



Westbury Town Council Emergency Plan

If there is an immediate danger call 999

Westbury Town Council Emergency Plan

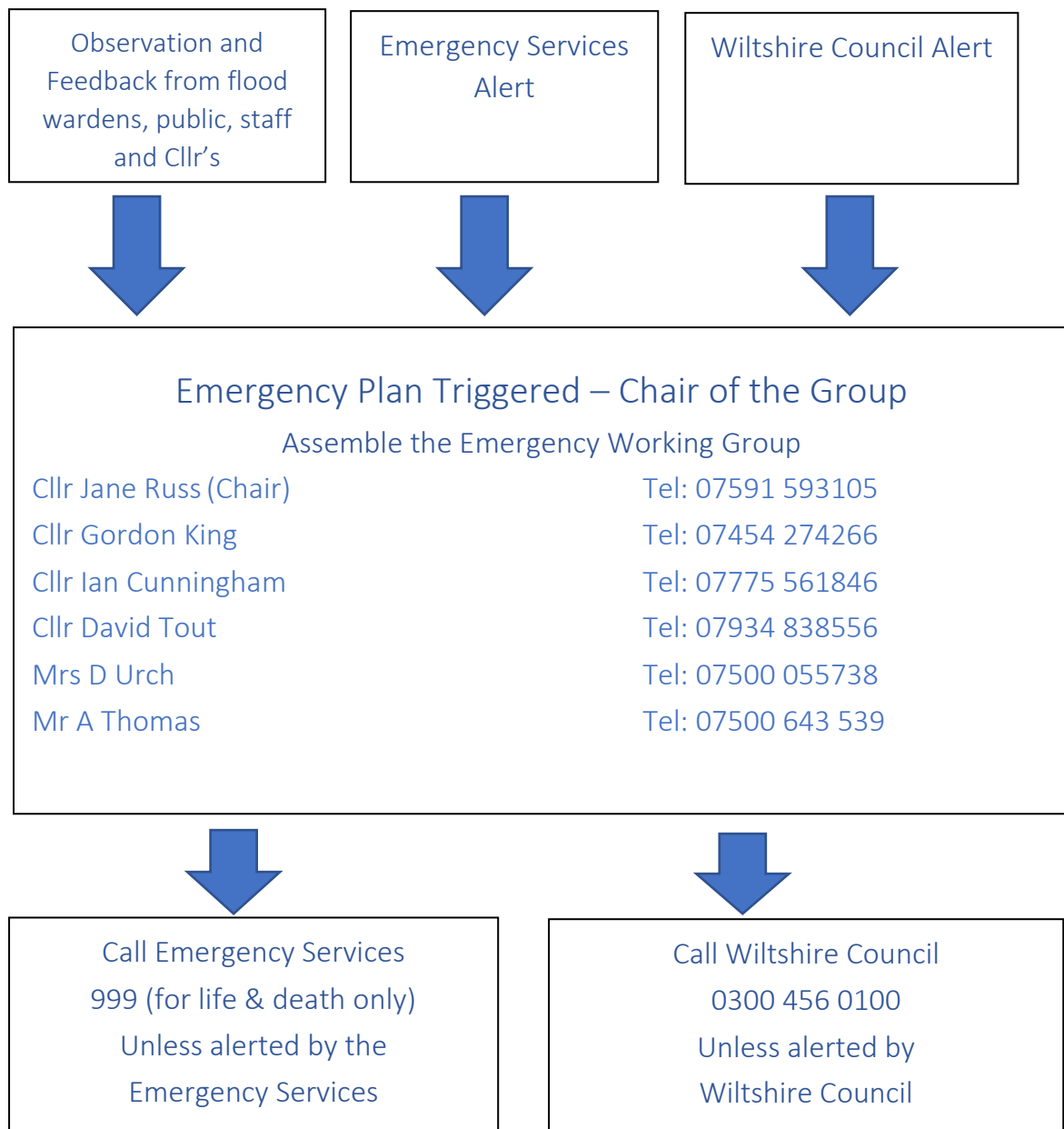
Restricted Distribution This version of the Westbury Town Council Emergency Plan (may – to be confirmed) contain private and restricted contact details. Over and above the distribution list on page 2 it is available only on a strict need-to-know basis. Please contact a member of the Emergency Group to request any wider distribution.

