

EXECUTIVE & EMERGENCY COMMITTEE
20 MARCH 2020

MINUTES of the MEETING of the EXECUTIVE & EMERGENCY COMMITTEE held at THE COUNCIL OFFICES, THE GROVE, SWANSCOMBE on FRIDAY 20 MARCH 2020 at 2.00PM

PRESENT: Councillor Peter Harris – Vice-Chairman
Councillor Lorna Cross (substituting for Councillor Maurice Weet)
Councillor Ann Duke
Councillor Lesley Howes – ex-officio
Councillor Jay Shah

ALSO PRESENT: Graham Blew – Town Clerk
Martin Harding – Assistant Town Clerk/RFO

ABSENT: There were none

562/19-20. ARRANGEMENTS AND CONSTRAINTS REGARDING FILMING OR RECORDING THE MEETING.

The Vice-Chairman explained the arrangements and constraints relating to the filming or recording of the meeting.

563/19-20. APOLOGIES FOR ABSENCE.

Apologies for absence were received from Councillors' Anita Barham, Sue Butterfill, Peter Harman, Dr Jo Harman and Maurice Weet.

564/19-20. SUBSTITUTES.

Councillor Lorna Cross substituted for Councillor Maurice Weet.

565/19-20. DECLARATIONS OF INTEREST IN ITEMS ON THE AGENDA.

Councillor Ann Duke declared a prejudicial interest in proposal 15 of Agenda Item 8 – Covid-19 – Contingency Plan in the event of restrictive activity or a shutdown, as she is the Chief Executive Officer of Walk Tall

The Chairman gave the opportunity for the meeting to be adjourned at this point to accept questions from the public.

566/19-20. TO RECEIVE ITEMS DEEMED URGENT BY THE CHAIRMAN / MATTERS ARISING FROM PREVIOUS MINUTES.

There were none.

567/19-20. TO CONFIRM AND SIGN THE MINUTES OF THE MEETING HELD ON 29 AUGUST 2017.

Recommended: The Minutes of the meeting held on 29 August 2017 were confirmed and signed as a true record.

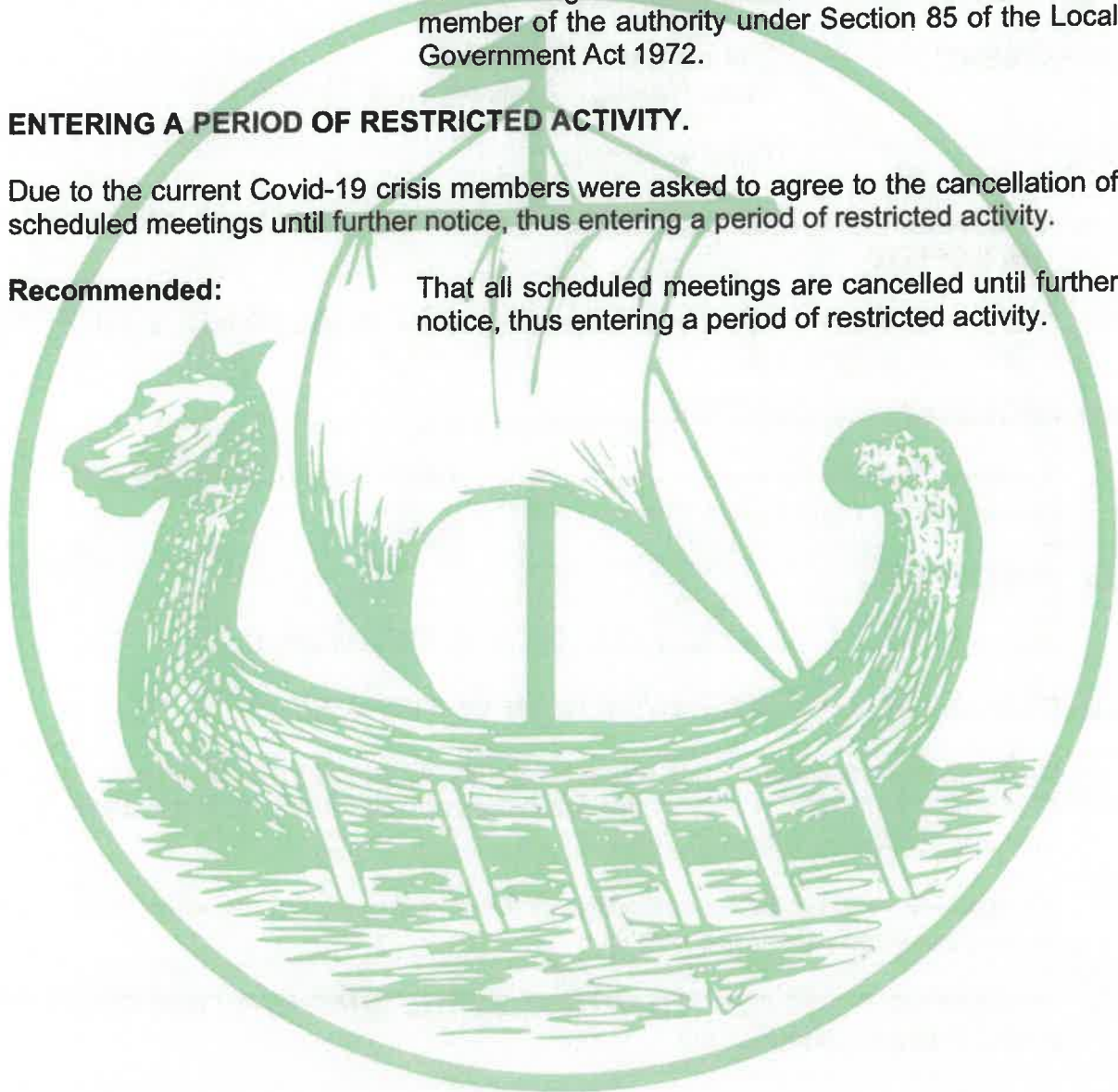
568/19-20. REQUEST FOR DISPENSATION FOR NON-ATTENDANCE AT MEETINGS IN RESPECT OF COUNCILLOR DR JO HARMAN.

Recommended: That the Town Council approve a dispensation for Councillor Dr Jo Harman from attending meetings of the Town Council due to ill health, for a six month period commencing 20 March 2020, to avoid ceasing being a member of the authority under Section 85 of the Local Government Act 1972.

569/19-20. ENTERING A PERIOD OF RESTRICTED ACTIVITY.

Due to the current Covid-19 crisis members were asked to agree to the cancellation of scheduled meetings until further notice, thus entering a period of restricted activity.

Recommended: That all scheduled meetings are cancelled until further notice, thus entering a period of restricted activity.



570/19-20 **COVID-19 – CONTINGENCY PLAN IN THE EVENT OF RESTRICTED ACTIVITY OR A SHUTDOWN.**

It is likely that Government will pass emergency legislation to support the prevention of the spread of Covid-19. This may include restricting peoples' activity and travel; increasing the number of people who are asked to "self-isolate", preventing groupings of people for meeting and events.

Members were asked to consider an updated contingency plan in the event the Town Council entered into a period of restricted activity or a shutdown. Members discussed and agreed each point on the contingency plan individually.

For clarification the financial and contractual implications of proposals 9 and 10, regarding staffing, were explained to members in detail.

Members agreed to include the Community Café to proposal 12 as a facility to be suspended until further notice.

Having already declared a prejudicial interest Councillor Ann Duke left the chamber and took no part in the discussions or decision on proposal 15.

Recommended:

That the updated Covid-19 Contingency Plan as per the attached schedule, be agreed and adopted with an amendment to include the Community Café in proposal 12 as a facility to be suspended until further notice.

There being no further business, the Meeting closed at 2.40pm

Signed: _____ Date: _____
(Chairman)

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From: Allegra, Andrea <Andrea.Allegra@kent.fire-uk.org>
Sent: 24 March 2025 10:15
To: Ann Duke <cllrann.duke@swanscombeandgreenhithetowncouncil.gov.uk>
Cc: Graham Blew <graham.blew@swanscombeandgreenhithetowncouncil.gov.uk>; Taylor, Sacha <sacha.taylor@kent.fire-uk.org>
Subject: Follow-up to our discussion on Community Resilience planning.

Dear Ann/ Graham,

I'd like to express my gratitude once more for engaging with the Kent Resilience Team and to start developing a community resilience plan.

Below you'll find a few links to resources to support you in the development process as discussed during our meeting.

I have also attached to this email several useful documents alongside a copy a simplified plan template.

We are currently reaching out to Dartford BC to determine what information can be provided regarding their designated rest centres, as well as the relevant contact numbers for the EP department to add to your contact lists and activation protocol. I will follow up with you as soon as I receive their response.

In relation to training opportunities, we work closely with an organisation called Communities Prepared who provide a wealth of useful free training materials to increase skills and knowledge about community resilience.

These include an online learning hub and online training sessions. Details of their latest courses can be found on our website by accessing this [interactive link](#).

Participants can simply register with Communities Prepared via their website: www.communitiesprepared.org.uk and go to events to sign up for the free sessions.

To learn more about local risk you can visit our website where you will find the Kent Community Risk Register: www.kentprepared.org.uk/community-risk-register.

The Kent Prepare website serves as a thorough information source, providing valuable resources to assist in creating a resilience plan, along with access to case study videos and materials for youths: <https://www.kentprepared.org.uk/community-resilience>.

