**Ramsbury & Axford Parish**

**Community Emergency Plan**

**IF YOU ARE IN DANGER DIAL 999**

**ELECTRICITY OUTAGE - 105**

**GAS EMERGENCY SERVICE - 0800 111 999**

**V4.0 - Plan last updated January 2024**

**Plan distribution list**

Copies of the plan are kept at Ramsbury Memorial Hall, Parish Council (PC) Office both in hard copy and in the PC records.  A simplified copy of this plan is also available on the PC website. This plan should be reviewed at least annually and amended pages issued to all holders listed below. Amendments to the plan should be notified to Ramsbury & Axford Parish Clerk.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Contact details** | **Issued on** |
| Chris Manuel  Sarah Kelly-Escott | Emergency Planning Specialist, Wiltshire Council | 01225 713159  emergencyplanning@wiltshire.gov.uk |  |
| PCSO Mark Braithwaite  PCSO Melissa Camilleri | Marlborough community policing team | [DevizesAreaCPT@wiltshire.police.uk](mailto:DevizesAreaCPT@wiltshire.police.uk) |  |
| Alison Foale | Emergency Committee Chair | 01672 520279 / 07724063800  7 Ashley Piece, Ramsbury |  |
| Sheila Glass | Parish Council Chair | 01672 520409/ 07979 327505  18 The Paddocks, Ramsbury |  |
| Diann Barnett | Parish Council Vice Chair | 01672 521363 /07833306916  17 Kennet Rise, Axford |  |
| Helen Lloyd | Emergency Committee  member | 01672 520142/ 07792 047017  55 Ashley Piece, Ramsbury |  |
| Chris Morgan | Emergency Committee  member | 01672 520501/ 07817 732068  2 The Paddocks, Ramsbury |  |
| Erica Hodgson | Emergency Committee  member | 01672 520354 / 07557 322560  32 High Street, Ramsbury |  |
| Roger Greasley | Emergency Committee member | 01672 520191 / 07775 910842  Farthings, Newtown Road |  |
| Matthew Tester | Emergency Committee  member | 01672 520218 / 07920446252  12, Crowood Lane |  |
| Karen Clay | Clerk to Aldbourne Parish Council | 07856 589170 aldbournepc@yahoo.co.uk |  |
| Ann McMath | Clerk to Chilton Foliat Parish Council | 07785 982455  Amcmath\_cfpc@btinternet.com |  |
| Sue Hine | Clerk to Minal Parish Council | clerk@mildenhallwiltshire.org.uk |  |
| Richard Spencer-Williams | Clerk to Marlborough Town Council | 07931 996632  townclerk@marlborough-tc.gov.uk |  |
| Lynne Casey-Stuart | Clerk to Froxfield Parish Council | 01672 560127 / 07876 114588  clerk@froxfield.org |  |

**Plan amendment list**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date of amendment** | **Version** | **Change details** | **Updated by** | **Date for next review** |
| March 2016 | V1.0 | Update | D. Barnett | March 2017 |
| Dec 2019 | V2.0 | Update contacts and details | H. Lloyd | March 2021 |
| Aug 2022 | V3.0 | Update contacts and Street Warden Areas added | A Foale | Sept 2023 |
| Jan 2024 | V4.0 | Yearly update | A Foale | Jan 2025 |

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# **Introduction**

The need for a community emergency plan is to help and reassure the people of Ramsbury and Axford that in an emergency there is help and they are not alone. If an emergency happens we want to be able to respond effectively and in a timely manner.

It is the responsibility of Wiltshire Council (WC) to make contingency plans for the central co-ordination of action required to meet any major emergency which poses a threat to people’s lives or health in a peacetime situation. The purpose of this community emergency plan is to facilitate their task and this plan lists the resources available in the parish which would be of assistance as well as acting as an aide-memoire for the Emergency Committee.