Emergency Plan Version Control

Version	Date of Amendment	Details of changes	Officer	Review data
Version 1 draft	21st/22 nd August	Full contact list completed	Kieran Thorburn	
Version 1.1 draft	29.01.18	Updated with recommendations from Wiltshire Council	Deborah Urch	

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Escalation Process



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Activation Triggers

When notified by Emergency Services, Wiltshire Council or the Environment Agency in the case of a flood warning. The nominated coordinator (Chairperson of the emergency group) will discuss with members of the emergency committee as to whether this plan will be activated. (See Escalation process for named Chair)

Direct observation of an Emergency (Flood wardens, councillors or emergency coordinator and those members of the Working Group signed up for Met Office warnings). Will report to the coordinator their concerns who will take the decision following discussions with member/s of the committee as to whether to activate the plan or continue monitoring.

Plan Distribution List / Escalation Process - The coordinator following discussions with other members of the emergency team will decide whether to activate the emergency plan. The coordinator will notify the town clerk.

Name	Role	Email address	Date Issued
Deborah Urch	Town Clerk	deborah.urch@westburytowncouncil.gov.uk	
Lilly Bale	Laverton Manager	l.bale@westburytowncouncil.gov.uk	
Andrew Thomas	Town Caretaker	Andrew.thomas@westburytowncouncil.gov.uk	
Gordon King	Mayor	gordon.king@westburytowncouncil.gov.uk	
Ian Cunningham	Deputy Mayor	ian.cunningham@westburytowncouncil.gov.uk	
Cllr Jane Russ	Emergency Group - Chair	Jane.russ@westburytowncouncil.gov.uk	
Cllr David Tout	Emergency Group	David.tout@westburytowncouncil.gov.uk	
Cllr Chris Charlton	For info	Christopher.charlton@westburytowncouncil.gov.uk	
Cllr Russel Hawker	For info	russell.hawker@wiltshire.gov.uk	
Cllr Sally Hendry	For info	sally.hendry@westburytowncouncil.gov.uk	
Cllr Ward Jones	For info	ward.jones@westburytowncouncil.gov.uk	

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Cllr Francis Morland	For info	francismorland@hotmail.com	
Cllr Mike Kettley	For info	mike.kettley@westburytowncouncil.gov.uk	
Cllr Aminiasi Katonivualiku	For info	aminiasi.katonivualiku@westburytowncouncil.gov.uk	
Cllr Brenda Pyne	For info	brenda.pyne@westburytowncouncil.gov.uk	
Cllr Nick Pyne	For info	Nicholas.Pyne@gmail.com	
Cllr Mike Sutton	For info	michael.sutton@westburytowncouncil.gov.uk	
Wiltshire Council Head of Public Protection		To be confirmed	
Wiltshire Council Emergency Service		emergencyplanning@wiltshire.gov.uk – out of hours select highways for weather emergencies	
Westbury Fire Station		To be confirmed	
Wiltshire Police		CPTWestWiltshire@wiltshire.pnn.police.uk	
Wiltshire Council Flood Resilience Officer		Renate.malton@wiltshire.gov.uk	

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Introduction

Westbury Town Council Emergency Plan

This Emergency Plan provides Westbury Town Council with a process and procedure to follow in the event of an Emergency in Westbury.

An Emergency Working Group has been set up to ensure the information contained within this document remains relevant and appropriate. Available resources may be deployed as, where and when needed. Access to key services and accommodation is agreed in advance.

The Town Council will endeavour to assist the residents and work with emergency and statutory services. We will endeavour to support the community in overcoming major nationwide technical difficulties in regards to contact and communication availability.

The Emergency Working Group has considered the types of an emergency facing Westbury. It has taken the decision that rather than plan for specific scenarios, it will provide an overview of the key resources, contact points and vulnerable groups in the community that may be called upon or require the Councils help.

Disclaimer

Westbury Town Council accepts no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this plan, or for any failure to activate the plan or to carry out any planned activities in response to an emergency/flood warning

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Westbury Town Council - Emergency Planning Working Group