You can find information about the recruitment of volunteers by checking these websites:

<https://strongerkentcommunities.org.uk/>
www.imago.community/Volunteering/Volunteer-Centre-West-Kent/For-Organisations
www.getvolunteering.co.uk/advertise

To confirm the actions decided in the meeting, Sacha will be in contact with the EA to review the status of flood wardens related to the town council area, and she will provide

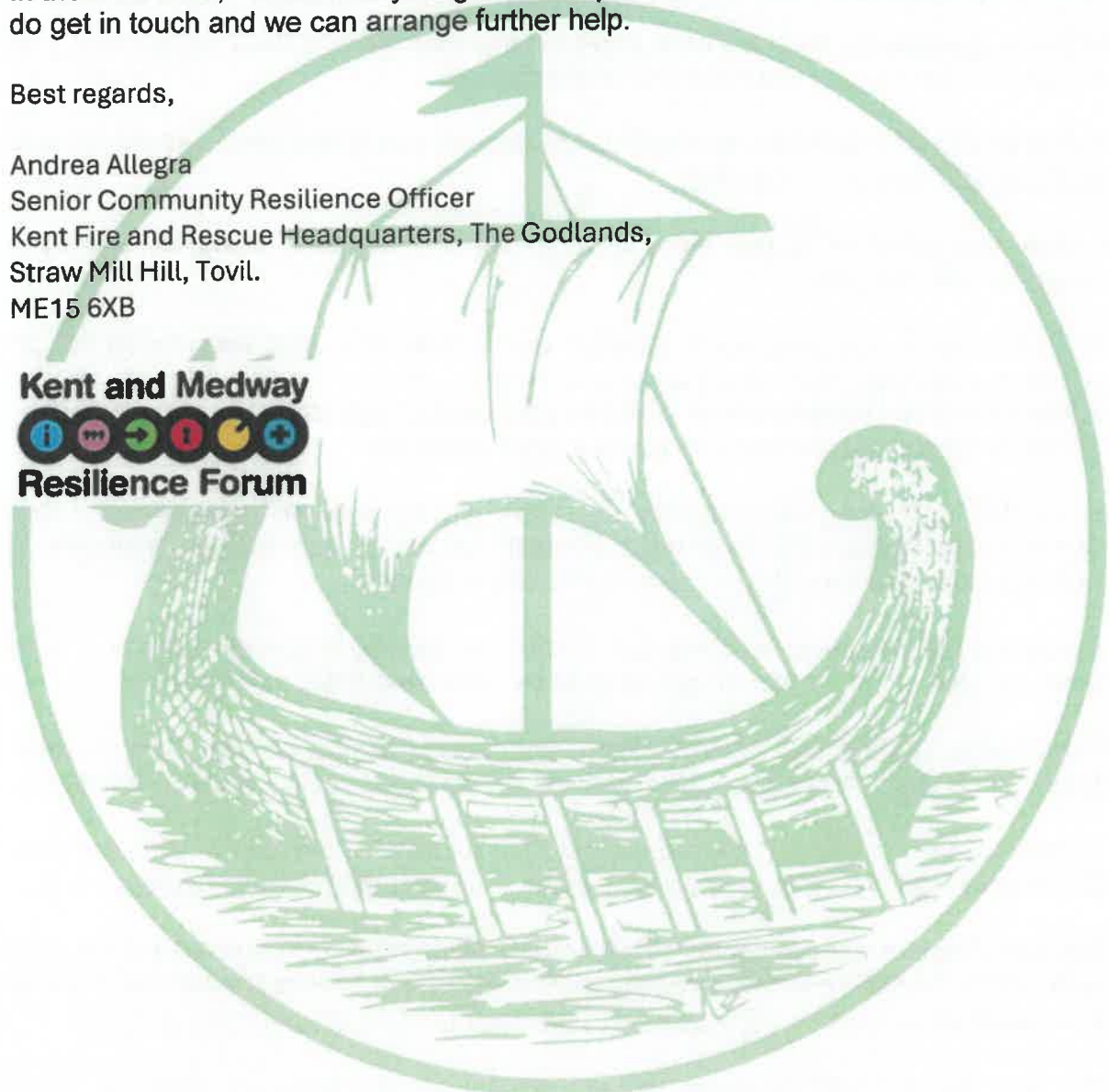
an update in due course. Ann will reach out to the Blue Water Forum to advocate for community resilience planning as a future agenda item. She has also agreed to discuss potential collaboration with neighbouring parishes through the KALC network.

Lastly, We would be very grateful if you could confirm the current status of your parish emergency planning arrangements by completing our short KMRF Community Emergency Planning Survey by following this [link](#).

In the meantime, if there is anything else that you need or have any questions, please do get in touch and we can arrange further help.

Best regards,

Andrea Allegra
Senior Community Resilience Officer
Kent Fire and Rescue Headquarters, The Godlands,
Straw Mill Hill, Tovil.
ME15 6XB



Improving community resilience: a guide for parish and town councils



Published: November 2023

Parish and town councils play a key role in supporting communities to become better prepared for emergencies.

But remember: it's NOT just about writing a community resilience plan...

Along with developing community resilience plans and flood plans, there are other ways in which you can help to strengthen your community's resilience. Encouraging residents to become better connected will help them to prepare for, respond to and recover from any incidents that may impact them. Some actions are quick and easy, others take more planning and consideration, but there will always be something you can do.

Include it in your agenda

As a council, it is helpful to regularly include community resilience in your discussions. Reflect on how you may be able to support and expand on existing resilience activity in your area. Consider inviting representatives from your community, such as first responders, the voluntary sector and other key groups to participate in your meetings to share ideas, skills, and resources.

Contacts and communications

Council clerks are often the key contact for local authorities that may need to engage with your community in an emergency.

It is useful to make back up arrangements in case the clerk is away or unavailable, or perhaps lives outside of the area, and cannot immediately respond. Think about who else in your community could help instead.

Make sure you keep contact details up to date and that others council members are aware of arrangements.

It is useful to agree what kind of information the clerk may need to share, how they will do that, and how they will reach out to the community during an emergency.

Individual resilience

You may wish to help households and businesses access information to improve their individual resilience to emergencies. Local businesses could be encouraged to make business continuity plans and develop ways to support their communities. Advice, guidance, and useful templates are all available from www.kentprepared.org.uk.

Signposting existing resources

Let residents know about help available, such as:

- Utility companies' Priority Service Registers that prioritise support for vulnerable residents in an emergency;
- Met Office weather warnings.
- Environment Agency flood warning service.
- The Community Messaging System lets residents opt in to localised email or text updates from Neighbourhood Watch, local authorities and emergency services.

You can also signpost residents to welfare support available through voluntary organisations, warm hubs, charities, and local community groups.

Provide seasonal advice

It is helpful to share seasonal advice on how residents can prepare for, or cope with severe weather events such as storms, flooding, cold weather, and heatwaves. Look out for seasonal campaigns that you can include in your newsletters or share via other local communications channels, such as social media community groups.

It is advisable to stick to information from trusted sources such as the emergency services, local authorities, the Met Office, Environment Agency, the NHS, or UKHSA.

Create a Good Neighbours Scheme

'Good Neighbour' schemes are community-run initiatives providing local support to vulnerable people. Set up and run by volunteers, they can offer practical help to fellow residents, such as carrying out odd jobs and small repairs, gardening, shopping, or transport. Such schemes can also help you to identify vulnerable people in your area who may need support in an emergency.

Neighbourliness is key

Strengthening the relationship between neighbours is a key element in developing community resilience. Organising activities that bring neighbours together will not only increase a sense of trust between them, but also help to create sustainable, safe, and resilient neighbourhoods. Some examples of such activities include:

- litter picking sessions followed by refreshments;
- acknowledging the efforts of individuals in local media;
- promoting 'getting to know your neighbour' initiatives;
- creating community groups on social media (e.g., WhatsApp Communities);
- creating a welcome pack for new residents including local information, invitations to upcoming events, and groups activities.

Encourage local groups to help

It is useful to gather information about the resources and skills of existing local community groups, which could be called upon in a crisis. Such groups should be encouraged to attend first aid training, to support their community in the event of an emergency, and to volunteer as flood wardens.

Facilitate conversations

It is important to provide opportunities for residents to be involved in preparing for emergencies. This could include sharing experiences about responses to past incidents and what might be improved upon. A community coffee morning or another similar in-person event can be a great opportunity to do this.

Community Resilience Planning

A community resilience plan identifies potential emergency situations and explains what local people can do to help each other and the responding agencies. It also identifies key contacts in the community who will coordinate the plan's delivery and act as a point of contact. Being aware of the risks that you may face as a community and establishing who may be able to assist locally will ensure your community is better prepared to cope with an emergency.

For a community plan template visit:

www.kentprepared.org.uk/community-resilience or scan the QR code below:



Contact the Kent Resilience Team

For further advice and information email:

KRFCCommunityResilience@kent.fire-uk.org

Community Resilience FAQs for Parish Councils

Insurance and volunteering

Please note that the information contained here is intended as guidance only and does not replace specific advice provided by your insurer.

What type of responsibility does the Parish Council have when dealing with volunteers / community groups?

The Parish or Town Council is expected to provide insurance cover under their insurance policy. The council will need to have a conversation with their insurer to see if volunteers can be covered, and the outcome of this is likely to depend on the volunteer's group's activities. The cost of adding volunteers to an existing insurance policy may be low enough that there will be no cost incurred for volunteers, however if the local council is able to include volunteers in their existing policy but not to cover the costs, then volunteers' groups should explore what local fundraising opportunities may be available. Communities Prepared (www.communitiesprepared.org.uk) can provide advice and support on fundraising if required. There are specialist insurance brokers who can arrange relatively cheap insurance for community groups. You can find impartial information, and search for a broker, on the British Insurance Brokers Association (BIBA) website.

How do I know if a volunteer group needs insurance?

Community emergency / flood volunteer groups vary hugely across the country, both in size and focus, and this will affect what type of insurance is needed – or whether it is needed at all. A general risk assessment of the planned services should be completed and used as a starting point for discussions with an insurer. As the planning of the services progresses councils will need to put together more detailed risk assessments and amend, add hazards, and identify mitigations according to their own local arrangements. Guidance from the Health & Safety Executive (HSE) on Employers' Liability (Compulsory Insurance) Act 1969 can be found on their website: hse.gov.uk/pubns/hse40.htm

Are volunteers automatically insured under the Social Action, Responsibility and Heroism (SARAH) Act 2015?

Whilst the SARAH Act 2015 gives some level of protection to individuals and organisations acting for the benefit of society, volunteers may still potentially be liable for negligent behaviour. It is therefore strongly advised that volunteers are insured for the work they do if there is a risk of someone being harmed or property and equipment being damaged.

What type(s) of insurance should my volunteer group have?

This depends on:

- What you do
- What you own (assets)
- Who you work with.

Whether the insurance of the organisation would cover claims made against the organisation for any injury or damage the volunteer has caused (Public Liability insurance) or for injury to the volunteer themselves (Employers' Liability insurance) will depend on the terms of the insurance policy.

Volunteer groups are most likely to need Public Liability insurance. This covers against any accidental injury to third parties or damage caused to third parties' property – such as a member of the public getting injured because of tripping over an item of equipment owned by your group. Voluntary organisations are obliged by law to have employers' liability insurance to cover all employees who are not family members.

