



Date of Issue: 4th October 2022

A MEETING OF THE COMMUNITY & ENVIRONMENT COMMITTEE WILL BE HELD ON MONDAY 10TH OCTOBER 2022 IN THE BANQUETING SUITES, SHOTTON HALL, PETERLEE, SR8 2PH at 6.30pm

Mr I Morris M.C.I.H, F.S.L.C.C.

Town Clerk

A G E N D A

Due to the current COVID situation the capacity of the meeting room is reduced and public admission to the meeting will be limited. Any members of the public wishing to attend Shotton Hall to observe the meeting are strongly advised to contact the Council in advance to reserve a seat: council@peterlee.gov.uk or 0191 5862491.

Members of the Committee and members of the public are reminded that the public part of the meeting may be recorded in both audio and video, and photographs may be taken.

1. Apologies for Absence

Members are cordially invited to inform the Deputy Town Clerk of their apologies as soon as practical before the meeting if they are unable to attend.

2. To receive declarations of interest

Members are reminded of the need to disclose any interests in items on this agenda, whether pecuniary or otherwise. Please seek advice from the Town Clerk or Deputy Town Clerk prior to the meeting if in doubt. Members are reminded that they can check their published declaration of interests here: <https://bit.ly/2wVyeIA>

3. **To Approve the Minutes of the Last Meeting**
Members are asked to agree the attached minutes as a true and correct record of the meeting.
(Minutes of the meeting held on 14th February 2022, attached)

4. **Community Emergency Plans**
To welcome Laura Dobson, Civil Contingencies Officer to the meeting
Please see the Community Emergency Plan template and 6 Step Guide (attached for your reference)

5. **Christmas Tree – Town Centre Roundabout**
Suggestion from the Events Working Party held on 29th September 2022 that this work not be commissioned this year.

The press and public are welcome to attend this meeting

**Contact:- Ian Morris, Town Clerk, Peterlee Town Council, Shotton Hall, Peterlee Co Durham
SR8 2PH
e mail: council@peterlee.gov.uk**

THE MINUTES OF THE MEETING
OF THE COMMUNITY & ENVIRONMENT COMMITTEE
HELD IN THE BANQUETING SUITES,
SHOTTON HALL, PETERLEE ON MONDAY 14TH FEBRUARY 2022 AT 6.30PM

PRESENT: M A CARTWRIGHT (CHAIR)

Mesdames: - K Duffy, K Hawley, D Howarth, K Liddell, S McDonnell, S Simpson, A E Laing, E Watson & M McCue

Messrs:- R Moore, S Meikle, B Fishwick, M Sanderson & S Franklin

The Chairman advised Members of the committee that part of the meeting may be recorded by both audio and video, and it may be that photographs were taken.

13. Apologies for Absence

Apologies were submitted by Councillors J Black, G Johnson, D Quinn, D Hawley and T Duffy.

RESOLVED the Council approve the reason submitted for absence received from these Councillors, and their apologies for absence be recorded.

14. To receive declarations of interest

Members were reminded of the need to disclose any interests in items on this agenda, whether pecuniary or otherwise. None were given to the meeting.

15. To Approve the Minutes of the Last Meeting

The contents of the Minutes of the last meeting, a copy of which had been previously circulated, were approved and signed as a true and correct record.

16. Town Events – Tenders for services

The report of the Corporate Services Manager providing details of the tenders for the provision of services was provided for the consideration and approval by Members. It was suggested the possibility of purchasing lighting towers be looked into. It was also asked that the bar provision for the bar service for the Music Fest be considered at an Events Working Party Meeting.

RESOLVED: -

(A) that the quotation from Company A, Sisco Security from Seaham, for the total amount of £6,585.00 for security services at the events be accepted.

(B) that the quotation from Company A, Medics UK from Stockton, for the total amount of £4,648.00 for medical cover for the events be accepted.

- (C) that the quotation from Company A, Nemesis Fireworks from Nantwich, for the amount of £2,920.00 be accepted.
- (D) that the free offer from Company A, Hutton Fire Protection from Hartlepool, to provide fire extinguishers, be accepted.
- (E) that the quotation from Company A, Chevron Traffic Management Services from Nottinghamshire, for the amount of £5,160.00 be accepted.
- (F) that the quotation from Company A, Castlewood Loo Hire from Durham, for the amount of £1,988.00 be accepted.
- (G) that the quotation from Company A, Dobson's Marquee Hire from Bishop Auckland, for the amount of £4,558.00 be accepted.
- (H) that the quotation to provide all supplies from Company A, SPL from Stockton, for the amount of £11,050.00 be accepted.
- (I) that the quotation from Company A, SPL from Stockton, for the amount of £1,930.00 be accepted.
- (J) that the tenders from Company A, Wonderful Whippy Ice Cream for the amount of £800.00, Company B, Gourmet Grill from Peterlee, for the amount of £200.00, Company C, for the amount of £200.00 from Spennymoor and Company D, for the amount of £120.00 from Castle Eden be accepted. I will look at finding one more option as stated in the letter requesting 4 units to attend the Music Fest.

17. Temporary Marquee Facility, Peterlee Cricket Club

Members were asked to approve a request from Peterlee Cricket Club for the erection of a temporary marquee at the Helford Road cricket ground to provide a social space and potential income generation for the Club. The Town Clerk provided further detail and answered any questions posed by Members.

It was **RESOLVED** an in-principle approval of the Cricket Club's request to erect at 6mx10m marquee on Town Council land between the Pavilion Sports & Community Centre and the cricket score box, with artificial turf flooring and a bar cabin/locker, be given. This approval was contingent on the following five conditions:

1. that the club secured planning permission for the proposed installation;
2. that the club secured the appropriate alcohol license for the facility from the licensing authority;
3. that the club arranged public liability insurance cover for the marquee/fixtures/fittings and any activities that occur therein;
4. that the power supply to the marquee facility would be installed and commissioned by a certified electrician
5. that the land be returned to its original condition (or as reasonably close as possible) at the club's expense when the marquee was removed.

18. Members' attendance and allowances

The report of the Deputy Town Clerk/Democratic Services Manager providing an update with Members' allowances and details of Member's attendance from May 2021 to January 2022 was considered.

RESOLVED the Town Council continue to pay Members' allowances and attendance be recorded as it was currently, in the minutes only.

19. Code of Conduct & Civility and Respect

The report of the Deputy Town Clerk/Democratic Services Manager requesting the Town Council to adopt a bullying and harassment statement in line with sector guidance was considered. **RESOLVED**: -

- (i) the bullying and harassment statement proposed by NAIC & SLCC be adopted by the Town Council and publicised accordingly;
- (ii) the information provided on the use of social media by Councillors, be noted;
- (iii) the Town Council submit a Code of Conduct Complaint to DCC following posts made on social media by a Town Councillor.

Councillor Meikle left the meeting at 7.30pm.

20. Member Briefing Sessions

Members considered a proposal to provide them with an online briefing session on a regular basis to enable Senior Managers to update Members on latest development in their service areas. Members felt this was a really good idea and it was **RESOLVED** these be arranged.

21. Boundary fence, Ponyfields/Horden Parish

Members were asked to consider options for the future treatment of the parish boundary line between Peterlee and Horden in the Ponyfields/Yoden Avenue area. The existing fence was in poor condition and a decision needed to be made about next steps. **RESOLVED** the remainder of the timber fence between Snowdrop, Daffodil, Wallflower, Briar and Woodbine Avenue be removed. **FURTHER RESOLVED** should a resident wish to keep the timber rather than it being removed, they agree to take on ownership of and responsibility for it and this be recorded in writing.

22. Draft budget for 2022/23

Members considered the detailed draft budget and proposed fees & charges for the 2022/23 financial year prior to approval by Council on 28th February 2022. The contents were noted, and Members were asked to provide any feedback. **RESOLVED** the draft budget be submitted to the Council Meeting for approval.

