Log .....	42
Appendix 16 - Post Incident Review Log .....	43
Appendix 17 - Community Impact Assessment .....	44
Appendix 18 - Maps .....	46

## **Introduction**

This plan has been developed by Howden Town Council, in conjunction with members of the local community and the East Riding of Yorkshire Council.

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 circumstances, there is a possibility that the emergency services and other agencies may be overwhelmed and will not be able to reach us immediately. In such circumstances the initial response will be to rely entirely on local people. This plan will enable the local community to respond to a major incident/emergency, whilst awaiting the assistance of the Emergency Services.

This plan has been developed to enable the Community to identify the immediate actions they should consider during an emergency with the aim of reducing the impact of the emergency until assistance arrives.

## **Emergency Contact Numbers**

### **IN AN EMERGENCY DIAL 999**

A full list of useful contacts details are as follows:

- Fire, Police, Ambulance and Coastguard - 999
- Police Non Emergency Number - 101
- NHS Direct – 111
- East Riding of Yorkshire Council (general enquiries) – 01482 393939
- ERYC Parish/Town Council Emergency Hotline – 01482 393536
- Environment Agency Floodline – 0345 988 1188 or 0845 988 1188.
- Gas Emergency Service and Gas Escapes - 0800 111 999
- Northern Powergrid (electricity) Emergency Service Supply Failures – 0800 375 675 / 0330 123 0675
- Yorkshire Water - 0845 124 24 24
- Highways Agency Customer Helpline – 0300 123 5000
- Howden Town Council – 01430 430111 / 07528 870148

Sign up to Floodline Warnings Direct. If you live in an area of tidal or river flood risk, you should sign up to receive flood warnings. You can do this by calling Floodline on 0845 988 1188 or registering through the Environment Agency website:

Other useful sources of information following an emergency:

- BBC Radio Humberside (95.9FM or 1485AM)
- Viking FM (96.9 FM)
- [www.bbc.co.uk/humber](http://www.bbc.co.uk/humber)
- [www.eastriding.gov.uk](http://www.eastriding.gov.uk)
- [www.humberside.police.uk](http://www.humberside.police.uk)
- [www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency)
- [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- [www.sat24.com](http://www.sat24.com)
- [www.howdentowncouncil.org.uk](http://www.howdentowncouncil.org.uk)

If you become aware of an emergency, which the emergency services are not able to handle immediately the emergency team contact number is:

**07528 870148**

## Types of Emergencies

Examples of types of potential emergencies that may impact our community are mainly split into two categories:

<b>Emergency team - supply of local information to aide other emergency services</b>	<b>Emergency team - undertake initial first response awaiting other emergency services</b>
Fire/Explosion/Building collapse	Heavy Snow
Motorway pile up	Local Flooding
Airplane crash	
Train Crash	
Flooding from rivers	
Flu epidemic/Plague/Bird Flu	
Gas leak	
Terrorist activity	
Prolonged extensive loss of utility	

## Emergency Team

In the event of the plan being triggered, members of the Town Council have agreed to form part of the emergency team. For contact details and call cascade see Appendix 1.

A phone, **07528 870148**, pre-programmed with all the required phone numbers will be rotated around members of the emergency team and they will be the Co-ordinator and allocate roles as necessary to the situation e.g.:

The role of the emergency team is to co-ordinate the activities by:

- assessing the situation
- mobilising the appropriate local resources
- maintaining links with the emergency services, local authority and other organisations as necessary.

In addition the team will:

- communicate updates at information points and door knocking where necessary
- liaise with local groups and community volunteers
- operate local pumping machinery
- operate snow clearing machinery
- contact vulnerable community members
- monitor Howden Town Council email and update its website
- co-ordinate the Emergency Shelter(s)

The main incident room to be used by the emergency team in the case of an emergency will be the Town Council's office at 17 Bridgegate. There are a number of other buildings that can be used as emergency shelters:

- Press Association building on Bridgegate
- Shire Hall in the Market Place
- Howden Cadet HQ at Hailgate/Flatgate
- Howden Minster (to be confirmed by PCC)

## **Emergency Management Team Checklist**

The member of the emergency team who takes the call on the emergency line will make the decision to trigger the emergency plan. For small, localised emergencies the team can be gathered at the site; for larger more extensive emergencies the team should be called to the incident room. Use call cascade to notify all members of the team if necessary.

The member of emergency team who takes the call will be the Emergency Co-ordinator and allocate the roles necessary to alleviate the emergency.

For more details of the check list, see Appendix 2; allocated roles see Appendix 3 and Appendix 4 for when the emergency is prolonged and a rota is devised.

## **In Preparation for an Emergency - general advice**

Howden Town Council will aim to do everything it can to help the community as a whole prepare for an emergency situation in the following way:

Issue regular mailings, update the Town Council website and via newsletter articles to encourage all members of the community to:

- Make sure they are adequately insured and review their insurance
- Make sure that people are signed up to the Environment Agency Flood Warning Service if your community is in a flood risk area. Point them in

the direction of the National Flood Forum ([www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)) for more information on flood defence products and to local surveyors and architects for advice on their effectiveness.

