



Laverstock & Ford Parish

**COMMUNITY
EMERGENCY
VOLUNTEERS**

Community Emergency Response Plan

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1 - INTRODUCTION

101. **About This Plan.** This is the emergency plan for Laverstock and Ford Parish. It is designed to increase the readiness and resilience of the local community when faced with an emergency and to provide the basis for volunteer support to the Emergency Services and other responding agencies. This plan is supported by action cards that list detailed response actions.

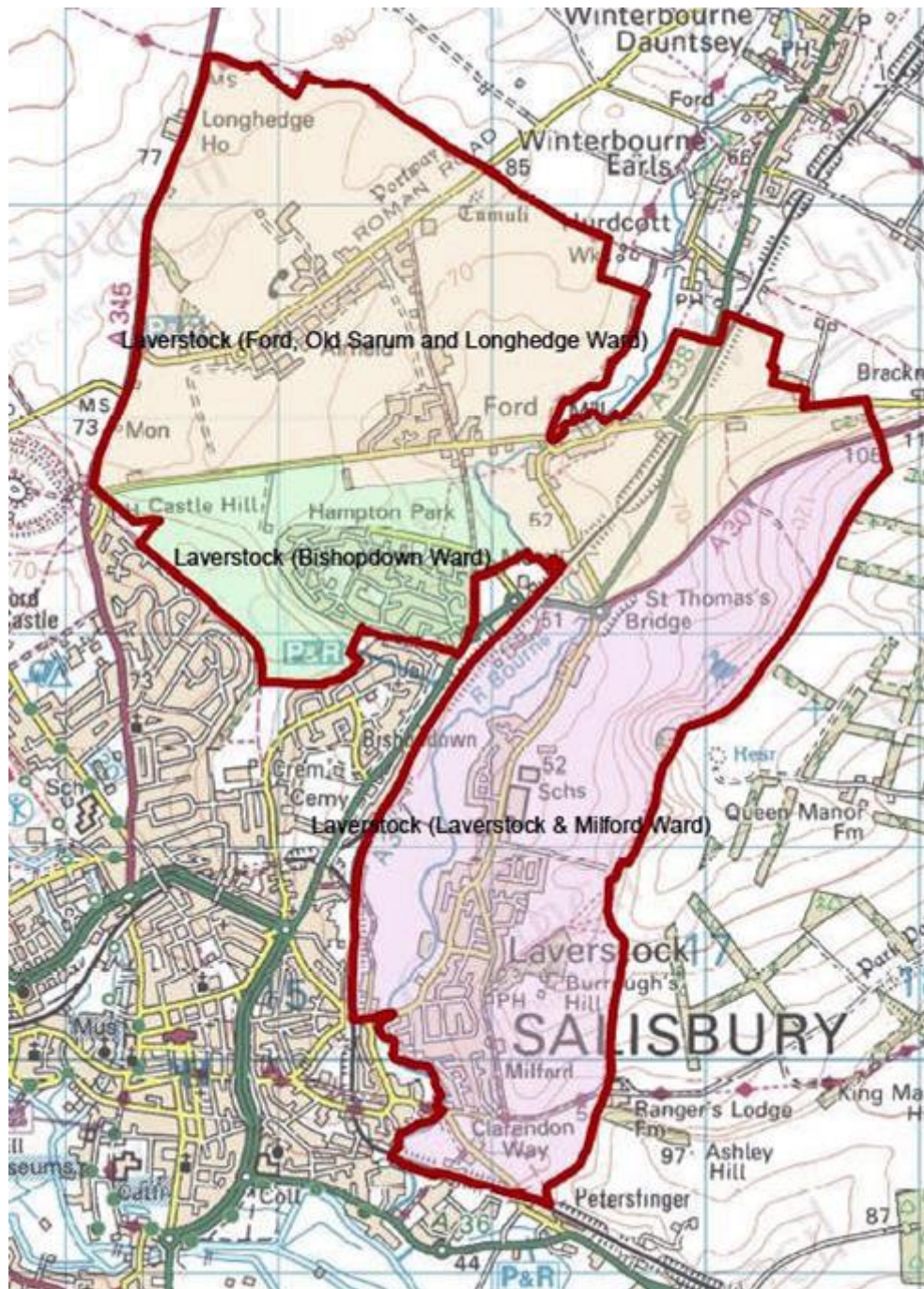


Figure 1: Laverstock and Ford Parish Boundary

102. **What is an Emergency?** The Civil Contingencies Act 2004 defines an emergency as:

An event or situation which threatens serious damage to human welfare in a place in the United Kingdom.

An event or situation which threatens serious damage to the environment of a place in the United Kingdom.

War, or terrorism, which threatens serious damage to the security of the United Kingdom.

There will be occasions, however, when the Parish Emergency Response Plan may be activated short of an official emergency.

103. **Activation of the Plan.** This plan may be activated:

- a. following a request by a responding agency, or
- b. as a result of an emergency identified within the Parish.

Volunteers will be notified of the activation of the plan through the Community Emergency Volunteer WhatsApp group or by telephone.

2 - COMMUNITY EMERGENCY VOLUNTEERS

201. Community Emergency Volunteers assist the community in becoming more resilient, and can complement the work of local emergency responders. The group will champion the emergency preparedness efforts in the community and will be involved in every stage of an emergency.

a. **Preparation.**

Understanding and monitoring local risks.
 Identifying vulnerable people.
 Creating links with other local groups.
 Assessing local skills and resources.
 Planning.
 Training.
 Raising community awareness.
 Building relationships with other agencies.

b. **Response.**

Managing information flow between the community and responders.
 Coordinating volunteer activity and ensuring volunteer safety.

c. **Recovery.**

Assisting community recovery.
 Recording observations and lessons.

202. **Organisation.**

a. The Community Emergency Volunteer Group will be organised with:

(1) A core management group that will conduct the bulk of the planning and preparation for an emergency. The management group will comprise:

Group Coordinator.
 Deputy Coordinator.
 Personnel Officer.
 Communication Officer.
 Equipment Manager(s).
 Others as required.

Annex A outlines the responsibilities of volunteer roles.

(2) A wider response group that will provide support during the emergency.

b. Routine communication will be handled through a WhatsApp group incorporating all members and a second WhatsApp group for the management group. The management group will meet routinely while the response group will be routinely updated through WhatsApp messages.

203. **Induction of Volunteers.** Having expressed an interest in becoming a volunteer, an individual will be invited to formally register at a face to face meeting. The process is:

- a. **Welcome.**
- b. **Introduction to the Volunteers.**
 - (1) Explain the role of volunteers and how they can assist the community.
 - (2) Explain that personal information, including contact details will be stored physically and electronically and will be shared within the group.
 - (3) Confirm that the volunteer understands the roles and wishes to proceed.
- c. **Identify Previous Skills and Experience.** Identify relevant skills and experience that the individual has as well as any other information such as access to dry storage, plant or equipment.
- d. **Complete Volunteer Induction Form.** The individual completes a Volunteer Induction Form (Enclosure 1). The Volunteer Personnel Officer will retain the completed Volunteer Induction Form and will:
 - (1) Add relevant details to the electronic Record of Volunteers.
 - (2) Add the volunteer to the relevant insurance policy.

204. **Maintaining Contact with Volunteers.** See Section 7, Communication Strategy.

205. **Health and Safety.** It is recognised that those named or recognised in this plan are not trained or resourced to carry out any functions of the emergency services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life¹. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis. Safety of our staff is paramount and volunteers are not to put themselves at risk, specifically:

- a. When deployed on the ground during an emergency, volunteers should always operate in pairs.
- b. Volunteers should wear appropriate protective equipment.
- c. Volunteers should take account of the changing situation and ensure that it is safe to conduct any task. They should never enter flood water or other area of risk.