Community Emergency Plan

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Authorisation:

Name:

Version	Date	Prepared By	Checked By	Issue/Changes

???? will act as the designated data controller for the information.

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Section One

Background Information and Risks

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1. Background

This plan was developed by **???? Parish Council**, the Civil Contingencies Unit (CCU) and supporting organisations. It has been developed to support **????** with knowledge and information in order to support the communities within **????**, in the event of an incident.

Information on local area

The emergency services and local authority will take the lead for responding to emergencies through their responsibilities under the Civil Contingencies Act (2004). This plan is intended to provide information to **???? Parish Council/Community Emergency Group** so that they can help their community affected by emergencies and therefore complement the response of the responding agencies. This is through increasing the knowledge on the awareness of risks and developing mitigating measures where appropriate. This includes creating and supporting existing networks to support effective communications within communities regarding emergencies.

It is recognised that during the response phase of an incident, the resources of the emergency responders may be limited or take time to mobilise. This is where the initial response can come from the community by activating this plan, ensuring people are made aware of the incident and possibly opening a place of safety for people to seek refuge, prior to the emergency services arriving and taking over control.

A further element of this plan is to explore additional local resources that can be used to supplement those of the responding agencies, for example, additional places of safety or additional 4x4 vehicle support.

2. Aim, Objectives and Scope

2.1 Aim of the Plan

The aim of this plan is to provide **????** with the knowledge and information in order to support communities in **????** during emergencies.

2.2 Objectives

- To support the communities in **????** to increase their resilience to emergencies through prevention and mitigation.

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- To support the response of the authorities to emergencies.
- To detail the roles and responsibilities of identified individuals.
- To help minimise the impact of an incident.
- To contribute to the overall co-ordination of the response to the incident, by the appropriate authorities.

2.3 In Scope

This plan details the information needed to guide communities in responding to emergencies and increase their community resilience. It is not intended to subvert or provide an alternative to the existing emergency response arrangements maintained by the Category 1 responders under the Civil Contingencies Act (primarily but not exclusive to: Durham County Council, Durham Constabulary, the County Durham & Darlington Fire & Rescue Service as well as the North East Ambulance Service and NHS England).

The area covered by this plan is **????** as identified in the maps below. Any incidents or requests for assistance from outside this area will be considered as appropriate.

Insert map

2.4 Out of Scope

This plan does not include in scope the response by the emergency services and local authority, the points of contact with these however will be included as necessary.

2.5 Links to Other Plans

Any nearby local plans?

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3. Local Risks

Risks		Impact on community
Severe Weather	– Heavy rain/ flooding	<ul style="list-style-type: none"> – Flooding of local streets – Blocked access to shops and other buildings/ areas – Disruption to traffic routes (road erosion, landslides etc) – Particular risk to children and elderly people – Disruption to access to key community resources such as health services – Damage/ threat to property and or land – Loss of utilities – Impact on local water supplies – Threat to health from sewerage/ contamination
	– Heavy snow	<ul style="list-style-type: none"> – Blocked access to shops and other buildings/ areas – Disruption to traffic routes – Disruption to access to key community resources such as health services – Impact on elderly and vulnerable people – Loss of utilities and impact on local water supplies? – Threat to livestock – Farmers risking life to get to/ save livestock
	– Strong winds	<ul style="list-style-type: none"> – Blocked access to shops and other buildings/ areas – Disruption to traffic routes – Loss of utilities (impact on local water supplies, power etc.) – Damage to property

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		<ul style="list-style-type: none"> – Loss of comms (internet, phone signal)
	<ul style="list-style-type: none"> – Heatwave/ wildfire 	<ul style="list-style-type: none"> – Disruption to traffic routes – Impact on elderly and vulnerable – Air pollution quality – Loss of farmland – Damage/ threat to property and or land – Threat to livestock
Animal disease	<ul style="list-style-type: none"> – Disruption to traffic routes – Changes to trading arrangements – Emotional impact – Animal welfare – Environmental impacts 	
Flu	<ul style="list-style-type: none"> – Impact on old and vulnerable – Disruption to businesses/ shops due to staff absences 	
Road collapse	<ul style="list-style-type: none"> – Interruption to services – Blocked access to premises – Disruption to traffic routes 	
Gas leak	<ul style="list-style-type: none"> – Blocked access to premises – Disruption to traffic routes 	
Loss of utilities	<ul style="list-style-type: none"> – Impact on old and vulnerable – Disruption to access to key community resources such as health services – Impact on local businesses including farms – Length of time without utilities may be prolonged 	

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4. Roles and responsibilities

4.1 Community Emergency Group

The Community Emergency Group is responsible for the maintenance, update, reviews and activation of this plan (ideally in conjunction with the DCC Civil Contingencies Unit).

The Community Emergency Group is the local point of contact for members of the community regarding resilience issues. For any appropriate queries they should signpost to the CCU.

4.2 Community Emergency Coordinator

The Community Emergency Coordinator is the person in charge of the Community Emergency Group. The Coordinator will act as the link between the Community Group, the CCU and the emergency services and will task other volunteers. They are also responsible for ensuring volunteers are paired up or “buddied” so that no one is working alone- see [Appendix D](#) on assessing risk for volunteers.

4.3 Civil Contingencies Unit

There is always one member of the CCU on call as CCU Duty Officer at any time (24 hours a day, 365 days a year). They are the on-call officer for Durham County Council for civil emergencies within County Durham.

Activation of this plan will be in conjunction with the CCU Duty Officer via email.

The CCU also provide advice and can answer any queries relating to this plan in office hours.

4.4 Other responding agencies

Emergency services and other responding agencies are aware of this plan and should consult with the Community Emergency Coordinator when arriving at the scene of the incident.

4.5

5. Stand down

Any incident will normally be stood down (the response concluded) by the incident commander of the attending emergency services. Every service,

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organisation, individual etc. who was notified of the incident should now be notified that it is resolved.

6. Debrief and Review

After any incident or activation of this plan, a debrief should take place. This would be held by **???? at ????** in conjunction with the CCU, to discuss what worked well and what did not work well within the plan.

A review of the plan should then take place, taking into account any learning from the debrief.