## **Aims and objectives of the plan**

**Objectives:**

* To identify resources and key contacts in the community
* To identify vulnerable elements of the community
* To identify hazards and possible mitigation measures
* To encourage feedback after an emergency event

**Aims:**

* To increase short-term community resilience
* To provide self-help to the local community in the event of a major emergency
* To produce a community emergency plan operated by a community emergency team with responsibilities to deal with an emergency until such times as the responsibilities are taken over by Wiltshire Council and/or the emergency services
* To provide, through local knowledge and contacts, assistance to other agencies responding to such an emergency

## **Emergency plan co-ordinator**

The emergency plan co-ordinator is a person who lives locally; who provides a vital link between the community and other organisations planning and responding to an emergency. The role includes:

• Undertake the completion and maintenance of the community emergency plan

• Arrange for the plan to be updated annually

• Provide a link to Wiltshire Council’s Emergency Planning Specialist through the Community Hub initiative

• Call a community meeting during an emergency ( if deemed necessary )

• Provide the focal point for the community response to an emergency

• Liaise with the other co-ordinators

* Collect feedback after an emergency event

## **Control point**

The Ramsbury and Axford control point/community hub will be located in the Parish Council office in the Memorial Hall, High Street, Ramsbury. This is equipped with a telephone, computer communications, two-way radios, a generator and aquasacs in case of flooding. There are cooking and washing facilities in the hall There are cooking and washing facilities in the hall which are supported by a diesel generator. An emergency bag is also located in the parish council office in the Memorial Hall and contains: high visibility vests/heat blankets torches etc.

**What is a community hub?**

Community hubs are a Wiltshire Council Community Resilience Team initiative. A community hub enables people to seek help and support quickly, whilst emergency services staff work to resolve the most urgent concerns. They allow community members to help themselves, but also have a linkage into the emergency services. It is intended that Ramsbury & Axford will engage with this initiative with the community hub being located in the Memorial Hall in Ramsbury where existing resources are in place.

## **Emergency Plan Committee**

The Emergency Committee is sanctioned to spend money for supplies of essential goods (food / drink) from local stores in the case of an emergency.

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Contact details** |
| Alison Foale | Emergency Committee Chair/ Emergency Plan Co-ordinator / nominal Flood Warden contact | 01672 520279 / 07724063800  7 Ashley Piece, Ramsbury alisonfoale70@gmail.com |
| Sheila Glass | Parish Council Chair / nominal Flood Warden contact | 01672 520409/ 07979 327505  18 The Paddocks, Ramsbury  candsglass@btinternet.com |
| Diann Barnett | Parish Council Deputy Chair | 01672 521363 / 07833306916  17, Kennet Rise, Axford  diannbarnett@hotmail.com |
| Chris Morgan | Emergency Committee Member | 01672 520501/ 07817 732068  2 The Paddocks, Ramsbury  cmorgan44@outlook.com |
| Erica Hodgson | Emergency Committee Member | 01672 520354 / 07557 322560  32 High Street, Ramsbury  Erica.hodgson76@gmail.com |
| Helen Lloyd | Emergency Committee Member | 01672 520142/ 07792 047017  55 Ashley Piece, Ramsbury  Helenml2017@hotmail.com |
| Roger Greasley | Emergency Committee Member | 01672 520191 / 07775 910842  Farthings, Newtown Road, Ramsbury  rcgreasley@aol.com |
| Matthew Tester | Emergency Committee Member | 01672 520218 / 07920446252  12 Crowood Lane, Ramsbury  me@mememe.vip |

## **Flood wardens**

There is a flood warden scheme in Wiltshire. Flood wardens are normally volunteers that are linked to parishes or community groups. Flood wardens are a first point of contact for residents during a flood event and give advice and information during dry periods. The role is also to produce a community flood plan which is often completed in collaboration with a community emergency plan.

There is not an official flood warden in Ramsbury or Axford although Alison Foale (chair of the Emergency Committee) and Shelia Glass (chair of the parish council) are the first points of contact for residents in the event of flooding, either directly or through the parish council website. They are able to distribute Aquasacs and if necessary activate the community emergency plan - see below.

# **Activating the community emergency plan**

## **What is an emergency?**

An emergency is an event or events that are likely to affect and damage Ramsbury & Axford Parish residents and/or businesses. Examples include severe weather, flooding, sustained power cuts, pandemic, major events or accidents affecting transport, etc. The emergency may be anticipated or unforeseen.

The Ramsbury & Axford Community Emergency Plan can be instigated by the emergency services contacting the Emergency Committee, or the Emergency Committee recognising a situation where there is a risk to residents and visitors.

