

EMERGENCY PROCEDURE PLAN 2018

QUANTON PARISH COUNCIL

13 CHURCH STREET
QUANTON
HP22 4AW



Call 999 if there is a risk to life

Plan to be reviewed August 2019

CONTACT DETAILS

Phone 999 for emergency services

Contact the Parish Council through:

Community Emergency Co-ordinators

The Parish Clerk: 13 Church Street
Brian Fludgate
Telephone: 01296 651354

Councillor Arthur Evans: 33 Upper Street
Telephone: 01296 655381

Councillor Nick Heirons: 14 Winwood Drive
Telephone: 01296 651886

Councillor Claire Lucas: 2 Klee Close
Telephone: 01296 655552

It is important to note that people should not put themselves or others at risk when preparing, testing or using this plan.



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INTRODUCTION

QUANTON EMERGENCY PROCEDURE PLAN 2017

Emergencies happen. There may be a time when you might be affected by an emergency but your life is not in immediate danger. During such a time, you will need to know how to help yourself and those around you. The Parish Council has drawn up this plan to help deal with a major incident which may occur in the future.

'By becoming more resilient, you and your community can complement the work of local emergency responders and reduce the impact of an emergency on your community both in the short and long term.' (www.gov.uk)

Objectives of this Emergency Procedure Plan:

- *To establish a community emergency co-ordinators' team that will coordinate the community response and liaise with the emergency services / local authorities as appropriate.*
- *To identify actions required to minimise the harm from identified hazards or threats.*
- *To establish a means of identifying vulnerable people in the community with a view to supporting them in an emergency.*
- *To identify resources in the community that would be available to minimise the severity of the emergency.*
- *To establish key contact details for the emergency services and local authorities, the Local Community Emergency Co-ordinators and key community resources.*

In the event of a major incident in or near the parish, Quanton's Community Emergency Co-ordinators will activate the Plan after contacting the appropriate authorities:

Police Fire Ambulance:	999
Thames Valley Fire Control:	
general enquiries:	01296 744400
BCC Resilience Officer:	01296 382693
Out of office hours phone Thames Valley Fire Control and an officer will be paged	
AVDC'S duty officer:	07785 705766

FURTHER USEFUL NUMBERS:

Transport for Bucks
Emergency problems on roads

www.buckscc.gov.uk
01296 382416 (9 - 5.30 weekdays)
01296 486630 (out of hours)

UK Power Networks
maintains electricity cables and lines
Power cut

ukpowernetworks.co.uk/liveupdates
Call free 105 or 0800 31 63 105

Thames Water
Report a leak or burst pipe

www.thameswater.co.uk
24 hour freephone number
0800 714 614

Urgent sewer related flooding

0800 316 9800

British Gas:

0800 111 999

Environment Agency

0800 80 70 60

Damage or danger to the natural environment
Pollution to water or land
Watercourses blocked
Domestic oil leak
Flood line:

0345 988 1188

Information on medical conditions:
www.nhs.uk 111
www.bucks.healthhelpnow.nhs.uk
<https://www.scas.nhs.uk/news/campaigns/savealife/>
(download this APP for location of nearest defibrillator and guidance on CPR)

Chiltern Railways: customer services 0345 600 5165
Network Rail:
Emergency 24 hour helpline. 03457 11 41 41

Register for Quinton Alert to receive up to date Met Office warnings and other important information via parishclerk@quinton.info

NOTIFICATION OF AN INCIDENT

	Instructions	Tick
1	<i>Example: Call 999 (unless already alerted)</i>	
2	<i>Ensure you are in no immediate danger</i>	
3	<i>If possible start keeping a log and record: Any decisions you have made Action taken Who you spoke to and what you said Any information received</i>	
4	<i>After 999 has been called Thames Valley Fire Control will contact the Bucks CC Resilience Team if needed.</i>	
5	<i>Contact the Parish Council Community Emergency Co-ordinators and if necessary they will contact: Those specifically at risk Other members of Parish Council via agreed route Volunteers and key holders where appropriate</i>	
6	<i>If necessary, contact the BCC Resilience Team or the Community Emergency Co-ordinators to call a community meeting but ensure the venue is safe and people can get there safely</i>	
7	<i>Make sure you take notes and record actions from the meeting.</i>	



