

**Resilient  
Communities  
Wiltshire**



**Bowerchalke and  
Broad Chalke  
Community  
Emergency Plan**

**Plan Completion Date**  
**November 2020**

**Plan Authors**  
**John Nicholas**  
**Nicki Tinkler**



## Contents

Key Contacts	3
Places of Safety	3
1. Be Informed	3
1.1 What is an Emergency	3-4
1.2 Why have an Emergency Plan	5
1.3 Legalities	5
1.4 Activation	6
1.5 Local Emergency Responders	7
2. Get Involved	8
2.1 Our Scope	8
2.2 Triggers & Actions	8-14
2.3 Key Local Skills	15
2.4 Places of Safety	15
2.5 Maps of Local Risks	16-18
2.6 Action Cards	19
Appendix A (Restricted circulation and access)	
Resources	
Skills	
Places of Safety	
Useful Information	
Appendix B	
Action Plans	

## Key Contacts

Community Emergency Lead Volunteer Coordinator			
Name	Nicki Tinkler	Contact Number	Mob: 07771 967961 Home: 01722 780327 Email: nandnt@btinternet.com
Notes	Overall Lead for both communities during 2021 and lead for Broad Chalke		

Community Emergency Deputy Lead Volunteer Coordinator			
Name	John Nicholas	Contact Number	Mob: 07834808387 Home: 01722 780049 Email: bowerchalke.parish.council@gmail.com
Notes	Deputy Lead for both communities during 2021 and lead for Bowerchalke		

All other contact details are in Appendix A which has restricted access.

## Places of Safety

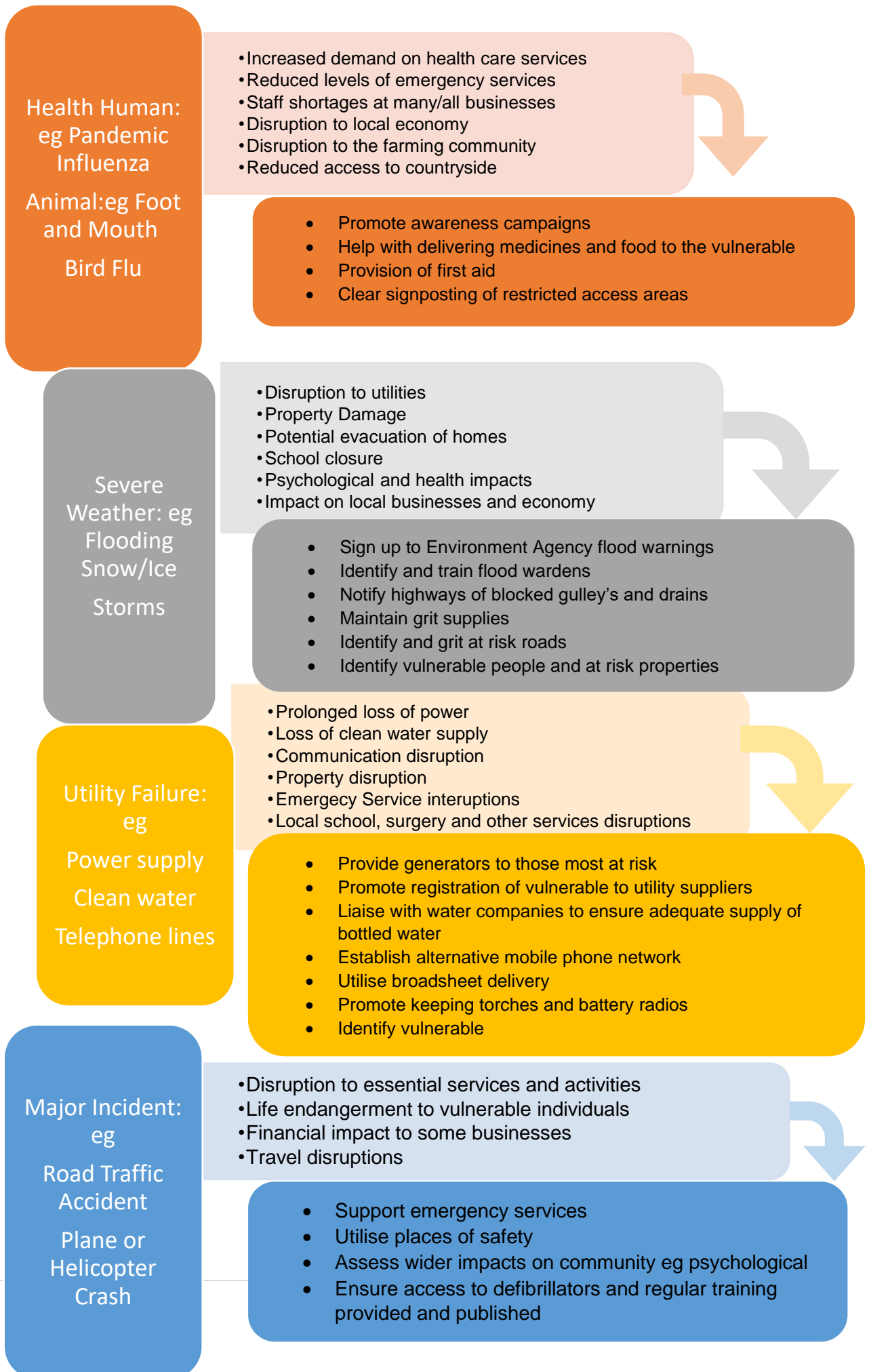
Places of Safety - Broad Chalke	
Location 1	Village Hall
Location 2	Chalke Valley Sports Centre
Key Holder Contact Details	See Appendix A