## **First steps in an emergency**

|  |  |  |
| --- | --- | --- |
|  | **Instructions** | **Tick** |
| **1** | Call 999 (unless already alerted) |  |
| **2** | Ensure you are in no immediate danger |  |
| **3** | Contact a member of the Parish Council who can:   * alert Wiltshire Council’s Emergency Planning Specialist in the first instance * contact the community Emergency Committee using the Parish Council committee members Whatsapp group and if necessary, arrange an initial response meeting at the control point to discuss the situation |  |
| **4** | Chair of the Parish Council or Emergency Plan co-ordinator to activate the plan |  |
| **5** | Next action depends on the emergency situation but could include:   * contacting first aiders or appropriate persons with necessary skills * utilising the telephone tree (Annex A) to contact street wardens so that checks on local residents can be made and advice on potential dangers/ recommended actions given * contacting volunteers via the volunteering Whatsapp group * opening halls to receive people * setting up the community hub |  |

## **Alternative arrangements for staying in contact if usual communications have been disrupted**

| **Communication Type** | **Name of contact** | **Location** |
| --- | --- | --- |
| Two-way radio communication | TBC | Ramsbury Memorial Hall Parish Council Office |
| Street warden WhatsApp group | Street wardens | See Annex B |
| Volunteering WhatsApp group  This group was set up during 2020 and the covid pandemic. Activity on the group has changed according to current needs however there are over 50 local residents who remain contactable. | Administrators:  Shelia Glass  Alison Foale |  |
| Where there is mobile phone signal.  Text messaging  Electronic mail  Social networking  Facebook (including wider network of community pages such as adjacent parishes)  Ramsbury & Axford website | Parish Council has Facebook and Instagram pages |  |
| Advise people to listen to the local radio stations. Encourage people to store a battery-operated set with spare new batteries and/or a wind-up radio. | Heart 96.5 MHz   FM  BBC Radio Wiltshire  104.9 MHz    FM | See Annex E for local radio frequencies |
| Notice boards |  | **Ramsbury:** Memorial Hall, Primary School, The Square, Church Rooms  **Axford:** Inside the bus stop |
| Ramsbury town crier | John Barker |  |

## **Identifying vulnerable people in an emergency**

The street warden network, resident’s database and the volunteering WhatsApp group will have some local understanding of those residents who may need to be prioritised.

# **Resources**

The following list is to provide contact points for the various skill sets that the community can offer in the event of an emergency, however in the event of threat to life and/or large scale threat to property the Emergency Services should be contacted immediately by telephoning 999.

The individuals listed below can provide localised support either prior to the Emergency Services arrival or to assist them, as well as giving additional support where it is needed.

## **Emergency contacts**

| **Description** | **Address** | **Contact details** |
| --- | --- | --- |
| **POLICE** |  | [DevizesAreaCPT@wiltshire.police.uk](mailto:DevizesAreaCPT@wiltshire.police.uk) |
| **FIRE** | Nearest Fire Station - High Street, Ramsbury  Controller – Pete Wheeler  Alternative sources of water for firefighting if mains supply is disrupted:  **Ramsbury** -  River Kennet (good access behind Fire Station)  Swimming pool Parliament Piece, Back Lane; Bolstridge Farm, Hilldrop Lane  **Axford** – River Kennet | 01672 520673  [Peter.wheeler@dwfire.org.uk](mailto:Peter.wheeler@dwfire.org.uk)  07884254093 |
| **Wiltshire Search and Rescue** | Requests for the team to be deployed come from a Category 1 responder, for example the Fire, Police or Ambulance Services, a Local Authority or an NHS hospital. | 999 or 101 |
| **WATER** | Thames Water  Environment Agency Floodline  Environmental Incident | 0845 920 0800  0345 988 1188  0800 80 70 60 |
| **ELECTRICITY** | Southern Electric - contact no for outages  If mains supply is disrupted Generators  accessible by Parish Council are at the following locations:  **Memorial Hall (Ramsbury) contacts:**  Chair of PC Sheila Glass  Chair Emergency Committee Alison Foale  Robert Osmond (Chair of Trustees)  **Village Hall (Axford) contacts:**  Di Barnett  **Others in residents with standby power:**  Tim Pope - Meadows, Whittonditch Road, Ramsbury  Sheila Glass – 18, The Paddocks, Ramsbury | Outages 105  01672 520409/07979327505  01672 520279  01672 520568/07967372225  01672521363/07833306916  01672 520400/07802432244  01672 520409/07979327505 |