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Section Two

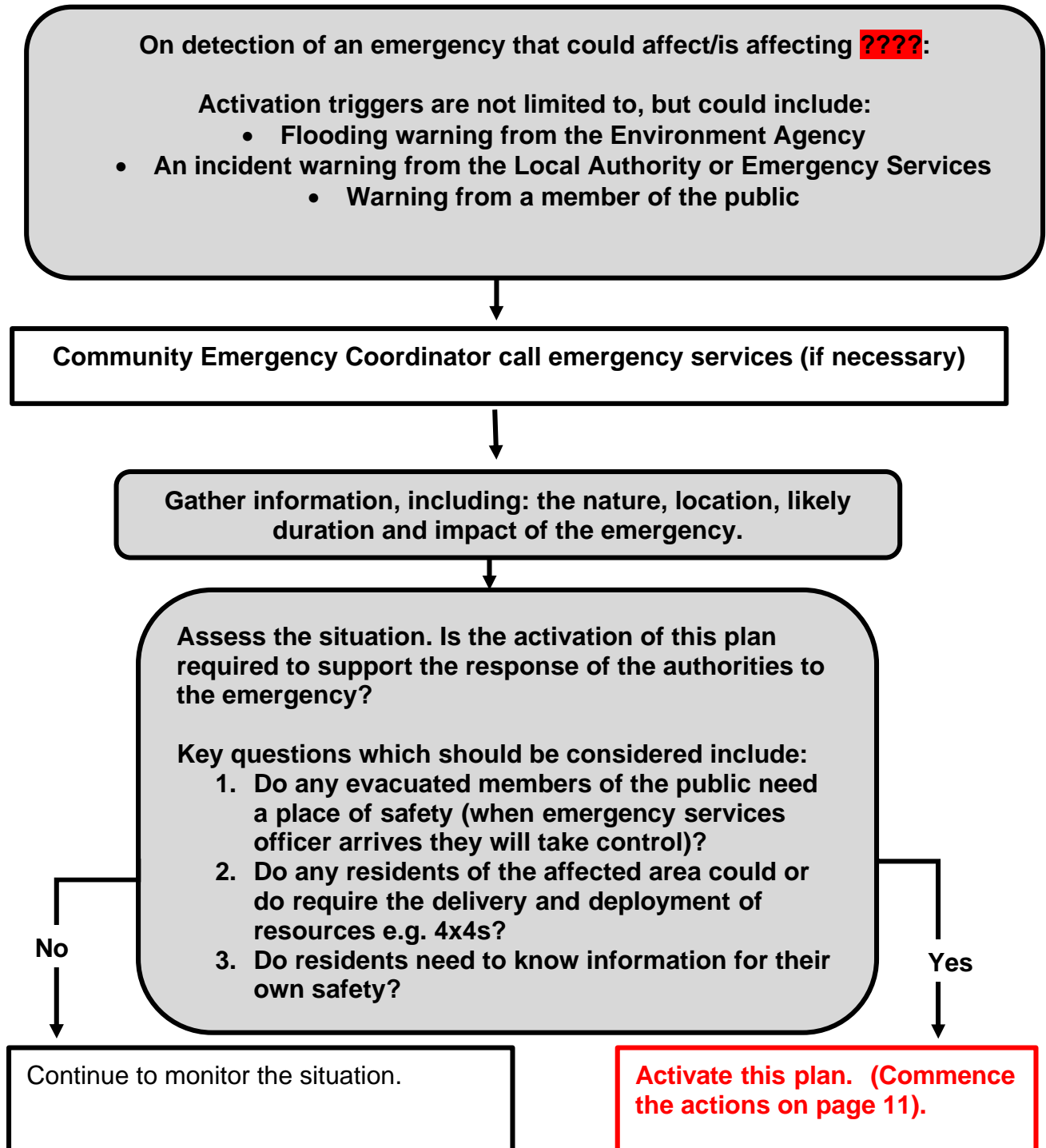
Emergency Information (Pull Out)

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7. Plan Activation

The decision to activate this plan should ideally be taken by _____. _____ will be notified by community members of any issues.

7.1 Activation flow chart



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8. Local Skills and Resources

8.1 Local skills and resources

Any local skills and resources are provided on a voluntary basis and will not replace the work of the emergency services.

Skill/Resource	Who?	Contact details	Location	When might be available?

8.2 Key locations identified with emergency services for use as places of safety

Building	Location	Potential use in an emergency	Contact details of key holder

8.3 Pre-identified Community Coordination Point

List of pre-identified community venues that can be opened for use as a Community Coordination Point.

Building	Location	Potential use in an emergency	Contact details of key holder

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9. Actions for Roles

9.1 Community Emergency Coordinator

Community Emergency Coordinator Actions		
•	Ensure you are in no immediate danger.	○
•	Commence personal log. See Appendix A for template.	○
•	<p>Gather any information available to assess the situation, such as weather reports and details of the affected area.</p> <p>What/ Where/ When/ Who/ Why (i.e. ETHANE)</p> <p>E – Exact Location (postcode/ address etc. would be helpful T – Type of Incident (flooding/ severe weather etc.) H – Hazards present or suspected (have any man-hole covers been dislodged/ tree been blown down/ power cables exposed etc.) A – Access- routes that are safe to use N – Number, type, severity of casualties (if known) E – Emergency services present and those required (if appropriate)</p>	
•	Contact the Community Emergency Group and discuss the need for a local Community Coordination Point.	○
•	If deemed necessary, open a Community Coordination Point such as a Church Hall, Community Centre to work from. Location of this is listed in Section 3.3 . This may be the same location as the place of safety.	○
•	Email the CCU Duty Officer ccuenquiries@durham.gov.uk to make them aware of plan activation. They will endeavor to respond but this is not always guaranteed.	○
•	Inform appropriate contacts within this plan, including those within the telephone tree.	○
•	Arrange for any people who have requested help to be contacted.	○
•	If required, confirm with the CCU Duty Officer whether an evacuation is in progress, and if so, whether places of safety in addition to those being confirmed by the CCU are required.	○
•	Monitor the development of incident response and maintain regular reports and contact with the CCU Duty Officer if required.	○
•	If required, use your knowledge of the local area to work with the emergency services to help identify any vulnerable people, vulnerable areas in the community etc.	○

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Considerations
<ul style="list-style-type: none"> Personal domestic arrangements throughout the incident. The welfare of any volunteers who may have become involved in the incident response.

9.2 Civil Contingencies Unit Duty Officer

Civil Contingencies Unit (Duty Officer) Actions	
• Start personal log if plan activation email is received and have capacity to respond.	<input type="radio"/>
• Establish/ maintain contact with the Community Emergency Coordinator if required.	<input type="radio"/>
• Gather as much information as possible and assess the situation. Reassess whether the incident requires the (part/full) implementation of this plan.	<input type="radio"/>
• Agree with the Community Emergency Coordinator an aim, and a plan of action. Confirm how this will be completed and a timetable for updates.	<input type="radio"/>
• Ensure the appropriate communications links are established between the Community Emergency Coordinator and any relevant agencies.	<input type="radio"/>
• Ensure that the other agencies involved in the incident are aware of the implementation of (part/all) of this plan, and how it will support the incident response.	<input type="radio"/>
• Continue to monitor the incident and liaise with the Community Emergency Coordinator to share the most current information available. Continually reassess the measures that have been taken.	<input type="radio"/>
• Ensure that any volunteers/ organisations mobilized upon activation of this plan, are supported and have the resources they require to operate effectively.	<input type="radio"/>
Considerations	
<ul style="list-style-type: none"> Conduct risk assessments as appropriate. Personal domestic arrangements throughout the incident. 	

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10. Actions for Specific Incidents

The following action cards contain suggestions of specific actions (in addition to those in the action card above) that you may want to consider taking during specific incidents. Note that every incident is different, so the following actions are just suggestions and not inclusive. Other incidents may occur that are not listed below but may also require community action.

10.1 Heavy Rain/ flooding

Heavy Rain/ Flooding		Tick
Preparing for flooding		
•	Encourage residents, businesses & community organisations to improve home flood defences: <ul style="list-style-type: none"> ○ The Blue Pages is a directory of property flood products and services to advise and inform you of what's available to help reduce the risk of flooding to your home or business. www.bluepages.org.uk 	○
•	Liaise with Local Authority/Northumbrian Water on planned works to alleviate flooding: <ul style="list-style-type: none"> ○ Contact the Durham County Council Civil Contingencies Unit at ccuenquiries@durham.gov.uk for further information. 	○
•	Monitor weather and flood warnings: <ul style="list-style-type: none"> • Flood warnings- flood-warning-information.service.gov.uk/warnings • Weather warnings- www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings 	○
•	Direct interested parties to sources of information (contact CCU for most up-to-date information if unsure)	○
•	Access any community flood protection resources	○
•	Ensure communications are in place	○
•	Inform appropriate contacts within this plan, including those within the Telephone Tree of possible flood.	○
Responding to flooding		