Employers' liability insurance will usually cover the cost of compensating volunteers and employees who are injured at or become ill through work. It is for each organisation to decide how it wishes to involve spontaneous volunteers, how they will be supervised and the sort of tasks they may be asked to perform. The role of the insurer is to accept or reject the risk as it is, and it is unlikely that a reputable insurer would try and exclude this.

If your group of volunteers owns any assets, then Buildings and / or Contents insurance would be advisable too. The use of specific equipment such as vehicles will also require additional insurance, though if a local individual is using their own equipment to support the community in an incident (e.g. a farmer using their tractor) then they are liable for this – it is not the responsibility of a volunteer group to cover their actions as part of their insurance. The insurance policy would not cover anyone who 'self deploys' without the knowledge of the emergency responders.

Is it possible to arrange an insurance policy for parishes working in cluster?

Where local councils work in clusters, they can explore shared insurance policies. Clusters may include local councils which have very different circumstances and levels of risk. If the cluster has a single policy the insurance premiums may be weighted towards the council with the highest liability and most responsibility. In addition, if one council in a cluster has a liability claim taken against it, then there may be an overall increase in the shared premium.

So, if I have insurance, is the volunteer group free to do whatever they like?

No, they are not. The safety of volunteers and others is always key, and there are several clear red lines that volunteers should not cross. Activities they must not undertake include:

- Attempt to take on the role of the emergency services or other responder agencies
- Ignore guidance / instructions from the emergency services
- Place themselves at risk
- Walk through flood water
- Attempt to operate or repair flood defence structures or equipment unless specifically trained on how to perform this task
- Attempt to enter or clear watercourses, culverts, grids.

If volunteers carry out any of the above activities, or any other activities not disclosed when arranging your insurance policy, it is likely that you will not be covered.

What about if the volunteer 'group' is just one or two individuals – do we still need insurance?

Yes, you can still be acting as an 'entity' even as an individual, and it is possible to secure insurance for a volunteer group even if that is just one or two individuals.

What if the volunteers' circumstances change?

If you have an active insurance policy, get in touch with your insurer as soon as possible (or your insurance broker if it was arranged through one). This could include changes such as your group size, assets, or roles. They will be able to advise if any changes are needed to your premium as a result.

Would spontaneous volunteers be covered by my group's insurance policy?

This may be possible but would depend on the route you go down to arrange insurance and the policy you select. As part of your insurance conversations, you should try to consider what the maximum number of regular and spontaneous volunteers may get to at any one point.

If I use my vehicle to assist the community (such as using my 4x4 to drive my neighbour to the doctors in the snow) do I need special insurance?

An individual using his own vehicle to assist the community during an emergency should inform his insurance company about their volunteer driving. 'Contingent motor liability insurance' may be available to cover organisations if there is an accident and there is a problem with the volunteer's insurance.

Could our group be insured under the umbrella of the local authority or Town or Parish Council policy?

You would usually only be covered by your local authority insurance if it has specifically asked you to carry out a task on their behalf. Before you take out insurance it may be worth having a conversation with your local town or parish council to see whether they have any wider insurance that you may be able to be covered by.

Are the volunteers' activities covered by the Environment Agency's insurance?

The EA will not deploy volunteers, or ask volunteers to co-ordinate or be responsible for other members of the public or EA assets on behalf of the EA. In rare scenarios, some groups of volunteers do operate an EA asset, and have been formally trained to do so. The EA treats volunteers that are carrying out these operational tasks as employees and covers them as they would staff. Note that the EA will not (and should not) ever ask volunteers to do something that puts their own safety or that of others at risk. Nor would they expect you to do any task that is the role of an Emergency Responder.

Do I really need all those different types of insurance (public liability, employers' liability, third party liability, buildings and / or contents, vehicles insurance)?

That depends on what you do as a group or individual – assessing your activities and risks is step one.

MORE INFORMATION ON INSURANCE CAN BE FOUND AT:

<https://www.abi.org.uk/data-and-resources/tools-and-resources/voluntary-organisations-and-insurance>

<https://scvo.org.uk/running-your-organisation/finance-business-management/insurance>

Precepts & powers

Can local council precept funding be used towards community resilience planning and if so under which powers?

There is no specific power but if it's held that it relates to the Local Council's core functions, KALC argues that it could fall to s.111 1972 LGA (the power to bear incidental expenditure in relation to the core functions). This would cover planning and training. If it was more than this, whilst there was no specific power it could fall to general powers so GPC as a first resort or in all other cases s.137 powers 1972 LGA as a last resort. This probably covers reasonable equipment (capital purchases). In all cases the usual limitations applied along with due diligence. Policy and consultation are also good bulwarks here.

Local councils are involved in emergency planning and training as part of their resilience/reassurance and so budgeting for the foreseeable (plan/training) is to be expected. Where this is not the case (ex: flooding) then contingency could be justified after consultation with your IIA for a view in principle or report to back up the committee/RFO etc.

Funding / Use of budget for community resilience initiatives

Can I get access to grants to finance my community resilience initiatives

Town or Parish Council may apply for a grant for a variety of reasons such as:

- Village Hall
- Community Centre
- Defibrillators
- Health and Wellbeing Support
- Emergency Toolkit
- Generators
- PPE
- Two Ways radios
- Tools

It is crucial to acquire quotations from trustworthy contractors since grant funders typically demand that each quote is comparable to make a fair comparison, particularly if your preferred supplier does not offer the lowest estimate. Grant funders will oversee the project from beginning to end, and the auditing process can extend for several years after project completion. Therefore, it is vital to ensure that all tasks are carried out accurately and that you adhere to all the grant conditions outlined in your contract.

Useful links:

- <https://grantnav.threesixtygiving.org/>
- www.tnlcommunityfund.org.uk
- kentcf.org.uk/funding

Community Resilience planning

What should I consider when starting to develop a strategy for community resilience?

Knowledge about local hazards, assets and capabilities is essential.

This first step to create a community resilience strategy may require a degree of local knowledge and some research. You'll be able to find more information about local hazards by contacting the Environment Agency and your local authority.

A good way to scope existing capabilities is to start engaging with local groups on social media, distributing flyers and posters to key sites in the community or contacting them directly (sports centres, religious groups, community groups, etc.).

The creation of a survey to be distributed among community members could facilitate the data gathering process. The KRT team will be able to assist you with this task (kent.resilience@kent.fire-uk.org).

The Kent and Medway Resilience Forum has created templates designed to assist you in formulating a community resilience plan. You can find these templates, along with additional valuable resources, on our website: www.kentprepared.org.uk/community-resilience

Resourcing our plan

If we create a community resilience plan does that mean, we will always be expected to provide a response if there is an emergency incident? What if our volunteers can't make it?

While we offer plan templates and recommended guidance for what your plan should contain, it is your plan, for your community and can be as extensive or as minimal as your wish for it to be, based on your resources and capabilities. You will never be expected, and indeed nor should you try, to replace the work of the emergency services or statutory authorities.

What advice is there about finding volunteers to assist with the planning and activation of a parish community resilience plan?

The challenge in recruitment of volunteers in general is a widely recognised issue, however, there are further ways in which parishes can help to strengthen their community's resilience and 'widen the net' to spark the interest of other members of the community who may not necessary already have direct involvement with parish activities. Suggestions can be found in this [guidance about improving community resilience here](#).

Telecoms switchover

Where can I find information about the telecom's switchover from analogue to digital and what is the advice for vulnerable people, especially in villages where they do not have good mobile coverage?

The main emphasis is ensuring that any phone user who is considered vulnerable is registered as such with their phone service and or telecare service providers, so that providers can ensure that these customers are 'ready' and have the correct equipment in place before the switchover of services.

Ofcom has produced a some guidance for consumers here: [Moving landline phones to digital technology: what you need to know - Ofcom](#)

Use of social media, online and messaging services

A suggestion was made by one of our Councillors to establish a WhatsApp group. What are the implications regarding GDPR compliance?

We do not mandate that parishes establish a WhatsApp group; rather, we suggest it as a means for community members to stay connected, particularly during times of disruption or emergencies. The group does not have to be managed by the parish council. In fact, numerous effective resident WhatsApp groups are already operational, fostering community ties. If creating a new group proves challenging, consider joining an existing village group to save time on membership development.

For those interested in using WhatsApp, a viable solution is to create a WhatsApp Community where only admins can view member numbers. It is important, regardless of member number visibility, to have a well-defined privacy notice and policy in place. This should specify who can access the data (i.e., only certain administrators), address potential risks (indicating a strong commitment to protection), and include instructions for opting out of the group.

An alternative approach to accomplish this is to configure the group in such a way that individuals are required to click a link to join. Upon doing so, they would receive a privacy notice indicating that their consent is granted if they choose to proceed by clicking to continue. It is essential to include clear opt-out information as well. Additionally, it is important to note that individuals have the option to adjust their WhatsApp settings to prevent being added to groups. It is important to highlight that if you intend to create a WhatsApp group exclusively for parish council members, you need to establish clear guidelines for its operation. This group should be used strictly for informal discussions among councillors and should not act as a platform for making decisions or organising actions. Adopting this strategy is crucial for maintaining transparency and accountability within the council's activities.

What I need to consider when using social media?

- Data processing: Understand how social media platforms handle personal data and ensure compliance with GDPR.
- Third-party integrations: Be cautious when using third-party tools that may involve data sharing.
- Absence of a social media policy: A well-defined policy outlining expectations for content, engagement, and moderation is crucial.
- Unclear roles and responsibilities: It's important to designate who is authorised to post, respond to comments, and make decisions on behalf of the council.
- Avoid sharing personal opinions or political views that may alienate residents.
- Any form of hate speech or discriminatory remark is unacceptable.
- Be mindful of what you post and avoid making defamatory statements.
- Respect intellectual property rights and avoid sharing copyrighted material without permission.
- Be cautious of suspicious links or requests for personal information.
- Refrain from sharing sensitive information that could compromise privacy.
- Focus on sharing information and engaging with your community through questions, polls, discussions.
- Aim to respond to comments and messages promptly to show that you value resident input.
- Implement strong security measures to protect your social media accounts.
- Be proactive in debunking misinformation and addressing rumours.
- Avoid cluttering your feeds with excessive content.
- Maintain a consistent tone of voice and style that reflects your council's brand.

Community Engagement

We are facing challenges in effectively communicating with our residents. What steps can we take to improve this situation?

It is important to facilitate participation by creating space for listening. Be that through facilitated forums between the public and project stakeholders such as local councils, services, and businesses or through storytelling, mapping and walking exercises in which people shared their experiences.

