

West Lavington Parish Council

Community Resilience Plan

Community Action Cards

How to Activate a Place of Safety

- There are 4 places of Safety, our primary is our Village Hall. Backups are All Saints (our CofE Church), St Josephs Catholic Church on the Cheverell Road near the crossroads and the Ebenezer Chapel opposite the Sandfield.
- Contact a member of the Parish Council who will have keyholder details. Arrange with the keyholder to open the facility and call volunteers to come and help
- Make sure you have the place of safety open before the next step
- In the case of almost all events, fire, flood, road traffic collision, train or air disaster, the incident will be attended by the emergency services.
- Send one member of the team to approach the incident commander at the scene. Incident commanders will be wearing a tabard (examples shown below).
- Tell the incident commander that there is a place where people who are not casualties can find shelter, tell them where it is and how to contact you.
- As soon as you have done this leave and get out of their way



The Fire & Rescue Service 'Incident Commander' on the scene, irrespective whether an Operational or Tactical commander, will wear this tabard



The Police Commander on the scene will wear this tabard.



The Objective

- Our objective is to provide short term (24hours or less) shelter for those affected by an event.
- These people will be upset and vulnerable and may even have lost their homes or loved ones.
- Your job is to provide hot & cold drinks, warmth and shelter.
- If people are displaced from their homes, relatives may arrive to collect them, if they need emergency housing job cards will tell you how to contact emergency housing at Wiltshire Council
- If anyone leaves, please take their names and the addresses of where they are from and where they are going

Ambulance



The Operational Commander would wear this tabard.



Ambulance



The Tactical Commander will wear this tabard (referred to as the Ambulance Incident Commander).



Flood

Action Card - FLOOD

Surface Water Flooding

Likely to occur in autumn/winter with leaves and harvest litter blocking drains

Water main failure

Groundwater flooding is caused by the water table rising above ground level causing water to flow on top of the land. Risk in West Lavington Parish is low

- Identify pressure points from local experience
- Recruit local volunteers at local pressure points
- Deploy gel bags at these points
- Local volunteers to remove debris in the autumn from drains
- Use Social Media feeds to warn the community for Met Office Rainfall Alerts
- Contact Volunteers in event of a localized flood
- Warn residents using a WhatsApp Group

Note: Dauntsey House Care home have identified the village hall as their evacuation point. Should they evacuate a second place of safety may need to be opened for local residents

River Flooding

Likely to occur after heavy rainfall or due to failure of dams or sluices

- Work with Landowners & carry out routine inspections of Dam and river source
- Contact Environment Agency & Wiltshire Council should river flood
- If homes are threatened or A360 is blocked call 999 for Police and Fire Brigade

Overflowing sewers

Likely to occur after heavy rainfall overpowers capacity

Failure of sewer pumping stations

Pipe failures

- Report each incident of contamination to Wessex Water and the Parish Council
- Parish council to maintain a dialogue with Wessex Water and the Environment agency
- In event of Flood call Wessex Water & Wiltshire Council

Action Card – FLOOD

Flood Volunteers – Surface Water Flooding

| Name | Contact | Location |
|-------------------------------|-------------|----------|
| xxx Flood Warden | | |
| xxx Flood warden | | |
| xxx Flood Warden | | |
| Peter West Flood Volunteer | 07768931679 | Duck St |
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Wiltshire Council is the Lead Local Flood Authority (LLFA) for Wiltshire. Highway and land drainage is managed by the council's Highway Asset Management team who work closely with the Area highway engineers to ensure that the highway and land drainage operates effectively.

Wiltshire Council (out of hours)

For flooding, highway incidents and building control

Emergency 0300 456 0100

Non Emergency 0300 456 0105

Drainage & Surface Water Flooding

drainage@wiltshire.gov.uk

[0300 456 0105](tel:03004560105)

<https://www.wiltshire.gov.uk/civil-emergencies-drainage>

Burst water main

Wessex Water Leak stoppers: 0800 692 0692

Email: leakstoppers@wessexwater.co.uk

Wessex Water main contact

0345 600 4 600 (emergency 24 hrs a day)

River Flooding Environment Agency

Floodline: 0345 988 1188

Action Card – FLOOD

Known pressure points



Surfacewater/storm

- a. The Gun – junction of Rutts Lane & Church St
- b. A360 corner - Junction of Duck St & Church St
- c. Duck Street outside numbers 5 & 7
- d. Russell Mill Lane
- e. High Street outside the village shop
- f. Lavington Lane adjacent to Hayfield site entrance