- Prepare a Go Bag
- Complete a household emergency plan
- Make a “Community Friend” – this is someone, or some people, that can be called during an emergency to provide practical support – such as helping move furniture, look after pets, share house keys to look after each others properties and maybe know which valuable and sentimental items should be moved upstairs, check on you if you are poorly and go to the shops and chemists on your behalf.
- Make sure people know how to respond. In an emergency, people should go inside, stay in and tune in to their local radio station for further instructions and updates – unless there is a fire, or any other threat to staying in the property, or unless they have been advised otherwise by the Emergency Services.
- Check that the community is ready for an emergency
- Ask members of the community directly if they would be willing to assist in the event of an emergency by being a communication link with their neighbours.
- Keep logs of all community volunteers who may be called on in an emergency.

See Appendix 5 for more details Preparing for an Emergency.

The East Riding of Yorkshire Council have produced a booklet 'Preparing for the Unexpected' to help communities prepare for an emergency. For a free copy either call 01482 393095 or download a copy from their website <http://www.letsgetready.org.uk/EasySiteWeb/GatewayLink.aspx?allId=292768>

The Environment Agency has flooding specific information for communities in flood risk areas. Call 0345/0845 988 1188 for more information or visit their website [www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk](http://www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk)

### **In an Emergency (general advice)**

In the event of an emergency the emergency team will let people in the community know what's happening and advise people to be aware of the situation. See Appendix 6 for more details.

**REMEMBER** flood water will probably contain sewage, which can cause disease. Always wash your hands/arms/legs after coming into contact with floodwater with hot water and soap. Keep contaminated footwear and clothing away from children

**DO NOT** allow children to play in floodwater, as well as the risk of disease manhole covers may have dislodged under the pressure of floodwater

creating a drowning risk. If you need to walk through floodwater consider using a pole (brush handle) to test the ground in front of you

**ENCOURAGE** members of the community to check on their neighbours, especially if they are elderly or live on their own.

## **Activation of the Community Emergency Plan**

There are a number of ways that the emergency team can be notified of an emergency. East Riding of Yorkshire Council has arrangements in place to make contact if there is an emergency in this area. This may be by e-mail if it is a major wide area emergency. The Emergency Services may contact the council directly or one of our residents can ring the emergency phone number. There is no specific definition of an emergency in this document – the Council may want to use some of these arrangements in response to smaller incidents, which wouldn't usually be classed as an emergency.

## **Emergency Information Points**

A number of key locations around Howden will be used to keep residents informed. Locations will include the Town Council information board on the Shire Hall, shop windows, emergency shelters etc.

## **Incident Room**

The key to the incident room will be attached to the emergency phone. The emergency phone will rotate round the emergency team to ensure that it is with a member of the team who is in the vicinity and not unobtainable.

## **Emergency Box**

An emergency box will be kept at the Incident Room.

Its contents are listed in Appendix 7:

## **Emergency Shelter**

The Emergency shelter is simply a location where people can go if they need to leave their homes in an emergency, whether it is to keep warm and dry or somewhere to discuss what is happening in the community. In some cases the emergency services may also use these locations if they need to evacuate residents from their homes.

For the template for recording the residents in the shelter see Appendix 8 and Appendix 9 for instructions on how to run the shelter

## **Local Resources**

The Emergency Team will create and then maintain a local resources list by issuing a questionnaire around the local community to establish other key members of community who could pledged their support with physical assistance and equipment:

See Appendix 10 for a list of these volunteers.

## **Identifying Vulnerable Members of the Community**

During an emergency it is likely that some members of the community may become more vulnerable than others and in need of greater assistance.

The following could be classed as vulnerable but each situation will be judged at the time:

- Children
- Homeless
- Minority Language speakers
- Mobility Impaired
- Older People
- Pregnant Woman
- Sensory Impaired
- Tourists
- Travelling Community
- Children's nurseries and schools

Anybody who fits into these categories will be checked on regularly during an emergency to ensure they are safe and coping with the situation.

We, along with other emergency services will:

- door knock where known vulnerable members of the community are living
- set up community contacts to identify and inform in their area
- use a loud haler to announce information in addition to the technological updates.

Where possible volunteers will wear the emergency team hi-visual jackets so that residents know to trust them and approach them for information.

All information kept will be treated with confidence and not shared unlawfully.

See Appendix 11 for a list of vulnerable areas in the community

## **Flooding Specific Actions**

See Appendix 12 for additional actions relating to flooding

## **Snow Action Plan**

See Appendix 13 for specific snow clearing actions

## **Calling an Emergency Meeting**

If the emergency team are informed that an emergency is imminent then the emergency team can be called together to pre-plan and involve the community as necessary. This decision will be made by the emergency co-ordinator.

## **Risk Management**

An outline operational risk assessment plan for snow clearance and local flooding has been produced, see Appendix 14 for the Risk Assessment Guide.