Local Risks identified

Risk	Impact on Community	Preparation / Response / Resources
<p>Adverse weather: Storms & gales Heavy Snowfall, Heatwave and Flooding</p>	<ul style="list-style-type: none"> • Blocked roads / access in emergencies • Access to food / supply chain/ medicines • Hypothermia • Blocked roads & access • Damage to property • Risk to life • Sanitary & welfare 	<p>Preparation:</p> <ul style="list-style-type: none"> • Grit bins available in key locations <p>Response:</p> <ul style="list-style-type: none"> • Westbury Town Council will liaise with The emergency services and Wiltshire Council • Identify people and locations at risk • Liaise with Wiltshire Council Severe Weather Team. • Provide advice to householders (Appendix 1 – this document needs reviewing) <p>Resources:</p> <ul style="list-style-type: none"> • Cllrs, staff & specialists • Organisations who can identify the vulnerable and assist in an emergency • Places of safety / rest centres • Staff to update Town Council website / social media • http://www.wiltshire.gov.uk/highways-gritting-snow-clearance
<p>Loss of utilities on a major scale</p>	<p>Residents can't get heat, light or hot water</p> <ul style="list-style-type: none"> • Unable to cook food • Loss of heating therefore hypothermia • Landline telephone failure • Dehydration • Lack of sanitary / washing facilities <p>Use of Rest Centres</p>	<p>Preparation</p> <ul style="list-style-type: none"> • Advise vulnerable residents to join Wessex Water & Bristol Water's 'Customer Care Plus scheme 0345 600 3 600 • Advise vulnerable residents to join Scottish and Southern Energy Power Distribution's 'Priority Services' scheme 0800 294 3259 Response • Liaise with utilities companies and statutory authorities • Assist with mobilising assistance • Provide advice to householders (Appendix 1) <p>Resources</p> <ul style="list-style-type: none"> • Organisations who can identify elderly or vulnerable residents • Staff/councillors • Sources of food and water • Portable toilets / wash facilities • Places of safety / rest centres • Alternative means of staying in contact

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		<ul style="list-style-type: none"> • Sources of generators • People who can put information on Town Council website <p>Rest centres to be put in place (so far one is the Laverton)</p>
Pandemic flu (or epidemic)	<ul style="list-style-type: none"> • Mobility of flu sufferers • Quarantine • Mass vaccination 	<p>Response</p> <ul style="list-style-type: none"> • Westbury Town Council will take instructions from Blue Light services and Wiltshire Council • Liaise with statutory / health authorities. • Assist with identifying people in at risk. • Assist with mobilising assistance • Provide advice to householders (Appendix 1) <p>Resources</p> <ul style="list-style-type: none"> • Open Rest / respite centres • Organisations who can identify elderly or vulnerable residents • (Staff/councillors) • Medical resources and establishments • People who can put information on Town Council website • First-aiders
Contamination, Pollution	<ul style="list-style-type: none"> • Isolation • Depletion of food and water stocks • Widespread illness 	<p>Response</p> <ul style="list-style-type: none"> • Westbury Town Council will take instructions from Blue Light services and Wiltshire Council • Liaise with statutory / health authorities • Assist with identifying people in danger • Assist with mobilising assistance • Provide advice to householders (Appendix 1) <p>Resources</p> <ul style="list-style-type: none"> • Organisations who can identify elderly or vulnerable residents • Staff/councillors • Sources of food and water • Medical resources and establishments • People who can put information on Town Council website

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Skill / Resource	Who	Contact Details	Location	Availability
Doctors & Nurses & Surgeries	White Horse Health Centre	01373 828330	Mane way Westbury BA13 3FQ	7.30am- 6.30pm
	Bratton Surgery	01380 831911	5 The Tynings Westbury BA13 4RR	8.30 am – 1pm 2.30 – 5.30
	NHS Direct	111		24-hour service
Hospitals	Royal United Hospital	01225 428331	Coombe Park Avon BA1 3NG	Open 24 hours
	Salisbury District Hospital	01722 336262	Odstock Rd Salisbury SP2 8BJ	Open 24 hours
	Trowbridge Community Hospital	01225 711300	Adcroft Street Trowbridge BA14 8PH	7am – 11pm
First Aid Trained members of Westbury Town Council	Deborah Urch	07500 055738	The Laverton, Bratton Rd, Westbury BA13 3EN	
	Sarah Barker	01373 822232		
	Lilly Bale	01373 822232		
	Verity Bartlett	01373 822232		
	Andrew Thomas	07500 643539		
Water / Food Supplies	Morrisons	01373 865950	42 Edward Street Westbury BA13 3BL	7am – 10pm
	Aldi	No store number	Warminster Road Westbury BA13 3PL	8am – 10pm