River

- a. Junction of Church St & Rickbarton
- d. Bottom of Russell Mill Lane



Sewer

- c. Pumping Station in Duck Street
- d. Bottom of Russell Mill Lane



Gel Sack Locations

Julia Ford Old Post Office Church Street
Al O'Rielly 7 Duck Street

Fire

Action Card - Fire

Residential Fires

Persons displaced by evacuation from adjacent properties
Persons Homeless due to property damage by fire

- **Call the Fire Service**
- Evacuate those in danger
- Provide a place of safety
- DO-NOT try and fight the fire
- Open a Community Place of Safety to provide shelter
- Wiltshire Council will offer emergency accommodation for those made homeless by fire
- Provide shelter for those displaced temporarily
- Assist those rendered homeless to contact friends, relatives or Wiltshire Council

Salisbury Plain or Farmland Wildfire

Note: Dauntsey House Care home have identified the village hall as their evacuation point. Should they evacuate a second place of safety may need to be opened for local residents

- **Call the Fire Service**
- **DO-NOT try and fight the fire**
- Heavy smoke in the village? Communicate UK Health Security Agency Advice included in this document
- Provide shelter for those displaced temporarily. Choose the Community Place of Safety that is farthest away from the fire
- Report Salisbury Plain fires to Range Control
- Report Farmland Fires to local farmers

Salisbury Plain Range Fires on Closed Ranges of Westdown or Imber

- These areas are heavily monitored and controlled. **Call Range Operations before reporting to the Fire Service** as the military may be aware and have decided not to allow access to the Fire Service for operational reasons
- Heavy smoke in the village? Communicate UK Health Security Agency Advice included in this document

Action Card – Fire

Fire Volunteers

| Name | Contact | Location |
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Dorset and Wiltshire Fire and Rescue respond to all fires.

To report a Fire dial 999

To contact for non emergency matters 01722 691000 (during office hours) and call 0306 799 0019 (out of hours).

Salisbury Plain

The Defence Infrastructure Organisation, part of the MOD, manages fire response on Salisbury Plain.

Landmarc provides the support services by maintaining and delivering safe infrastructure and support services that promote sustainable and effective military training.

Landmarc National Service Centre

nsc@landmarc.mod.uk

+44 (0)800 022 3334

Range Operations Amesbury 01980 674951

Wiltshire Council

Homeless due to a disaster

Our service is a telephone and email service. Our telephone service is open from Monday to Friday, 9am to 5pm, closed Wednesday, 9am to 2pm.

0300 456 0106

You can also email Housing Solutions

at homeless@wiltshire.gov.uk. Please tell us about your situation and leave a phone number to contact you on.

If you have a Housing emergency and the office is closed, contact the Emergency Duty Service on 0300 456 0100.

Action Card - Fire

The **UK Health Security Agency** have the following advice for those directly affected by smoke:

Smoke can irritate air passages, skin and eyes, resulting in coughing and wheezing, breathlessness and chest pain so individuals with pre-existing cardiovascular and respiratory conditions, such as asthma, should carry any necessary medication or inhalers with them at all times and seek medical advice if their symptoms worsen, by contacting their GP or NHS 111

With the ongoing high temperatures, it is important that you protect yourself from the smoke, whilst also keeping cool. The UK Health Security Agency advise the following:

- avoid areas affected by smoke from the wildfire
- stay indoors, keep your doors and windows closed, tune in to local radio station for advice and information if there is visible smoke from your property
- where possible, make the most of any opportunities to increase ventilation when wind and other conditions allow. When there are smoke issues related to this fire, they do tend to be more at night
- draw curtains to limit direct sunlight heating-up internal surfaces
- use fans to recirculate air within the house to help keep cool
- take a break from the heat by moving to a cooler part of the house (especially for sleeping)
- wear lighter clothing
- keep hydrated with cool drinks
- check that central heating, lights and electrical equipment not in use are turned off
- set any air conditioning (preferably fitted with a HEPA filter) to recirculate mode
- open windows that are on the opposite side to the plume/smoke (when it is safe to do so), and when the air feels cooler outside than inside to get air flowing through the home, for example, at night
- once the smoke has moved away, consider opening doors and windows to allow properties to cool down, being mindful of changing conditions and be aware that the smoke could return
- If driving in smoky areas keep your windows wound up, air vents closed and switch off air conditioning systems to prevent drawing in outside air
- Whilst causing short-term poor air quality, exposure to smoke from large-scale wildfires is unlikely to contribute to any long-term health effects. Any long-term risk to health from poor air quality will be based upon lifetime exposure, rather than the short-term acute exposure from this large-scale wildfire