These risk assessments will require updated at the time of the incident. In addition, after each incident a log will record the emergency, the action taken and the lessons learnt. See Appendix 15 for the incident log, and 16 for the review log.

### **Document Versions and Distribution**

A public version of the emergency plan will be published in its shortened form, without the appendices, on the Town Council web site and copies of the appropriate appendix issued to each householder on a regular basis.

The full plan, including the appendices, will be held by Howden Town Council and all the members of the emergency team.

The plan will be reviewed for legislative changes and contact number updates on a regular basis and all copies duly replaced. A copy of the plan will also be issued to the East Riding of Yorkshire Council's Emergency Planning Team.

## Appendix 1 - Contact details for the Emergency Team and call cascade

### Emergency Team – Contact Information

Cllr Hugh Roberts -

Cllr David Patrick

Cllr Ingrid Haywood

Cllr Robin Drury

Cllr Adam Wilson

Then the remainder of Howden Town Council to keep them informed

Richard Longthorpe – Howden Rotary - 07734 386390

Abbie Longin – Rainbows and Guides – 431823 and 07955940701

Stuart Costello – Army Cadets - 07706288476

Kathryn Taylor- Beavers / Scouts 077514 70313 and 431854

Margaret Hicks – PA - 07841 802030

Karen Formon - Shire Hall – 07970 445357

Neighbourhood watch ?????

**Minster - (to be confirmed by PCC)**

Cllr Charlie Bayram - Howden Ward Councillor ERYC - 01430 422373

Other neighbouring Parish Councils

- Airmyn - 01405 720825 / 07557 166 909 email: airmynpc@gmail.com

- Asselby - 01757 638396 email: sueandoates@yahoo.co.uk

- Eastrington - 07847 181548 email: easingtonparishcouncil@yahoo.co.uk

- Wressle - 01757 288234 email: steveyoungclerk@gmail.com

- Kilpin - 01430 626182 email: PJShields@hotmail.co.uk

etc

### Key Emergency Contact Details

Location	Responsible for	Contact info
----------	-----------------	--------------

	<b>updates</b>	
www.howdentowncouncil.org.uk	Clerk to council	Emergency contact numbers and relevant information e.g. where to go
Town Council Notice Board on Shire Hall	Clerk to council	
Town Council Building windows	Clerk to council	
Facebook	Emergency Co-ordinator	
Twitter	Emergency Co-ordinator	
Post Office	Emergency Co-ordinator	
Shire Hall	Emergency Co-ordinator	
Emergency message for email address- clerk@howdentowncouncil.org.uk	Clerk to council	

All of these need checking up on, agreeing and checking they are usable in the event of an emergency – key for town council notice board etc

### Incident Room

Howden Town Council  
17 Bridgegate, Howden. East Yorkshire. DN14 7AE

Tel: 01430 430111

clerk@howdentowncouncil.org.uk

### Emergency Shelter

Location	Keyholder	Contact Info to inc address	Availability	Capacity/Resource
PA	Security Guard		24/7	
Shire Hall	Karen Formon		24/7	
Howden Minster				
Cadets Centre	Stuart Costello	07706 288476	24/7	

## Appendix 2 - Emergency Management Team Checklist

### INITIAL ACTIONS

- IN AN EMERGENCY DIAL 999
- There are specific initial actions to follow for incidents involving flooding and severe weather. See Appendix 6
- Tune into BBC Radio Humberside (95.9 FM) or Viking FM (96.9 FM) and listen for updates on the emergency.
- Follow any emergency services advice issued.
- If the situation does not require an immediate response, request the Town Clerk to convene an urgent meeting of the Town Council.
- Gather as much information about the situation as possible, e.g:
  - The location,
  - Type of incident,
  - Number of people/properties involved,
  - The type of support that might be needed (moving items upstairs, providing immediate shelter, basic household tasks)
- Decide which local resources should be mobilised to support the community
- Consider whether you can work effectively from your current location, or whether you need to move to an alternate location
- Notify the emergency team and request that meet at the nominated site and instigate the call cascade as necessary
- Allocate Emergency Management team roles and manage their activities. See Appendix 2
- Notify the following, as appropriate:
  - Community Coordinators
  - Flood Wardens
  - Neighbourhood Watch Groups
  - Any other Groups pre-agreed locally
- Make contact with the Emergency Services / East Riding of Yorkshire Council if they are involved in the incident.
- Arrange for contact to be made with the vulnerable members of the community as appropriate and arrange for advice / assistance to be offered.
- Arrange for the community resources / organisations to be made available as necessary.
- Consider asking for additional members of the community (volunteers) to help with the response, you may have pre-identified community coordinators already. The type of support that would be welcomed changes from emergency to emergency but might include:
  - Helping people move valuable and sentimental items upstairs
  - Helping deploy any flood protection products they might have
  - Providing some immediate shelter if people have had to leave their homes