The identification of a suitable space to hold such gatherings is essential. Such meeting can also be organised virtually, but a physical presence may be preferable initially to facilitate networking and data gathering.

Local associations, community groups, religious leaders and local SMBs should be invited to participate into the initial meeting where the items listed below should be up for discussion.

Initial considerations

- Has this work already been done by somebody else? Has the community been engaged on other issues recently?
- What else has been done in the area that is similar or linked over the last few years? Could you use this or update / adapt it? Is someone else already looking at this issue?
- Do you have the resources (staff time, expertise, and money) to do this work?
- Who do you have to secure support from?

Tools & Methods to inform

- Fact Sheets/Newsletter
- Web based information processes
- Street Stalls & Displays
- Shop Fronts
- Public Meetings
- Surveys & Questionnaires
- Workshops
- Community Fairs/Events
- Community Centres /Café'

Useful Links:

[How to facilitate a meeting \(practical tips and best practices\) | SessionLab](#)

[\(PDF\) Conducting Effective Meetings \(researchgate.net\)](#)

[Productive meetings: An evidence review: Practice summary and recommendations \(cipd.org\)](#)

Identification of vulnerable individuals

In preparation for weather-related emergencies, we are seeking effective methods to identify residents who may be vulnerable and in need of assistance. What is the most effective approach to achieve this?

Here are some points to consider:

- Work with local organisations, community centres, care homes, and faith-based groups to identify vulnerable populations.
- Establish voluntary registration systems for individuals with disabilities, the elderly, those with chronic illnesses, and others who may require special assistance.
- Encourage individuals to provide emergency contact information to their local authorities or community organisations.
- Collaborate with healthcare providers to identify individuals with medical conditions that may require special attention.

List of organisations that may be helpful in identifying vulnerable people or community in an emergency:

- St Johns Ambulance
- Salvation Army
- Neighbourhood Watch
- Local social care services
- Local Authority

How can we ensure that personal details are securely maintained to protect privacy?

Parish Councils must comply with the following Data Protection Principles:

- **Lawful Processing:** Personal data, including special category and sensitive personal data is processed lawfully with a valid legal basis.
- **Purpose Limitation:** Personal data is only collected for a specified, explicit and legitimate purpose and any subsequent processing is only done if it is compatible with the original purpose, or consent has been obtained from the individual, or the processing is otherwise permitted by law.
- **Data Minimisation:** Only personal data that is adequate, relevant and limited to what is necessary in relation to the purpose for the processing is collected.
- **Individual Rights:** Individuals are given the opportunity to exercise their rights.
- **Storage Limitation:** Personal data is kept only for as long as it is needed for the purposes for which it was collected or for further permitted purposes.
- **Data storage is done in compliance with the Retention Policy and the Council's Retention Schedule.**
- **Data Security:** Appropriate security measures are used to protect personal data including where third parties are processing personal data on the Council's behalf.
- **Accountability:** The Council ensures that it has appropriate policies, procedures, practices and controls in place to comply with, and can demonstrate compliance with these Data Protection Principles.

Legal Basis for Processing

a) **Consent:** The individual has provided consent for the processing of their personal data for one or more specific purposes. They were adequately informed to understand the reasons for the consent, and the request was presented in a clear and distinct manner from other topics. The consent was given voluntarily and served as a clear expression of the individual's preferences. When obtaining consent, the Council makes sure that it is informed by clearly identifying the organisation and the purpose of the data processing. The Council keeps a record of the consent in line with its Retention Policy and allows individuals to withdraw their consent at any time, including after they have opted in to receive direct marketing communications.

b) **Performance of a Contract:** The processing is vital for the execution of a contract that the individual is part of or for responding to the individual's requests before a contract is established.

c) **Legal Obligation:** This processing is required to ensure that the Council complies with its legal obligations.

d) **Vital Interests:** It is imperative to process information to ensure the protection of an individual or another person, particularly in life-threatening situations or serious medical emergencies where the person is incapacitated and unable to consent.

e) **Public Interest:** This processing is required to execute a formal public function or responsibility that benefits the community.

f) **Legitimate Interest:** The necessity of processing arises from the legitimate interests of the Council or a third party. This condition is not valid if the Council's interests are overshadowed by the rights and freedoms of individuals, particularly in the case of children. To ensure compliance with this legal basis, the Council performs purpose, necessity, and balancing tests and maintains a record that indicates thorough consideration of the interests of the individuals involved.

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Community Resilience Plan

[PARISH NAME]

[YEAR]



Version number:

V1

Date written:

[DATE – MONTH/YEAR]

Adopted by:

[PARISH/TOWN COUNCIL]

Review due:

[DATE – MONTH/YEAR] * *This should be maximum of every 3 years*

Developed by: XXX Community Emergency Plan Steering Group

Main Contact: [PARISH CLERK/MAIN PARISH CONTACT]

[PARISH/TOWN COUNCIL ADDRESS]

[PARISH/TOWN COUNCIL TELEPHONE NUMBER]

[PARISH/TOWN COUNCIL EMAIL ADDRESS]

Full plan distribution list:

** Please ensure completed plan is shared with XXXX Borough Council Emergency Planning for effective communication with you during a local emergency or major incident.*

A redacted version (public version) should be placed on your Parish/Town Council website.

Please ensure all personal data and appendices are withheld from public plan in line with data protection regulations.

All other listed below are optional as ideas for distribution if relevant for you.

ROLE / ORGANISATION	CONTACT DETAILS
XXXX Borough Council Emergency Planning (Resilience Team)	EMAIL: TEL:
XXXX Parish Council Chair XXXX Parish Council Deputy Chair XXXX Parish Council Clerk/Admin	EMAIL: TEL:
KCC Community Warden	EMAIL: TEL:
KCC Volunteer Support Warden	EMAIL: TEL:
PCSO XXX area	EMAIL: TEL:
Neighbourhood Watch Commanders	EMAIL: TEL:

Revision History:

SUMMARY OF CHANGES	ISSUE NUMBER & DATE	CHANGED BY
New issue	V1 – MONTH/YEAR	XXXX Parish Council Steering Group

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Appendix ref	Details
MANDATORY APPENDICES	
A	XXXX Parish map
B	<u>Contact Details</u> (1) External Organisations (2) Community Response Team (3) Volunteer List (4) Vulnerable People, Properties or Locations
C	<u>Record keeping</u> (1) Information Gathering Form (2) Incident and Decision Log
D	Welfare Centre information sheet(s)
EXAMPLE TEMPLATES (OPTIONAL FOR USE)	
E	Community Resilience Plan residents letter template
F	Community Emergency Response Team volunteer sign-up form
EXAMPLE APPENDICES (OPTIONAL FOR INCLUSION)	
G	Flood Plan & Flood Maps
H	XXXX Parish Council Grab Bag Contents List
I	Defibrillator Locations
J	Insurance Liability Certificate(s)

**Add any further Appendices as relevant for your own community.*

1. INTRODUCTION

Why do we have this plan?

- 1) To support XXXX Borough Council's Emergency Plan.
- 2) To mitigate risk, increase readiness and resilience within XXXX Parish Council and the local community.
- 3) To information gather in support of an incident.
- 4) To enable assistance, in support of XXXX BC throughout the recovery phase of an incident.

This plan includes:

- 1) Relevant steps to mitigate risk to expected and unexpected emergency situations
- 2) Local Risk Assessment
- 3) Checklists to guide how the plan works and how we communicate with other agencies and our local community.

Geographical area covered

The civil parish of XXXX covers **[ADD INFORMATION AS REQUIRED ON YOUR LOCAL PARISH AND COMMUNITY]***

**This could include any demographics as relevant, such as rural/urban, population, vulnerabilities.*

See Appendix A – Parish map.

Scope

The plan is designed to prepare for an emergency or major incident affecting our local community. Our response aims to react to the initial **30 minutes only** to assist with emergency services response and to support XXXX Borough Council in setting up longer-term response plans.

This plan is not an attempt to encroach on the roles of the blue light emergency services or XXXX BC Emergency Planning.

The Civil Contingencies Act 2004

The Act establishes a statutory framework for civil protection at the local level for frontline responders at the local level to ensure that they are prepared to deal effectively with the full range of emergencies from localised incidents through to catastrophic emergencies. It divides local responders into two categories:

Category 1 Responders	Category 2 Responders
<p>Police Forces including the British Transport Police Fire Authorities Ambulance Services NHS Bodies</p> <p>Duties:</p> <ul style="list-style-type: none">• Assess local risks and use this to inform emergency planning.• Put in place emergency plans.• Put in place Business Continuity Management arrangements.• Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency.• Share information with other local responders to enhance co-ordination.• Co-operate with other local responders to enhance co-ordination and efficiency.• By only Local Authorities, to provide advice and assistance to businesses and voluntary organisations about business continuity management	<p>Organisations placed under the lesser duties of co-operating with Category 1 Responders and sharing relevant information are:</p> <p>Utilities</p> <ul style="list-style-type: none">• Electricity• Gas• Water and Sewerage• Public communications providers (landlines and mobiles) <p>Transport</p> <ul style="list-style-type: none">• Network Rail• Train Operating Companies (Passenger and Freight)• Transport for London and London Underground• Airports• Harbours and Ports• Highways Agency Government• Health and Safety Executive <p>XXXX Parish Council Roles and Responsibilities</p> <p>XXXX Parish Council recognises that it does not have any statutory obligation to plan for response to and recovery from emergencies.</p>

Definition of an Emergency under the Act

The Act defines an emergency as: "an event or situation which threatens serious damage to human welfare, the environment, or security in the UK".

Where the Category 1 Responders:

- Would consider it necessary or desirable to act to prevent, reduce, control or mitigate the emergency's effects, or otherwise act.
- Would be unable to act without changing the deployment of its resources or acquiring additional resources.

One of these two tests must be met for the duties of the Act to apply.

However, the Parish Councillors and Officers recognise the Parish can play a critical role assessing the impact of the incident by identifying problems and vulnerabilities in their community which may require priority attention and informing the responding agencies.

Similarly, the Parish Officers also have an important role in disseminating credible information and advice to the community, assisting to maintain community cohesion and providing public reassurance.