FIRST STEPS IN AN EMERGENCY

*If you become aware of a serious incident happening or threatening to develop, call the emergency services on **999** with the following information:*

- *Your name, contact telephone number, address / location*
- *Full details of the incident as far as you are able to ascertain without putting yourself at risk:*
 - *When*
 - *Where (exact location)*
 - *What happened and what is happening now*
- *Emergency Services requested*
- *Estimated human casualties*
- *Estimated animal casualties (if any)*
- *Hazards and road blockages*

LOCAL RISK ANALYSIS

What is the hazard?	Where is it?	Where is it affecting ?	What are the consequences / impact?	What can we do to mitigate the impact before an incident?	What can we do to mitigate the impact after an incident?
(a)	(b)	(c)	(d)	(e)	(f)
<i>Burst water main</i>	<i>Major road through the village</i>	<i>Vehicular Access plus access to properties</i>	<i>Flooding of several properties and possibly affecting access to primary school</i>	<i>PC and residents to report potential problems to Thames Water</i>	<i>Evacuate to appropriate reception centre to provide shelter, food & tea for up to 50 people...</i>
<i>Heavy snow</i>	<i>Affects entire area</i>	<i>Affects entire area</i>	<i>Movement around community; residents house bound; getting food from shops</i>	<i>PC to ensure grit bins/ grit piles are regularly topped up by BCC. Ensure personal resilience plans / spare food; advise not to allow oil supply to drop too low; purchase salt / grit / snow shovel...</i>	<i>Coordinate visits to identified vulnerable people; organise food delivery; liaise with voluntary group; clear footpaths; keep community informed...</i>
<i>Major Transport Accident</i>	<i>Major road through the village</i>	<i>Access through the parish</i>	<i>Fire and Police will co-ordinate the response</i>		<i>Follow advice from services</i>
<i>Fire, explosion</i>	<i>At small business site in the village or parish, other properties affected</i>	<i>People living in the immediate vicinity</i>	<i>Fire and rescue service is responsible for identifying the inner cordon and for the health and safety of all those operating within it. Police will co-ordinate the response</i>		<i>Follow advice from services</i>
<i>Gales / Storms</i>	<i>Affects entire parish</i>	<i>Affects entire area</i>	<i>Important to keep safe indoors and follow advice. When safe to do so, check on vulnerable residents</i>	<i>Ensure have personal resilience plans / spare food; advise not to allow oil supply to drop too low. When safe to do so possibly activate machinery owners to clear fallen trees.</i>	<i>Follow advice from services</i>
<i>Heat wave</i>	<i>Affects entire area</i>	<i>Affects entire area</i>	<i>Important to keep cool and safe indoors and follow advice.</i>	<i>Ensure have personal resilience plans / spare food/ cooling fans/areas to keep cool Good Neighbour scheme to check on vulnerable residents</i>	<i>Follow advice from services, government and nhs</i>

VULNERABLE PEOPLE

'It is important to ensure that isolated or vulnerable people are contacted to see if they need assistance during an emergency.

Emergencies can make anyone vulnerable and they make life difficult for those people who are already vulnerable. Being vulnerable means different things to different people and vulnerabilities can vary in their duration.' Social vulnerability risks could include people who have recently had an operation, people without access to transport or people with limited mobility.

Quainton is a community village and people automatically help their family, friends and neighbours during times of need. In the unlikely event that the Emergency Procedure Plan is called into force, it is hoped that people would volunteer and use what skills, tools, resources, vehicles or machinery they have available and are capable of using. It is important that any vehicles are licensed and insured to use in an emergency.

GROUPS / INDIVIDUALS TO HELP IN AN EMERGENCY

Group / Individual	Main Contact (Phone numbers in part 2)	Capabilities / skills	Comments / Notes
Quainton Parish Council	Brian Fludgate	Communication information	Email parishclerk@quainton.info
Tennis Club	James Christopherson Gary Miller	Contact list to alert people	2 gas BBQ stored at tennis club 2 propane gas bottles stored
Scouts	Martin Dorrell (leader)	First aid	Cooking equipment

EVACUATION

'During an emergency, it might be necessary for some members of the community to be evacuated from their homes to a safe place.'