- Looking after pets
- Providing lifts to family and friends
- Doing basic household tasks such as shopping
- Check your designated emergency e-mail system regularly.
- Tell your community that your emergency team is functioning and if appropriate maintain a presence in the area(s) affected
- Ensure that any members of your community engaged in the response are not putting themselves at risk. Make sure they are acting lawfully (e.g. not speeding), carefully and are not carrying out tasks and activities that they are not qualified to do.
- Keep a check list of any residents in the emergency shelter so they can be traced

### Appendix 3 - Check list of allocated roles

#### Job Allocation

Date of Emergency:

Type of Emergency:

Job Role	Responsibilities	Allocated to:
Communication	<ul style="list-style-type: none"> <li>• Posting up appendix sheet information in visible areas</li> <li>• Liaison with East Riding and Emergency Services</li> <li>• Website update/facebook etc</li> <li>• Liaison with volunteers for door knocking</li> <li>• Liaison with street volunteers</li> <li>• Vulnerable</li> <li>• Monitor Council Email</li> </ul>	
Pumping machinery operation	<ul style="list-style-type: none"> <li>• Ensure machinery in place to operate effectively</li> <li>• Ensure the safety of operators</li> <li>• Ensure the safe function of the equipment</li> <li>• Ensure review of equipment before re-storing</li> </ul>	
Snow clearing machinery operation	<ul style="list-style-type: none"> <li>• Ensure machinery in place to operate effectively</li> <li>• Ensure the safety of operators</li> <li>• Ensure the safe function of the equipment</li> <li>• Ensure review of equipment before re-storing</li> </ul>	
Co-ordinate Emergency Shelter	<ul style="list-style-type: none"> <li>• Contact the shelter</li> <li>• Contact the resource providers</li> <li>• Complete check list of residents in shelter/incoming and outgoing</li> <li>• Ensure adequate provision for residents in the shelter</li> <li>• Ensure adequate privacy where necessary</li> <li>• Allocate resources</li> <li>• Check toilet facilities regularly and ensure satisfactory functioning</li> <li>• Ensure full and open communication updates to all residents</li> <li>• Organise a system for concerned relatives to be able to check on</li> </ul>	

	residents	
Collecting Community Resources	<ul style="list-style-type: none"> <li>• Contact providers</li> <li>• Collect as necessary</li> <li>• Allocate as necessary</li> <li>• Record of resources used</li> </ul>	(Guides)
Review	<ul style="list-style-type: none"> <li>• Complete necessary incident forms</li> <li>• Hold review meeting post incident or if prolonged at the end of each day</li> <li>• Co-ordinate the risk limitation activities going forward</li> </ul>	

**Appendix 4 - Rota Templates for roles for prolonged emergencies**

**Name and Date of Incident:**

<b>Shift</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Friday</b>	<b>Sat</b>	<b>Sun</b>
<b>6am to 12pm</b>							
<b>12pm to 6pm</b>							
<b>6pm to 12am</b>							
<b>12am to 6am</b>							

**Notes:**

---

Amend times as appropriate and always ensure there are at least two people working at any one time.

## Appendix 5 - In Preparation for an Emergency - general advice

- Key documents (such as passport, driving licence, your personal emergency contact list and insurance details).
  - First aid kit including any medication.
  - Wet wipes and/or antibacterial hand gel.
  - Battery operated radio with spare batteries or wind up radio.
  - Notebook and pencil/pen.
  - Mobile phone/charger.
  - Glasses/contact lenses.
  - Toiletries (including nappies/sanitary supplies).
  - Any special items for babies, children, elderly and disabled people.
  - Spare set of keys (home/car/office).
  - Bottled water/energy bars.
  - Coins/cash (small denominations) and credit/debit cards.
  - Change of clothes and blankets and sensible footwear (if necessary, waterproofs).
  - A torch and batteries or a wind up torch.
- 
- – by asking the following questions:
    - Do you have a household emergency plan?
    - Have you discussed your plan with family and friends?
    - Do you know the emergency plan for your children's school/nursery/college?
    - Do you know the emergency plan for your place of work?
    - Have you completed a personal emergency contact list?
    - Have you prepared a check list for your 'go bag', or packed it ready to go?
    - Do you have ICE contact(s) in your phone, wallet or purse?
    - Do you have a contact person – someone unlikely to be affected by the same emergency - who can keep family and friends informed?
    - Do you have a wind up or battery-operated portable FM/AM radio?
    - Do you have alternative, agreed meeting points?
    - Do you have working smoke alarms in your home?
    - Do you have adequate contents and buildings insurance?
    - Do you have copies of your most important documents stored somewhere other than at home?
    - Do you have a written list of your valuables, plus photographs or DVD/video?
    - Have you undertaken a basic first aid course?
    - Have you checked if your property is in a flood risk area?

- Have you thought about arrangements for pets if you need to leave your home?
- Have you identified possible exit routes from every room in your home?

## Appendix 6 - In an Emergency (general advice)

In the event of an emergency we let people in the community know what's happening and advise people to be aware of the situation.

