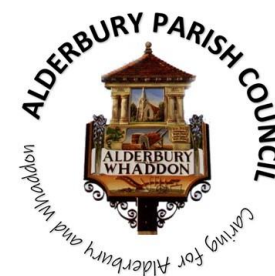


ALDERBURY PARISH COUNCIL

Caring for Alderbury and Whaddon



Emergency Plan

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, electricity, 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.

→ STEP 1	Dial 999 and ensure the emergency services are aware of the situation. Follow any advice you are given.
→ STEP 2	In a non-emergency situation, should contact be required with the Wiltshire Council Emergency Planning Unit for information or advice, contact: <ul style="list-style-type: none"> • 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.
→ STEP 3	Begin keeping a log of details, including: <ul style="list-style-type: none"> • 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
→ STEP 4	Contact other members of the community who need to be alerted: <ul style="list-style-type: none"> • 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, Steve Milton (07922424452)

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	Website	Additional Info
Wiltshire Council	0300 456 0100	www.wiltshire.gov.uk	24 hour hotline
Environment Agency	0800 80 7060	www.gov.uk/check-flood-risk	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 Distribution
Gas Escapes	0800 111 999	www.nationalgrid.com/uk/	National Grid Gas
Sewage Floodline	0345 850 5959	www.wessexwater.co.uk	24 hour hotline
Water leaks	0800 692 0692	www.wessexwater.co.uk	24 hour hotline
Water supply	0345 600 4600	www.wessexwater.co.uk	24 hour hotline
Neighbourhood Police	101	www.wiltshire.police.uk	24 hour hotline
Forestry Commission	02380 283141	www.forestry.gov.uk	24 hour hotline
Wiltshire Councillor	01980 610111	Richard.Britton@wiltshire.gov.uk	Cllr 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 (right of main entrance – 24/7)	Ring 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.
	Downton Pharmacy 5 High Street, Downton SP5 3PG	01725 510388
	Whiteparish Surgery Common Lane, Whiteparish SP5 2SU	01974 884269 0300 111 5717 (Out of hours)
Vet	Endell Veterinary Group 49 Endless Street, Salisbury SP1 3UH	01722 333291
	Pets at Home Bourne Retail Park, Salisbury	01722 415370

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

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.
→	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	Wiltshire and Swindon	FM 103.5 MHz
		MW 1332 KHz
		DAB 229.072
BBC Radio Solent	Hampshire and South Wiltshire	FM 96.1/103.8 MHz
		MW 999 and 1359
Greatest Hits Radio	Salisbury and South Wiltshire	102 MHz
Gold	Wiltshire	MW 936 KHz

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.