The Good Neighbour Scheme may be able to assist with:

- * Door knocking or delivery of emergency messages (particularly if phone lines are down)
- * Running of a rest centre
- * Identifying those who may need extra assistance to move to safety
- * Helping to move vulnerable residents to a place of safety
- * Using social media to communicate emergency messages



Quanton Memorial Hall, Station Road
First choice reception centre

RECEPTION CENTRES

In the event of the need to activate the Emergency Procedure Plan, Quinton Memorial Hall, Station Road, HP22 4BW is to be the first choice for Reception Centre

The Memorial Hall is located near the junction of Station Road and Lower Street.

The key holders are: Councillors Arthur Evans and Nick Heirons

Patrick Croker: Telephone:01296 651847

The entrance to the hall is accessible at the front of the building. On entering the hall the light switch is on the left. The main room is straight down the corridor. Chairs are stacked in the main hall; further chairs, including those suitable for the less mobile, plus tables, are stored in the storeroom at the far left of the main hall. There is a side entrance to the left of the main entrance.

The committee room near the front of the Memorial Hall could be used as a Control Room but there is no telephone installed in the hall.

The kitchen is located on the left just before the entrance to the main hall and is well stocked with cups, cutlery and crockery stored in cupboards below the counter. There is a full height chiller unit, range cooker, heat trolley, water heater and dishwasher. Two further larder fridges, work surfaces and tea and coffee making facilities are located in the bar area on the right just before the entrance to the main hall.

The underfloor heating is run by electricity.

The toilet facilities are accessible for all and there is a baby changing unit. Capacity for the building is 150 seated.

NB. There are no telephone lines in the hall - all communication will be by mobile phones.

FURTHER POSSIBLE RECEPTION CENTRES:

The Holy Cross and St Mary's Church, Church Street, HP22 4AP

The church is located at the far end of Church Street. The main building is reasonably accessible by the north entrance door.

There is a disabled toilet in the entrance porch. A small kitchen area offers tea and coffee making facilities with a supply of crockery and cutlery.

Pews are available for seating, further chairs and some small tables are stacked at the back of the church. The vestry could be used as a control centre. Capacity 200 seated. Phone lines are not available so mobile phones will need to be used.



Oil fired radiators supply heating to the church.

Key holders are:

Reverend Steve Flashman: 01296 655237
mobile: 07950 000910

Current Churchwarden:
David Campbell 01296 655243

Quinton Combined C of E Primary School, Lower Street HP22 4BJ

The school premises could be made available for use as first port of call overnight or outside of school term time.

Head teacher: 01296 655242

A Control Room could be set up in the Administration Room if required and all lines of communication will be made available.

The following rooms could be made available for use as required:

Main Hall which is directly ahead as you enter the front door, the library and staff room - with a warming oven, oven, fridge, tea and coffee making facilities - which are accessed via the door on the right of the main hall, and a disabled toilet accessed through the corridor past the administration room.

Saye and Sele Hall Lower Street

A further Reception Centre could be the Saye and Sele Hall



It is located adjacent to the right of Quainton Combined School. The hall has a kitchen area and equipment to make tea and coffee. There is a small fridge and oven. There are accessible toilets. Accessible entrance to the side on the right.

Keyholder: John Knox

01296 655275

If the Emergency Procedure Plan is activated:

The George and Dragon Public House and Coffee Shop,
The Green, HP22 4AR

This is located on the right hand side of The Green and may, if necessary, be able to provide food and beverages (to purchase) either in the Memorial Hall or in the pub itself (this will be at the landlords' discretion on the day of any incident.)