## **Local skills and expertise**

|  |  |  |
| --- | --- | --- |
| **Doctors** | **Address** | **Contact details** |
| Ramsbury Surgery (includes a pharmacy) |  |  |
| Andrew Fisher |  |  |
| Rob Hughes |  |  |
| Rob Copas |  |  |
| Dr Paul Foley |  |  |

|  |  |  |
| --- | --- | --- |
| **First aiders** | **Qualification/address** | **Contact details** |
| Di Barnett | First Aid at work |  |
| Mike Allman | First Aid at work |  |
| Nick Bolton | First Aid at work |  |
| Peter Wilson | First Aid at work |  |
| Sarah Wilson | First Aid at work |  |
| Helen Foley | First Aid at work |  |

|  |  |  |
| --- | --- | --- |
| **Previous / current medical experience** | **Qualification/address** | **Contact details** |
| Sharon Greasley |  |  |
| Vanessa Smith |  |  |

|  |  |
| --- | --- |
| **Location of defibrillators** | **Contact details** |
| Memorial Hall, High Street, Ramsbury  Ramsbury Surgery, Whittonditch Road, Ramsbury  Ramsbury Primary School, Back Lane, Ramsbury  Junction High Street and Mill Lane, Ramsbury  Ramsbury recreation centre, Hilldrop Lane, Ramsbury | Dial 999 for code which can also be located in a sealed envelope in the parish council office.  **Maintenance:**  Dave Arnold |

|  |  |  |
| --- | --- | --- |
| **Vets** | **Address** | **Contact details** |
| Hungerford Vets | Hungerford | 01488 683999 |
| Drove Vets | Marlborough | 01672 512043 |
| Riverside Vets | Marlborough | 01672 514875 |
| Linda Williams |  |  |
| Chris & Kate Welsh |  |  |

|  |  |  |
| --- | --- | --- |
| **Local farmers** | **Address** | **Contact details** |
| Bob Talmage |  |  |
| Peter Wilson |  |  |
| Alistair Ewing |  |  |
| Tim Eliot-Cohen |  |  |
| Mary Askew |  |  |
| William Dennis |  |  |

|  |  |  |
| --- | --- | --- |
| **Road clearance** | **Address** | **Contact details** |
| Robert Copp |  |  |
| Peter Wilson |  |  |

|  |  |  |
| --- | --- | --- |
| **Plumbers** | **Address** | **Contact details** |
| Ian Whincup |  |  |

|  |  |  |
| --- | --- | --- |
| **Electricians** | **Address** | **Contact details** |
| Tim Pope |  |  |
| Mark Rivers |  |  |

|  |  |  |
| --- | --- | --- |
| **Transport** | **Ramsbury Flyer – village community bus** | **Contact details** |
| Carena Dennis  Janet Hunter |  |  |

## **Temporary accommodation**

|  |  |  |
| --- | --- | --- |
| **Building** | **Potential use in an emergency** | **Contact details of key holder** |
| Ramsbury Memorial Hall, High Street | Rest centre, safe place, receiving and treating casualties, kitchen to prepare food, hot drinks, toilet facilities |  |
| Axford Village Hall | As above |  |
| Ramsbury Church Rooms, Back Lane | As above |  |
| Ramsbury Primary School, Back Lane | As above |  |
| Ramsbury Pre-school, Back Lane | As above |  |
| The village churches, Ramsbury and Axford | Safe place |  |

## **Emergency generators**

|  |  |
| --- | --- |
| **Location** | **Instructions** |
| Ramsbury Memorial Hall | The main fuse box is in the storeroom to the left of the stage.  Next to the fuse box is a switching box for mains or generator.  Turn that switch to the generator setting.  TURN OFF MAINS ELECTRICITY SWITCH FOR HALL SUPPLY  Open the generator housing.  The padlocks all have the code 520.  Turn the key on the generator.  Check the fuel levels and top up as required.  The fuel is stored on the right side of the generator housing. |
| Axford Village Hall | The main fuse box is on the south side of the hall.  Next to the fuse box is a switching box for mains or generator.  Turn that switch to the generator setting.  TURN OFF MAINS SUPPLY TO THE HALL  Open the generator housing.  The padlocks all have the code 520.  Open the fuel tap and turn the key on the generator.  Check the fuel levels and top up as required.  The fuel is stored with Diann Barnett at 17 Kennet Place. |