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Army Resources	Army Officer Selection Board (Army will only be deployed on instruction from government (Cobra))	01980 845843	Leighton House, Warminster Rd, Westbury BA13 3PX	?
Wessex 4 x 4 / Owners	Wessex 4 x 4 response	(Local resilience forum resource)	Chippenham	7am – 7pm
Civil Engineers Builders	Scisco Construction LTD	01373 824775	Storridge Farm Storridge road Westbury BA12 4HY	?
	J.H Hussey Construction LTD	01373 823341	1 Westbury road Westbury BA13 4LR	
Plant, Skip, Scaffolding Tools & Generator Hire Chainsaw	Sydenham's LTD	01985 213505	Crusader Park, Centurion Way, Warminster BA12 8BT	7.30am – 5pm
	E J Shanley & Son LTD	01985 213348	43 Copheap Ln, Warminster BA12 0BQ	7.30am – 5pm
Portable toilet / wash facilities	Rob Beale LTD	01747 871464	Copse Side Farm Ansty Salisbury Wiltshire SP3 5PS	8am – 5pm
	Alide Hire Services	01225 335404	Broadmead Lane, Keynsham Bristol BS31 1ST	7.30am – 5pm
Passenger Transport	Chandlers Coach Travel	01373 824500	158 Chemical Rd, Westbury BA13 4JN	9am – 5pm
	First Bus	01224 650100 (HQ)	395 King Street Aberdeen AB24 5RP	?
		0845 606 4446 (Bath contact)	Corn st Bath BA1 1UF	?
Local farmers (Tractor)				

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Veterinary Practice	Garston Veterinary Group	01373 301448	7 Market Pl, Westbury BA13 3DE	8.30am – 5.30pm
	Harris Hill and Gibbons	01373 823546	28 Haynes Rd, Westbury BA13 3HD	8.45am – 6pm
Local Volunteer Groups				
Website Administrators	Deborah Urch Kieran Thorburn Sarah Harris Amanda McCann Lilly Bale Verity Bartlett	01373 822232	The Laverton, Bratton Rd, Westbury BA13 3EN	

Essential and Medical Services

Essential Services & Utilities	Telephone Numbers / Email
Police Non-Emergency Mat Katsandi	101
Emergency Ambulance, Fire & Police	999
BT Open Reach	0800 023 2023
Network Rail	03457 11 41 41
Gas Emergency	0800 111999
Electricity Emergency (SN16 -All Providers) Local Operator SSE	105 0800 072 7282
Individual Power Companies: Scottish Power N-Power Southern Electric	0800 027 0072 0800 073 3000 0870 280 5471
Individual Water Companies Southern Water Services Thames Water Wessex Water	0330 303 0119 0800 980 8800 0345 600 4600
Wiltshire Council Highways	0300 456 0105 localhighways@wiltshire.gov.uk www.wiltshire.gov.uk/mywilts or the Mywiltshire App
Wiltshire Council Emergency Planning	0300 456 0100 (exchange and ask for service) emergencyplanning@wiltshire.gov.uk
Wiltshire Council Severe Weather Team	0300 456 0100 (exchange and ask for service)
Westbury Town Council	01373 822232 info@westburytowncouncil.gov.uk www.westburytowncouncil.gov.uk

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Non-Emergencies – NHS Direct	111 24 Hour
Pharmacies Boots – High Street Shaunaks Pharmacy John Preddy & Co	01373 822819 01373 888088 01373 822988

Places of Safety

Building	Location	Use	Key Holder	Tel Number
The Laverton	Bratton Road Westbury Wiltshire BA13 3EN	Rest Centre Injection Centre Food / supply collection point	Andrew Thomas Kieran Thorburn	07500 643 539 07505 067 711

Community Organisations

Organisation	Name & Role of contact	Phone Number
Alzheimer's Support		01225 776481
Welfare for the Elderly	Sue Ezra	01373 865379
Carers Society	Catherine Hurford	01380 871690
Cross Point	Len Clift	01373 824330
Royal British Legion	Mary Kneen	01373 812200
Rotary	David Perkins	
Lions	Anita Drago	01225 763878
Residential Care Homes		
Abbeyfield House		01373 826779
Greengates residential Care	Sarah Winchester	01373 822727
Westbury Nursing Home		01373 825868
Watersmead Residential Home (review Grant list)	Annette Ayles	01373 825002

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Westbury Town Council – Emergency Group

