



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, John Fuller, and Parish Councillors Barry Sloan and Mike Dent 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, John Fuller (01722 710100 or 07746 572381) • Parish Councillors, Barry Sloan (01722 710018 mobile: 07467 026904) and Mike Dent (01722-711740 or 07734-150020) • Parish Clerk, Liz Holland (07922 424452) |

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:

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| → | 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

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| → | 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

| | |
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| → | 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

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| → | 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

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|---|---|
| → | 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.

8. Plan Holders' Contact Details

| Council Role | Name | Email | Telephone |
|--------------|-------------|--|------------------------------------|
| Chair | John Fuller | john.fuller@alderburyparishcouncil.gov.uk | H: 01722 710100 M: 07746 572381 |
| Clerk | Liz Holland | clerk@alderburyparishcouncil.gov.uk | M: 07922 424452 |
| Councillors | Mike Dent | mike.dent@alderburyparishcouncil.gov.uk | H: 01722 711740 M: 07734 150020 |
| | Barry Sloan | barry.sloan@alderburyparishcouncil.gov.uk | H: 01722 710018 M:07467 026904 |

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:

| EMERGENCY ACTION LOG | | | |
|----------------------|------|--|----------|
| Date | Time | Information received/decision/action taken | Initials |
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