Landlords: Darren and Charlotte Curtis

01296 655436

Quainton Village Store 6 Church Street, HP22 4AP

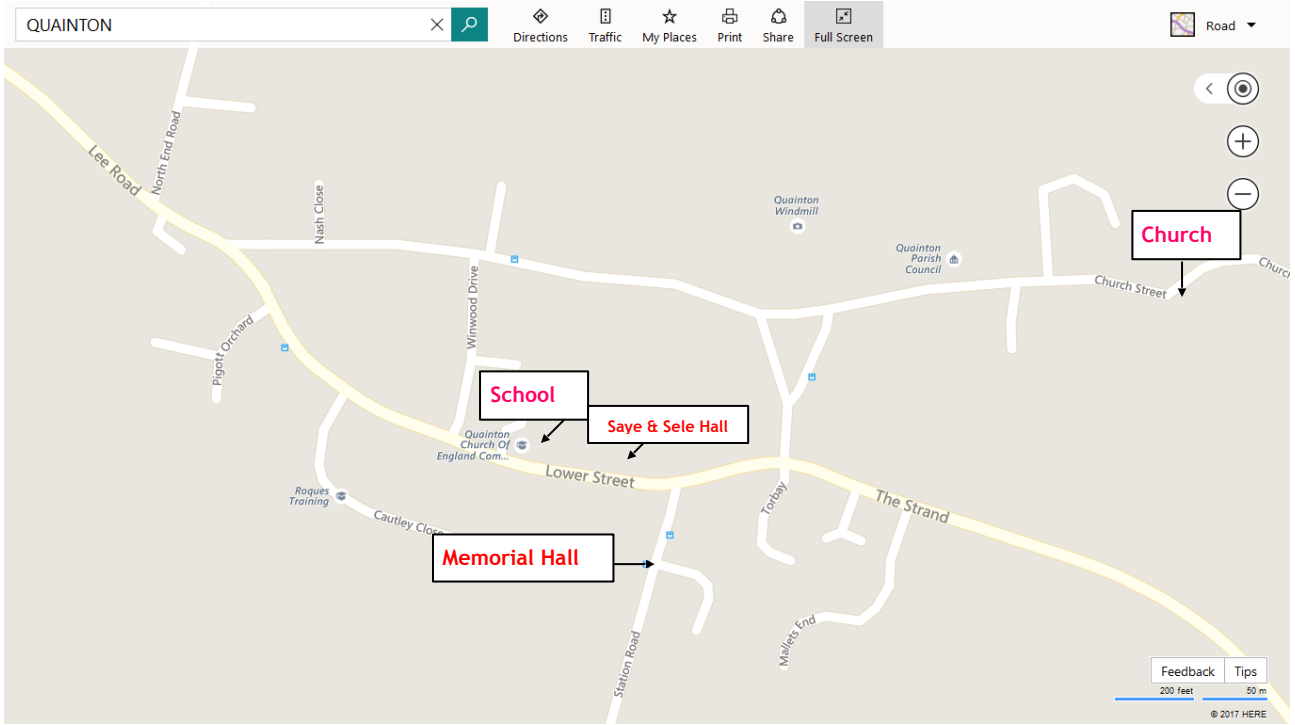
The store is located on the right hand side of Church Street and can provide food and drink (to purchase) outside of opening hours if required (this will be at the manager's discretion on the day of any incident.)