Places of Safety - Bowerchalke	
Location 1	Village Hall
Location 2	Chalke Valley Cricket Pavilion
Key Holder Contact Details	See Appendix A

## 1. Be Informed

### 1.1 What's an Emergency

An Emergency, which can also be referred to as an incident is anything that affects you, your family and our community. Overleaf we have highlighted our highest risks for Bowerchalke and Broad Chalke, some of the potential consequences and how the community can help.



## 1.2 Why have an Emergency Plan?



## 1.3 Legalities

### Disclaimer

Bowerchalke Parish Council and Broad Chalke Parish Council accept no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this Emergency Plan, or for any failure to activate the plan or to carry out any planned activities in response to a flood alert or other warning issued.

### Health and Safety

It is recognised that those named or recognised in this plan are not trained or resourced to carry out any functions of the emergency services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis.

### Data Protection

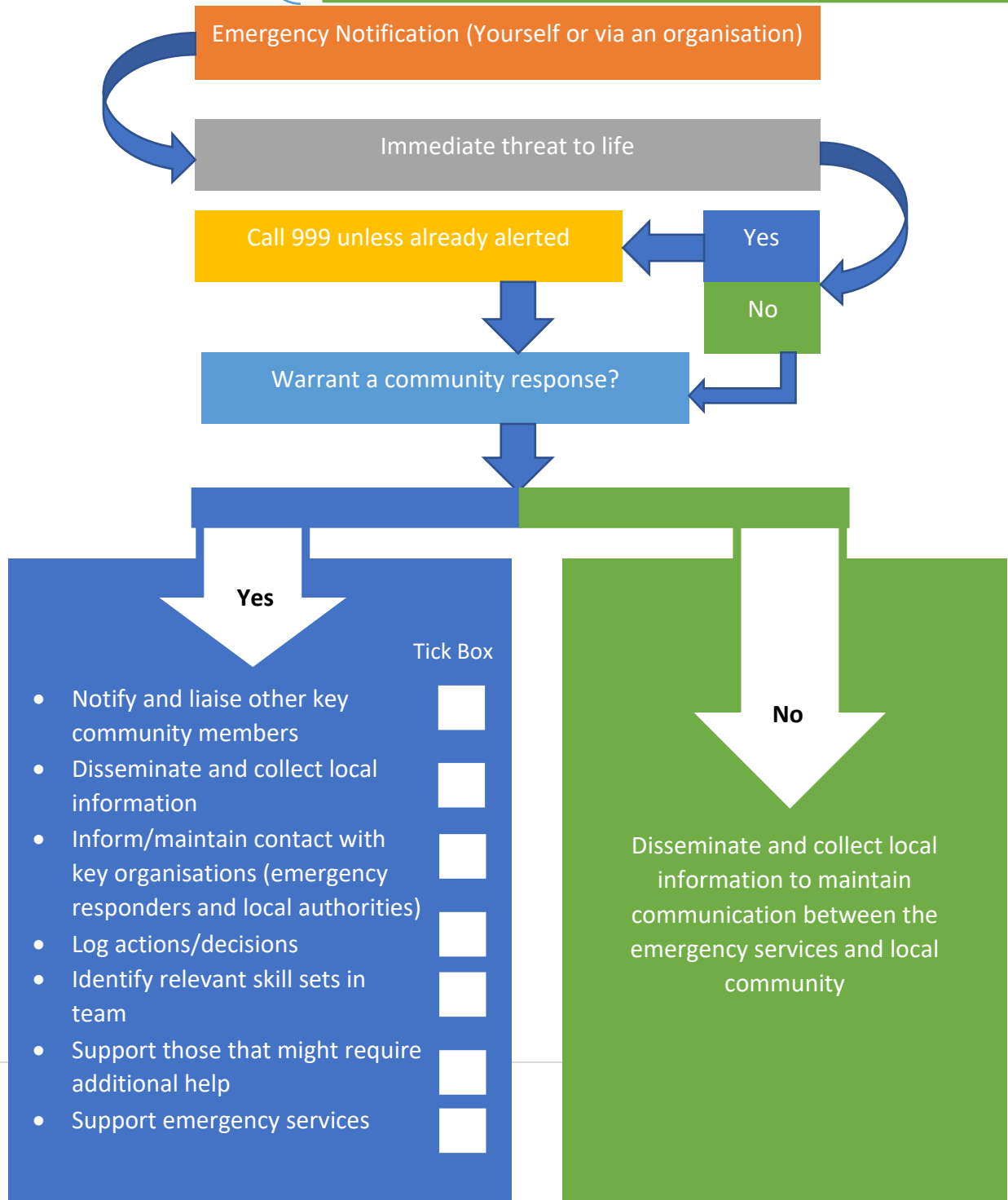
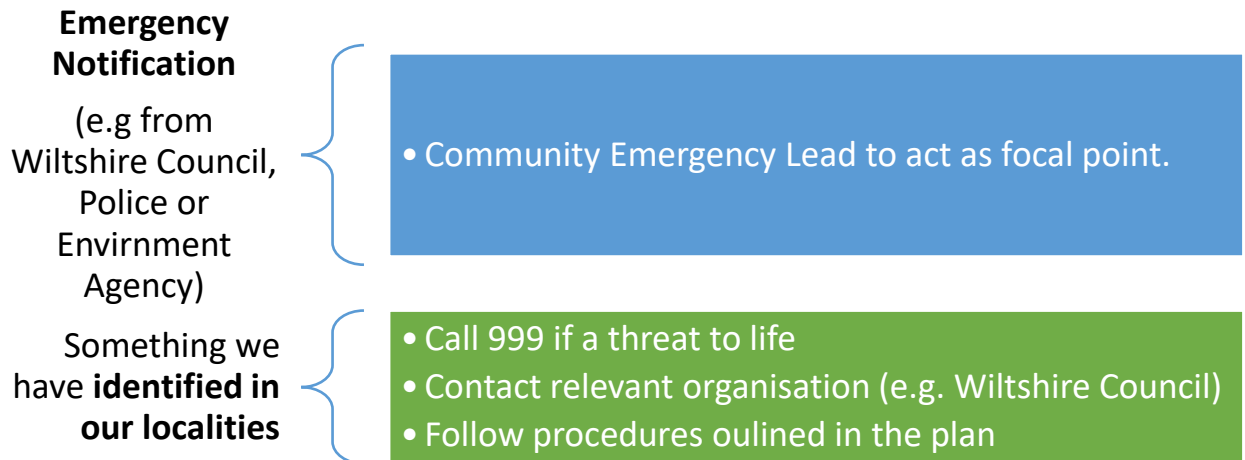
The plan authors/co-ordinators retain the title of data controller and will ensure all personal details are only included with the consent of the individuals concerned. Some information may need to be shared with the other community members and with representatives of the emergency services or council. All sensitive information will only be held by specified personnel. Any versions of this emergency plan as sent to the statutory authorities e.g. Wiltshire Council will have contact details removed except as indicated e.g. plan authors/lead coordinators.