The principal responsibilities of XXXX Parish Council during an incident include:

- Using local skills and facilities to support the care for the local community.
- Support to the Emergency Services in their response to an emergency.
- A local role in supporting the habilitating of the community and restoring the environment as the emphasis progresses from response to recovery.
- Supporting the XXXX Emergency Resilience Coordination Group (ERCG) some of whom will be Parish Councillors. Some group members will also form part of the XXXX Sectors communication leads and will be co-opted onto the ERCG if the emergency is affecting, or is likely to affect, their Sector.
- Local Organisation leads will also be similarly co-opted. Other standing members will be drawn from the community. The ERCG will be responsible for co-ordination of the incident and the mobilising of Emergency Incident Volunteers. The team leader or deputy will receive the alert information from the emergency services and or XXXX District Council or communicate an alert to XXXX District Council and the Emergency Services if the situation is locally generated.

2. FLOW OF RESPONSE

PROACTIVE:

Pre-planning to achieve mitigation of incident:

- Daily scanning of the environment to enable situational awareness by XXXX Parish Council Staff Team.
- Communicate information on preparedness and mitigation measures to the community utilising websites and links to helpful guidance such as:
 - Priority Register services (UK Power Networks and Southeast Water)
 - Flood support and Flood Alert registrations (Environment Agency)
 - Weather alerts and warnings (Met Office)
 - Kent & Medway Resilience Forum (KMRF) [Kent Prepared website](#)
 - XXXX Borough Council's [Emergency Preparedness webpages](#)
- Signposting and availability of Emergency Planning training to all Resilience Officers and Volunteer Coordinators, such as [Community Prepared](#) training and [EA Flood Wardens](#).

REACTIVE:

Incident happens: Blue light agencies attend and will be lead agency for emergency according to incident (such as a fire will be led by KFRS)

- Situation Led - XXXX Borough Council Emergency Planning
- Support Led - XXXX Parish Council nominated Resilience Officer / Community Resilience Lead

If XXXX BC and Blue light services are unable to immediately respond (such as due to access issues or widespread incident), XXXX Parish Council will become the primary lead organisation for our community.

RECOVERY:

Post-incident phase:

- XXXX Borough Council Emergency Plan – multi-agency response and recovery groups
- XXXX Parish Council may be requested to form part of the Recovery Group for Community impact and actions

The above shows what the Community Resilience Plan covers, primarily to support a multi-agency response before, during and after an emergency.

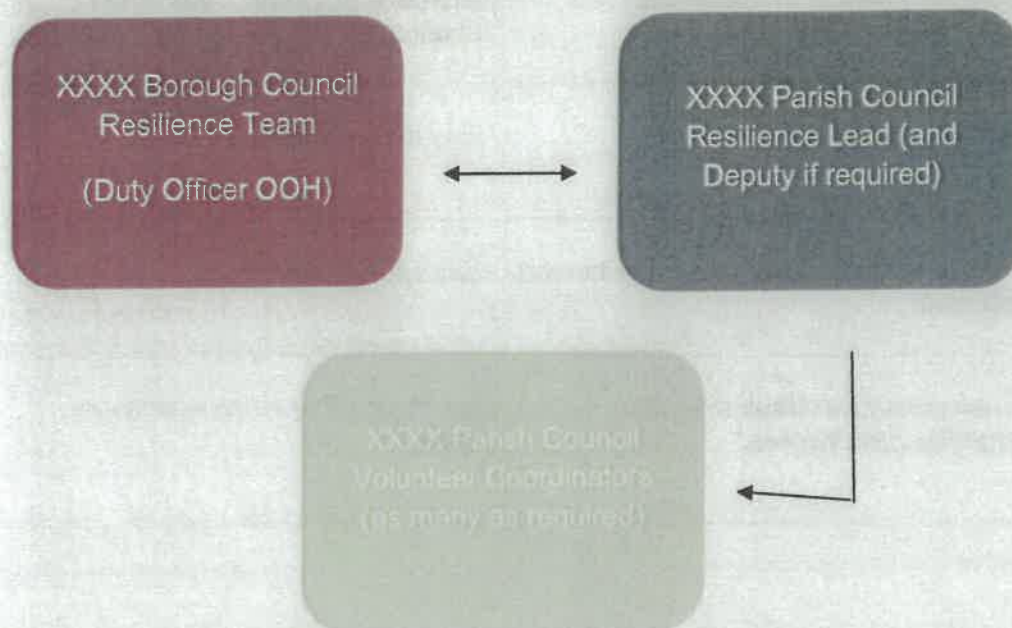
3. COMMUNICATION TREE FOR XXXX PARISH COUNCIL RESPONSE TEAM

This structure supports the role of the **on call [PARISH NAME] Resilience Officer**, to enable notification to XXXX Borough Council.

The **XXXX Parish Council Resilience Lead** will be centrally based and will be the main coordinator for [COMMUNITY NAME] in an emergency.

They will liaise with emergency services (where appropriate) and XXXX Borough Council's Resilience Team. They will also deploy and manage any assigned Volunteer Coordinators where required.

The volunteer coordinators will feedback information to the **XXXX Parish Council Resilience Lead** who will in turn update the XXXX BC Resilience Team during Office Hours. Out of Hours (OOH), this will be picked up via the XXXX BC assigned Duty Officer who can be contacted via the main line of **(request number from XXXX BC Emergency Planning)**.



Depending on the scale or severity of the incident will determine if a Deputy Resilience Lead is required and how many volunteer coordinators are needed to support.

It is easier to scale down than scale up so advisable to gather as many resources as possible on standby.

Information gathered by the XXXX Parish Council Resilience Lead will be passed to the XXXX BC Resilience Team and Initial Emergency Service Officer in charge. This will be in the format of the 'M/ETHANE' message. Please see **Appendix C1** for the Information Gathering Form.

M/ETHANE		
M	Major Incident declared (Yes/No)	County or Local? Which organisation?
E	Exact Location including postcode	
T	Type of incident	Fire / Flood / Accident
H	Hazards present or suspected	Unstable buildings / chemicals / flooding
A	Access to site including RVP	Any roads blocked?
N	Number of casualties or people/houses affected	Evacuees/Housing
E	Emergency Services and other organisations involved	Are Police/Fire or Ambulance on scene?

Any additional information or guidance can be given via local knowledge, such as vulnerable people in the area, special events taking place on the day that may be affected or sites that will be disrupted, such as nursing homes or local schools.

4. RISK ASSESSMENT

To help identify risks for your community, please see the [Kent Prepared website](#)

The following table has been completed with suggestions for generic risks that could affect all communities with relevant actions that could be taken in these circumstances.

ADD ANY FURTHER RISKS AS RELEVANT FOR YOUR COMMUNITY

Please note: If your area is in a high-risk flood zone, please use full Community Resilience Plan template, which includes a specific Community Flood Plan section.

RISK	IMPACT	MITIGATION	RESPONSE	RECOVERY
Electricity Failure	<p>Loss of streetlights</p> <p>Loss of traffic signals</p> <p>Loss of business</p> <p>Unable to cook food</p> <p>Vulnerable people at risk-personal medical support machinery</p> <p>Limited Communications</p>	<p>Encourage residents to keep at least one standard landline phone – cordless phones won't work in a power cut</p> <p>Encourage Vulnerable residents to sign up to the UKPN Priority Services Register</p> <p>Encourage residents not to open fridges any longer than necessary</p> <p>Encourage Residents to make sure their home is well insulated. It could stay warm for 12 hours or more in a power cut.</p>	<p>Check if neighbours have lost services too.</p> <p>Establish from the utility company how long they think the power will be off for.</p> <p>Establish the extent of the power cut</p> <p>If it is a prolonged power cut or in particularly cold weather look at opening a Community Shelter if any have alternative fuel sources</p> <p>If the power cut is for a prolonged period, take precautions to stay safe.</p>	<p>Assist people in recovering from the emergency.</p>

RISK	IMPACT	MITIGATION	RESPONSE	RECOVERY
Fire	Damage to Property Damage to Local Infrastructure Residents evacuated.	Encourage Residents to check their smoke alarms	Look at providing temporary shelter if required. Assist with the provision of welfare.	Assist people in recovering from the emergency.
Flooding	Flooding of Local streets. Damage to property. Contamination from foul watercourses.	Understand risk areas. Monitor flood warnings. Report river blockages to Environmental agency. Deploy Community level flood defences and bags.	Communicate expected levels and actual levels to community. Provide temporary rescue centre dependant on severity.	Assist community with clean up. Assist ASB with relocation as required. Communicate recovery water levels to community.
Gas Failure	Extreme cold especially vulnerable people Unable to cook food.	Source of alternative heating available.	Establish from the utility company how long they think the gas will be off. Establish the extent of the gas outage. Prolonged gas outage or in particularly cold weather open a Community Shelter if any have alternative fuel sources.	Assist people in recovering from the emergency.

RISK	IMPACT	MITIGATION	RESPONSE	RECOVERY
Heavy Snow & Extreme Cold	Damage to property Loss of business Vulnerable people at risk Travel disruption.	Encourage Residents to stock up on essentials. Provide a point of contact for residents (particularly Vulnerable residents) Provide advice to residents about staying warm. Encourage residents to stay in touch with the latest forecast and cold weather alerts.	Provide a point of contact for the coordination of volunteers around clearing/ salting paths. Clear essential paths. Visit vulnerable to assess any needs.	Assist people in recovering from the emergency.
Public Disorder or Terrorism [INSERT NAMES OF PUBLIC SPACES IN YOUR COMMUNITY]	High numbers of affected people	Contingency Plans by Event Organisers Security Medical Cover If you have any information about suspicious activity or behaviour in the UK, you can report it (in confidence) to the Anti-Terrorist Hotline on 0800 789 321.	Alert the Emergency Services Coordinate the response. Assist the Emergency Services to get the public to return home or get them out of the area.	Assist people in recovering from the emergency. Victim support provides a free 24/7 confidential support line on 0800 168 9111 or via their website in live chat. Post-event Debrief. Post-event Report
Water Supply Failure	Health hazard from untreated water Vulnerable people at risk.	Emergency water supply. The average adult should take in 1.5 to 2 litres of water in a typical day (6-8 250ml glasses.) Establish which residents would require assistance.	Coordinate the delivery of bottled water to residents who are unable to get out.	Assist people in recovering from the emergency.