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•	Ensure you are in no immediate danger.	<input type="radio"/>
•	Commence personal log. See Appendix A for template.	<input type="radio"/>
•	Gather any information available to assess the situation, such as weather reports and details of the affected area. What / Where / When / Who / Why (i.e. ETHANE) E - Exact Location (postcode/address etc. would be helpful) T - Type of Incident (Flooding/Severe Weather (i.e. snow) etc.) H - Hazards present or suspected (have any man-hole covers been dislodged/trees been blown-down/power cables exposed etc.) A - Access-routes that are safe to use (avoiding Front Street) N - Number, Type, Severity of casualties (if known) E - Emergency Services present and those required (if appropriate)	<input type="radio"/>
•	Inform appropriate contacts within this plan, including those within the Telephone Tree and WhatsApp.	<input type="radio"/>
•	Arrange for any people who have requested help to be contacted.	<input type="radio"/>
•	If required due to the nature of the incident, confirm with CCU Duty Officer or emergency services whether an evacuation is in progress, and if so whether places of safety in addition to those being confirmed by the CCU are required.	<input type="radio"/>
•	Monitor the development of incident response and maintain regular reports and contact with the CCU Duty Officer.	<input type="radio"/>
After flooding		
•	Ensure residents are okay and tidy up after flood (disposal of items contaminated by flood water etc.).	<input type="radio"/>
•	Re-stock supplies of sandbags and other equipment used.	<input type="radio"/>

10.2 Heavy Snow

Heavy Snow		Tick
•	Monitor weather conditions and warnings regularly: • Weather warnings- www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings	<input type="radio"/>

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•	Monitor any road closures on the Durham County Council website: https://www.durham.gov.uk/article/1946/Emergency-road-closures	○
•	Arrange for any people who have requested help to be contacted.	○
•	Use Section 3 to see if any 4x4s are available for people that need them.	○
•	Distribute any useful information or updates to communities by using the telephone tree.	○
•	If communications are down, door knock on residents and use the checklist in Appendix B	○

10.3 Strong Winds

Strong Winds		
•	Monitor weather conditions and warnings regularly: <ul style="list-style-type: none"> Weather warnings- www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings 	○
•	Monitor any road closures on the Durham County Council website: https://www.durham.gov.uk/article/1946/Emergency-road-closures	○
•	Check for any utility issues in the area on their websites or report them here: <ul style="list-style-type: none"> Electric- Northern Powergrid- www.northernpowergrid.com/ - 105 to report a powercut Gas- Northern Gas Networks- www.northerngasnetworks.co.uk/ - 0800 040 7766 Water- Northumbrian Water- www.nwl.co.uk/ - 0345 717 1100 	○
•	Arrange for any people who have requested help to be contacted.	○
•	Distribute any useful information or updates to communities by using the telephone tree or WhatsApp.	○
•	If communications are down, door knock on residents and use the checklist in Appendix B	○

10.4 Heatwave/ wildfire

Heatwave		
•	Monitor weather conditions.	○
•	Check the Fire Severity Index regularly here: www.metoffice.gov.uk/public/weather/fire-severity-index/	○
•	Monitor any road closures on the Durham County Council website: https://www.durham.gov.uk/article/1946/Emergency-road-closures	○

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•	Check for any utility issues in the area on their websites or report them here: • Electric- Northern PowerGrid- www.northernpowergrid.com/ - 0800 66 88 77 • Gas- Northern Gas Networks- www.northerngasnetworks.co.uk/ - 0800 040 7766 • Water- Northumbrian Water- www.nwl.co.uk/ - 0345 717 1100	<input type="radio"/>
•	Arrange for any people who have requested help to be contacted.	<input type="radio"/>
•	Distribute any useful information or updates to communities by using the telephone tree or WhatsApp.	<input type="radio"/>

10.5 Animal Disease

Animal Disease		
•	Monitor any road closures on the Durham County Council website: https://www.durham.gov.uk/article/1946/Emergency-road-closures	<input type="radio"/>
•	Monitor the APHA website for any updates: www.gov.uk/government/latest?departments%5B%5D=animal-and-plant-health-agency	<input type="radio"/>
•	Distribute any useful information or updates to communities by using the telephone tree or WhatsApp.	<input type="radio"/>

10.6 Flu

Flu		
•	Arrange for any people who have requested help to be contacted.	<input type="radio"/>
•	Check the UK Health Security Agency website: https://www.gov.uk/government/organisations/uk-health-security-agency	<input type="radio"/>

10.7 Road Collapse

Road Collapse		Tick
•	Monitor any road closures on the Durham County Council website: https://www.durham.gov.uk/article/1946/Emergency-road-closures	<input type="radio"/>
•	Distribute any useful information such as road closures, instructions from the emergency services or any other updates to communities by using the telephone tree or WhatsApp.	<input type="radio"/>

10.8 Gas Leak

Gas Leak		Tick
•	Monitor any road closures on the Durham County Council website: https://www.durham.gov.uk/article/1946/Emergency-road-closures	<input type="radio"/>
•	Contact Northern Gas networks for the latest information- www.northerngasnetworks.co.uk/ - 0800 040 7766	<input type="radio"/>

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•	Distribute any useful information such as road closures, instructions from the emergency services or any other updates to communities by using the telephone tree or WhatsApp.	<input type="radio"/>
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10.9 Loss of Utilities

Loss of Utilities		Tick
Preparing for loss of utilities		
Encourage residents to be personally prepared: <ul style="list-style-type: none"> Put together a grab bag full of important items you may need in an emergency. Have a stock of torches (wind up would be preferred to avoid need for batteries) Have food in the house that does not need heating up using gas and or electric. Have a power pack charger in case of power outages. Have a list of contacts printed out- personal contacts and emergency services/ utilities contact numbers. 		<input type="radio"/>
Check utility websites as they will have useful tips on how to prepare: <ul style="list-style-type: none"> www.northernpowergrid.com/what-to-do-in-a-power-cut https://www.nwl.co.uk/services/water/winter-weather-advice/ 		<input type="radio"/>
Responding to loss of utilities		
•	Make contact with the utility company for any updates: <ul style="list-style-type: none"> Electric- Northern PowerGrid- www.northernpowergrid.com/ - 0800 66 88 77 Gas- Northern Gas Networks- www.northerngasnetworks.co.uk/ - 0800 040 7766 Water- Northumbrian Water- www.nwl.co.uk/ - 0345 717 1100 	<input type="radio"/>
•	Arrange for any people who have requested help to be contacted.	<input type="radio"/>
•	Distribute any useful information such as road closures, instructions from the emergency services or any other updates to communities by using the telephone tree or WhatsApp.	<input type="radio"/>
•	If there is a widespread power outage, consider opening a pre-identified community venue to act as a “hub” for residents to get information, hot food etc. Ensure residents are notified that this is open either by social media, phone call, door knocking or any other means of communication.	<input type="radio"/>

