

December 2018

Alderbury Parish Council

Alison McGowan – Parish Clerk – 01725 513651 – clerk@alderburyparishcouncil.gov.uk

EMERGENCIES - WHO CAN HELP?

Introduction

The aim of this guide is to list human and material resources likely to be of assistance to householders in an emergency in the Parish of Alderbury.

Emergencies can be totally unforeseen situations. Many, however, can be anticipated and householders can use this guide to help with pre-planning for possible events. These could include – extreme weather; communications interruption; industrial hazards; transport issues; fire risks, etc.

In the event of an emergency affecting a large portion of the community, the Parish Chair (Elaine Hartford), and Parish Councillors Barry Sloan and Michael Considine, assisted by the Parish Clerk, will assume the role of coordinators. (see 8 below)

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1) Emergency Contacts

Police/ Fire/ Ambulance/ Coastguard **Dial 999 or 112**

Police – Non-emergency **Dial 101**

It is worth remembering the 112 number for emergencies as it works throughout Europe, the UK and most of the USA, and is being adopted as the universal emergency number. 999 still works in the UK, but often 101 will be more appropriate.

2) First at the Scene

Should you be the first to arrive at the scene of an incident, it is imperative you do not attempt to help without first assessing the scene and providing relevant information to the emergency services. The following simple procedure is used by emergency services and is designed to ensure all necessary information is obtained quickly.

On arrival, obtain details following the **CHALETS** procedure:

C Casualties	Numbers and severity
H Hazards	Fire, fuel/ gas leaks, etc
A Access	Safe route for the emergency services
L Location	Exact location where the emergency services are required
E Emergency Services	Are they present or are they required? Which service(s)?
T Type	Road crash, air crash, explosion, major fire etc
S Safety	Of all personnel

3) Emergency Action Checklist

You may initially find yourself having to take charge of an emergency until other help arrives. If so, this checklist and the log sheet (see 9 below) will help you to keep track of the situation and to assist the hand-over to the professionals when they arrive.

1. Dial **999** and ensure the emergency services are aware of the situation. Follow any advice you are given.
2. In a non-emergency situation, should contact be required with the Wiltshire Council Emergency Planning Unit for information or advice, contact:

Working hours: Trowbridge (01225) 713159, 153, 157, 158 or 108 to speak to any member of the Department.

Out of hours: County Police Control Room, Devizes 0845 4087000 and request the Duty EPO be paged. Please only use this number if the matter cannot wait until office hours.

3. Begin keeping a log of details, including:
Decisions you make and why
Actions taken
Who you spoke to and what you said (include contact numbers if possible)
Any information you have received
4. Contact other members of the community who need to be alerted:
Any households at risk
Parish Chair, Elaine Hartford (01722 710341 mobile: 07831 357561); Parish Councillors, Barry Sloan (01722 710018 mobile: 07467 026904) and Michael Considine (01722 711673 mobile: 07730 470712); Parish Clerk, Alison McGowan (01725 513651)

Under no circumstances should you put yourself or others at risk to fulfil these tasks.

4) Utilities and Organisations

You can contact these organisations if you have a household emergency or are aware of an impending community emergency.

Service/name	Telephone no.	Website	Additional Information
Wiltshire Council	0300 456 0100	www.wiltshire.gov.uk	24 hour hotline
Environment Agency	0800 80 7060	www.environment-agency.gov.uk	24 hour hotline
Environment Agency	0370 850 6506	Wessex (South)	
Floodline	0845 988 1188	www.flood-warning-information.service.gov.uk	
Electricity Emergencies	0800 072 7282	www.ssepd.co.uk	SSE Power Distribution
Gas Escapes	0800 111 999	www.nationalgrid.com/uk/Gas/Safety/Gas+Emergency	National Grid Gas Emergencies
Sewage Floodline	0345 850 5959	www.wessexwater.co.uk	24 hrs. Local rates
Leakstoppers	0800 692 0692	Wessex Water	24 hrs. Free
Water Supply			
Enquiries (not leaks)	0345 600 4600	www.wessexwater.co.uk	Mon-Fri 0800-1800 Emergencies only at other times
Neighbourhood Police	999 or 101	www.wiltshire.police.uk	Matt Holland/ Simon Nash
Forestry Commission	02380 283141	www.forestry.gov.uk	24 hr hotline
Wiltshire County Cllr	01980 610111	Richard.Britton@wiltshire.gov.uk	Richard Britton