- Heavy Winds
  - Secure loose objects such as ladders and garden furniture
  - Close and securely fasten doors and windows, including garages
  - Park vehicles in a garage or in a place clear of buildings, trees and fences
  - Stay indoors if possible
  - If you need to go outside, do not walk or shelter close to buildings or trees
  - Don't carry out repairs whilst the storm is in progress
  - Do not drive unless your journey is essential and avoid exposed routes
  - Do not touch electric/telephone cables which may have been blown down
  
- Heat Wave
  - Try and plan your day to stay out of the heat, keep rooms shaded and, where possible use a fan
  - If you must go out, stay in the shade, wear a hat and loose fitting clothing
  - Drink plenty of fluids
  - Don't leave animals unattended in cars in warm weather
  - Seek medical help if you suffer from heat exhaustion or heat stroke. Remain somewhere cool, sponge yourself with cold water and drink plenty of fluids
  
- Snow and Ice
  - Carry an emergency car kit – mobile phone, car charger, first aid kit, warm waterproof clothes, blanket, food, water, torch (with spare batteries)
  - Inform a friend or family member of your intended travel arrangements and expected arrival time
  - Wear a hat
  - Watch out for signs of hypothermia – uncontrollable shivering, slow or slurred speech, drowsiness and memory lapse

- Don't drive unless you absolutely need to
  
- Flooding
  - Listen to your local radio and TV weather forecasts for advice from the emergency services
  - Move your car to higher ground
  - Empty furniture drawers and cupboards. Place the contents and any furniture you can upstairs
  - Fasten plastic bags round the legs of wooden furniture to help minimise absorption of water
  - Turn off mains gas and electricity
  - Put plugs in sinks and weight them down to prevent backflow from the drains. Weigh down the loo seat too.
  - Bring caged outdoor pets inside, move all pets with food, water, bedding and litter trays upstairs
  - Make sure any valuable or sentimental items and important documents are safe
  - Put any flood protection in place

**REMEMBER** flood water will probably contain sewage, which can cause disease. Always wash your hands/arms/legs after coming into contact with floodwater with hot water and soap. Keep contaminated footwear and clothing away from children

**DO NOT** allow children to play in floodwater, as well as the risk of disease manhole covers may have dislodged under the pressure of floodwater creating a drowning risk. If you need to walk through floodwater consider using a pole (brush handle) to test the ground in front of you

**ENCOURAGE** members of the community to check on their neighbours, especially if they are elderly or live on their own.

## **Appendix 7 - Emergency Box Contents List**

- A copy of this plan and all its appendices
- A street map of the area
- Paper and pens
- The register of electors
- Wind up / battery operated radio.
- Wind up / battery operated torch
- Spare batteries
- Keys to lock ups – Old Fire Station/Wellington Store/Marsh Store
- Howden Town Council Keys – building/clerk's office/tractor
- Passwords for website access/Twitter/Facebook
- Key for Town council notice board




## Appendix 9 - How to run an emergency shelter

- Many emergencies result in people having to leave their home for a few hours or in extreme circumstances, for an indefinite period.
- Opening a community facility such as a village hall to provide shelter in this situation can be of enormous help to the people unfortunate enough to be affected.
- Communal living isn't normal for most people and sleeping in communal areas and washing with others is likely to cause awkwardness and embarrassment.
- The shelter can provide very basic welfare facilities until the evacuees can make alternative arrangements to return home, go to family or friends or perhaps to another temporary location organised by insurers.
- Basic welfare needs include shelter, food and drink and could include clothing, other essential items and access to a phone.
- If there's time when people are leaving their homes, they should be asked to take some essential items. These include any medication, insurance documentation, spare clothes, toiletries, mobile phones and chargers, keys, cash cards, debit cards and credit cards
- If you decide that a shelter is required you should identify a small team to manage the facility.
- Before you open the doors to the public you should carry out a check of the centre to make sure that everything's safe and that all the fire exits are clear. You should turn on heating if necessary and any outside or security lights
- When people start arriving, there are some immediate requirements:
- It's useful to try and keep track of the people that come in and use the centre – family and friends may try and get in touch with them. You shouldn't give out any personal information about people, but you can pass on messages. See Appendix 7 for a the form to complete recording the list of residents in the shelter
- People will appreciate a hot drink and as they may be stressed you should try and be calm, friendly and re-assuring. Make people as comfortable as possible.
- Many people will want to leave the shelter very quickly and again if you take details of where people are going you can keep in touch and keep

people informed. Sometimes people simply won't want to leave details – this is fine and people shouldn't be pushed.