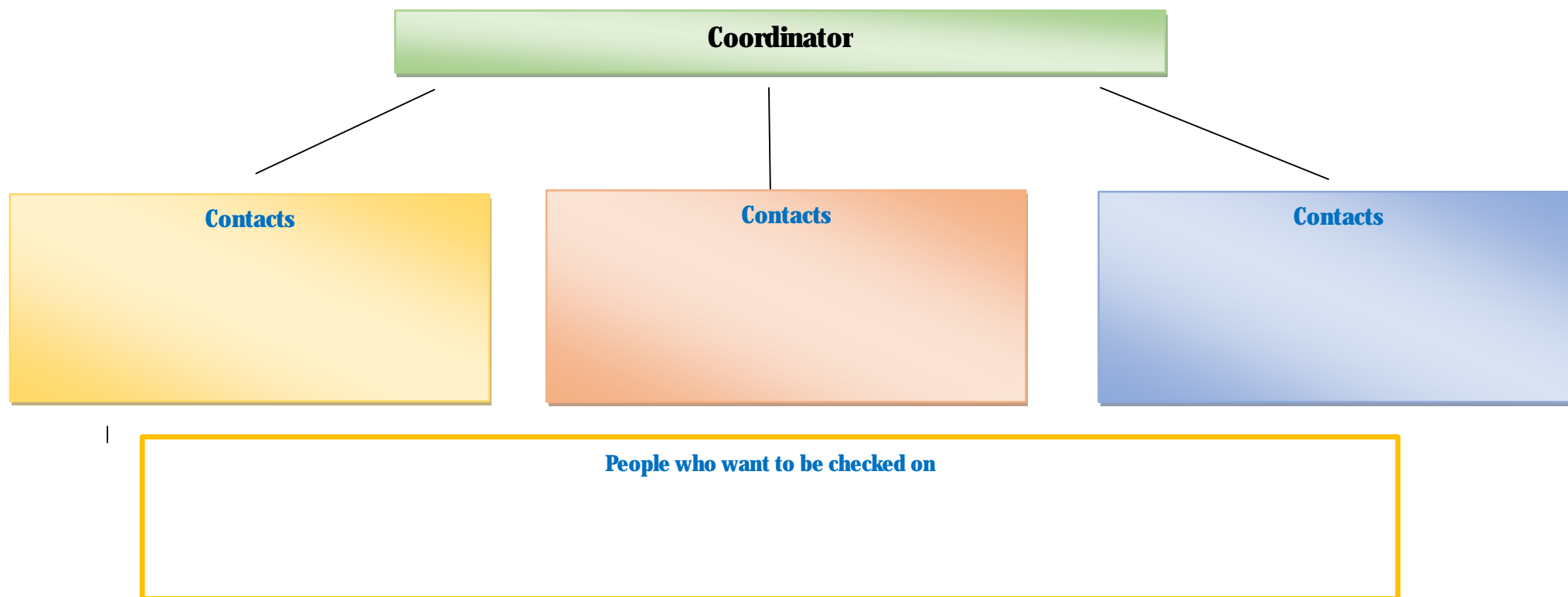
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11. Emergency Contacts and Communications

This section contains the contact details of relevant individuals who may need to be notified of an emergency and the contact details of responding organisations. Remember to comply with GDPR.

11.1 Telephone Tree

The phone tree works, with **???** at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.



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11.2 WhatsApp

A WhatsApp group may be set up instead of or in addition to a telephone tree to enable community members to distribute messages.

11.3 Community members who may like to be 'checked on' in an emergency

List held by Parish Council??- GDPR

Remember to abide by GDPR regulations when collecting, storing, sharing and deleting this information. ???? will act as the designated data controller for the information.

11.4 Communications

Some emergencies may lead to communications being hampered such as loss of mobile phone signal, online network coverage or charge and landlines being cut off. For these reasons you should not rely solely on mobile phones or landlines as primary sources of communication. Other ways of communication could include:

- Always maintaining visual contact with other volunteers or emergency services where possible (wearing a high vis vest will make this easier)
- Inform someone else where you are and what you will be doing at all times
- Provide whistles to volunteers
- Door knock residents if phones are out of use (see [Appendix B](#) for door knocking checklist)

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11.5 Key Responder Contacts

Name/Organisation	Telephone:
Emergency Services	999
Police non-emergency enquiries Anti-terrorism hotline Crime stoppers	101 0800 789 321 0800 555 111
Fire and Rescue Service - non-emergency enquiries	0345 305 8383
Civil Contingencies Unit email for activation notification Civil Contingencies Unit telephone number for office hours enquiries	ccuenquiries@durham.gov.uk 03000 264654
Health - non-emergency enquiries	111
Gas emergencies	0800 111 999
Electricity emergencies	0800 66 88 77
Emergency water leaks and sewerage	0345 717 1100
Social Care Direct - for concerns about someone's welfare	03000 267 979
Durham County Council Customer Services	03000 26 0000
Northern Powergrid general enquiries: For power cuts, 24 hour emergency number:	0800 011 3332 0800 66 88 77
Northern Gas Networks	0800 040 7766
Durham County Council Environment, Health and Consumer Protection	03000 261 016

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Section Three

Supporting Plan Information and Appendices

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12. Plan Administration

12.1 Amendment Procedure

It is essential that information in this plan is kept up to date. This plan will be reviewed annually, or after any incident.

If any amendments are made to this plan, the reviewed document should be forwarded to and the CCU.

12.2 Document Distribution and Control

Access to this plan is available to all individuals/organisations named in the plan.

Electronic copies of this plan are held in the following places:

- Parish Council system?
- Civil Contingencies Unit (CCU) system

A redacted electronic copy of the plan can be found on Resilience Direct and will be available to emergency services.

Other organisations / people who need to be aware of the plan are listed below.

Role	Issued on	Contact Details

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12.3 Training & Exercising

It is essential that this plan is routinely tested and reviewed to ensure it is fit for purpose. Details of training and exercising will be documented in the table below.

Date	Event	Event Type	Outcome

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13. APPENDIX A: Incident Log Template

Log Number	Time	Log Entry	Action/Remark

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14. APPENDIX B: Door Knocking Checklist

Volunteers must always work in pairs when door knocking and health and safety/ risk assessments need to be considered before doing so. The following table should be used when door knocking residents to gather information about their wellbeing. Remember to abide by GDPR regulations when collecting, storing, sharing and deleting this information. ???? will act as the designated data controller for the information.

Date and time:								
House No	Street	Any response	Full Name	Mobile No	Email	Phone / internet	Access to food	Able to stay Warm

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15. APPENDIX C: Personal Preparedness and Vulnerable Persons Registers

Grab Bag

It's a good idea to have a grab bag prepared and ready in your home. This could be a backpack which is full of useful and important items that you may need if you were evacuated from your home due to an emergency. Suggested items to include are as follows:

- Important documents (insurance, ID etc.)
- Medication
- Contact numbers
- Non-perishable snacks
- Wind up torch
- Power bank
- Phone charger
- Toiletries
- Money
- Games for children
- Pet items

Personal and emergency contact list

It is a good idea to have a list of personal contact numbers written down and stored in your grab bag. This is in case your mobile phone runs out of battery. It is also useful to have a list of emergency contacts.

Household emergency plan

Every household should have a household emergency plan. A template can be found on the Durham County Council website: <https://www.durham.gov.uk/emergencysafety>

Vulnerable Persons Registers

Utility companies each have their own vulnerable persons register so it is a good idea to sign up to all of them to ensure you are on their priority service list in an incident if you feel it necessary.

- Northern Powergrid Priority Services Membership:
<https://www.northernpowergrid.com/care>
- Northern Gas Networks Priority Customers:
<https://www.northerngasnetworks.co.uk/network-supply/priority-customers/>
- Northumbrian Water Priority Services:
<https://www.nwl.co.uk/priority>

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16. APPENDIX D: Assessing Risk as Volunteers

It's not always easy to assess the level of risk you may face in advance of an emergency. During an incident sudden changes to the weather, the time of the day, the behavior of others, and other factors can potentially make certain tasks riskier.

Continually assess the risk as you carry out your role using a dynamic risk assessment.

If you consider a task too risky, firstly consider if there is an alternative way of doing it. You might want to put control measures in place to reduce the risk. This could be using certain equipment or asking for assistance from others.

If you are still concerned it is important that you DO NOT do the task. Instead, report back to the Community Emergency Coordinator with your concerns and await their instruction.

Remember that you are not part of the paid emergency services and you should not place yourself in danger in any way. Your safety is paramount at all times.

Your responsibility to others:

Despite your best intentions as a community emergency volunteer always bear in mind that in certain situations, you may not be the right person to provide assistance or advice to others. In some situations, the most responsible course of action may be to defer providing assistance directly and seek support from a trained professional. Above all do not put the safety and wellbeing of others at risk through your own actions.

Working in pairs:

Volunteers must always work in pairs to:

- Assess risk and decide actions together
- Swap tasks
- Provide safeguarding
- Remind each other of training
- Alert their partner to danger

Remember to listen and act on your partners concerns about danger and risk. Never go out of sight of each other and always speak up if you are concerned about your partners actions and decisions.

Safety equipment:

Your health and safety should always remain priority. As a community volunteer you should always wear a high vis jacket or vest when outdoors, day or night.