¹ Wiltshire Council has confirmed that volunteers do not require DBS checks (Chris.Manuel@wiltshire.gov.uk email dated Wed 26/06/2024 13:26)

206. **Insurance.**

- a. Volunteers will be covered by the Parish insurance (SUBJECT TO CONFIRMATION THAT THIS IS APPROPRIATE).
- b. Volunteers must follow safety protocols; in particular, volunteers may only operate equipment on which they have been trained.

3 - POTENTIAL THREATS AND HAZARDS TO THE PARISH

301. Potential threats and hazards to the Parish are listed below, together with outline response actions and an assessment of rapid onset or slow build up. In every case, there is an implied action to liaise with, and support, the main emergency responders.

Threat/Hazard	Parish Threats	Actions
WEATHER		
Flood (Slow Build)	Unlikely to be life threatening Roads difficult to pass Communities cut off Wash from passing vehicles affecting houses	Monitor and report situation to appropriate agencies Inform community of the situation Place flood signs Monitor/support vulnerable people and cut-off communities Consider use of gel sacks Pump out flooded properties If road conditions become dangerous, inform Wiltshire Council
Snow and Ice (Slow Build)	Roads blocked/difficult to pass Driveways blocked Cold weather affecting vulnerable people	Use salt to assist local authority salt spreading Monitor/support vulnerable people Assist in creating access for vulnerable people Use volunteer 4WD vehicles to assist access If road conditions become dangerous, inform Wiltshire Council
Heat, Drought, Wild Fire (Slow Build)	Heat casualties Shortage of drinking water Wild Fire: smoke, road closures, evacuation	Warn residents of potential dangers Consider establishment of cooling stations Implement measures as for contaminated drinking water Monitor vulnerable people Support emergency service traffic management
UTILITIES		
Loss of Utilities (Rapid Onset)	In the short term, unlikely to be a major problem except for vulnerable people Long term utility loss will be more challenging	Monitor/support vulnerable people

Threat/Hazard	Parish Threats	Actions
Long Lasting Power Cuts (Rapid Onset)	Loss of power; heating etc Loss of communications Difficulty purchasing food Difficulty purchasing fuel Traffic and street light failure	Activate the Emergency Contact Hub as a focus for supporting the community Monitor/support vulnerable people Support emergency service plans
Gas Leak (Rapid Onset)	Closure of roads Evacuation Worst case: explosion and fire	Support emergency service traffic management and evacuations
Contamination of Drinking Water Supply (Rapid Onset)	Drinking water not available	Support establishment of bottled water supply point(s) Arrange delivery of bottled water to vulnerable people
Missing Vulnerable Person (Rapid Onset)		Form search pairs of volunteers Allocate search areas Maintain communications and report areas searched
DISEASE AND ANIMALS		
Pandemic (Slow Build)	Likely to receive warning Impact on health and wider disruption to normal life	Monitor wider plans and directives Review lessons from previous incidents Monitor/support vulnerable people Consider activating the Emergency Contact Hub as a focus for supporting the community
Asian Hornets (Rapid Onset)	Possible need to evacuate premises	Activate short term rest centre Provide information and warning to residents Support Parish coordination of wider response
TRANSPORT		
Train Crash (Rapid Onset)	Evacuation of passengers	Support evacuation of passengers
Air Crash Old Sarum (Rapid Onset)	Casualties Closure of roads Worst case: explosion and fire	Support emergency service traffic management

4 - ACTION DURING AN EMERGENCY

Activation

401. This plan may be activated:
- a. following a request by a responding agency, or
 - b. as a result of an emergency identified within the Parish.

It is possible that the plan will be activated in circumstances short of an official emergency.

402. The plan will be activated upon request from the Parish Council or appropriate emergency responders, to the Coordinator or Deputy Coordinator. They will then alert volunteers by telephone and/or WhatsApp message preceded by the keyword 'Action'.