- Sometimes people leave home quickly without medication. You can pass any requests for replacements to their relatives or friends or to the Primary Care Trust if they can physically get to your community.
- A little later, if possible, you could provide some simple food. Religious, cultural or medical factors can be taken note of during registration.
- You could call the Community Emergency Team and let them know when you've opened the shelter and the telephone number you can be contacted on.
- There are some things that people in the shelter might find useful.
- One of the main aims of the shelter is to help people be self-sufficient and where appropriate, to help them move to more permanent accommodation. Giving people access to a phone or mobile phone chargers will help them ring insurers and get in touch with family and friends. It might be helpful to arrange for volunteers to give people a lift to alternative accommodation, or to cash machines, or another location.
- People will always want information about what's going on and they'll appreciate a radio or television being tuned to the news.
- Regular updates from the Parish Emergency Team would be gratefully received. If there's a notice board in the shelter you could pin up regular updates in case people miss announcements.
- Once in the shelter, people who are used to being independent may resent having to ask for things or to be made to feel grateful. Involve people in some of the roles in the shelter, provided they are in a fit state. Some of them will volunteer, and it's important to try to make use of such offers of help.
- If the building's big enough, you could segment some areas off into a quiet space or as a crèche.
- If the incident's likely to be prolonged, try to provide some entertainment such as board games, videos, TV, radios, books and newspapers.
- Animal owners are unlikely to leave their pets behind and so you can reasonably expect them to come to the shelter. It may be possible to accommodate animals within the shelter, but the best option will always be to help owners take animals to a family, friends or kennels.

- You could create a separate area for pets and their owners by an external door so they've easy outdoors access. You could also identify an outside area for the exercising and feeding of pets.
- Pet owners would be responsible for the feeding and walking and behaviour of their animals. Supplies of pet food may have to be arranged and may need refrigeration
- Whilst the shelter is open, there are some things to think about to keep everything running smoothly. Keep the shelter clean and tidy, arrange for checks on toilet and washing facilities, and keep an eye on refreshment stocks.
- You should make sure alcohol and non-therapeutic drugs are not being consumed in the shelter, and there should be no smoking inside.
- If you've first aiders as part of your community emergency plan you might want to have their contact details in the shelter.
- People are likely to bring valuable items like mobile phones, handbags and so on into the shelter. You are unlikely to have anywhere secure to store them, and so it may be helpful to remind people to keep their possessions with them at all times.
- The news media may want to talk to some of the people who are in the shelter. This is fine, but if it all possible you should also try and protect the people who don't want to talk to the media. It will probably be easiest to arrange for interviews to be conducted outside, or out of the way so as to not to be obtrusive to people who don't want to get involved.
- Finally, try and make sure that staff who are volunteers in the centre take regular breaks and if you need any more help or support contact the Parish Community Team.

## Appendix 10 - Resource List

<b>Resources Available</b>	<b>Organisation/Persons name</b>	<b>Contact Info</b>
Food		
Blankets		
First Aid Equipment		
Listening/support		
Catering, Teas, Coffee, milk squash, water		
Transport		
Diggers		
Lifting/Handling		
Door Knocking		
Pumps		
Torches		
Batteries		
Radios		
Water		

## **Appendix 11 - Vulnerable Areas of the community**

**Include maps of vulnerable areas**

## Appendix 12 - Flooding Specific Actions

- If you are in an area that receives flood warnings, dial Floodline on 0845 988 1188 selecting option 1 and using quick dial numbers 135906 and 134805 and 137248
- Refer to the “Flood Specific Response Measures” table. Implement any agreed actions as appropriate. Mobilise the pre-identified resources and make offer of support to those that may be vulnerable.
- Where ever possible, advise residents to:
  - Put any flood protection products they have into place
  - Move cars to higher ground
  - Make sure any valuable or sentimental items and important documents are safe
  - Empty furniture drawers and cupboards. Place the contents and any furniture you can upstairs. Fasten plastic bags round the legs of wooden furniture to help minimise absorption of water
  - Be prepared to turn off mains gas and electricity
  - Be prepared to evacuate if necessary:
    - Grab ‘Go bag’ and check contents.
    - Turn off electricity, gas and water supplies and unplug appliances
    - Take their mobile phone and charger.
    - Take some spare clothes.
    - Take prescribed medication with them.
    - Take cash and credit cards.
    - Lock all doors and windows.
    - If they leave by car, take bottled water, a duvet or blankets and tune into the local radio for emergency advice and instructions.
  - Put plugs in sinks and weight them down to prevent backflow from the drains. Weigh down the loo seat too.
  - Bring caged outdoor pets inside, move all pets with food, water, bedding and litter trays upstairs
  - Always wash their hands/arms/legs after coming into contact with floodwater with hot water and soap.
  - Keep contaminated footwear and clothing away from children
  - Never allow children to play in floodwater, as well as the risk of disease manhole covers may have dislodged under the pressure of floodwater creating a drowning risk.
- Try and provide support to residents in carrying out these actions.

## Appendix 13 - Snow action plan

Howden Community Emergency Team agree to monitor weather forecasts, and ground conditions, and will trigger these arrangements when:

- when conditions causes, or threaten to cause, a significant risk of injury
- when the conditions causes, or threatens to cause a significant and prolonged disruption to transportation, food, water, gas, electricity or health services

And / Or

- when members of the community report serious and prolonged difficulties being experienced with slips, trips and falls, transportation or with essential services

Disruption is likely to include people being unable to leave their homes to collection food, prescriptions and other essential items, being without water due to frozen or burst pipes, or being without electric or gas because of utility disruptions. Regular checks on the most vulnerable members of the community, assisting those people who have become isolated, promoting good neighbour schemes and clearing drives are likely to be actions that would be valued by the community

### Supporting the Community

A prolonged heavy snow event is likely to create significant disruption to the community and severely disadvantage its most vulnerable members.