Remember to always be visible to others and always use a torch when working in low light conditions or the dark.

You may want to consider using other equipment such as gloves, boots and hand sanitiser for example. Always keep equipment clean and ready for use.

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“How would my community survive the first 48 hours of a serious emergency?”



Be Prepared!

6 **STEPS** TO COMPLETE YOUR
COMMUNITY EMERGENCY PLAN

PREPARING FOR EMERGENCIES



Have you ever asked yourself:



“How would I get through the first 48 hours of an emergency, such as flooding? How would others in my community cope?”

Not sure?

Well this six step guide may be for you. It is not a rigid template, it simply suggests how you can prepare for an emergency in a way that fits the particular needs of your community. It will help you put together a local Community Emergency Plan and identify the key tools that you will need: local people, local knowledge and local resources.

Contents

1	Developing your plan	3
1	How your plan might work	6

The six steps:

1	. Get together and organise the work	7
2	. Know your risks	8
3	. Identify skills, resources and key facilities	9
4	. Keep in touch	10
5	. Activate plan and take control	11
6	. Test your plan	12
1	Useful websites, information and emergency contacts	13-15

6 STEP Guide

Developing your plan

This six step guide reflects the experiences of communities who have put plans together and then used them in emergencies. Your plan will belong to your community, so put it together to suit your needs.



What is community resilience?

Community resilience is the ability of a community to respond to and recover from adverse situations.

A Community Emergency Plan may help minimise the impacts of an emergency and greatly improve the resilience of a community by:

- 4 Using local knowledge and the skills of local people to support friends and neighbours during and after an emergency.
- 4 Raising awareness of the risks that may affect residents and local businesses.
- 4 Helping to protect communities from a variety of risks which would threaten local life.
- 4 Building closer links with the local authority and emergency services.
- 4 Encouraging a stronger sense of community.

Community Resilience IS NOT:

- 8 Replacing the work of emergency services, local authorities or other professional organisations.
- 8 Acting alone: keep in contact with emergency services and local authorities as you plan, agree how you will work together and provide them with copies of your completed plan.
- 8 Putting yourself at risk.
- 8 Having your services reduced or cut. It is about you taking action to lessen the immediate and long term effects of an emergency on you and your community.
- 8 Only planning for specific emergencies. By identifying the people, resources and facilities needed in an emergency, you have a greater ability to be flexible as a situation changes.



IMPORTANT NOTE: working with the emergency services and other responding organisations

County Durham and Darlington is a very large area and it may be impossible for emergency services and other statutory organisations to reach every community in the first hours of a widespread emergency.

Early action on the ground, especially in more remote areas, depends upon local capacity, skills and resources. Prior planning, using this guide, will ensure local response is as effective as possible and that your community can recover speedily from an emergency.

A Community Emergency Plan does not remove the responsibilities of statutory organisations. However having a plan will make an important contribution to the resources that emergency service organisations can call upon and to the response that takes place within your community.

Make sure you inform and involve representatives of the emergency services and other organisations. This is so that they are aware of your capacity, skills, resources and detailed local knowledge and how to call upon them when needed.



The likelihood of most emergencies actually happening is low, but having a plan can make a real difference to how quickly the community and individuals, can recover from an emergency.

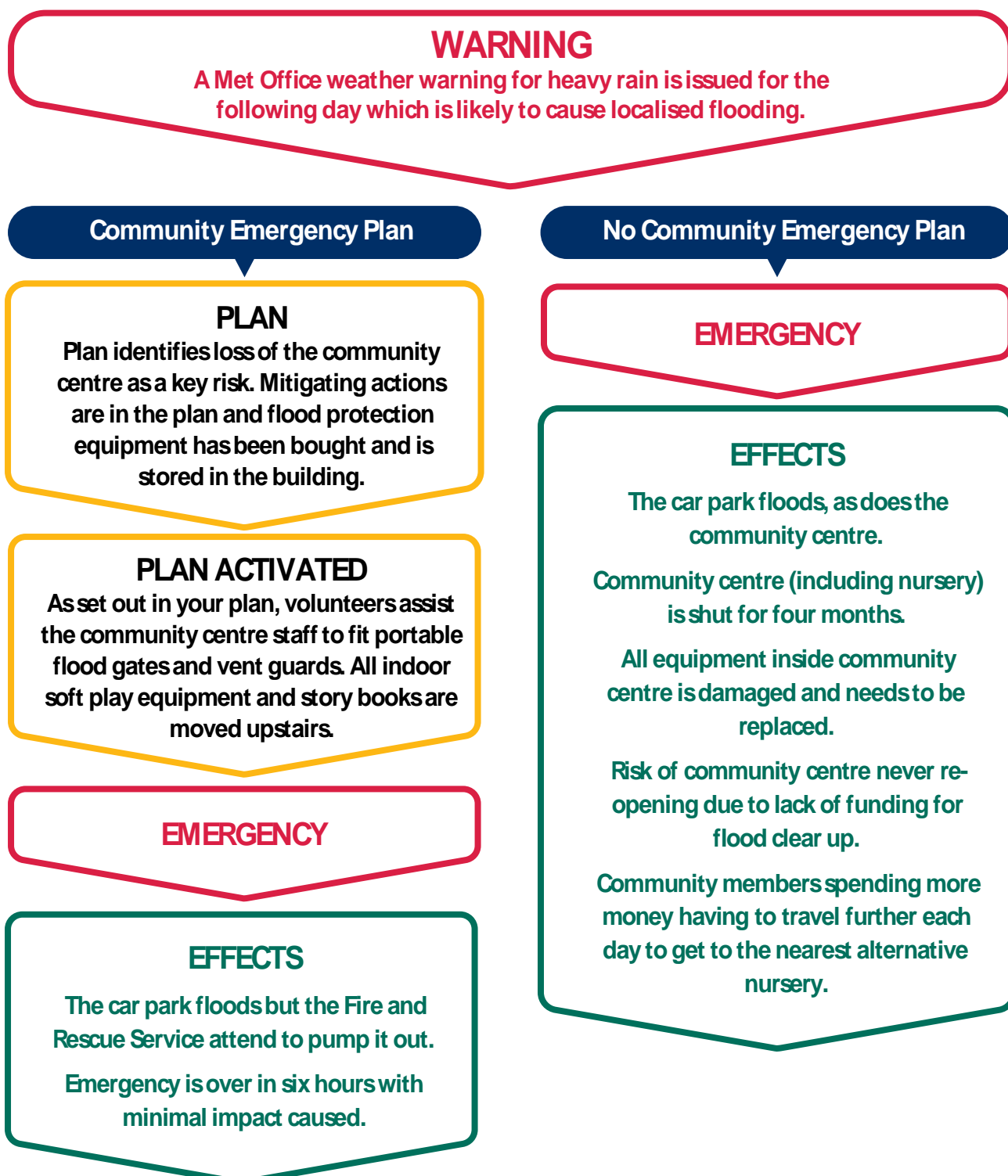
So, what do you need to make this work?



How your plan might work

For example, imagine if one of your local community buildings floods during heavy rain. You know that it's home to many activities and crucially provides a nursery service for many families in the area.

If the nursery closes for a few days it would have a significant impact as the nearest alternative is miles away and is much more expensive. If the closure lasts for more than a week, the loss of money into the nursery and the cost of replacing damaged equipment could result in the centre closing.



1 Get together and organise the work

Preparing a Community Emergency Plan requires voluntary input from across the community and harnessing local knowledge and resources. Remember **YOU** are the local experts.

To start this process, call a meeting. You could host an informal drop-in or hold a discussion at an already-formed community group.



Who should you involve?

- Friends, neighbours, potential volunteers, existing groups.
- Emergency services, Civil Contingencies Unit (CCU) and the Environment Agency.

What should you discuss?