Action

403. The Coordinator/Deputy Coordinator will:
- a. Establish a control station. This may require support from other volunteers.
 - b. Allocate tasks to volunteers.
 - c. (Through the Equipment Officer) Arrange for issue of appropriate equipment.
 - d. Maintain communication with:
 - (1) The Parish Council and emergency responders.
 - (2) Volunteers.
 - e. Update appropriate websites.
 - f. Plan reliefs for long-running operations
404. Deployed volunteers will:
- a. Conduct actions in accordance with the appropriate action card(s).
 - b. Maintain communication with the control station and report frequently their location and progress.
 - c. Ensure their own safety and follow health and safety guidelines.
 - d. Record observations for subsequent analysis.

End of Activation

405. At the end of the activation, the Coordinator/Deputy Coordinator will:
- a. Inform all volunteers that the emergency is over.
 - b. Maintain the control station until all volunteers have returned safely.
 - c. Report to the Parish Council and emergency responders.
406. Volunteers will acknowledge receipt of the end of emergency message, return any issued equipment and report when back safely.

Post Emergency

407. Following an emergency:
- a. A debrief will be held to capture observations and initiate a lessons-learned process.
 - b. Equipment will be cleaned, repaired/refitted and stored securely.

5 - THE EMERGENCY CONTACT HUB

501. The Emergency Contact Hub is a way of the community coming together to help one another as well as providing a quick and efficient way to communicate with the wider responding agencies. The objectives of the hub are to:

- a. Provide a template for the community to help itself in an emergency.
- b. Solve problems the community has in an emergency, using our own resources and expertise.
- c. Provide a safe gathering place for members of the community to support one another.
- d. Provide a geographic location for information sharing between community members and the responding agencies.

502. The general layout of the Hub is shown below [A SPECIFIC LAYOUT WILL BE INCLUDED WHEN THE FINAL HUB LOCATION HAS BEEN CONFIRMED]:

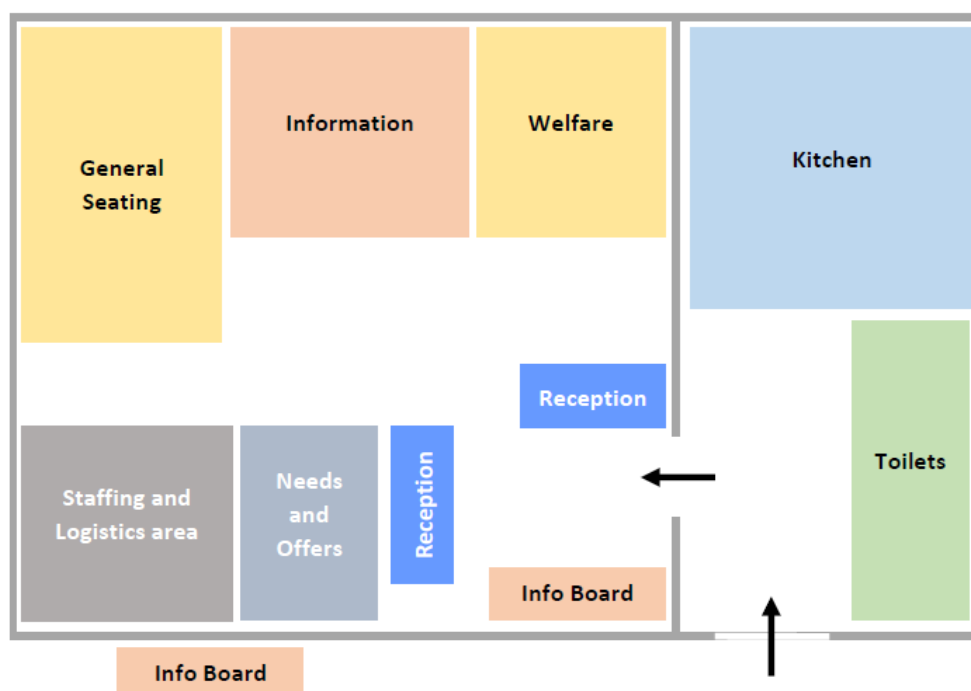


Figure 2: Layout of Emergency Contact Hub

503. Generic details of the operation of the Emergency Contact Hub can be found in the Emergency Contact Hub Guide.

SPECIFIC INSTRUCTION FOR OUR HUB TO BE INCLUDED WHEN FINAL HUB LOCATION HAS BEEN AGREED

504. The Hub will also act as the headquarters of the Community Emergency Volunteers during an emergency.

6 - EQUIPMENT

601. Equipment will be held centrally for use by volunteers during an emergency. The equipment policy is:

- a. Equipment will only be procured after arrangements have been made for its storage and maintenance, including any safety checks.
- b. Equipment will be controlled by an equipment officer(s) and only issued to volunteers who have been trained to operate that equipment.
- c. In general, light, simple and portable equipment will be procured in preference to bigger/heavier equipment.
 - (1) Generators should be 110/230v.
 - (2) Only long life fuel should be stored.
 - (3) Pumps should be submersible.
- d. Radios may be procured for use in emergencies but only after the likely radio coverage of the Parish has been confirmed.

602. Equipment will be procured for 4 purposes:

- a. **Volunteer Equipment.** Some equipment will be required to allow volunteers to operate safely and effectively during an emergency. However, volunteers will need to supply their own clothing, including appropriate footwear, wet-weather and warm clothing. Equipment that might be procured centrally includes:

High visibility jackets/tabards
 Lanyards and ID cards
 Equipment for deployed volunteers:
 Rucksacks
 Gloves
 Torches/head torches and batteries
 Glow sticks
 First aid kits
 Radios (TBC)
 Maps

- b. **Emergency Contact Hub.** Equipment will be required to allow the Emergency Contact Hub to operate, even if there has been a power cut. This might include:

Tables and chairs) The requirement will depend on facilities in-situ
 Noticeboards)
 Generator and lighting set
 Gas cooking/heating set
 Cooking equipment

Consumable items including:

toilet rolls and cleaning equipment

cups

stationery items: pens, markers, pads, log sheets

First aid kit

Salt and salt spreader for the local area

Radio base station (TBC)

c. **Task Stores.** Equipment that may be required to undertake tasks during an emergency, possibly including:

Submersible pumps and generators

Salt

Gel sacks

Warning signs

d. **Secure Storage.** All equipment must be securely stored and this may require procurement of:

Shelving

Padlocks

7 - COMMUNICATION STRATEGY

701. The communication strategy covers:

- (a) Internal communication with volunteers.
- (b) External communication prior to an emergency.
- (c) External communication during an emergency.

702. **Internal communication with volunteers.** It will be important to maintain contact with volunteers to ensure that volunteers are prepared for an emergency.

a. **Core Management Group.** The management group will have a dedicated Messenger group and will aim to meet every 6 – 8 weeks to discuss issues, undertake training update plans and maintain equipment.

b. **Wider Response Group.** Volunteers within the wider response group will not meet routinely, although they may be invited to attend training or updating events. Normal contact will be through the WhatsApp group covering all volunteers. Messages will be preceded by a key word:

(1) **Routine.** Messages with routine information. No emergency action is required but the message might invite volunteers to attend a meeting.

(2) **Warning.** Messages warning of potential emergencies. This is for information; no action is required.

(3) **Action.** The emergency response plan is being activated, volunteers will be asked to confirm their availability and will be given instructions on action required.

c. **Website.** A website will be maintained with links to key documents.

d. **During an Emergency.** If volunteers are deployed on the ground during an emergency, a 'control' station will be established and run by the Coordinator, Deputy Coordinator or another nominated volunteer. Deployed volunteers are to frequently report their location and progress. Communication will be mobile phone or radio.