RISK	IMPACT	MITIGATION	RESPONSE	RECOVERY
High Winds	Damage to Property and to local Infrastructure, loss of power, vulnerable people at risk, travel disruption.	Stay away from downed power lines, be cautious of weakened structures like fences or trees. Avoid coastal promenades, beaches, and cliffs.	Compile a list of damage to local damaged infrastructure to communicate to the relevant agency. Contact your vulnerable residents on your list to confirm whether they need assistance.	Contact your vulnerable residents on your list to confirm whether they need assistance. Stay tuned for updates on community resources and support. Have qualified professionals handle any repairs or inspections.
Heat Wave/Drought	Vulnerable people at risk of suffering from Heat Exhaustion and Heat Stroke. Strain on water and energy networks, road and rail transport, and health and fire-fighting services.	Share information with vulnerable residents about the symptoms of heat exhaustion and heatstroke and urge them to sign up to the Priority Services Register for relevant water company. Listen to the news for heat health alerts.	Advise your community to stay wherever if coolest if they can, drink plenty of water and follow the guidance on the NHS website. Contact your vulnerable residents on your list to confirm whether they need assistance.	Contact your vulnerable residents on your list to confirm whether they need assistance. Report any damage or problems with the water or power supplies.
Electricity Failure	Loss of streetlights Loss of traffic signals Loss of business Unable to cook food. Vulnerable people at risk- personal medical support machinery Limited Communications	Urge residents to sign up to the Priority Services Register for relevant electricity supplier. Prepare backup power sources. Store essentials at home, keep your phone charged, have a grab bag prepared with essential items.	Report any outages to service providers and your local authority. Use torches or battery-powered lights. Follow any safety instructions from your service providers or local authorities.	Report any damage or problems. Have qualified professionals handle any repairs or inspections.
Pandemic (COVID)	Vulnerable people at risk unable to leave home to access services, e.g. food/prescriptions Closure of local services due to staff shortages. Transport to vaccine centres.	Check with vulnerable residents whether they need any assistance whilst ill or isolating.	Advise residents to avoid spreading the disease to others and visiting vulnerable people. Contact your vulnerable residents on your list to confirm whether they need assistance.	Contact your vulnerable residents on your list to confirm whether they require further assistance.

5. COMMUNICATION WITH THE COMMUNITY

TYPE	WHERE
Public Noticeboards	[INSERT LIST OF ALL NOTICEBOARD LOCATIONS WITHIN PARISH AREA]
Posters	Local shop windows
Leaflets	Local Shops, Pubs and Businesses
Social media and websites	xxx Parish Council website [INSERT LINK] [LIST OTHER PLATFORMS USED – ie Facebook, Twitter, Instagram, Local Chat groups]

Communication with XXXX Parish Council Community Response Team

Ensure lines of communication are maintained during incident with all responders for the community. This can take place via:

Face-to-face meetings (for Resilience Lead to get updates for XXXX BC via a central RVP ie Town Hall/Village Hall.

Telephone and Text - landline and mobile numbers / WhatsApp group chat

Two-way radios – *(If have radios, list how many and where they are stored and kept here)*

6. RESOURCES

The Community Response Team will encourage residents to provide information to assist with any perceived emergency recovery.

During an emergency, community volunteers may come forward to assist, however it should be noted that they would do so at their own risk.

It is advisable for contact details of those that wish to volunteer to be held in advance so you can list their role and duties within this plan.

Spontaneous volunteers need to be managed at the time of response. This will change according to the scale and nature of the incident.

**This could include roles such as 4x4 owners (for snow), doorknockers (for messaging, leaflet drops or checking on the vulnerable), Flood Wardens – EA registered and trained only), local pastors, WI local group or organisers for local collections)*

See Appendix B - Contact Details.

7. INSURANCE

Details of insurance cover should be listed below to include Public Liability Insurance and/or Employers Liability Insurance certificate(s).

However, the roles in this plan are voluntary and volunteers are not expected to put themselves in any danger.

If a responding agency deploys a volunteer (e.g. a flood warden), they may be covered by the responding agencies insurance.

Policy details	
Insurance Policy Holder	Whose insurance policy is this? Parish Council/Community Group/Private Individual/Unitary/District/Borough
Insurance Policy Reference Number	
When is this policy active?	When deployed by Parish Council/ Community Group/ Unitary/District/Borough Council
Start Date of Policy	
End Date of Policy	
Underwriter	Who underwrites the policy?
Contact	Contact name/number of underwriter

For full insurance details, see **Appendix J – Insurance Liability Certificate**.

8. COMMUNITY RESPONSE CENTRE/TEMPORARY COMMUNITY SHELTER

The primary role of a Community Response Centre (CRC) is to provide a recognised point from which all matters relating to the community's response can be managed in the initial stages. This is not a Rest Centre, which remains the responsibility of XXXX Borough Council.

This location should be planned in advance for a prompt response during an incident.

In close communication with XXXX Borough Council, a CRC can be used to quickly gather people in one safe place in the immediate aftermath of an emergency or major incident. XXXX BC can then set up a formal Rest Centre (if relevant) and organise for any evacuees to be transported from the CRC to the Rest Centre as quickly as possible.

This can also be used as a central information point for the community to come to for updates on an incident or gain further information or support and can remain open for residents' information during recovery.

[LOCATION OF CRC]

[CRC ADDRESS]

[CRC DETAILS]

[USE WHAT3WORDS FOR ACCURATE LOCATION]

**This could be the Town/Village Hall, Family Public House or other central known location within the community*

The main functions of the Community Response Centre is to:

- 1) Act as the focus for the coordination of the community's activity in response to an emergency.
- 2) Receive, collate, analyse, display and distribute information.
- 3) Make an overall assessment of the initial situation and, as the incident develops, determine priorities.
- 4) Provide a central point for XXXX Parish Council Resilience Lead to liaise with XXXX BC Emergency Planning.
- 5) Request support from statutory agencies as required (if not provided via XXXX BC)
- 6) Maintain efficient communication links with all agencies and volunteers.
- 7) Assess, implement and record financial transactions arising from the emergency.
- 8) Provide the facility within which the necessary staff (including those of other organisations) can work effectively.
- 9) Maintain a record of events*

*For recording of event actions, please use the Incident and Decision Log Form as provided in Appendix C2.

9. WELFARE CENTRES

It might be necessary for some members of the community to be evacuated from their homes to a place of safety. This is known as a Rest Centre, which is a type of Welfare Centre that looks after displaced persons (whether residents or visitors) on a short-term basis.

A Rest Centre is the responsibility of XXXX Borough Council who will coordinate the setting up, operation, staffing and management of the centre including transportation to a Rest Centre from the affected area or CRC.

Within the Rest Centre, the evacuees' needs can be assessed and assistance given by the appropriate responders.

The importance of a CRC can be helpful in the immediate aftermath of an emergency but **under no circumstances** should a CRC be run as a Rest Centre. A Rest Centre has set requirements to be able to operate safely and effectively.

XXXX Parish Council volunteers should make clear to anyone attending the CRC that there might be a requirement to move them to a designated Rest Centre as soon as set up.

The current list of agreed and appropriate venues for use as a Rest Centre are:

[LIST AGREED REST CENTRES WITHIN YOUR COMMUNITY]

**If you are unsure of these, please request information from XXXX Borough Council Emergency Planning.*

For full details of each of these locations, see **Appendix D**.

10. CHECKLISTS FOR RESPONDING TO AN EMERGENCY

These checklists provide help as a useful reminder when responding of actions to take. These should be provided to parish council response team before an incident to familiarise themselves with.

Copies of the checklist can be used actively to tick when complete during activation.

XXXX Parish Council Resilience Lead / Deputy Resilience Lead	
ACTION	COMPLETE (✓)
Ensure you are not in immediate danger.	
Call 999 and follow any advice given.	
Contact XXXX BC Emergency Planning or XXXX BC Duty Officer if out of hours for advice, providing them with initial updates.	
Contact the XXXX Volunteer Coordinators (Appendix B2) and meet to discuss the situation.	
Start writing a log (Appendix C2) containing any decisions you made and who you spoke to/what was said.	
Construct a formal 'METHANE' message to pass to XXXX BC and Initial Incident Commander via Information Gathering Form (Appendix C1)	
Agree actions and ensure each member of the XXXX Parish Council Response Team know what they are doing. For example, liaising with XXXX BC on the opening of the Rest Centre / communicating situation with XXXX Volunteer Coordinators.	
Meet regularly to discuss the developing situation, outstanding actions, community priorities and resources available/required.	
Once the immediate actions are completed and the situation starts to improve, start thinking about the recovery phase and how the Community Emergency Response Team can help the community return to their day-to-day life.	
Schedule a debrief and review preparedness/plan as necessary.	

XXXX Parish Council Community Volunteer Coordinator(s)

ACTION	COMPLETE (✓)
Ensure you are not in immediate danger.	
Meet with the XXXX Parish Council Resilience Lead and discuss plan of action.	
Attend the incident if safe to do so with two coordinators located at different points of the incident to enable a complete overview.	
Keep lines of communication open with Resilience Lead and report back at regular intervals with a situation report (Sit Rep).	
Support and handover information to emergency services / other authorities as required.	
Confirm and communicate the end of the incident.	
Liaise with the Resilience Lead on whether to stand down once Emergency Services/ XXXX Borough Council in attendance.	
Attend a debrief and review preparedness/plan as necessary.	

Plan de-activation

The XXXX Parish Council Emergency Resilience Coordinating Group (ERCG) is likely to stand down on instruction from the emergency services of the termination of the incident when the Parish Clerk will be informed and notice confirmed to all Councillors.

The ERCG shall convene to discuss the situation and agree in consultation with the Chair of Council and external stakeholders that:

- The Community no longer requires support.
- Incident coordination is handed over to the responsible emergency service XXXX District Council or XXXX County Council department

Plan Maintenance and Exercising

XXXX Parish Council Emergency Resilience Group co-ordinator and supporting Councillors will complete an annual review of this plan with all stakeholders to ensure that it remains fit for purpose.

The plan will also be tested annually using a tabletop exercise and scenario based on the XXXX Parish Council Risk Table. If the plan is activated within the year a post incident debrief, and review may record or highlight changes that need to be made

11. ADDITIONAL INFORMATION

Here you can include any additional information about your parish or community that has not been included in the plan so far that is relevant or specific to you.

This could include any known access issues for emergency service vehicles, landing point for air ambulance, defibrillator locations, times of year or dates of large events that may cause additional issues if coincide with an incident.

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Appendix A:

XXXX Parish map

XXXX Borough Council holds parish Maps.

Please contact XXXX BC Emergency Planning for an A3 map of your area.

Appendix B: Contact Details

Please note that all Appendix B Contact Details must be redacted from public version of your plan.