### Insurance

Those volunteers carrying out general duties as part of a response to an emergency and in line with this plan will be covered by the Parish Councils' annual insurance. The Parish Councils cannot however take responsibility for any actions carried out by individuals outside the scope of this plan. Any individuals using equipment e.g. chain saws, 4x4 vehicles etc should ensure their normal insurance covers such eventualities.

### 1.4 Activation

Activation may come from one of two different ways:



## 1.5 Local Emergency Responders

Who?	How to contact them?	What they do in an emergency?
Police	<ul style="list-style-type: none"> <li>Dial 999 in an emergency such as a crime in progress</li> <li>Non-emergency Police reporting dial <b>101</b></li> </ul>	<ul style="list-style-type: none"> <li>Responding to incidents</li> <li>The co-ordination of the emergency services, local authorities and other organisations during an emergency</li> </ul>
Fire	<ul style="list-style-type: none"> <li>Dial 999 in an emergency</li> </ul>	<ul style="list-style-type: none"> <li>Responding to incidents</li> <li>Fire-fighting and fire prevention</li> <li>Detection, identification, monitoring and management of hazardous materials and protecting the environment</li> </ul>
Ambulance & NHS	<ul style="list-style-type: none"> <li>Dial 999 in an emergency</li> <li>NHS non-emergency number: 111</li> </ul>	<ul style="list-style-type: none"> <li>Responding to incidents</li> <li>Identify &amp; alert the receiving hospitals</li> </ul>
Wiltshire Council	<ul style="list-style-type: none"> <li>In and out of hours use: 0300 456 0100.</li> <li>In hours you may ask for the Emergency Planning Team</li> <li>You may use <a href="mailto:emergencyplanning@wiltshire.gov.uk">emergencyplanning@wiltshire.gov.uk</a></li> </ul>	<ul style="list-style-type: none"> <li>Support the emergency services</li> <li>Help the community recover</li> <li>May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system</li> <li>Help facilitate road closures and diversions</li> <li>Identify and set-up a safe place for community to stay after being evacuated - known as rest centre</li> </ul>
Environment Agency	<ul style="list-style-type: none"> <li><b>Incident hotline</b> 0800 80 70 60 (24-hour service)</li> <li>Floodline service 0345 988 1188</li> </ul>	<ul style="list-style-type: none"> <li>Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers</li> <li>Issue flood alerts and warnings to the public and implement flood defence where appropriate</li> <li>Deal with emergency repairs and blockages on main rivers and own structures</li> </ul>
Utility Providers	<ul style="list-style-type: none"> <li>Gas (National Grid) 0800 111 999</li> <li>Power Cut - call 105</li> <li>Wessex Water: 0345 600 4600</li> <li>Thames Water 0800 3169800</li> <li>British Telecoms 08001217667</li> </ul>	<ul style="list-style-type: none"> <li>Support statutory responders</li> <li>Ensure continuity of supply</li> <li>Provide alternative means of supply during an emergency if there is a threat to life</li> </ul>