(1) Volunteers will use their name as their callsign. The control station will use the callsign 'Control'.

(2) Voice communications will not be encrypted and could be potentially monitored by outsiders. Care must be taken to ensure that sensitive information is not broadcast, in particular, personal details of casualties should not be passed.

703. **External Communication Prior to an Emergency.** This includes:

- (a) Advertising for recruitment of volunteers.
- (b) Informing the community of the purpose of the Community Emergency Volunteers and how to interact with them.
- (c) General advice on hazards and threats and how to raise personal and community resilience.

This will be achieved through:

Talks to local community groups
Articles in the Parish News

704. **External Communication During an Emergency.** The Parish Council website will include a page dedicated to the Community Emergency Volunteers. This page will be updated with links to the web pages of relevant responders; it will not hold any information that may conflict with the information on other responders' websites.

705. **Communication Summary.**

Purpose	Platform	Maintained By	Remarks
Internal communication with core management group	Messenger group	Coordinator/Deputy Coordinator	
Internal communication with wider response group	WhatsApp	Coordinator/Deputy Coordinator	
	Web page	Coordinator/Deputy Coordinator	Links to key documents
Internal communication during an emergency	Mobile phone or radio	Coordinator/Deputy Coordinator	
External communication during an emergency	Parish Council website	Parish Council	Link to website
	Website	Communication Officer	Links to other responders

8 - RECORDING OF LESSONS LEARNED

801. **Purpose.** The purpose of the lessons learned process is to learn efficiently from experience and to provide validated justifications for amending the existing way of doing things, in order to improve performance.

802. **Identification of Lessons Identified.** The first stage of the process will be to construct lessons identified. This has 4 elements as shown below.

a. **Observation Description: “*what happened?*”** During training or an emergency, volunteers are to record observations of things that went well and things that went poorly. A debrief at the end of the training/emergency will capture these observations.

A short description of what happened.

Factual.

Positive or negative.

Limited to a single problem or issue.

b. **Discussion: “*why did it happen?*”**

Why it happened.

What was supposed to happen.

Reasons for success or failure.

Circumstances.

Amplification of the observation statement.

Answers the ‘*who, what, where, when, why and how*’ questions.

Any solutions.

c. **Conclusion: *tie up the observation.***

A statement which completes the observation and discussion.

d. **Recommendation: “*what can we do about it?*”**

Explicit recommendations to solve the problem.

Identifying exactly what needs to be done.

How to repeat success or how to correct the problem.

803. **Moving to Lessons Learned.** Having completed the analysis of the lesson identified, work will move to remedy the situation. Once the solution has been identified, a plan will be prepared and remedial action implemented.

9 - EMERGENCY RESPONDERS

901. Key emergency responders are:

Who	Contact	Role
Police	Dial 999 in an emergency such as a crime in progress Non-emergency Police reporting dial 101	Responding to incidents Often take command of an incident, if appropriate.
Fire	Dial 999 in an emergency	Responding to incidents Fire-fighting and fire prevention Detection, identification, monitoring and management of hazardous materials and protecting the environment. Will take command of an incident if fire-related.
Ambulance and NHS	Dial 999 in an emergency NHS non-emergency number: 111	Responding to incidents Identify & alert the receiving hospitals
Wiltshire Council	In and out of hours use: 0300 456 0100, ask for the Emergency Planning Team or Emergency Planning On-Call You may use emergencyplanning@wiltshire.gov.uk for non-emergency enquiries.	Support the emergency services Help the community recover May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system Help facilitate road closures and diversions Identify and set-up a safe place for community to stay after being evacuated - known as rest centre
Environment Agency	Incident hotline 0800 80 70 60 (24-hour service) Floodline service 0345 988 1188	Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers Issue flood alerts and warnings to the public and implement flood defence where appropriate Deal with emergency repairs and blockages on main rivers and own structures
Utility Providers	Gas (National Grid) 0800 111 999 Power Cut - call 105 Wessex Water: 0345 600 4600 Thames Water 0800 3169800 British Telecoms 0800 1217667	Support statutory responders Ensure continuity of supply Provide alternative means of supply during an emergency if there is a threat to life