People may be unable to leave their homes to collect food, prescriptions and other essential items, be without water due to frozen or burst pipes, or be without electric or gas because of utility disruptions.

Regular checks on the most vulnerable members of the community, assisting those people who have become isolated, promoting good neighbour schemes and clearing drives are likely to be actions that would be valued by the community.

Severe weather co-ordinators will consider whether support is required, and whether practical assistance (e.g. collecting food and prescriptions) can be provided by community volunteers.

### Winter Treatment(s) / Snow clearance teams

The following members of the Community have volunteered to take part in Snow Clearance Activities:

Name	Contact	Home address	E-mail address
------	---------	--------------	----------------

	Information		
	Home - Work - Mobile -		
	Home - Work - Mobile -		

**Pre-identified Snow Clearance areas**

The Town Council has identified for snow clearance. Under extreme conditions, priority will be given to clearing the primary routes.

**Primary**

- 
- 
- 

**Secondary**

- <
- 
- 
- 

A set of the route cards are held by XYZ, stored in the Emergency Box in XYZ

When identifying areas to be cleared, it may be helpful to consider:

- The areas that are already treated by local authority
- The main thoroughfares and main populated areas
- The outdoor areas with the highest impact, for example, building entrances, car parks, pedestrian walkways, shortcuts, sloped areas and areas constantly in the shade or wet.
- Footpaths and areas that are known to be used by potentially vulnerable people, such as the elderly.

- Areas where clearing snow will make a difference – e.g. little value in clearing a cul-de-sac that leads onto a road that hasn't been cleared
- Car parks of community facilities and paths leading to them, such as libraries, doctors, local shops, etc>

### Roads Treated by Local Authority

The following roads are on the local authority Primary Network:

- <You can find details of the treated network on the local authority website>

The following roads are on the local authority Secondary Network

- <You can find details of the treated network on the local authority website>

### Resources for Snow Clearance

The Town Council have identified the following resources for use during snow clearance activities:

Resource	Kept at:
	Address: Contact information: <ul style="list-style-type: none"> <li>• Home -</li> <li>• Work -</li> <li>• Mobile -</li> </ul>
	Address: Contact information: <ul style="list-style-type: none"> <li>• Home -</li> <li>• Work -</li> <li>• Mobile -</li> </ul>
	Address: <ul style="list-style-type: none"> <li>• Contact information:</li> <li>• Home -</li> </ul>

Resource	Kept at:
	<ul style="list-style-type: none"><li>• Work -</li><li>• Mobile -</li></ul>

### Salt Bins

There are salt bins at the following locations:

#### Town Council Owned Salt Bins

- 

#### Local Authority Owned Salt Bins

### **Contractor/Farmer/Land Owner Information**

The Town Council has entered into an agreement with the following Contractors / Farmers to clear the areas identified in Box 6 / Box 12 when requested by the Community Emergency Team.

Checks have been made to ensure that contractors / farmers have the appropriate license, training and insurance to carry out these activities. Details of the agreement and the checks carried out are held at \_\_\_\_\_.

<You would be responsible for the safety of contractors. This can best be managed by

- vetting contractors
- selecting contractors who have an appropriate safe system of work
- checking their risk assessments
- checking they have appropriate insurance
- monitoring the contractors compliance with their assessments

An example snow contractors form used by the local authority has been included with this template.>

Name	Contact Information	Area agreed to clear
	Home - Work - Mobile -	
	Home - Work - Mobile -	

### Health and Safety/Welfare Arrangements

The team co-ordinating the winter weather activities should make sure that:

#### Before the plan is triggered

- Appropriate risk assessments have been undertaken and applicable methods of safe working put in place
- Adequate insurance cover is in place.
- Appropriate resources (e.g. shovel, rock salt, sack-barrow / wheel barrow) can be made available
- Appropriate protective equipment can be made available (e.g. hats, gloves, safety boot, high visibility padded jackets)

#### During Snow Clearance

- People taking part in snow clearance have been briefed on activities and risk assessments
- People have ready access to suitable equipment eg shovel, rock salt, sack-barrow / wheel barrow, mobile phone
- People have adequate protective clothing to ensure that they remain warm and safe; this might include hats, gloves with a good grip, safety boots and high visibility padded jackets. There are shoe grips on the market that provide extra purchase during icy condition. It is better to wear several layers of clothing to maintain body heat, rather than one thick layer. Wear a hat - up to half of your body heat is lost through your head.
- People take appropriate breaks, and if appropriate, are provided with somewhere warm to take breaks, have a hot drink and dry their clothing.
- People involved in the snow clearing activities remain fit and well and are not suffering from the effects of the weather.
- All hand tools / resources are removed from footpaths / highways

## Snow Clearance Actions

The aim of the snow clearing actions is to make the situation better and safer when you have finished than it was before you started.