Snow

Action Card - Snow

Village Lanes at Risk
Steep Access or Isolated Position

- Provide a contact point for Community. Use Village Link 07598 947180 Link coordinator will contact a resilience councillor
- Contact any resident registered as at risk
- Use volunteers to provide essential Supplies
- Village shop is able to provide hot food
- Use volunteers to dig out or provide transport for emergency services workers to get to work (Fire, Ambulance, police plus Wiltshire Council gritting team)
- Resilience volunteers to spread grit in key areas from grit bins
- Ask resilience volunteers to check grit if heavy snow is forecast

Emergency Services unable to attend due to blocked roads

- A360 and B3098 blocked as well as surrounding roads
- A360 and B3098 open with village lanes blocked

- Persons needing an ambulance or fire services must call 999 first
- Ask Resilience volunteers to dig a path to patient location
- Contact community first aiders to attend in case of ambulance delay
- Use local resources to provide 4x4 transport to hospital if appropriate or to transport paramedic to patient location
- Local resources must carry ropes, blankets, hot drinks and emergency provisions

Residents short of food

- Use local resources 4x4 to shop or collect food
- Local resources must carry ropes, blankets, hot drinks and emergency provisions

Residents unable to heat their homes

- Open places of safety to provide a warm space for those affected
- Hot food from the village shop or Churchill Arms

Gritting Routes for Snow and Ice



Roads Gritted

A360

Devizes to Salisbury Road

B3098

Westbury Road/Lavington Lane

Great Cheverell Bypass Route
Cheverell Road and Great
Cheverell High Street

Secondary Council Salting route
Black Dog crossroads to Market
Lavington via Spin Hill

Action Card – SNOW

Snow Volunteers

| Name | Contact | Location |
|------------|-------------|--------------------------|
| Peter West | 07768931679 | Duck St 4x4 available |
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Wiltshire Council

- Maintain over 1600 salt bins located throughout the county.
- They are available for both residents and the travelling public for use on public roads and footpaths
- When using salt bins, you should work on the basis that 1 tablespoon of salt will cover around 1m²
- You can report empty salt bins via My Wilts online reporting
- If heavy or continuous falls are predicted a snow emergency will be called and the Emergency Control Centre established. In this event, the county's entire fleet of gritters will be mobilised and supplemented with the council's owned snow blades and blowers that are allocated to local farmers or contractors

Community Resilience

For the most part there is little external groups can do in snow. It is important that the community support each other.

You can expect ambulance delays so once an ambulance has been called, contact local first aiders when accidents occur to provide assistance.

Make sure your neighbours have heat, food and shelter

Epidemic or Pandemic

Action Card – Epidemic or Pandemic

Restricted movement of the population

- Public Health England and the Government announce both pandemic and epidemic.
- Activate an emergency phone number to contact a Parish Council coordinator
- Widely communicate support to the village
- Compile a list of vulnerable people who need to stay isolated
- Convene a special Parish Council Meeting using zoom or equivalent, to plan response following the communication of health guidelines.

Food & Medical Supplies

- Provide a shopping service for vulnerable people within the community
- Recruit additional drivers for link (Hospital/Doctor appointments)

Notes

Emergencies in the category have to be government or public authority led and will vary considerably depending on the nature of the emergency. Parish Council should maintain a practical, adaptable approach.

- Meet regularly, at least weekly at the start of the emergency
- Compile a list of help/assistance offered
- Prioritise vulnerable people
- Mobilise as many volunteers as possible

Loss of Utilities

Action Card – Loss of Utilities

Electricity

Supply failure for multiple properties for more than 8 Hours

- Ensure that the power failure has been reported
- Ensure that in the winter that people can heat their house and cook hot food
- Consider opening a Community Place of Safety to provide a warm environment
- Hot food available for the village shop or The Churchill Arms

Water

Supply failure for multiple properties for more than 8 Hours

- Ensure that the supply failure has been reported
- Ask Wessex Water to supply bottled water or a tanker
- Contact residents across the village to see if there is water available and fill containers as needed

Sewerage

- Ensure blocked sewers are reported
- In the unlikely event that households cannot flush toilets consider opening a Community Place of Safety to provide toilet facilities

Loss of Broadband & Home phone

While this is not as serious as the other events, it can isolate people and should be escalated to the Parish Council

- Ensure Openreach have been informed and have accepted the job. Broadband providers should confirm this to their customers
- Inform the Parish Council so that they can monitor and work with Openreach for a timely repair

Action Card – Widespread Electrical Failure - Regional

Communication

It is vital to keep the community informed, while updates may be few the Village Hall should be staffed and open during the day to reassure people

- Village Hall as a focal point for updates – Daily 5pm
- Communication will come via the police or the RAYNET group who are mobilized by Wiltshire Council Resilience Leaders.
- Monitor car radios that can receive analogue (FM or MW) for information
- Set up a line of communication with care homes especially Dauntsey House as well as Dauntsey School

Heating

The need for heating will vary according to the weather. The key is to protect the vulnerable.