5) Medical

The NHS Direct service (111) has been terminated. If a medical issue does not warrant a 999 call, it is best to initially seek guidance using the <http://www.nhs.uk/> website. This will help with symptom diagnosis and guide you to the most appropriate source of help.

Doctors

Whiteparish Surgery Common Lane, Whiteparish SP5 2SU 01974 884269
0300 111 5717 (Out of hours)

Defibrillator

Alderbury Village Hall Southampton Road, Alderbury Located on outside wall to
right of main entrance. 24 hr access.
Ring 999 for access code.
999 for access code.

Chemist/ Pharmacy

Tesco Instore Pharmacy Bourne Centre, Southampton Rd
Salisbury SP1 2NY 0345 6779592

Open 08:00 to 20:00 Monday-Saturday; 10:00 to 16:00 Sunday.

Medication not requiring a pharmacist may be purchased on the shop floor at any time. The store is open from midnight on Sunday until midnight on Saturday, and from 10:00 to 16:00 on Sunday.

Downton Pharmacy 5 High Street, Downton SP5 3PG 01725 510388
Whiteparish Surgery Common Lane, Whiteparish SP5 2SU

Veterinarian

Endell Veterinary Group 49 Endless Street Salisbury SP1 3UH 01722 333291
Large animals.
Pets at Home, Bourne Retail Park, Salisbury 01722 415370
Forestry Commission 02380 283141

6) Flooding Advice

If there is a flooding emergency:

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 to 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

To minimize damage

Place sand bags, 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 or valuable 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 water defences, river banks or river bridges – they could collapse

Afterwards

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

Take photos or video footage of damage.

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 expected

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 (Spire FM 102MHz).

Switch off air conditioning or fans.

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

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

7) Radio and TV Broadcasts

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

The following are the radio frequencies that cover South Wiltshire.

BBC Radio Wiltshire FM Dab – Bath, West and Swindon 103.5 MHz South of the county

BBC Radio Wiltshire MW 1332 KHz

BBC Radio Wiltshire Digital Audio Broadcasting (DAB) Clock 12D frequency 229.072

Spire FM 102 MHz Salisbury

Gold MW 936 Wiltshire

BBC Radio Solent FM 96.1/103.8 MHz

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

BBC South television is currently not available in HD format. When tuning to BBC1, be sure to use the non-HD service as otherwise the transmission will only refer to the London region.

Digital TV and radio is available via terrestrial and satellite broadcasts, and cable and internet providers.

8) Plan Holders' Contact Details

Parish Council Chair

Elaine Hartford elaine.hartford@alderburyparishcouncil.gov.uk 01722 710341; mob. 07831357561

Parish Council Clerk

Alison McGowan clerk@alderburyparishcouncil.gov.uk 01725 513651

Parish Councillors

Michael Considine michael.considine@alderburyparishcouncil.gov.uk 01722 711673;

mob. 07730470712

Barry Sloan barry.sloan@alderburyparishcouncil.gov.uk 01722 710018; mob. 0746726904

The Chair of the Parish Council is solely empowered to declare an emergency, and to take responsibility as Emergency Co-ordinator, assisted by the Parish Council Clerk. In the absence of the Parish Chair either of the named Parish Councillors can deputise for the Chair in this role.

9) Log Sheet

Where feasible, it is important to record all relevant information during an emergency. The use of a log sheet is an easy and consistent way of ensuring that information is not lost. It can also help to support/justify any decision made or actions taken, and may be useful in plans for any future emergency. The following headings may be useful to follow if you need to compile a record:

Date	Time	Information/ Decision/ Action	Initials
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(Issued December 2018. Review September 2019)