Managers: Julie and Peter Burness

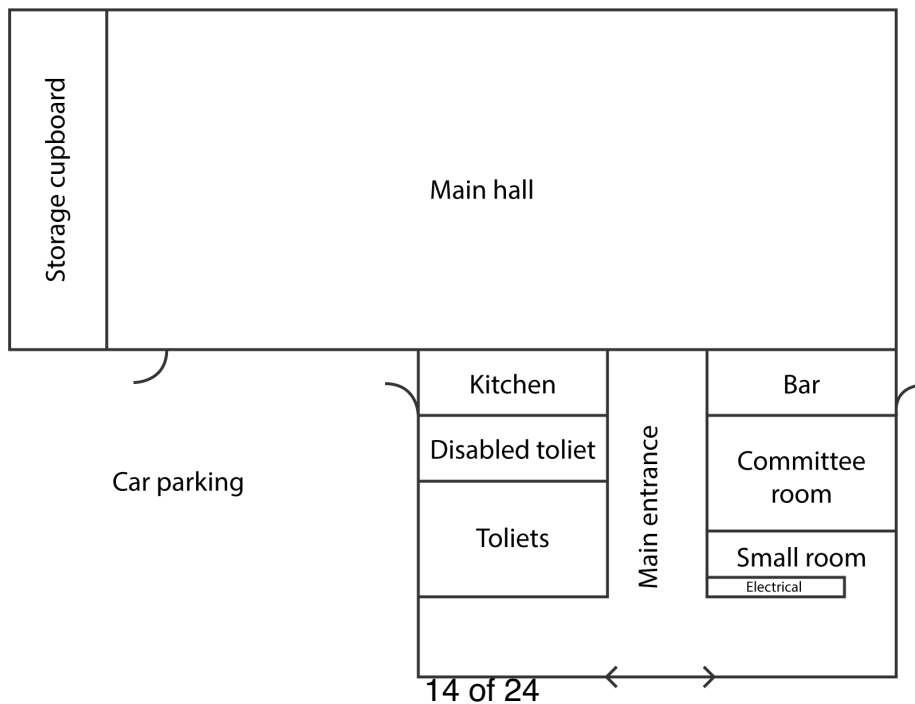
01296 655233

MAP SHOWING KEY RECEPTION CENTRES

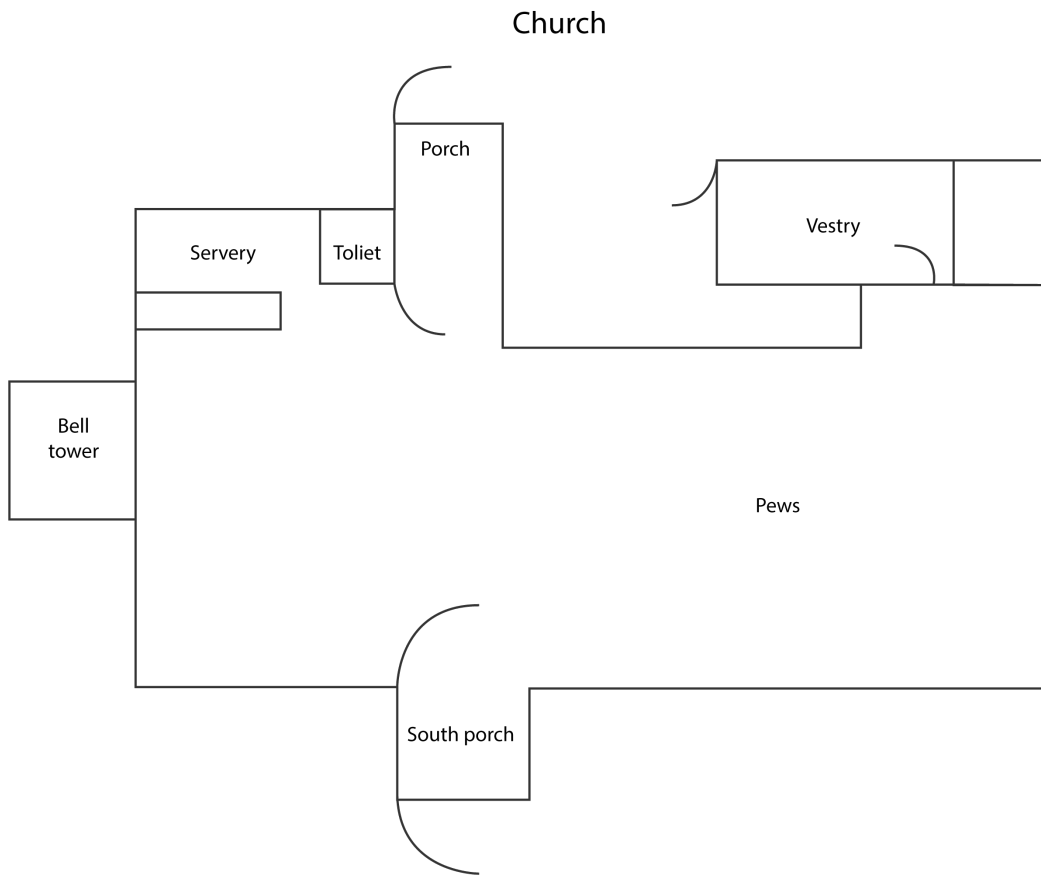


PLAN OF QUAINTON MEMORIAL HALL - RECEPTION CENTRE ONE