# 

# **Following an emergency event**

Following an emergency event the Emergency Committee will:

* ask street wardens to engage with residents within their areas to establish if there are any on-going issues related to the emergency that need resolving.
* hold a drop-in feedback session, open to all residents, to understand where improvements to the Emergency Plan and the response to the emergency can be made. Feedback does not have to be in person but can be through the PC website.

# **Annex A – Community team telephone tree/emergency cascade**

Parish Councillors to be alerted using the Parish Council WhatsApp group or by phone (see table below)

Emergency Plan Committee to attend response meeting at the Control Point if required

If required Emergency Plan Committee to contact Street Wardens as assigned below (see Annex B for Street Warden areas and contact details)

Initial respondent to the emergency to contact a member of the Parish Council

|  |  |  |
| --- | --- | --- |
| **Committee Member** | **Contact Details** | **Street Warden Areas** |
| Alison Foale  Emergency Committee Chair / Emergency Co-ordinator | 01672 520279 / 07724063800  7 Ashley Piece, Ramsbury | 1-7 |
| Sheila Glass  Parish Council Chair | 01672 520409/ 07979 327505  18 The Paddocks, Ramsbury | 8-14 |
| Chris Morgan | 01672 520501/ 07817 732068  2 The Paddocks, Ramsbury | 15-19 |
| Erica Hodgson | 01672 520354 / 07557 322560  Moons Cottage 32 High Street, Ramsbury | 20-24 |
| Helen Lloyd | 01672 520142/ 07792 047017  55 Ashley Piece, Ramsbury | 25-30 |
| Matthew Tester | 01672 520218 / 07920446252  12 Crowood Lane, Ramsbury | 31-35 |
| Roger Greasley | 01672 520191 / 07775 910842  Farthings, Newtown Road, Ramsbury | 36-41 |
| Diann Barnett | 01672 521363 / 07833306916  17 Kennet Rise, Axford | 42 |