{ADD DETAILS AS RELEVANT}

B1 External Organisations

Organisation / Department	Email or website address	Telephone Office Hours	Telephone Out of Hours
If you are in immediate Danger call 999			
XXXX Borough Council - Main Switchboard	n/a		
XXXX Borough Council - Emergency Planning	EMAIL:	REQUEST FROM XXXX BC	REQUEST FROM XXXX BC
XXXX Borough Council - Emergency Centre <i>(This will only be activated once in response to an incident or emergency)</i>	Request from XXXX Borough Council	REQUEST FROM XXXX BC	REQUEST FROM XXXX BC
Our area Community Warden	https://www.kent.gov.uk/leisure-and-community/community-safety/community-wardens	03000 41 34 55 (Head Office)	REQUEST FROM XXXX BC
Our area PCSO	https://www.kent.police.uk/a/your-area/	Local detail to be added	Local detail to be added
Our elected ward members	PLEASE ADD	PLEASE ADD	PLEASE ADD
Kent County Council Main Switchboard	county.hall@kent.gov.uk	03000 41 41 41	03000 41 41 41
Kent County Council Resilience and Emergencies Unit	emergency.planning@kent.gov.uk	03000 41 41 41	03000 41 41 41
KCC Highways & Transportation Main Switchboard	http://www.kent.gov.uk/roads-and-travel	03000 41 81 81	03000 41 81 81
Kent & Medway Resilience Forum	KRT@kent.fire-uk.org	01622 212409	Contact via XXXX BC Emergency Planning
Kent Police Force Control Room	https://www.kent.police.uk/contact-us	101	101
Kent Fire & Rescue Main switchboard	enquiries@kent.fire-uk.org	01622 692121	n/a

Organisation / Department	Email or website address	Telephone Office Hours	Telephone Out of Hours
Southeast Coast Ambulance Headquarters	https://www.secamb.nhs.uk/contact-us/	0300 123 0999	n/a
NHS	http://www.nhs.uk	111	111
Environment Agency General enquiries	enquiries@environment-agency.gov.uk	03708 506 506	n/a
Environment Agency Incident reporting	n/a	0800 80 70 60	0800 80 70 60
Environment Agency Floodline	n/a	0345 988 1188	0345 988 1188
Electricity - Power cuts UK Power Networks	http://www.ukpowernetworks.co.uk/inter-net/en/power-cuts/	0800 316 3105	From mobiles: 0333 323 2105
Gas Leaks (National Grid)	https://www.nationalgas.com/safety-advice	0800 111 999	0800 111 999
Southern Water General enquiries	https://www.southernwater.co.uk/contact-us	0330 303 0368	n/a

B2 ~~XXXX~~ Parish Council Community Response Team

[ADD DETAILS AS RELEVANT]

Role	Name and Address	Contact No. 1 (Main)	Contact No. 2 (Out of Hours)
Resilience Lead			
Resilience Lead (Deputy 1)			
Resilience Lead (Deputy 2)			
Volunteer Coordinator 1			
Volunteer Coordinator 2			
Volunteer Coordinator (Deputy 1)			
Volunteer Coordinator (Deputy 2)			

B3 XXXX Parish Council Volunteers List

{ADD DETAILS AS RELEVANT} *Example

Name and Address	Role / skill volunteered	Contact No. 1 (Main)	Contact No. 2 (Out of Hours)
Mr A Example	4x4 owner / snow clearance	01xxx	07xxx

Possible skills or resources to consider including

Keyholders for key sites (such as CRC)

Trained First Aider

4x4 owner/driver

Chainsaw owner

Local Food supplier

Generator supplier

Tractor owner/driver

Qualified electrician

Qualified local handyman

Welfare providers – local charitable clubs or WI

Appendix C: Record Keeping

C1 Information Gathering Form (M/ETHANE)

To be completed by the Resilience Lead in communication with the Volunteer Coordinators.

MAJOR INCIDENT:
EXACT LOCATION:
TYPE OF INCIDENT:
HAZARDS:
ACCESS:
NUMBER AND TYPE OF CASUALTIES:
EMERGENCY SERVICES PRESENT AND REQUIRED:

C2 Incident and Decision Log *Example

Copies of this log can be printed separately to be used by Community Response Team during an emergency or incident. Multiple pages needed.

INCIDENT & DECISION LOG

INCIDENT: Car Crash into residential houses		LOCATION: Top of High Street, Example town, ME xx			
DATE: 12 th January 20XX		COMPLETED BY: xx	PAGE 1 of		
LOG No (1,2)	TIME TO (24 hr clock)	TIME FROM (24 hr clock)	ENTRY (Key details of information/discussion)	DECISION – ACTION (Key details of actions/decisions)	RATIONALE (IF APPLICABLE) (Why decision made)
1	23.20	23.30	Car crashed into house at top of the High Street. 6 houses affected – need to be evacuated.	Opened CRC for affected residents.	Very cold outside with vulnerable residents. Awaiting Rest Centre set up/alternative housing from XXXX BC

OFFICIAL – SENSITIVE (Once complete)

C2 Incident and Decision Log

INCIDENT & DECISION LOG

INCIDENT:	LOCATION:	
DATE:	COMPLETED BY:	PAGE of

[illegible]

OFFICIAL -- SENSITIVE (Once complete)

Appendix D:

Rest Centres within XXXX Parish Council area

The Rest Centre listed here should be those held officially within the XXXX Borough Council Rest Centre Directory.

Please contact XXXX BC Emergency Planning for the details.

(If any additional venues within your community are suitable but not listed, please let XXXX BC Emergency Planning know so they can be contacted for details. If assessed as suitable, they will be added to the directory)

[Rest Centre Location(s) information sheet(s)]

Appendix E:

Community Resilience Plan Residents Letter template

[Insert XXXX Parish Council Address]

[Insert Resident Address or leave generic]

[Insert Date]

Dear Resident

Re: [XXXX Parish] Community Resilience Plan

We are producing a 'Community Resilience Plan' to be used if an emergency affects our community.

Normally, emergencies are dealt with by the "blue light" emergency services and other key responders, who have well-rehearsed plans to deal with situations. However, there may be circumstances, such as widespread flooding, heavy snow or severe storm damage, where the arrival of the emergency services and other responders could be delayed, or when essential utilities and highways access may be compromised.

In these circumstances, we are sure you will agree that it is important that our community can help itself until outside help arrives and it will do this more effectively if it has a plan already in place. As part of this plan, we are looking to set-up a 'Community Emergency Response Team' of volunteers who would be willing to assist should an emergency occur. We are particularly keen to hear from members of our community who have resources, equipment or skills (e.g., 4x4 vehicles, tractors, chain saws, trained medical staff), but any assistance you can offer would be gratefully received.

A crucial element of the plan will be to have a network of *Community Liaison Volunteers* covering the area, each being responsible for a road or other small area. The liaison volunteers' role involves receiving information from, and passing it on to, residents/businesses in their "patch" – they would not be involved in rescues, but in communicating between the emergency plan coordinators and local residents in the event of an emergency.

If you would like to volunteer, please could you complete the reply slip on page two of this letter and return it to us at the above address. On receipt, a member of **[XXXX Parish Council]** will contact you to discuss how best you can help. We are requesting this information on an entirely voluntary basis, so please feel free to ignore this letter if you do not wish to be involved.

Additionally, one of the priorities of the Community Emergency Response Team will be to provide what support it can to members of our community who may be more vulnerable than others and who may need extra help in an emergency. With this in mind, we want to have a list of 'Vulnerable Persons/Groups' in our Community Resilience Plan. For your details to be included, please complete the relevant section of the attached reply slip. There is no need for you to disclose any sensitive personal information and please be assured that, in accordance with General Data Protection Regulations (GDPR) the information will be handled in the strictest confidence and will only be used in an emergency by the Community Emergency Response Team, the emergency services or other key responders.

For further information, or to discuss things in more detail, please contact us using the details below.

Yours faithfully

[Name, Position Held and Contact Details]

Appendix F:

Community Emergency Response Team Volunteer Sign-up form

XXXX Community Emergency Response Team Reply Slip

Community Emergency Response Team

I/We would like to volunteer to join the Community Emergency Response Team.

☐

[Please tick box] as a **Community Volunteer** for _____

and/or please enter any skills, equipment and resources you may have in the tables below.

Name	Primary Contact Details	Email address	Skills / Experience / Qualification	Equipment / Resources

Name	Primary Contact Details	Email address	Skills / Experience / Qualification	Equipment / Resources

Vulnerable Persons / Groups

I would like the following details to be included in the 'Vulnerable Persons / Groups list' within the Community Resilience Plan.

Name of person / centre / accommodation	Address	Primary Contact Details	Reason for inclusion

Signed declaration

[Please ensure that each person named above signs the declaration below]

I/We give my/our consent for the above details to be made available to those responding to an emergency affecting our community. I understand that, in accordance with the General Data Protection Regulations (GDPR) the information will be handled in the strictest confidence and will only be used in an emergency.

Signatures					
Print Name					
Date					
Address					
Contact number					
Email					

Appendix G:

Flood Plan & Flood Maps

If your area is in a high-risk flood area or if your community has experienced flooding before, please use the main Community Resilience Plan template to include a flood plan.

If you are in a low-risk flood area and would like to include a flood zone map, please contact XXXX Borough Council Emergency Planning. XXXX BC can obtain flood maps via the Environment Agency on your behalf.

[xxx Parish Council Flood Map Zone 1]

[xxx Parish Council Flood Map Zone 2]

Appendix H:

XXXX Parish Council Grab Bag Contents List

A grab bag can be useful to hold at your village hall or central RVP for use in an emergency by lead Volunteer Coordinator at site and scene. This is not compulsory but below is an example if choose to include.

If do not have a grab bag, please delete.

Item	Details
<i>Community Resilience Plan</i>	<i>x1 printed copy</i>
<i>Large Scale Parish Map</i>	<i>x1 A1 printed copy</i>
<i>Two-way Radios</i>	<i>x2</i>
<i>Hi-Vis Vests</i>	<i>x6</i>
<i>Heavy Duty Torch</i>	<i>With batteries (x2 D type)</i>
<i>Clipboard and Pen</i>	<i>x2</i>
<i>Information Gathering Forms (M/ETHANE)</i>	<i>x10 spare printed copies + x1 copy on each clipboard (12 total)</i>
<i>Incident and Decision Log</i>	<i>x10 spare printed copies + x1 copy on each clipboard (12 total)</i>

Appendix I:

Defibrillator Locations within XXXX Parish Council

If your community has defibrillators located across the area, it is useful to list them here. This can be done as a list, table and/or map.