- Emergencies that are likely to occur.
- The impact on your community and how it would cope.
- The benefits of planning ahead and what is required.
- How this guide can help and who is willing to help prepare a plan.

“It is really important that as a community we are as prepared as possible to minimise the impact of emergencies, not just as individuals but as neighbours too. Through working together we can co-ordinate the available support for everyone's benefit.”

Sally Laverick, Lanchester Parish Clerk

What outcomes should you aim for from the first meeting?

Determine the level of interest to develop a plan and the key risks it may cover.

- Improve understanding of community emergency planning in your community.
 - Establish contact with the Civil Contingencies Unit (CCU), Environment Agency, emergency services and other relevant organisations.
 - Appoint a coordinator and a deputy (who have the time and ability to guide the work of the group and development of the plan).
 - Appoint someone who will be prepared to work with the media to raise awareness of the group and its purpose. Create key messages to communicate to the community.
 - Appoint a note taker - someone to keep records of meetings, information gathered and decisions made.
 - Plan further meetings.
- Think about:
- Where will the group meet?
 - Who will prepare an agenda?
 - How will outcomes be recorded and circulated?



2 Know your risks

Every community faces unique risks from a range of different sources. A key task is to think about the types of emergencies that are most likely to occur in your area. Agree these risks and add them to the plan.

Assessing the risks:

- Consult the Community Risk Register www.durham.police.uk/Information-and-advice/Pages/Local-Resilience-Forum.aspx
- This document reviews a wide range of possible emergencies and provides ideas on risks to consider.
- What experiences of emergencies have local people had in the past? Use local knowledge of group members:
 - **Social risks** - particular groups of local people who may be vulnerable in emergencies (perhaps elderly people or those with disabilities).
 - **Environmental risks** - areas that are vulnerable to the effects of extreme weather, vulnerable heritage sites, environmental sites such as nature reserves or sites sensitive to contamination.
 - **Infrastructure risks** - major traffic routes or bridges, loss of utilities.
- Check the Environment Agency website for flood risk in your community - www.gov.uk/check-flood-risk
- Speak to emergency services, the local authority and other organisations about local risks.



“As residents who have lived in the area for many years, we are in an excellent position to monitor local risks and provide an accurate information picture to emergency responders. This includes knowing when a situation starts to become an emergency.”

Susan Williams, Community Resilience Coordinator in Hurworth Place, Darlington

Remember:

Do not try to plan in detail for each specific risk, as this will limit your flexibility to respond to very different situations. Focus on identifying the people, resources and facilities that you have and which you can utilise flexibly as a situation occurs and develops.

3 Identify skills, resources and key facilities

At the heart of your Community Emergency Plan will be a register of the local resources that can be called upon by the Community Emergency Group in the event of an emergency. The key to acting promptly and effectively in an emergency is having these resources identified and how they can be obtained, in advance. There are three main topics to research:

1. Who is good at what?

Who in your community has useful or specialist skills and are they willing to help? For example, farmers, contractors, health professionals, builders etc.

2. What resources do you have?

These could be vehicles (4x4s, tractors etc.), tools, machinery, generators, sources of food and water, construction materials etc.

3. How will you communicate?

Are landlines and mobile signals reliable? If they fail, what alternatives are there (door knocking, 2-way radios etc.)?

Make sure you keep contact details for key people and a record of the terms on which you might be able to utilise equipment and materials. Consider putting in place arrangements relating to individuals' availability in an emergency. Think about how you will use volunteers, perhaps identifying teams to:

- 1 **Staff your local co-ordination centre**
- 1 **Assist with a place of safety**
- 1 **Become local wardens** to 'door knock'

What facilities might you need?

You need to think about facilities you might need in advance in order to effectively manage an emergency situation and to support people affected. These facilities should be locations not likely to be directly affected by an emergency, but which are readily accessible to as much of the community as possible.



Facilities needed include:

- **Local Co-ordination Centre** - somewhere the Community Emergency Group and local people can gather to share information about the emergency and meet with representatives of the emergency services and/or other organisations if necessary. This could be a community centre or church hall for example.
- **Place of Safety** - A place which people can be moved to for a few hours if they have to leave their homes in an emergency before the CCU set up a local assistance centre. You will need space for people to sit, toilet facilities and a small kitchen as a minimum requirement.

Remember:

Consult with the CCU as they may have already identified suitable premises in your community.



4 Keep in touch

In developing your Community Emergency Plan you will have identified key individuals and groups with significant resources, skills or knowledge to contact and mobilise should an emergency arise. Effective communications with these people are essential.

Your key people:

It is essential that you have the contact details of all of your key people. Be comprehensive and make sure that the information is readily accessible for members of the Community Emergency Group, the emergency services and the CCU.

How will you mobilise your

contacts?

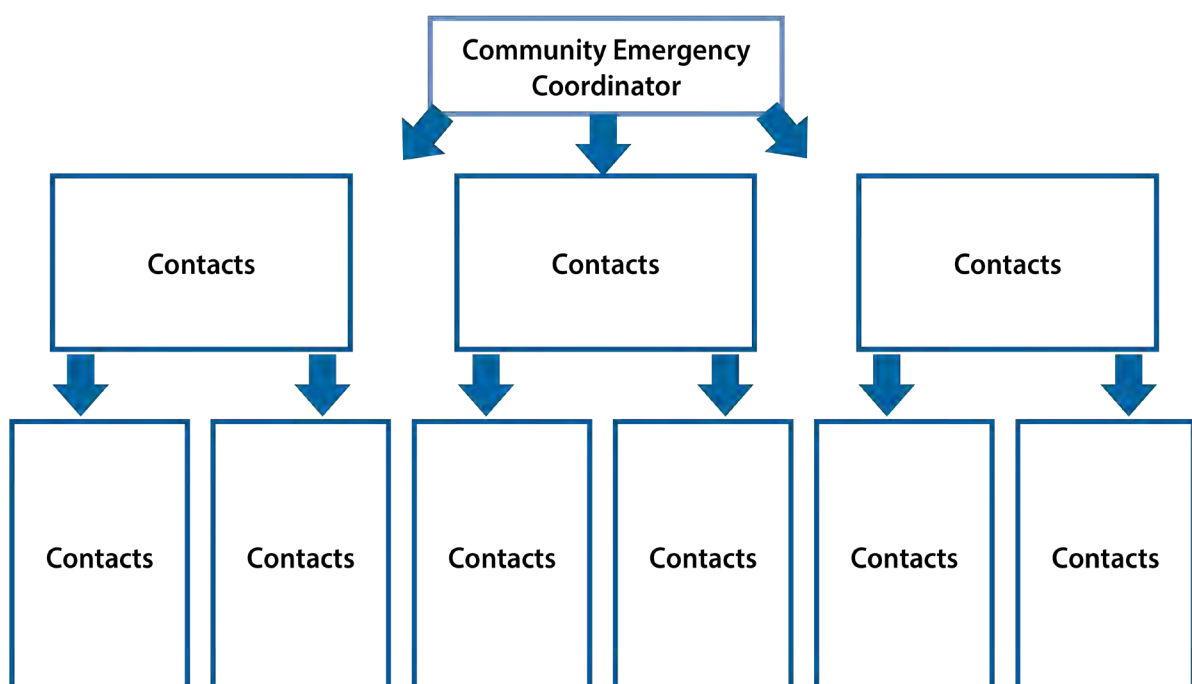
Use a pre-prepared telephone contact 'tree' or cascade in which each person telephones two or three others.

Have an alternative communication method in place (such as door knocking) in case the telephones are not working.

Whose contact information will you need?

- Community volunteers
- Emergency services
- CCU

Example:



5 Activate your community emergency plan and taking control

With all of the main components of your Community Emergency Plan in place (people, skills and resources), you next need to think about how your plan will be put into action when an emergency arises. That is, how will you know when an emergency is likely to occur or has already happened?