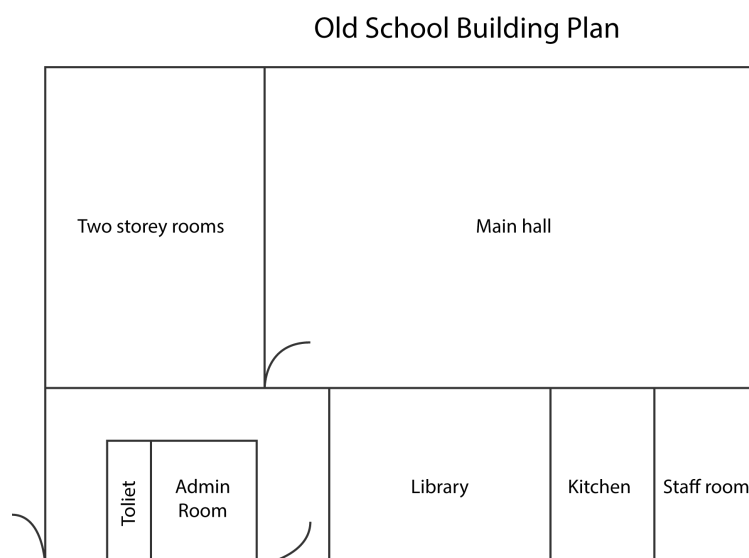
Quainton Memorial Hall



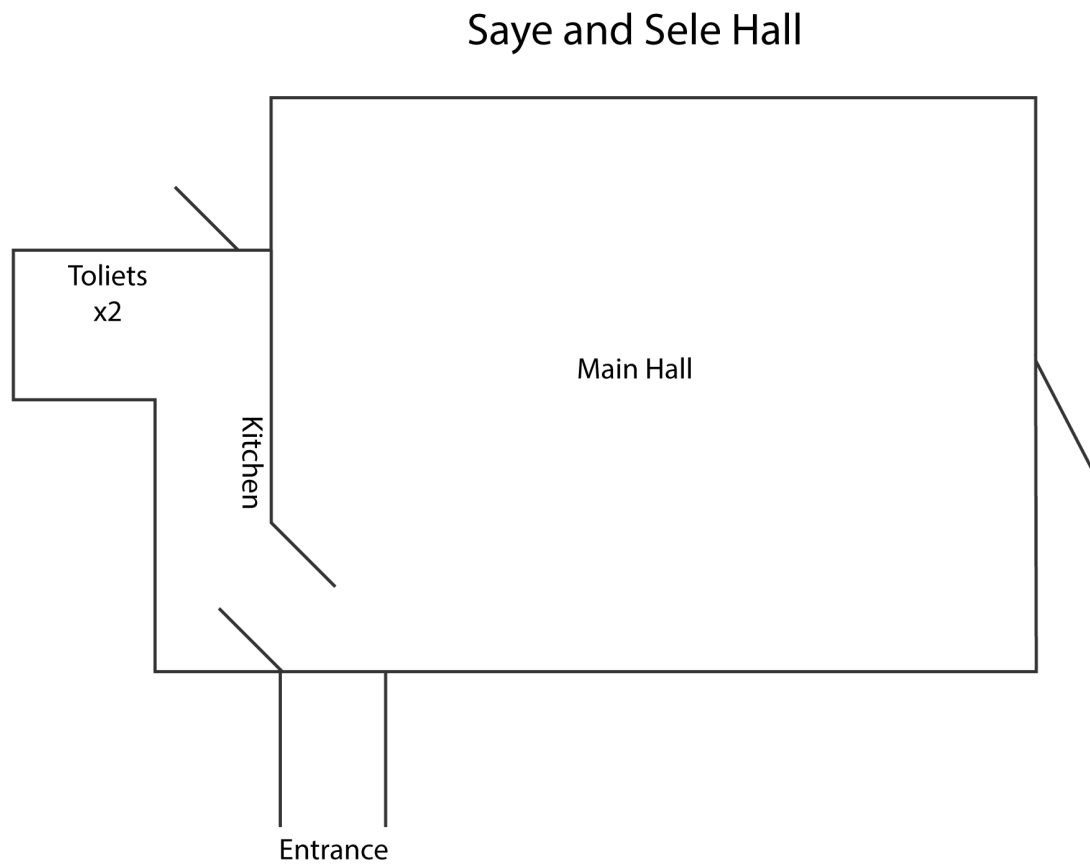
PLAN OF THE HOLY CROSS AND ST. MARY'S CHURCH - RECEPTION CENTRE TWO



PLAN OF QUANTON C OF E PRIMARY SCHOOL (OLD BUILDING)