## **2. Get Involved**

### **2.1 Our Scope**

The two villages of Bowerchalke and Broad Chalke aim to provide a community wide response in the event of an emergency in order to:


1. Support the statutory agencies
2. Provide ongoing support to the vulnerable
3. Disseminate relevant information
4. Learn lessons from the response to mitigate effects of future emergencies



### **2.2 Preparation and Triggers**

Ensuring the two villages are able to respond effectively to an emergency will require a number of actions over the next year (2021). These can be found at Appendix B.

The triggers for enacting the Emergency Plan can be found below:



Incident	Trigger	Considerations/Action	Who
<p style="text-align: center; font-weight: bold; font-size: 1.2em;">Flood</p>	<p>General Triggers maybe:</p> <ul style="list-style-type: none"> <li>• Prolonged periods of rainfall</li> <li>• Weather forecast predicting episodes of intense rainfall.</li> <li>• Summer storms, rainfall falling on hard ground</li> <li>• Borehole levels rising</li> <li>• River levels rising</li> <li>• Alerts received from environment agency.</li> <li>• Cellars experiencing ingress of water</li> <li>• Winterbournes and springs appearing</li> </ul> <p>The following specific Triggers:</p> <p style="color: red; font-weight: bold; font-size: 1.1em;">1. Flood Alert</p> <div style="text-align: center;">  </div> <p>This means 'flooding of low-lying land and roads is expected'.</p>	<ul style="list-style-type: none"> <li>○ Monitor borehole &amp; river levels.</li> <li>○ Undertake visual inspections of known flooding areas only if safe to do so.</li> <li>○ Store and distribute sandbags</li> <li>○ Liaise with Wiltshire council re conditions on ground and/or if roads need closing.</li> <li>○ Liaise with Environment Agency re current levels if flooding advised and predicted levels.</li> </ul> <p>Community actions should be:</p> <ul style="list-style-type: none"> <li>○ Watch and monitor water levels</li> <li>○ Listen/watch local radio and TV</li> <li>○ Ring Floodline on <b>0345 988 1188</b> for further information</li> <li>a) Check EA website <a href="https://flood-warning-information.service.gov.uk/station/3371?direction=u">https://flood-warning-information.service.gov.uk/station/3371?direction=u</a></li> <li>○ <a href="https://flood-warning-information.service.gov.uk/station/3317">https://flood-warning-information.service.gov.uk/station/3317</a></li> <li>○ Advise residents to have a personal flood plan</li> <li>○ Alert neighbours, <u>particularly the elderly or vulnerable</u></li> <li>○ Check pets and livestock</li> </ul>	<p>Flood warden Area Co-ordinators</p> <p>Parish Clerk Parish Clerk</p> <p>Flood warden</p> <p>All All All</p> <p>Flood warden</p> <p>Flood warden</p> <p>Parish Clerk Area Co-ordinators</p> <p>All</p>

Incident	Trigger	Considerations/Action	Who
	<p><b>2. Flood Warning</b></p>  <p><b>FLOOD WARNING</b></p> <p>This means 'flooding of homes and businesses is expected'.</p>	<p>Community actions should be as for flood alert plus:</p> <ul style="list-style-type: none"> <li>○ Move vehicles, food valuables, pets and other items to safety</li> <li>○ Put sandbags in place</li> <li>○ Prepare to turn off gas and electricity</li> <li>○ Be prepared to evacuate your home</li> <li>○ Protect yourself, your family and others that need your help</li> <li>○ Consider opening places of safety – alert key holders</li> <li>○ Alert volunteers to help the elderly or vulnerable if required</li> </ul>	<p>All</p> <p>Flood warden</p> <p>All</p> <p>All</p> <p>All</p> <p>Lead Coordinator</p> <p>Lead coordinator</p>
	<p><b>3. Severe Flood Warning</b></p>  <p><b>SEVERE FLOOD WARNING</b></p> <p>This means 'Severe flooding is expected'.</p>	<p>Community actions should be as for flood alert and flood warning plus:</p> <ul style="list-style-type: none"> <li>○ Be prepared to lose power supplies – electricity, gas, water and telephone</li> <li>○ Try to keep calm and reassure others</li> <li>○ Cooperate with emergency services and local authorities</li> <li>○ Open places of safety</li> <li>○ You may be evacuated</li> <li>○ Ensure volunteers available to help and support elderly and vulnerable</li> </ul>	<p>All</p> <p>All</p> <p>Lead Coordinator</p> <p>Lead Coordinator</p> <p>All</p> <p>Lead Coordinator</p>