Agree local signs/triggers that will alert you to a possible emergency, for example:

- Warnings/requests from the emergency services
- Environment Agency warnings
- Substantial changes in local river levels
- Locally recognised 'hot spots' that are often early indicators of problems arising elsewhere
- Media messages
- Severe weather warnings from the Met Office
- Severe cold weather alerts or heatwave alerts

Who should take responsibility?

Members of the group should agree who is responsible for:

- Monitoring the triggers as a possible emergency approaches.
- Carrying out key actions when triggers are identified.

Give some thought to the point at which the Community Emergency Group may need to apply its arrangements for mobilising local resources, the telephone tree and calling its first meeting to manage an emergency.

How can we co-ordinate our actions?

Prepare flexible plans in advance which can be used at your first emergency meeting.

- Agree:
 - Where this meeting should take place - perhaps your local co-ordination centre.

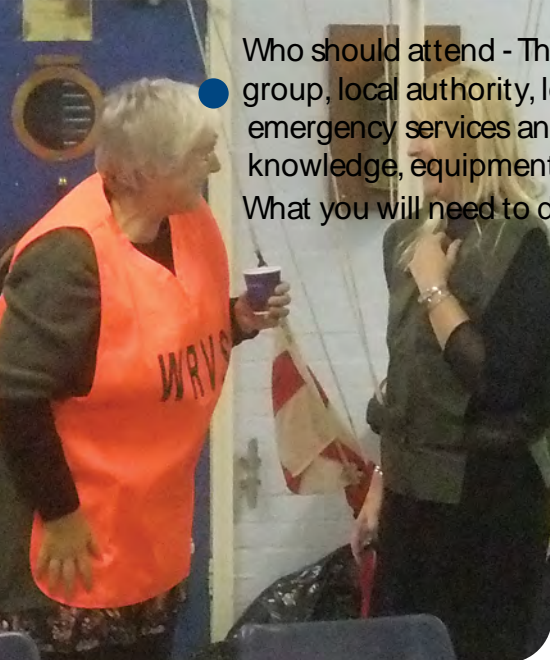


“Whenever we work in County Durham we find a real sense of togetherness and positive spirit in local communities. In my experience these qualities are a huge advantage and in preparing for future risks in both responding to emergencies

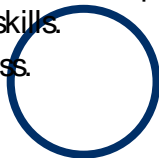
Keith Preston, Regional Adviser at Community Resilience UK CIC

Remember:

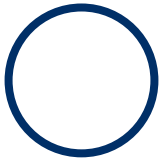
You need to maintain regular contact with the emergency services, local authority and other organisations to ensure



- Who should attend - The community emergency group, local authority, local volunteers, emergency services and others with specialist knowledge, equipment or skills.
- What you will need to discuss.



that your actions support and complement their actions.



6 Test your plan



Having thought through and prepared a Community Emergency Plan, it is important to test the arrangements that you have put in place to make sure that they work. Regular testing will build the confidence of those involved, and will help to ensure that your plans remain up to date and effective. There will inevitably be changes as people come and go and resources change.

The CCU and the emergency services will help you to test your plan, as it will help them work with you in a real emergency.

Testing options:

There are several types of exercise that can be used to test the plan and train volunteers, including:

- **Discussion based** - Cheap, easy-to-prepare and useful for talking through and training your plan.
- **Table top** – Using a scenario to simulate an emergency, which can help you to test and check your plans. Low cost but requires a significant amount of preparation.
- **Live play** - Great for testing and building confidence in your plan - such as setting up your co-ordination centre and place of safety, however it needs careful preparation and management and can be costly.

The main reasons for testing the plan are:

- To verify that your procedures work.
- To involve local authority/ emergency services and other agencies.
- To develop the skills of all participants.
- To identify areas for improvement.

Routine checks might include:

- Updating contact and resource lists.
- Testing, maintaining and replacing equipment.
- Checking the continuing suitability and availability of facilities, including new facilities which may have become available.

How will we know our plans work?

Do an annual test to verify arrangements and develop experience for your volunteers. Review the results of the tests to see if any changes need to be made to your plan.

Who can we get advice from?

Advice and materials to help you plan your exercise, are available from the CCU.





Useful websites

Durham County Council

www.durham.gov.uk/

Darlington Borough Council

www.darlington.gov.uk/

Durham Constabulary

www.durham.police.uk

County Durham and Darlington Fire and Rescue Service

www.ddfire.gov.uk/

The Environment Agency

to check local flood risk, flood warnings and river levels -

www.gov.uk/government/organisations/environment-agency

The Met Office

www.metoffice.gov.uk

The Local Resilience Forum

For information including the Community Risk Register -

www.ddfire.gov.uk/local-resilience-forum

County Durham and Darlington Community Risk Register

www.durham.police.uk/Information-and-advice/Pages/Local-Resilience-Forum.aspx

Keep In The Know

to find out what is happening in your area

[www.keepintheknow.co.uk/Neighbourhood Watch](http://www.keepintheknow.co.uk/Neighbourhood-Watch) - www.ourwatch.org.uk/



Most of these organisations also have social media sites such as Facebook and Twitter which will provide further information.





Useful information:

Top Tip: GRAB BAG

If you are at home and an emergency happens, try to gather together:

- 1 **Medication**
- 1 **Important documents**
- 1 **Toiletries**
- 1 **Mobile phone and charger**
- 1 **Cash and credit cards**
- 1 **Warm waterproof clothing**
- 1 **Bottled water and ready-to-eat food**
- 1 **Baby food and care items where necessary**
- 1 **First aid kit**
- 1 **Wind up or battery torch and radio**

Free Safe and Wellbeing Visits

County Durham and Darlington Fire and Rescue Service are offering free Safe and Wellbeing Visits.

Trained fire and rescue staff will carry out a personalised fire hazard assessment of your home. They will fit free smoke alarms where required and offer advice to make you and your family safer in your home.

Call: 0845 2234221 or Service HQ on 0845 3058383 and ask for Community Safety.

Email: csequiries@ddfire.gov.uk

Priority Services Register

This is a free service provided by gas and electricity suppliers and network operators to customers in need. It can warn customers about planned power cuts and receive priority support in an emergency among other benefits. You can receive the service if you are:




- 1 Of pensionable age
- 1 Are disabled or chronically sick
- 1 Have a long-term medical condition
- 1 Have a hearing or visual impairment or additional communication needs
- 1 Are in a vulnerable situation

For more information visit www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need



Emergency Contacts

Police	
Non-emergency enquiries	101
Anti-terrorism hotline	0800 789 321
Crimestoppers	0800 555 111
Fire and Rescue , non-emergency enquiries	0845 305 8383
Health , non-emergency enquiries	111
Local Authority - Durham County Council	
General enquiries (including surface water flooding)	03000 26 0000
Social Care Direct, for concerns about someone's welfare	03000 267 979
Local Authority - Darlington Borough Council	
Adult Social Care, for concerns about someone's welfare	01325 406111
Highways Services	01325 405222
Environment Services	01325 405 111
Gas emergencies- smell gas?	0800 111 999
Electric- Northern Powergrid	
Power cut	105
Emergency 24/7	0800 66 88 77
General enquiries	0800 011 3332
Water- Northumbrian Water	
Leakline - Emergency 24/7	0800 393 084
Emergency sewer flooding	0800 328 7648
Highways England	0300 123 5000
Floodline (for river flooding)	0345 988 1188

		
العربية	(中文 (繁體字))	اردو
polski	ਪੰਜਾਬੀ	Español
বাংলা	हिन्दी	Deutsch
Français	Türkçe	Melayu

For more information on anything contained in this guide, contact the Civil Contingencies Unit:

Email: ccuenquiries@durham.gov.uk

Phone (weekdays 9am-5pm only): 03000 260 000
and ask to speak to the CCU

Please ask us if you would like this document summarised in another language or format:

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Bengali,	Hindi,	German,
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