If do not have these, please delete.

Appendix J:

Insurance Liability Insurance Certificate(s) for XXXX Parish Council

If your parish council has secured relevant insurance to cover to include any volunteering roles, please add here. This could be your Public Liability Insurance and/or Employers Liability Insurance.

If you do not have this, please delete.

[END]

Community Resilience Planning

A short guide to creating a resilience plan for your community

Kent and Medway
prepared

202310-024 • 2024 update

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Introduction

This booklet provides a starting point for communities looking to become better prepared on a local level to respond to the potential impacts of emergencies on residents and businesses. It covers key points to consider when setting up a community resilience group and creating your community resilience plan.

Phase 1: Getting started

Who should be involved?

Identify local people who are willing to get involved in making a community resilience plan. This could include friends, neighbours, parish and town councillors, potential volunteers, emergency services and local businesses. Members of existing local community groups may also be happy to help.



- Consider an appeal for help in your local newsletter or social media group.
- Arrange a meeting – either an informal drop-in or a full-scale meeting in a local venue.

What to discuss

- How would the local community cope in an emergency?
- What are the benefits of planning ahead?
- How can plans and documentation help?
- Who is willing to help prepare a community resilience plan?



- Identify hazard hotspot areas
- Review and update contact details
- Identify actions and associated roles and responsibilities
- Develop an emergency communications tree



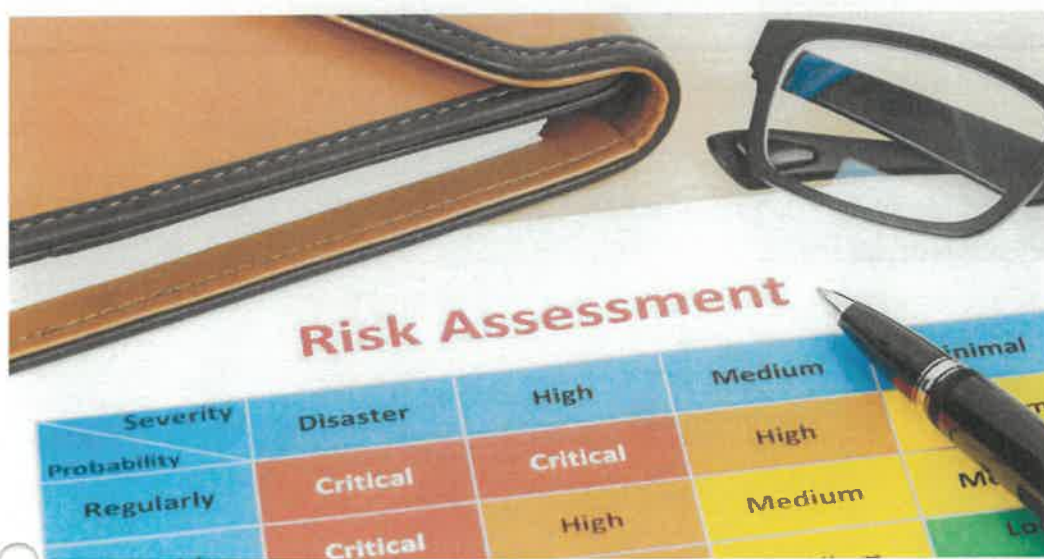
Phase 2: Getting organised

Form a community resilience group with people in the community that will champion local emergency preparedness initiatives.

Appoint a community resilience coordinator to take a lead role in organising and taking forward the work of the group, including helping to sustain motivation and interest in the community.

The coordinator will also act as a point of contact between the community resilience group and emergency responders in an emergency.

Consider appointing a representative to communicate with stakeholders and the media in case of an emergency.



Phase 3: Risk assessment

When assessing the risks in your area, consider:

- **Social risks** – this could be groups of local people who may be vulnerable in the face of an emergency.
- **Environmental risks** – areas that flood regularly, vulnerable sites of heritage or environmental interest.
- **Infrastructure risks** – major traffic routes, bridges, industrial sites that could be a risk in an emergency.

Learn more about risks

The National Risk Register assesses all natural hazards and malicious threats that could affect the UK at

www.gov.uk/government/publications/national-risk-register-2023

The Kent Community Risk Register details local hazards, threats, and their potential impacts in Kent and Medway. It is published on the Kent Prepared website: www.kentprepared.org.uk

Local knowledge should be used to identify other risks.

You can also contact your local district or borough council emergency planning team for advice.

Phase 4: Identifying vulnerable people



It is vital that the community resilience group understands the needs of residents who might be vulnerable in an emergency and where they live. Keep a list of local organisations that may keep records of vulnerable people in the area. They might include voluntary groups like the British Red Cross, Age UK, or faith communities.

Things to remember

- People may become vulnerable at any point in their life, and we can all be vulnerable in different circumstances.
- Being vulnerable means different things to different people and groups.
- Peoples' needs can vary depending on the duration of an emergency and may last through to the recovery phase.

How to identify vulnerable people

You may choose to write to your community or put articles in the local newsletter asking people to make themselves known if they feel they could need assistance in an emergency.

Use local knowledge of your community as a starting point.

You could organise a scheme where householders can display a window sign if they need assistance during an emergency.

Phase 5: Skills and resources

Volunteering

Volunteering is often spontaneous by nature, but it would be advisable to contact local individuals, businesses and groups before an emergency occurs to ask if they would be willing to volunteer, and if they have skills, tools or resources that could be used. Often people already engaged in community activities are more likely to take on volunteering roles.

Potential volunteers may need to seek permission from an employer to be released from duty to help with an emergency.

Keep volunteers engaged by holding workshops and exercising the community emergency plan.

Tools and vehicles

There may be people in your community who are qualified, capable, and willing to operate tools and machinery in an emergency, for example, local farmers could provide 4x4 vehicles, chainsaws, or other useful equipment.

Supplies

Food and water may be in short supply during an emergency. The community resilience group should talk to local businesses who might be willing to donate supplies. Create a register of the local resources that can be called upon in the event of an emergency.



Phase 6: Legal issues

Only assign tasks to volunteers that do not put them at risk and always observe health and safety guidelines.

Insurance for volunteers

You should consider whether you will need insurance for local volunteers. Check any existing policy provides suitable cover. It is possible that the local parish or town council or an organisation of which the volunteer is a member already has appropriate cover.

Visit the British Insurance Brokers' Association website at www.biba.org.uk for help finding a specialist who can arrange affordable insurance for community groups.

Data protection

Ensure that any personal information you collect is stored securely and that you adhere to UK General Data Protection Regulations.



Phase 7: Plan activation

The activation process for your community resilience plan and the communication flow with emergency responders should be agreed prior to an emergency.

It is important to develop a series of triggers that can be used to initiate a response from the community resilience group.

Remember – always call 999 if there is a risk to life.

Considerations include:

- Have we been able to contact emergency responders?
- What advice messages are being put out in the media by the authorities?
- Can we initiate our plan safely without the help of emergency responders?
- Alert members of the community resilience group.

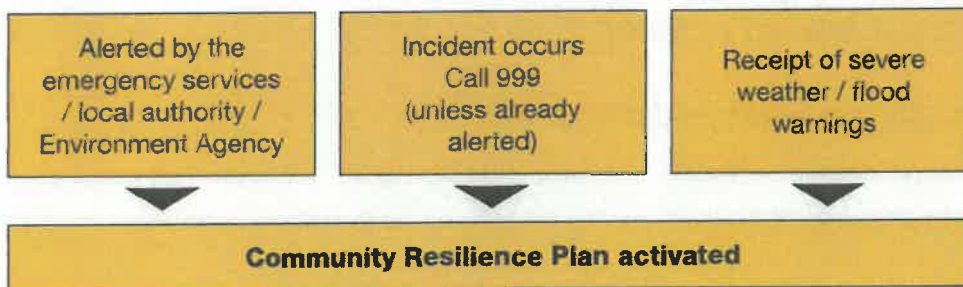
Avoid making a detailed plan for specific emergencies as this will decrease the flexibility of the plan to deal with any incident.

Always share your completed plan with your local borough or district emergency planning team.

Phase 8: What to do after the activation?

- Ensure you are in no immediate danger.
- Contact the community resilience group members and meet to assess the situation.
- Agree actions and ensure each member of the group / volunteers knows what they will do.
- Contact your local emergency responders to ask if there is anything they may require.
- Let them know how the situation is developing on the ground.
- The group should meet regularly to see how the situation is developing, what actions are progressing and whether you need to reprioritise tasks or move resources round.

Examples of when a Community Resilience Plan may be activated.



- Once the immediate actions have been completed and the situation starts to improve, start thinking about the recovery phase and the role of the community resilience group in helping the community return to their day-to-day life.

Communications

Maintaining communication – discuss how you will cope if communications are disrupted in the area. Find out if you have access to Starlink or amateur radio groups (for example, the Radio Amateurs Emergency Network (RAYNET)) that you can use to communicate with each other.



Consider door knocking as an option to communicate with the public and get the local emergency responders' messages across if it is possible to do this safely.

Work with the local emergency responders to ensure any messages delivered to the community are consistent.



Evacuation

During an emergency, it might be necessary for some members of your community to be evacuated from their homes to a safe place. Speak to your local authority emergency planning team duty officer to see what role the community resilience group can play in this.

You may be able to assist with:

- Door knocking or delivery of emergency messages.
- Running of a temporary rest centre or identifying those who may need extra assistance to move to safety.



Phase 9: Reviewing and testing

Regularly review your plan to ensure it is fit for purpose and reflects the changing needs of your residents.

Hold simulated exercises to test arrangements, train participants and identify any changes needed.

Table-top exercises – run through incident scenarios designed to put your plan to the test. Consider different incidents at various times of year and day or night.

Live exercises – a physical exercise requires preparation and commitment from your community resilience group and could involve emergency responders and members of your community.

Kent Resilience Forum can provide exercise scenario templates. For more information, please email krf@kent.fire-uk.org

Further resources

Kent Prepared

Full guidance on creating a community resilience plan and a template can be found on the Kent Prepared website: www.kentprepared.org.uk/community-resilience



Communities Prepared



Communities Prepared is a national community resilience programme that equips community volunteers with the knowledge and confidence to prepare for, respond to, and recover from a range of emergencies, from flooding and severe weather incidents to pandemics. Visit their website to access free training workshops, e-learning and guidance at www.communitiesprepared.org.uk