	<p>Name: Councillor Jane Russ</p> <p>Title: Chair of Emergency Working Group</p> <p>24hr Contact number: 07591 593105</p> <p>Email: jane.russ@westburytowncouncil.gov.uk</p> <p>Address: Hare Cottage, 3 Gibbs Close, Westbury, BA13 3TD</p>
	<p>Name: Councillor Gordon King</p> <p>Title: Member of Emergency Working Group</p> <p>24hr Contact number: 07454 274266</p> <p>Email:gordon.king@westburytowncouncil.gov.uk</p> <p>Address: Downsview, 8 Frogmore Road, Westbury, BA13 3AT</p>
	<p>Name: Councillor Ian Cunningham</p> <p>Title: Member of Emergency Working Group</p> <p>24hr Contact number: 07775 561846</p> <p>Email:ian.cunningham@westburytowncouncil.gov.uk</p> <p>Address: Bridge House, Westbury Leigh, Westbury, BA13 3SH</p>
	<p>Name: Councillor David Tout</p> <p>Title: Member of Emergency Working Group</p> <p>24hr Contact number: 07934 838556</p> <p>Email: david.tout@westburytowncouncil.gov.uk</p> <p>Address: 47 Oldfield Road, Westbury, BA13 3LB</p>

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	<p>Name: Deborah Urch – Town Clerk</p> <p>Title: Member of Emergency Working Group</p> <p>24hr Contact number: 07500 055738</p> <p>Email: Deborah.urch@westburytowncouncil.gov.uk</p> <p>Address: 23 locks hill, Frome, Somerset, BA11 1NA</p>
	<p>Name: Andrew Thomas – Town Caretaker</p> <p>Title: Chair of Emergency Working Group</p> <p>24hr Contact number: 07500 643539</p> <p>Email: Andrew.Thomas@westburytowncouncil.gov.uk</p> <p>Address: Hill view, wellhead drove, Westbury BA13 3RD</p>

Councillors who are not members of the Emergency Working Group will be invited to Emergency Meetings as appropriate and required.

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First Steps in an Emergency

	Instructions	Tick												
1	Call 999 (unless already alerted)													
2	Ensure you are in no immediate danger													
3	<p>Contact Wiltshire Council Emergency Services: 0300 456 0100 (exchange – ask for Emergency Services)</p> <p><i>Please note:</i> <i>Emergency Planners are as a rule generally involved in large scale events – flooding/weather emergencies contact the council selecting Highways (out of hours)</i></p> <p>Convene the Westbury Town Council Emergency Group:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Cllr Jane Russ</td> <td style="width: 50%;">Tel: 07591 593105</td> </tr> <tr> <td>Cllr Gordon King</td> <td>Tel: 07454 274266</td> </tr> <tr> <td>Cllr Ian Cunningham</td> <td>Tel: 07775 561846</td> </tr> <tr> <td>Cllr David Tout</td> <td>Tel: 07934 838556</td> </tr> <tr> <td>Mrs D Urch</td> <td>Tel: 07500 055738</td> </tr> <tr> <td>Mr A Thomas</td> <td>Tel: 07500 643 539</td> </tr> </table>	Cllr Jane Russ	Tel: 07591 593105	Cllr Gordon King	Tel: 07454 274266	Cllr Ian Cunningham	Tel: 07775 561846	Cllr David Tout	Tel: 07934 838556	Mrs D Urch	Tel: 07500 055738	Mr A Thomas	Tel: 07500 643 539	
Cllr Jane Russ	Tel: 07591 593105													
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Cllr Ian Cunningham	Tel: 07775 561846													
Cllr David Tout	Tel: 07934 838556													
Mrs D Urch	Tel: 07500 055738													
Mr A Thomas	Tel: 07500 643 539													
4	Use the Agenda for the first meeting (Appendix 2)													
5	Assign action, take advice from the Emergency Services													

Westbury Town Council – Emergency Group First Meeting Agenda

Date:

Time:

Location:

Attendees:

1. What is the current situation?
2. What is the Emergency?
3. What do we know?

Location of the emergency, is it located close to:

- A School
- A vulnerable area or group (residential home)
- A main access route
- Type of Emergency (new or risk assessed)
- Is there a threat to life
- Has electricity, gas or water been affected

Westbury Town Council – role of Volunteer/Flood warden/Councillor during an emergency