# 

# **Annex B – Street warden contact details by area**

| **Area** | **Properties** | **Name/Address/Contact details** | **Number of properties** |
| --- | --- | --- | --- |
| **1** | 1-16 Knowledge Hill |  | 16 |
| **2** | 2-36 (evens) Knowledge Crescent  Drumlister  12 Back Lane |  | 20 |
| **3** | 30-45 Hilldrop Close  15-25 (odds) Knowledge Crescent |  | 21 |
| **4** | 10-29 Hilldrop Close |  | 21 |
| **5** | 1-9 Hilldrop close  1-9 (odds) Knowledge Crescent  New House  Westfield House  Apricot Cottage  Hilldrop Corner  Little Orchard |  | 20 |
| **6** | Mill Lane  The Old Forge  The Old Barn  89-103 (odds) High Street  Rachel Cottage  Riverside Cottage |  | 15 |
| **7** | 62-84 (evens) High Street |  | 13 |
| **8** | Lawrence Mead  Maslins Close  13-17 (odds) Back Lane |  | 19 |
| **9** | High Street from the fire station to 89 (odds) |  | 25 |
| **10** | 1-18 Saxon Forge |  | 17 |
| **11** | Burdett Street  High Street 46 to Burdett Street (evens)  Ramsbury Hill |  | 21 |
| **12** | Oakes House  High Street from 25a to the fire station (odds) |  | 17 |
| **13** | High Street 28 to Burdett Street (evens)  Dyers Yard  Burdett Mews |  | 17 |
| **14** | Back Lane from Parliament Piece to Briar Cottage (no. 2)  Back Lane from The Old Vicarage to Kidson Trigg |  | 22 |
| **15** | High Street 2- Flint House (evens)  Carters Court  Langfields |  | 21 |
| **16** | 1-21 (odds) High Street  Old Theatre Place  1-6 The Square |  | 17 |
| **17** | Orchard Close |  | 11 |
| **18** | 1-20 Isles Road |  | 20 |
| **19** | 1-27 Isles Court |  | 27 |
| **20** | Oxford Street from Windsor House to Chapel Lane  Hurls Cottage  Ravenscraig |  | 16 |
| **21** | Chapel Lane  Swans Close |  | 21 |
| **22** | Swans Bottom  Chantry House  Apple Trees  Tanglewood  Cherry Tree House  15 Crowood Lane  Fridays  Hope Cottage  Charity Cottage  Faith Cottage |  | 17 |
| **23** | Town Field  4-10 Crowood Lane |  | 16 |
| **24** | 16-28 Oxford Street  1-2 Crowood Lane |  | 15 |
| **25** | 33-52 Oxford Street  Charnwood |  | 18 |
| **26** | Union Street |  | 23 |
| **27** | Scholards Lane from Coach House to Anvil Cottage  Cedar Cone to Union Street  Tankard Lane |  | 16 |
| **28** | 1-22 The Paddocks |  | 22 |
| **29** | Whittonditch Road from Beenham House up to Meadows and including Greenacres |  | 16 |
| **30** | Whittonditch Road from 21 to 36 Whittonditch Road |  | 16 |
| **31** | 25-27, 52-61 Ashley Piece  Arconia  11-14 Crowood Lane |  | 18 |
| **32** | 1-24 Ashley Piece |  | 24 |
| **33** | 28-51 Ashley Piece |  | 24 |
| **34** | Atherton Close  7-20 Whittonditch Road |  | 20 |
| **35** | 1-6 Whittonditch Road  Whitehill Close  Crown and Anchor PH |  | 16 |
| **36** | Newtown Road from The Paddocks to Newtown Lodge |  | 17 |
| **37** | 37-54 Whittonditch Road (northside) |  | 17 |
| **38** | Whittonditch Road from Whittonedge to Whittonhill (southside) |  | 13 |
| **39** | Whittonditch |  | 16 |
| **40** | Witcha/Marridge Hill |  |  |
| **41** | Lamplands |  | 7 |
| **42** | Axford |  | Have a WhatsApp group for Axford |

# **Annex C – Community Emergency Committee first meeting agenda**

**Date:**

**Time:**

**Location:**

**Attendees:**

**1. What is the current situation? Location of the emergency. Is it near?**

A school?

A vulnerable area?

A main access route?

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

**Are there any vulnerable people involved?**

Elderly

Families with children

Residents with specific medical conditions

**What resources do we need**?

Food?

Off-road vehicles?

Blankets?

Shelter?