Incident	Trigger	Considerations/Action	Who
<b>Snow</b>	<p>Weather forecast or warning predicting heavy snow or icy conditions.</p> <p>Significant snow fall or severe ice</p>	<ul style="list-style-type: none"> <li>○ Continue to Monitor Met Office Weather Warnings</li> <li>○ Check whether vulnerable resident need support.</li> <li>○ Report incidents of vulnerable people in need of support through to Wiltshire Council</li> <li>○ If public offer use of 4 x 4 vehicles assistance advise they should have adequate insurance to cover for charitable use and winter tyres or snow chains</li> <li>○ Consider use of farmers with snow ploughs to clear major routes</li> <li>○ Consider gritting roads not included on Highways gritting routes</li> <li>○ Consider gritting pavements and community areas</li> <li>○ If amber or red weather warning consider withdrawing volunteers until safe to work outside again.</li> <li>○ If local evacuation required consider opening local place of safety. Advise Wiltshire Council</li> <li>○ Ensure adequate rotation of volunteers during event. Volunteers should always report in to a coordinator, time out, where they are going and when they are back.</li> <li>○ If road conditions become dangerous, inform Wiltshire Council</li> <li>○ Advise Wiltshire Council when standing down volunteers.</li> </ul>	<p>All Area Coordinators Lead Coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p> <p>Lead coordinator</p>

Incident	Trigger	Considerations/Action	Who
<p><b>Storms/High Winds</b></p>	<p>Weather forecast or warning storms or damaging winds</p>	<ul style="list-style-type: none"> <li>○ Monitor Met Office and weather forecasts and warnings</li> </ul>	<p>All</p>
	<p>Local roads blocked by fallen trees</p>	<ul style="list-style-type: none"> <li>○ If safe to do so consider use of farmers and other insured volunteers who are trained and have access to chainsaws and appropriate heavy lifting equipment</li> </ul>	<p>Lead Coordinator</p>
	<p>Buildings damaged by fallen trees</p>	<ul style="list-style-type: none"> <li>○ Inform utility companies if fallen trees or branches have damaged infrastructure</li> <li>○ Liaise with utility companies, Wiltshire Council and emergency services as required</li> <li>○ Check on vulnerable affected by the incident</li> <li>○ Consider opening place of safety for evacuation or rest centre for statutory services and volunteers</li> <li>○ Ensure adequate rotation and rest periods for volunteers.</li> </ul>	<p>Lead Coordinator  Lead Coordinator  Area Coordinator Lead Coordinator  Lead Coordinator</p>

Incident	Trigger	Considerations/Action	Who
<p><b>Loss of Utilities</b></p>	Weather forecast	<ul style="list-style-type: none"> <li>○ If power cut inform power company</li> </ul>	All
	High winds resulting in tree branches/debris falling	<ul style="list-style-type: none"> <li>○ If water failure or sewage leak inform Wessex Water</li> </ul>	Lead Coordinator
	Local incident e.g.. Burst water main, damaged electricity pole/pylon	<ul style="list-style-type: none"> <li>○ Be aware of vulnerable residents who may need assistance in event of loss of services. Contact Wiltshire Council or Health services if concerned.</li> </ul>	Lead Coordinator
		<ul style="list-style-type: none"> <li>○ If flying debris advise volunteers to withdraw until conditions improve</li> </ul>	Lead Coordinator
		<ul style="list-style-type: none"> <li>○ Do not approach any “downed” power cables – electricity can ark considerable distances. Assist in setting up cordon and inform power company asap. If anyone is trapped inform Dorset &amp; Wiltshire F &amp; R</li> </ul>	Area Coordinator
		<ul style="list-style-type: none"> <li>○ If Red or Amber warning given – advise standing down volunteers.</li> </ul>	Lead Coordinator
		<ul style="list-style-type: none"> <li>○ If local evacuation required arrange for opening of place of safety and assist in manning rest centre</li> <li>○ Burst water mains can be dangerous due to pressure and may be contaminated – advise people to stay clear.</li> </ul>	Lead Coordinator

Incident	Trigger	Considerations/Action	Who
<b>Major incident</b>	Sudden traumatic event: <ul style="list-style-type: none"> <li>▪ Serious Fire</li> <li>▪ Major Road accident</li> <li>▪ Plane or helicopter crash</li> <li>▪ Para gliding accident</li> </ul>	<ul style="list-style-type: none"> <li>○ Alert appropriate agencies ring 999</li> <li>○ Liaise with lead for statutory first responders to see if coordinator/volunteers can help (ensure all aware of safety issues)</li> <li>○ If local evacuation or casualty triage station required consider opening local place of safety</li> <li>○ Arrange rota of volunteers if situation ongoing.</li> <li>○ Stand down volunteers when appropriate</li> </ul>	First on scene/witness Lead Coordinator  Lead Coordinator  Lead Coordinator Lead Coordinator