1. The overall role is to support the community and not to carry out the job of the Emergency Services.
2. Provide coordination, support and guidance to the community ahead of the arrival of the Emergency Service
3. Help share local knowledge during a flood event to assist the emergency services
4. Help relay local knowledge, concerns and issues to relevant authorities and utilities before during and after a flood.
5. Avoid walking through flood water
6. Do not attempt to repair any flood defence structure or equipment
7. Understand the risks that your community may face and understand that these can change over time.
8. Report any issues e.g. blocked culverts that if not cleared would cause internal flooding to property or affect high speed roads.
9. Understanding the flood risk within your community
10. Identifying individuals that may require priority attention in an emergency – under no circumstances should this information be shared with anyone other than your coordinator or the emergency services.
11. Familiarise yourself with the plan
12. Always follow the guidance and do not place yourself at risk.
13. Always work in pairs and let your coordinator know where you are going and when you will be back – and report back to them to advise them you are safely home
14. Raise awareness of issues within the community as households and businesses may benefit from useful information e.g. How
15. Prioritise your own safety at all times, do not place yourself at risk.
16. Do not attempt to enter or clear watercourses or culverts
17. Do not attempt to stop traffic
18. Do not engage with anyone who is behaving in an aggressive manner, take notes and report to your coordinator or the incident commander
19. Follow the guidance of the emergency services and police at all times.
20. If told to evacuate follow the guidance you are given
21. Collecting and recording information during a flood or similar emergency can be important when determining cause and how to reduce the risk. Notes and photographs are very useful but only record if safe to do so.
22. Assist the town council and emergency services in meetings with residents following an incident.
23. Provide information and advice post incident to residents and businesses.
24. Under no circumstances should wardens/volunteers/cllrs talk to the press during an incident, enquiries should be referred to the coordinator or incident commander.

Appendix 1 - Advice to Householders

Be Prepared

It is their responsibility for protecting their home from flooding. Where they can the council, emergency services and Environment Agency will help, however if the flooding is over a large area, they may not be able to respond to every call.

Important documents and items should be stored safely in waterproof containers at the highest point of the property such as upstairs.

These may include items like:

- Passports
- Financial documents
- Insurance details
- Photos

Make a list of important and useful telephone numbers:

- Insurance company
- Water
- Electric
- Gas
- Local council
- Landlord

Appliances

Make sure they know how to turn off their gas, electricity and water supplies, even in the dark.

All electrical appliances should be:

- Unplugged
- Smaller items moved upstairs or to the highest part of the property
- Larger items raised on blocks

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Furniture

Plug:

- Sinks
- Baths
- Showers

Weighing the plug down to prevent backflow.

Move as much furniture as they can upstairs those they can't, should be raised off the floor.

Insurance

The average cost of flood damage is £30,000 so you will need to check with their insurance company that the level of their insurance policy covers flooding and add the necessary cover if needed.

- Is my property insured against flood damage?
- Does my cover provide me with temporary accommodation?
- Will any necessary clean up or repairs to my property be taken care of?
- How much compensation will I receive to cover any damages to my property and contents?

Make an emergency flood kit of items:

- Blankets
- Warm/waterproof clothing
- Bottled water
- Food
- Torches
- Radio with spare batteries
- A first aid kit

Prepare food they can store and eat without cooking, store drinking water, keep warm clothing safe and keep a mobile phone fully charged.

Historic and listed buildings

For owners of historic and listed buildings English Heritage have produced an excellent booklet designed to assist those who live in, own or manage historic buildings that together with their historic fixtures and fittings are threatened by periodic flooding. Advice is provided on preventative

measures to minimise flood damage as well as on the inspection, conservation and repair of historic buildings after flooding.

Visit the English Heritage website for more information.

Groundwater flooding

This kind of flooding presents particular issues as traditional methods of flood defence may not be effective as the water can come up through the floor and remain for a long time.

The most effective way to keep groundwater out of their home is to use a drainage pump, to divert water away from their home or business, however in some cases there may be too much water and this would be ineffective.

Where you pump the discharged water makes a difference

Water removed from a structure needs to be discharged in to a location at least several feet from their home. Regardless of whether you have public sewage or a septic tank, never pump the water into the sewage system. An overload on the system could cause the sewage to back up.

Pumping water onto the highway

Great care must be taken when pumping water onto the highway. The discharged water, pipes or operation must not create a safety issue. Pipes must be placed in a manner that they will not cause trip or obstruction hazards. Water wherever possible should be discharged into a working gully or in a manner that allows the water to easily and quickly disperse.

During freezing conditions pumping should be undertaken in a manner that prevents ice and hazard issues. This could involve using grit bags or regular salting.

If the highway authority believes pumping is causing a safety issue it will instruct the householder to amend their operations or cease if no alternative arrangements are available.

You can find more information on groundwater flooding on the environment agency website. If you would like more information and advice on groundwater flooding contact:- Floodline on 08459 88 11 88.