**2. Establishing contact with the emergency services**

**3. Determine need for the Community Hub**

**4. How can we support the emergency services?**

**5. What actions can safely be taken?**

**6. Who is going to take the lead for the agreed actions?**

**7. Any other issues?**

**8. Set up review points, time and location to stay in constant touch**

# **Annex D - Local risk assessment**

| **Risks** | **Impact on community** | **What can the Community Emergency Group do to prepare?** |
| --- | --- | --- |
| Telecoms failure | Inability to make/receive calls | Two way radio handsets are accessible with members of the team and at the village hall **– spare batteries in PC office.**  List of available drivers in resources section  Street Wardens have some understanding of local needs within their area  Other technology including WhatsApp groups |
| Electricity supplies failure | Heating and cooking facilities are not functional  Electric land line telephone failure | Generators are installed at Ramsbury Memorial Hall and Axford Village Hall.  Street Wardens have some understanding of local needs within their area  Home emergency planning advice through local publications e.g. The Diary, PC Newsletter - advice to keep torches candles to hand.  Warm bank within the British Legion Poppies café  List of establishments with food supplies – local shop and local pubs |
| Severe snow fall | Village roads and surrounding roads become impassable  Food stocks will deplete  Urgent medical services may be impeded  Potential loss of power and communications (see above) | Early warning and communication with EA warnings  Street Wardens have some understanding of local needs within their area  List of 4x4 drivers / vehicles suitable for winter conditions  List of local pubs and shop  List of medical persons in the community  List of places for evacuation  First aid kit, emergency supplies at hall  Preparation for power and telecom failure also relevant |
| Road Traffic Accident | Depends both on location and type of vehicle  Injury to persons  Blocked roads making access difficult for emergency services to get to scene | Any member of the team could be first on the scene.  We are all aware of –  **C  casualties**  **H  hazards**  **A  access**  **L  location**  **E  emergency services**  **T  type**  **S  safety**  We have contacts in the community of first aiders, fire fighters, location of fire extinguishers etc.  List of local skills and resources and availability of two-way radios for communication.  Loud hailer for conveying messages to the public |
| Road traffic accident/Incident on B4192 / M4 | Increased traffic through village roads with a potential problem of grid lock through village | Volunteers prepared to help the police, emergency services.  Two-way radio communication are available in each village  High visibility vests are available in the emergency bag in PC office. |
| Aviation incident | Possible human scale of such an event extends from a single micro light pilot, up to several hundred passengers and crew of an international transport aircraft, plus many village residents caught up in the accident | It depends on casualties and the availability of the emergency services, but we have a team prepared for communication, evacuation facilities, members of the community with various skills such as nurses, doctors, first aiders etc.  Some first aid kit kept at the Memorial Hall  The team is prepared with office equipment for recording and receiving casualties  Preparation for power and telecom failure also relevant |
| Pandemic | Widespread illness throughout the parish.  Overwhelmed local services  Food shortages | Street wardens to be in communication with vulnerable residents.  Volunteering Whatsapp group to be used to provide food shopping, deliveries, collection of prescriptions etc.  Encourage social distancing  Wear face masks in crowded enclosed spaces  Stay away if feeling unwell  Use the website to keep residents up to date on current government policy and key messages |
| Fuel crisis | Unable to access shops, hospital appointments and other critical services. | Street wardens to be in communication with vulnerable residents to understand what services are needed. |
| Prolonged high temperatures | Risk of dehydration, heat stroke, heat exhaustion.  Risk of wildfires, damage to properties. | We have members of the community with various skills such as nurses, doctors, first aiders etc  Use the website to remind residents to stay hydrated  Street wardens to be in communication with vulnerable residents.  Fire station in Ramsbury. |
| Flooding | Homes become uninhabitable for significant periods of time.  Roads impassable.  Residents may be trapped. | Aquasacs available from Ramsbury Memorial Hall.  Flooding advice available on PC website and in Emergency Plan.  PC to sign up for flood alert warnings. |

# **Annex E – Additional information (Flooding Advice, Radio Contact, Emergency; can you cope?)**

**FLOODING ADVICE**

**Wiltshire Council contact – Renate Malton  01225 718514    renate.malton@wiltshire.gov.uk**

**Ramsbury & Axford Parish Council nominal flood wardens – Alison Foale / Shelia Glass**

Keep an emergency pack of torch and radio with batteries, candle, matches, camping gas cooker ring and bottled water.

Protect doorways and low level air vents with sand bags or rubbish bags filled with earth.  Use silicon sealant to help make doors and windows more water resistant.

Turn off gas and electricity.

Move as much as you can, including food, upstairs.

If you are trapped by flooding remain near a window to attract attention.

The Environment Agency has produced a range of leaflets giving information on how to limit damage to your home, what to do in an emergency and how to restore your home after a flood.

If you need advice call **the Environment Agency Floodline on 0845 988 1188**or visit the website [**www.environment-agency.gov.uk**](http://www.environment-agency.gov.uk/)

**TO MINIMISE DAMAGE**

Place sandbags, plywood or metal sheets outside all doors, window frames and air bricks.

Put plugs into sinks and baths and weigh them down; disconnect the washing machine and dishwasher outlets.

Store chemicals like paint, cleaning products and pesticides high up.

Put electrical equipment and as much heavy furniture as possible upstairs or if you can’t do this weigh down furniture with something heavy.

Make sure important documents and any sentimental items are stored in a safe place.

Weigh down manhole covers with something heavy.

Make sure pets are safe.

**WHEN FLOOD HITS**

Listen to local radio for flood warnings and information or call the Floodline.

Don’t try to walk or drive through flood water – it could be contaminated or contain hazards you can’t see.

Don’t walk on sea defences, riverbanks or river bridges – they could collapse.

**AND AFTERWARDS**

Check your insurance policy and find out what your insurance company will pay for.