Annexes:

A. Responsibilities of Volunteer Roles.

Enclosures:

1. Volunteer Induction Form

Annex A to
Community Emergency
Response Plan

RESPONSIBILITIES OF VOLUNTEER ROLES

Coordinator	
Activation	Key Responsibilities
By Parish Council or direct from responding agencies	<ul style="list-style-type: none"> • Coordinate the community response • Ensure Health and safety is adhered too • Liaise with relevant emergency services/organisation/council • Ensure action and decision are logged
Actions	
<ol style="list-style-type: none"> 1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services 2. Continually liaise with the emergency services/LRF members 3. Coordinate the organisation of the community volunteers 4. Monitor the health and safety of the volunteers 5. Record all decisions and actions of the community 6. Coordinate the requests for extra resources – in liaison with the council 	

Deputy Coordinator	
Activation	Key Responsibilities
By Parish Council or Coordinator	<ul style="list-style-type: none"> • Support the Coordinator and act as Coordinator in their absence
Actions	
<ol style="list-style-type: none"> 1. Act as Coordinator in the absence of the designated Coordinator 2. Act as Personnel Officer and Secretary if volunteers have not been assigned to those roles 	

Equipment Officer	
Activation	Key Responsibilities
By Coordinator or Deputy Coordinator	<ul style="list-style-type: none"> • Manage emergency response equipment
Actions	
<ol style="list-style-type: none"> 1. Ensure equipment is stored securely 2. Maintain equipment and conduct appropriate safety checks 3. Issue equipment as required during emergencies or training, ensuring that those receiving the equipment are trained and qualified to operate it 	

Communication Officer	
Activation	Key Responsibilities
By Coordinator or Deputy Coordinator	<ul style="list-style-type: none"> • Manage communications during emergencies
Actions	
<ol style="list-style-type: none"> 1. Maintain the Community Emergency Volunteers' emergency website during emergencies 2. Keep abreast of information produced by responding agencies and brief volunteers 3. Liaise with the Parish Council and ensure that the Council website is updated with appropriate information 	

Personnel Officer	
Activation	Key Responsibilities
Non-emergency role	<ul style="list-style-type: none"> • Maintain personnel records
Actions	
<ol style="list-style-type: none"> 1. Maintain personal records of volunteers, including contact details 2. Apply for volunteers to be DBS checked 3. Add volunteers to the relevant insurance policy 4. Update personal records annually 5. Delete personal records when requested by the volunteer or if there has been no contact with the volunteer for 6 months 	

Secretary	
Activation	Key Responsibilities
Non-emergency role	<ul style="list-style-type: none"> • Record meetings
Actions	
<ol style="list-style-type: none"> 1. Record minutes/action points from meetings 	

All Volunteers	
Activation	Key Responsibilities
By Coordinator or Deputy Coordinator	<ul style="list-style-type: none"> • Help with community tasks • Collect community information • Help disseminate information • Assist in incident response
Actions	
<ol style="list-style-type: none"> 1. Conduct tasks as directed by the Coordinator 2. Follow health and safety guidelines and only carry out tasks you are comfortable with or trained for 	

Enclosure 1 to
Community Emergency
Response Plan

PERSONAL INFORMATION
VOLUNTEER INDUCTION FORM

NAME	
Last Name:	Forename:

CONTACT DETAILS		
Address:	Phone:	Email:

NEXT OF KIN DETAILS		
Last Name:	Forename:	Relationship to Volunteer:
Address:	Phone:	Email:

RELEVANT SKILLS AND EXPERIENCE

ANNUAL UPDATE

Please sign to confirm that the information given above is still correct:

DATE	SIGNED	DATE	SIGNED

PERSONAL INFORMATION