Incident	Trigger	Considerations/Action	Who
<b>Pandemic</b>	Direct communication from Wiltshire Council, Public Health. Local and national news.	<ul style="list-style-type: none"> <li>○ If Public Health emergency declared liaise with Wiltshire Council re assistance required.</li> <li>○ If Public Health team or NHS need use of facility for vaccinations assist with opening place of safety centre and manning facility if appropriate and requested.</li> <li>○ Ensure those who are vulnerable are identified and keep relevant information on a private and confidential basis</li> <li>○ Keep villagers informed through Parish Council and other appropriate websites, notice boards and newsheets (electronic and paper).</li> <li>○ Offer face to face or telephone contact to the vulnerable or at risk</li> <li>○ Organise prescription pick-up and delivery via Link</li> <li>○ Ensure local food outlets including pubs aware and can help if able</li> </ul>	Lead Coordinator  Lead Coordinator  Area Coordinators/Lead Coordinator  Lead Coordinator/Parish Clerk Area Coordinators  Area Coordinators  Lead Coordinator  Lead Coordinator

Incident	Trigger	Considerations/Action	Who
<b>Animal Disease</b>	<p>Direct communication from Department for Environment, Food and Rural Affairs (DEFRA)</p> <p>Direct communication from Wiltshire Council, Public Health.</p> <p>Local and national news.</p>	<ul style="list-style-type: none"> <li>○ Follow Government guidelines via <a href="http://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs">www.gov.uk/government/organisations/department-for-environment-food-rural-affairs</a> Animal and Plant Health Agency <a href="https://www.gov.uk/government/organisations/animal-and-plant-health-agency">https://www.gov.uk/government/organisations/animal-and-plant-health-agency</a> Wiltshire Council Animal Health Team, 0300 456 0100</li> <li>○ Offer Support to local farming community</li> <li>○ Provide information to villagers about closed footpaths and bridleways and alternative public byways (e.g. for exercising dogs and horses)</li> <li>○ Check public warning and information signage stays in place, and report to Wiltshire Council if tampered with or removed (0300 456 0100).</li> </ul>	<p>Lead Coordinator</p>     <p>Lead Coordinator</p> <p>Lead coordinator</p>   <p>Area Coordinators</p>

## **2.3 Key Local Skills & Resources**

**See Appendix A**

## **2.4 Places of Safety and Contact Details**

**See Appendix A**



## 2.5 Map of Local Risks

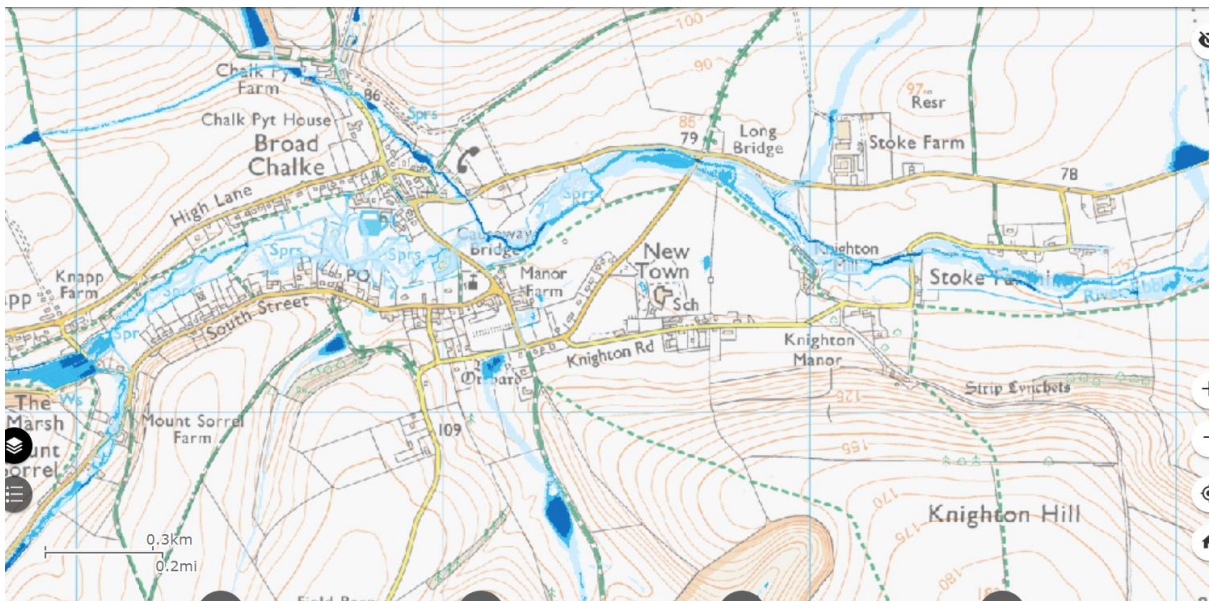
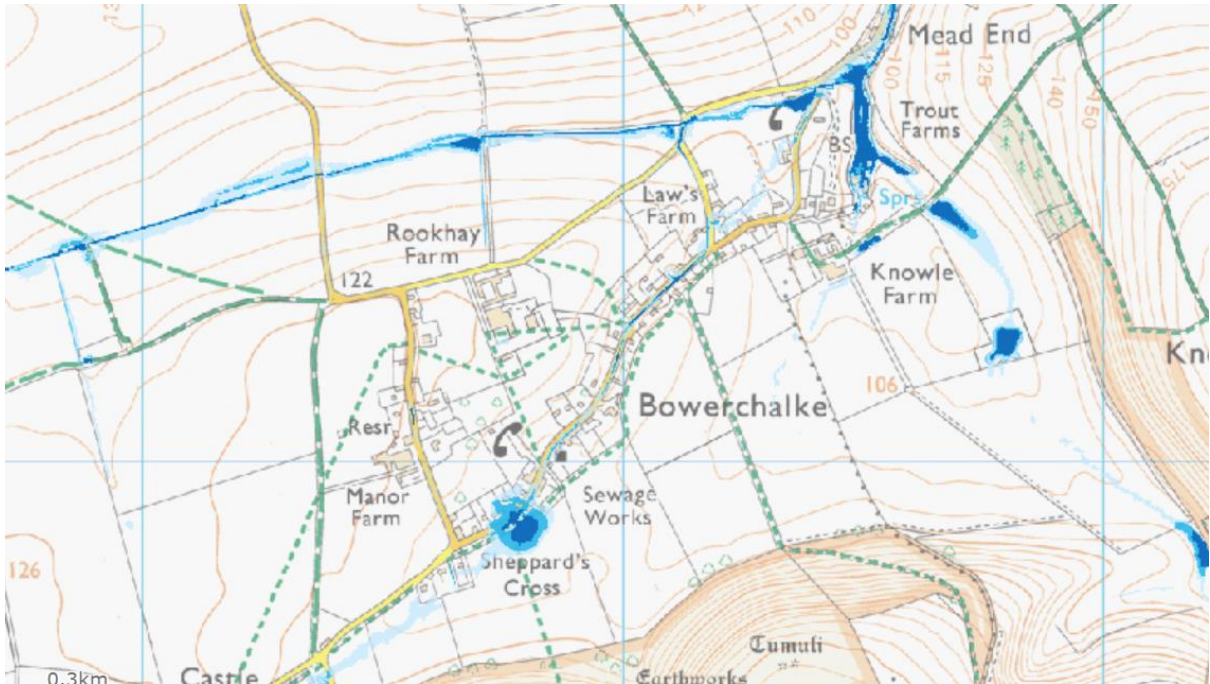
Below you can input a map of your local risks and resources.