PLAN OF SAYE AND SELE HALL



Acknowledgments

Jon Shaw BCC - Bucks County Council Resilience Team
Quinton Parish Council
www.gov.uk. Preparing for emergencies - guide for communities

BCC
AVDC
Community Emergency Co-ordinators

Bucks County Council
Aylesbury Vale District Council
Members of Quinton Parish Council

APPENDIX A

GOVERNMENT TEMPLATE TO HELP PREPARE FAMILIES FOR AN EMERGENCY.

Your Home Emergency Plan

Keep your plan and other important information in a safe place that you will find again quickly.

You could keep your plan in a 'message in a bottle' in your fridge. Bottles are available free of charge from most doctor's surgeries and chemists and give emergency services vital information such as medical conditions and repeat prescriptions.

If you have children in your household, or others who need help with understanding what to do, you could get them to write and draw their own plans, to help them learn about emergency events.

Q1)

What are the risks to your home and the surrounding area? Are you at risk of flooding?

To find out if you live in an area at risk from flooding, visit **www.environment-agency.gov.uk** where you can find out if your home is at risk and sign-up to Flood Warnings Direct (a free service which sends you a message when there is a flood risk by telephone, mobile, email, SMS text message, fax, or via a relative/friend).

You can also sign up by calling Floodline on **0345 988 1188** or on the **www.gov.uk** floodline to sign up for flood warnings.

If you are in an area that may flood, have sandbags and boards ready to help stop water entering through doors or air bricks. Where do you get these from? If you do not know, contact your Parish / Town Council.

Notes:

Q2)

Do all household members know how and when to call the emergency services? If they don't, give them instructions on how to do this.

Notes:

Q3)

How will you get out of the house / area if you need to escape? Think about what to do if a route is blocked. If it is helpful, draw a plan of escape routes.

Notes:

Q4)

What are the emergency procedures at your children's schools?

During an incident, it may not be safe to collect children from school. Schools have emergency plans so pupils will be cared for. If you are still worried during an incident, contact the school first.

Notes:

Q5)

Are there any elderly, disabled or vulnerable family members, friends and neighbours who might need your help, or additional help from the emergency services? Information may not reach some people as quickly. For example, Deaf and blind people and people who do not speak English or have other communication difficulties.

How will you help them?

Does your Parish/Town Council have a support scheme in place and are vulnerable neighbours aware of it?

Notes:

Q6)

Where will you meet if you become separated – a nearby landmark or a friend's house? Also agree an alternative meeting place further away from your home.

Notes:

Q7)

ICE Contact Number

The emergency services are trained to check for a person's ICE contact number which stands for 'In **C**ase of **E**mergency'.

Think carefully about who you choose as an ICE contact because that person may need to give consent for medical treatment. If you want more than one ICE contact, mark them as ICE1, ICE2 etc.

Put ICE contacts in all mobile phones, or on a card in wallets / purses. If your phone is password protected then use the card method or make it visible on the 'start up' screen.

Notes:

Q8)

Where is your safe, secure place for important documents (passport, birth and insurance certificates etc.) and items of high sentimental value such as old family photos? Are these raised above potential flood levels and easy to grab (in one box) if you need to take them with you? Is the box fire-proof? Have you stored important computer records on a USB / disk?

Notes:

Q9)

Do you have emergency supplies (ideally in an 'emergency bag') that you can grab quickly? Where are they kept?

Notes:

Q10)

How do you switch off water, portable gas and electric supplies in your home? Draw a plan if helpful.

Notes:

Q11)

Think about what you would do if you lost all power and communications (including satellite communications such as mobile phones). Do you have a battery or wind-up FM Radio and camping stove with fuel, for example? Make a note of the FM frequency of your local radio station.