- Provide warmth for the vulnerable & elderly
- Fuel supplies will be impacted, knock on doors. People with Rayburns or open fires can help with warmth.
- People with barbeques will be able to cook hot food

Food Supplies

- To conserve fuel supplies ask people to combine into large groups to get shopping and supplies. One car with four people could shop together. Large vehicles could shop for multiple households.
- With power down, credit card and cash machines will not work. Try and pool resources.

Action Card – LOSS OF UTILITIES

Volunteers

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Scottish & Southern Electricity Networks

- Maintain the electricity infrastructure in our area, including substations
- If you experience a power cut call 0800 072 7282

Water & Sewerage

- Wessex Water are responsible for supply failures and blocked sewers
- 0345 600 4 600 (24 hours)
- To find out if there are emergency works being carried out that affect supply enter your postcode on this map

<https://www.wessexwater.co.uk/help-and-advice/emergencies/work-in-our-area>

Animal Health

Action Card – Animal Health

Access to Farmland and/or Salisbury Plain

- Animal & Plant Health Agency are the authority that manages animal health and will decide if access to land needs to be controlled
- Assist with notifying the community
- Assist with the placement of closure signs as requested

Farmers/Farm Workers might be confined to their premises and unable to buy food

- Provide a contact point for Community. Use Village Link 07598 947180 Link coordinator will contact a resilience councillor
- Mobilise volunteers who can collect and/or deliver shopping
- Be aware that shopping may need to be delivered to the farm entrance from a public road

Action Card – Animal Health

Volunteers

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Defra Rural Services Helpline on
03000 200 301 and choose the relevant
options for APHA

Fuel Disruption

Action Card – FUEL DISRUPTION

Heating Oil shortages

- Action required when two or more suppliers are unable to supply oil for more than one week
- Most critical in the winter months
- Householders are responsible for sourcing their own oil. The Parish Council will not assist in this
- Consider opening Community Places of Safety to provide a warm environment for the elderly and vulnerable
- Share supplier information on social media regarding fuel availability

Car Fuel shortages

- When car fuel is unavailable, (queuing at garages means fuel is available so long queues are not a trigger).
- Encourage the use of buses
- Create a forum for car sharing to towns for food shopping and/or work
- Encourage the sharing of fuel availability on social media

Action Card – FUEL DISRUPTION

Volunteers

[illegible]

Major Emergency

Action Card – MAJOR EMERGENCY

A major event such as a plane crash, train crash, road traffic collision with multiple vehicles and multiple injured persons, Incident with the armed services on Salisbury Plain, explosion, chemical spill etc. That affects the village and its residents and requires the response of all emergency services .

- Its is important that volunteers do not interfere with the response of emergency services.
- Open Community Places of Safety if requested by emergency services. Consult the page “How to activate a place of safety” within this document
- Open Community Places of Safety to shelter people who must leave their homes
- Mobilise volunteers to provide hot drinks and any additional help requested by emergency services
- Ask that trained first aiders attend Community Places of Safety and are available if requested by emergency services

When volunteers are requested by emergency services

- Searching for lost or missing persons
- To assist with transport
- To assist with machinery
- Extensive storm damage causing people to be homeless
- Extensive storm damage with fallen trees blocking roads

- Mobilise volunteers, in such cases volunteers must be under the leadership of emergency services
- Open Community Places of Safety to shelter people who must leave their homes
- Persons assisting with machinery, such as chainsaws or farm machinery must be trained professionals. (ie. chainsaw operators must be professional tree surgeons or arboriculturists.)

Action Card – Major Emergency

Volunteers

| Name | Contact | Location |
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Wiltshire Council (out of hours)

For flooding, highway incidents and building control

Emergency 0300 456 0100

Non Emergency 0300 456 0105

Resilience Councillors

| | | | |
|---|-----------------|--------------|----------------------------------|
| <u>LEAD RESILIENCE PARISH COUNCILOR</u> | PETER WEST | 07768 931679 | 5 DUCK STREET, WEST LAVINGTON |
| <u>RESILIENCE PARISH COUNCILOR</u> | GEORGE HARRISON | 07905 897551 | LITTLETON PANNELL |
| <u>RESILIENCE PARISH COUNCILOR</u> | STEVE LAISTER | 07432 124059 | DUCK STREET, WEST LAVINGTON |

Provide contact details for places of safety keyholders and community volunteers