### 2.5.1 Risk from river flooding

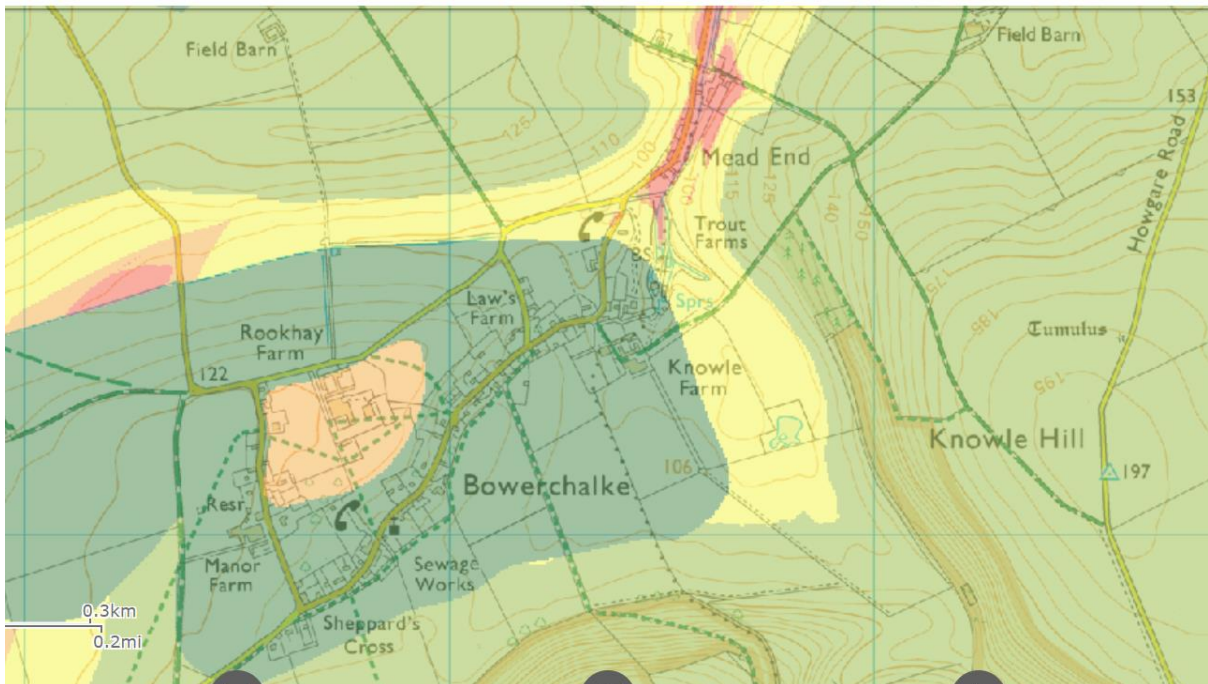
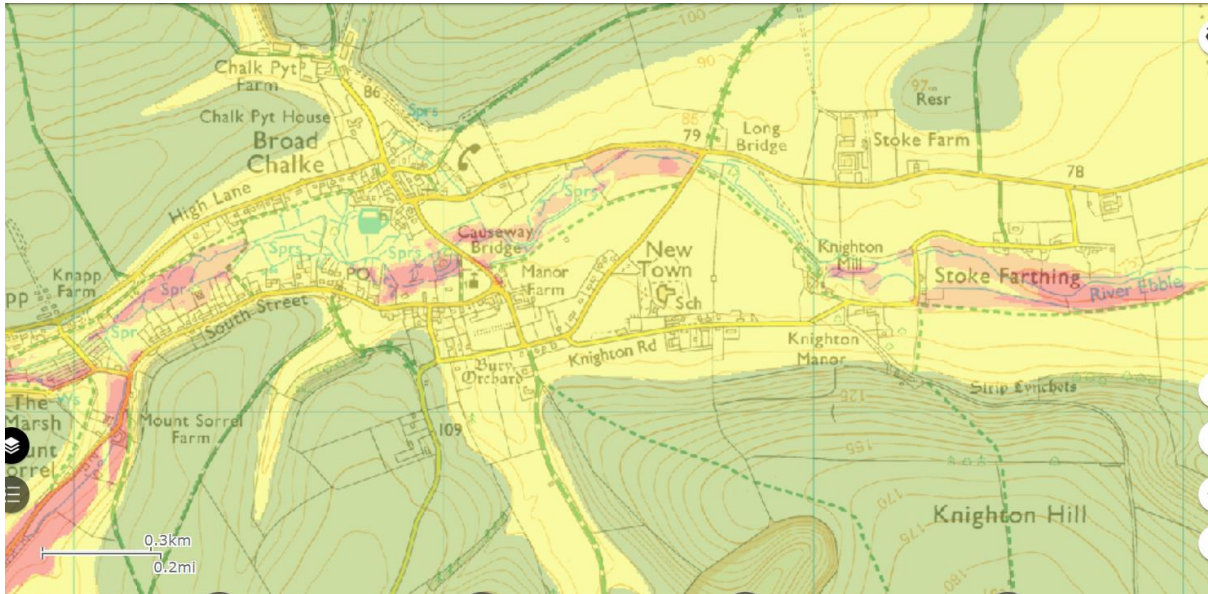




### 2.5.2 Risk of Surface Water Flooding



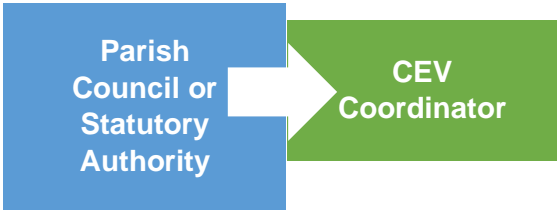
### 2.5.3 Risk of Ground Water Flooding




- No risk.
- Groundwater levels are at least 5m below the ground surface.
- Groundwater levels are between 0.5m and 5m below the ground surface.
- Groundwater levels are either at or very near (within 0.025m of) the ground surface.



## 2.6 Action Cards

Community Emergency Volunteer Coordinator/Deputy	
Activation	Key Responsibilities
	<ul style="list-style-type: none"> <li>Coordinate the community response</li> <li>Ensure Health and Safety is adhered to</li> <li>Liaise with relevant emergency services/organisation/council</li> <li>Ensure action and decision are logged</li> </ul>
Actions	
<ol style="list-style-type: none"> <li>1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services</li> <li>2. Continually liaise with the emergency services</li> <li>3. Coordinate the organisation of the community volunteers</li> <li>4. Keep an eye on Health and Safety of the volunteers</li> <li>5. Record all decisions and actions of the community</li> <li>6. Coordinate the requests for extra resources – in liaison with the council</li> </ol>	

Community Volunteers	
Activation	Key Responsibilities
	<ul style="list-style-type: none"> <li>Help with community tasks</li> <li>Collect community information</li> <li>Help disseminate information</li> <li>Assist in incident response (sand bagging, flood monitoring etc)</li> </ul>
Actions	
<ol style="list-style-type: none"> <li>1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted)</li> <li>2. Follow the direction of the CEV Coordinator</li> <li>3. Help collect information or disseminate to the local residents/community members</li> <li>4. Help identify those vulnerable in certain incidents alongside potentially checking on them.</li> <li>5. Monitor at risk areas (particularly seasonal risks)</li> <li>6. Help with the clearing of paths in icy or snow conditions</li> <li>7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app)</li> </ol>	