- Keep records of snow clearance work carried out
- Treat light snow falls of 25mm or less, with one or more repeated applications of salt.
- For falls of snow reaching a depth of between 25mm and 100mm, or more, or light falls of snow with drifting trigger:
  - Contractor / Farmer arrangements
  - Deploy Town Council resources / clearance teams
- Focus on the primary routes / areas before moving on to the secondary and tertiary routes
- It's easier to move fresh, loose snow rather than hard snow that has packed together from people walking on it. So if possible, start removing the snow in the morning.
- When you're shoveling snow, make a path down the middle of the area to be cleared first, so you have a clear surface to walk on. Then shovel the snow from the centre of the path to the sides. Take care where you put it so it doesn't block paths or drains.
- Do not pile up snow where it will block or obstruct the footpath, access to property or road in any way. It may be necessary to remove any resulting accumulations of snow.
- Spread salt on the area you have cleared of snow to prevent the residual film icing over.
- Salt is very effective and requires only a small amount spread over a wide area to stop ice forming, all types of salt are effective for example dishwasher or even table salt works well when treating household paths and drives.
- <If you have a pedestrian salt spreader, the following rates could be used:

Freezing conditions	10-20 g/m <sup>2</sup>
Freezing conditions expected after rain	15-25 g/m <sup>2</sup>
Freezing conditions and / or light snow expected	15-25 g/m <sup>2</sup>
Continuous snow expected	20g/m <sup>2</sup>
Ice Formed	10-25 g/m <sup>2</sup>
Hard packed / snow ice	20-40 g/m <sup>2</sup>

Snow cover exceeds 30mm	20-40 g/m <sup>2</sup>
-------------------------	------------------------

- For areas away from the salt bin / store, a bucket or even a wheelbarrow, if one is available, would be useful to transport some salt.
- Salt doesn't work instantly; it needs sufficient time to dissolve into the moisture on the ground. You can use rock salt, ordinary table or dishwasher salt - a tablespoon for each square meter you clear should work. If you don't have enough salt, you can also use a grit and salt mix. This is particularly helpful on snow that is starting to compress, as it helps to provide better grip under foot. Sand or ash can also be used for this.
- Avoid using water as it may freeze and make the situation more hazardous.
- Refer to the Health and Safety / Staff Welfare Section of this plan.
- When clearing snow it is possible to make conditions worse if you do not follow the precautions listed above. If you do act in a safe way and follow these precautions then you will be helping your community in a positive and safe way and minimise the risk of anyone being injured as a result of your actions.

Encouraging others to clear snow and ice

**Every member of the community can play an important part in clearing snow and ice.**




This risk assessment has been prepared following guidance from HSE's construction web pages and publication HSG150 Health and Safety in Construction, manufacturers' instructions for tools/machinery and the data sheets

It will be reviewed at the following times

**Pre site** by

**Daily** during the project

Howden Town Council  
Howden Town Council




This risk assessment has been prepared following guidance from HSE's construction web pages and publication HSG150 Health and Safety in Construction, manufacturers' instructions for tools/machinery and the data sheets

It will be reviewed at the following times

**Pre site** by

**Daily** during the project

Howden Town Council  
Howden Town Council

## Appendix 15 - Incident Log

<b>Date</b>	Give date of the incident
<b>Incident Type</b>	Give a brief description of the nature of the emergency
<b>Action Taken</b>	Give a brief description of the action taken to alleviate harm/risk – detail the roles allocated and the resources used
<b>Result</b>	Give a brief description of the results of the community effort
<b>Review</b>	Any issues which arose during the event which provided difficulties to the planned action

## Appendix 16 - Post Incident Review Log

<b>Date</b>	Give date of the incident
<b>Incident Type</b>	Give a brief description of the nature of the emergency
<b>Details of Review Meeting</b>	Give the date/location and list those present at the Review
<b>Result</b>	Give a brief description of the pros and cons of the action taken during the emergency

## Appendix 17 - Community Impact Assessment

This appendix can be used to quickly assess the impact that an emergency is having on a community.

<b>Consideration</b>	<b>Yes/No</b>	<b>Specific Area effected/Comments</b>
People have shelter		
People have access to food and drink and basic resources		
There is security and public order		
People have enough information to allow them to take informed decisions		
The community is protected from short term health risks resulting from the emergency		
Community has access to essential NHS Services		
Businesses can operate effectively		

Businesses have access to their premises		
Businesses have access to supporting infrastructure		
Businesses have practical advice and assistance in connection with the emergency		
Any other issue not covered		

Area Affected by the incident?

Review Aim and Objectives

Review Outstanding Actions

Actions Required

Time of next review/meeting

## **Appendix 18 - Maps**

map of the parish of Howden

Parish broken down into larger scale maps

Gritting routes

Snow clearance routes