Take photos or video footage of the damage.

Only if safe to do so, mark the water levels for reference

Wear protective clothing when clearing up.

Remove mud and disinfect with hot soapy water and detergent.

Dispose of soft furnishings, food and clothes, which have been in contact with flood water.

**IF A SEVERE STORM IS THREATENED**

**Wiltshire Council –**[**weather.team@wiltshirecouncil.org.uk**](mailto:weather.team@wiltshirecouncil.org.uk)**01225 718284**

Tie down loose items outside that cannot be brought in.

Stay indoors - preferably downstairs – and keep pets in.

Clear windowsills and close curtains to protect against flying glass.

If gas, electricity or water is cut off, tell the relevant service.

As soon as it is safe, rope off or protect damaged areas to prevent injury from falling masonry, broken glass or electric cables.

**CHEMICAL, RADIATION ACCIDENTS, TOXIC FUMES AND SMOKE**

Stay indoors, shut all doors and windows and tune to your local radio station.

Switch off air conditioning or fans.

If you are outside, go to the nearest building or shop.

Listen to loudspeaker and radio announcements and be ready to move if the area is evacuated.

**RADIO CONTACT**

**Warning the public**

The Police may request the appropriate local radio stations to issue warning and advice messages. Check that you know where to find your local station. Be sure that you have a battery operated radio available.

The following are the local frequencies that cover the county of Wiltshire.

**BBC Radio Wiltshire FM** 104.3 MHz North& West Wilts

103.6 MHz Swindon Area

104.9 MHz Marlborough Area

103.5 MHz South of the County

**BBC Radio Swindon** 103.6 MHz

**GWR FM** 96.5. MHz Marlborough

97.2 MHz Swindon

102.2 MHz West Wiltshire

**Spire FM** 102 MHz

**Brunel Classic Gold** 936 KHz West Wilts

**Medium Wave** 1161 KHz Swindon

**BBC Radio Gloucester FM** 95/95.8/104.7 MHz

**BBC Somerset Sound MW** 1566 KHz

**BBC Radio Bristol FM** 94.9/95.5/104.6 MHz

**BBC Radio Bristol MW** 1548 KHz (194m)

**BBC Radio Solent FM** 96.1/103.8MHz

**BBC Radio Solent MW** 999 & 1359 KHz (221&300m)

**Power FM (Soton)**103.2

**Ocean FM (Portsmouth)** 96.7/97.5 MHz

**TO PUBLICISE CIVIL EMERGENCIES WILTSHIRE SOUND (BBC RADIO SWINDON): 01793 513626**

**EMERGENCY - CAN YOU COPE?**

When disaster strikes the Emergency Services want CLEAR, CONCISE INFORMATION AS SOON AS POSSIBLE.  If you are first on the scene, ascertain the precise location of the incident, and a broad indication of any casualties, fire and damage that may have occurred.

**THEN**

 MAKE A **999** CALL to summon the emergency services.  If there is any difficulty in doing this try and contact the individual services as follows:

1.County Police Headquarters Devizes 0845 4087000

2.The local Fire Station  - Pete Wheeler 01672 520673

3.Ambulance Control Point Devizes

If the telephones are out of order check if someone has a mobile telephone or flag down a mobile radio user (fire/police/ ambulance/gas/water/electricity/taxi etc) and ask them to pass a message via their control room.  Alternatively try to get a message passed by a local radio amateur.

**THEN**

 If possible, collect the following additional information to assist the emergency services when they arrive:

1. Casualties.  What is the Location, the number and type of injuries?

2. Fire.  What is on fire?  Alternatively is a fire imminent?  Are there hazardous items nearby - fuel, paint, gas bottles, and explosives?

3. Vehicles.  Is a Hazard Warning Panel marking displayed on the vehicle, e.g. a tanker?  If so, details of markings should be passed.

4. Buildings.  Are they in danger of collapse?  Are people still inside?

5. Approach to Incident Area.  Is it clear for vehicles?  Are there alternatives?

6. Water.  Alternative supplies for hydrants?  Rivers, lakes, ponds, swimming pools, farm tankers?

**THEN**

When satisfied the above information has been gathered, assist with controlling traffic and people, casualties, firefighting, and rescue until emergency services arrive.