Notes:

Q12)

Does everyone in the household know how to make the home secure – locking doors and windows? Do you keep keys in the same places so they can be found easily if it is dark; where are keys kept?

Notes:

Q13)

Have you installed smoke detectors and a carbon monoxide detector in appropriate places? When installed, check monitors monthly.

If not, don't delay installing or checking them! They could save your life. If you need help or advice, or to find out if you qualify for a free home safety visit, contact your local Fire and Rescue Service.

Notes:

Q14)

Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy?

Notes:

Q15)

Do you keep in your kitchen cupboard enough bottled water, snacks, tinned or dried/packet food to last three days? (*how much do you need per person?*). This will reduce the tendency for “panic buying” during bad weather or strikes, which can be very disruptive. Check sell by dates every six to twelve months.

Notes:

Q16)

Have you made a list of medication, insurance policy numbers and important phone numbers such as your doctor, insurance provider, Floodline, NHS Direct*, non-emergency number, gas and electric supplier, vet, school, work and close friends/relatives? Make sure you carry this list at all times, for example on a card in your purse or wallet, or mobile phone.

*If you have a ‘smart’ mobile phone, you could download the NHS Direct App from www.nhsdirect.nhs.uk.

Notes:

Your emergency supplies

It helps if you can grab these things quickly. Ideally make up an ‘emergency bag’. **Do not stop to collect things if it puts you in danger!**

These are things you probably carry at all times:

- Essential keys (house / car).
- Special daily items (for example, glasses / contact lenses / medication / aids).
- List of medication. *This is essential, please make a list!*
- Cash / debit / credit cards.
- Essential items for babies, children and people you care for.
- Mobile phone and charger.
- Antibacterial hand gel and mini first aid kit.

- Water and snacks.
- Warm layers and waterproof clothing, suitable hats and footwear.

If you have to remain in your home or become isolated, make sure you have the following items:

- First Aid Kit including flu and cold medication.
- Wind up or battery radio including spare batteries.
- Wind up or battery torch with spare batteries/candles and matches.
- Enough toiletries such as soap, sanitary items and tissues or toilet roll.
- A three day food and water supply. Tinned and dried food such as beans and rice is good.
- Camping stove and fuel. Only use indoors in an emergency. Always place on a stable surface and use in a well ventilated area with a carbon monoxide detector.

You may find it helpful to take these with you if you have to leave your home:

Important identity and insurance documents (for example NHS number, birth/marriage certificates, passports and insurance certificates - photograph or make photocopies of important certificates.

- Important computer information stored on disk / USB.
- Sun-cream in the summer.
- Notebook and pen / pencil.
- Other items you may need – make a list (for example, playing cards, colouring or puzzle book, children's toys, things for pets, items of sentimental value).

Keep important documents and computer information in ONE safe place and make sure you can grab these items quickly if you need to.

Don't forget does a friend or family member have spare keys should you lose yours?

Items for pets and assistance animals

Contents will depend on the type of pet, but you may need to grab:

- Water, food and bowls.
- Leash / muzzle / harness.
- Blanket, bed, pet carrier or cage.
- Photo of your pet in case it gets lost and is not 'identity chipped'.
- Plastic bags for waste.
- Medication and health records.
- Identity chip number (keep a record in your phone or wallet/purse).

Items in the car

In case of an emergency always carry in your car (in addition to the things you probably carry at all times):

- First Aid Kit.
- Shovel and de-icer in winter conditions.
- Warning triangle and fire extinguisher (recommended).

Notes:



APPENDIX B

Top 5 Tips to help you prepare for an emergency:

1. Get suitable insurance before an emergency has even occurred

Check how long your insurance lasts and what it really covers

2. Put valuable documents and treasured possessions upstairs

Check if you live in a flood risk area

Keep important documents safe

Store photos and belongings you want to keep safe upstairs

3. Back up important files and photos on your computer

Regularly make copies of important documents, music and photos onto a disc or memory stick?

4. Put together your own emergency grab bag

Be prepared to move quickly in an emergency

5. Have emergency friends

Identify one emergency friend who lives nearby and a second one who lives further away.

Think about your neighbours. Could you be an 'emergency friend' for isolated or vulnerable people in your area?

