



Community Emergency Plan

PREPARE. RESPOND. RECOVER.

Key Information

Group name

Date of last review

Date of next review

Point of contact
(for administration)

Name

Email

Phone number

LRF

Local Resilience Forum
Hampshire & Isle of Wight



Contents

Introduction	1
Before you start	2
The plan	3
Getting the team together	3
Emergency Coordinators	4
Contacting emergency services	6
Emergency Volunteers	7
Understanding the incident	9
Existing Alerts and Warnings	9
Making sense of an incident	10
Local assets	11
Buildings and locations	11
Organisations/groups	13
Community Skills	13
Contacting the community	15
Online communication	16
Offline communication	17
Activating the plan	19
First steps after triggering the plan	21
Things to consider	23
Who should we share the plan with?	23
Additional things to consider	24
Next steps	25
Test and exercise your emergency plan	25
Learning and development	26
Support your community to be prepared at home	26

Introduction

In an emergency, the blue lights (fire, police, and ambulance) and local authorities will be working together to support people.

If the emergency is only in one area, these organisations will be able to support you quickly. However, if the emergency is across a large area, such as flooding, snow or a power outage, there may be a delay in support reaching your community. By being prepared and creating this Community Emergency Plan, your community will be able to support each other while help makes its way to you.

Complete this document with a community group (or groups) to ensure that you are aware of the risks in your area; communities and groups that may need additional support; and any community assets you can use in an emergency.

Get Ready!

By filling in the sections, you will have a basic Community Emergency Plan. If you are using an electronic version of this booklet, you can delete the notes and extend sections as you like.



Before you start

Familiarise yourself with the different risks in your community. You can do this by visiting the **Hampshire and Isle of Wight Local Resilience Forum's** website (hiowprepared.org.uk ) , which lists the risks that we have in the region and some of the actions that can be taken before, during and after. Or you can read the Preparing for an Emergency document.

Develop your own plan

Consider developing your own individual and household resilience. Read and complete the **Household Emergency Action Plan**, which sets out different steps to prepare yourself, your family and your home for emergencies.

Be prepared

Resilient communities are made up of prepared individuals and households, so ensure you're ready at home. Find a template of the **Household Emergency Action Plan** on the Local Resilience Forum's website (hiowprepared.org.uk ) or ask your local authority to see if they have printed copies.

The plan

Getting
the team
together

Why not make a start today!



Emergency coordinators

In the event of an emergency, you want to have a core group of emergency coordinators. Emergency coordinators are people who work as a team to help and advise the community on steps to take and share key information. emergency coordinators would usually be contacted in most emergencies.

Write down the names and contact information for the emergency coordinators.

Name	Address	Telephone	Email	Notes
				E.g. times available

(Please check with people before putting any personal details (names / phone numbers / addresses / emails) in this plan. If personal details are being used, please ensure this plan is kept secure.

In the event of an emergency, everyone may have to stay at home (storms, cold, heatwaves etc) or evacuate (if your home is flooding). This can make it challenging to contact one another.

If unsure, explore General Data Protection Regulation (GDPR) in more detail - www.gov.uk/data-protection 

Emergency coordinators continued

In the section below, write down how you will contact each other:

Communication option 1 (phone / email / walkie talkie / group chats):	
Communication option 2 (phone / email / walkie talkie / group chats):	

Some emergencies will also require you to meet in person. If there is a power cut or the phone signal is lost. In these events, it can be helpful to have a dedicated meeting place. Being together in person is usually the easiest way to work together, but only if it is safe to do so.

Think about the different risks when agreeing locations. The location you plan to meet at might be impacted by the possible risks (flooding, storms, snow), or it might not have the appropriate facilities because of the risks (no water, power, phones). Therefore, having a backup is essential.

	Address	Telephone number
Meeting location 1		
Meeting location 2		



Think of a stable location, easy to find, easy to access

Work together and plan your next steps

If an emergency happens, you can first discuss amongst the emergency coordinators and plan next steps. You may want to contact the emergency services.

Contacting emergency services

It is important to remember that in an emergency you shouldn't assume that emergency services already know about it, nor are you replacing the actions of the emergency services.

Non-emergency numbers:

Police: 101

Gas Emergency: 0800 111 999

NHS: 111

Flood Agency: 0345 988 1188

Power cuts: 105

If someone's life is danger - call 999

You may also want to contact other organisations. In an emergency, you don't want to be searching for contact numbers.

Fill out the contact information below so that you can quickly reach the people you need to:

Name of organisation	Contact information
Local Authority	
Doctors' surgery	
Schools/nurseries	
Community centre	
Local pubs/shops	

Emergency volunteers

In the event of an emergency, you may need extra support in the community, this can come from emergency volunteers.

Volunteers can help with knocking on doors (if the power or phone signal goes), or if you need key holders to locations you want to use, or if the emergency coordinators require additional support.

You should only be contacting emergency volunteers if you plan to use them in the emergency.

Write down the names and contact information for the emergency volunteers below:

Name	Address	Telephone	Email	Notes
				E.g. times available

Emergency volunteers additional space

[illegible]

Understanding the incident

It is important to stay up to date with risks in your area, such as changing weather, traffic in the area, and local events - this can be done through signing up to alerts and warnings.

Existing alerts and warnings

The best way to understand an incident is to ensure you're signed up to all the relevant alerts. This means you can be warned that something is about to happen and prepare yourself and your community in time.

Encourage everyone in your community to sign up for:

Met Office Weather Warnings

<https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new> 

Flood Alerts

www.gov.uk/get-flood-warnings 

Animal health alerts

www.gov.uk/guidance/apha-alert-subscription-service 

Weather health Alerts

www.gov.uk/guidance/weather-health-alerting-system 



Useful!

Encourage members of your community and the emergency coordinators to keep up to date with these alerts.

You can also consider other types of information to be aware of, such as:

- Local traffic and travel information
- Events that happen in your area

Use the table below to link each alert and warning to an emergency coordinator:

Alert / information type	Emergency coordinator signed up / actively checking	When an alert might trigger contacting the other emergency coordinators

Making sense of an incident

In an emergency, it's important to try and understand what is going on and who is impacted. In the blue light services, they call this Shared Situational Awareness. Shared Situational Awareness is an important part of how organisations work together in emergencies. You can find out more about it on the JESIP website www.jesip.org.uk 

When you have received a warning or are aware of an emergency happening. You will want to activate the plan. This means you will contact your emergency coordinators to understand the incident.

This may include asking a series of questions:

- ✓ What has happened?
- ✓ Where is impacted? (be as specific as possible)
- ✓ Who is impacted?
- ✓ What is happening now? (are there people already there helping, have the emergency services been called)
- ✓ What might happen? (could the weather get worse, is it getting dark, could power be impacted).

Local assets

During an emergency, you may need to direct people in your area to certain locations, such as rest centres (which are places people can go if they must evacuate their homes) or you may need to ask people for support.

The local authority may open one of the rest centres on their list, but Community Plan holders may be asked to open a building to provide an initial place of safety before the local authority arrives.

Important!

If the Community Plan holders decide to open a building for shelter / welfare, they should let the nominated contact within the relevant local authority know.

Buildings and locations

Consider places that could be used by people if they must evacuate, or as a centre for them to go and get additional information. These can be community centres, places of worship or large indoor spaces.

Before listing any locations in your plan, please contact the building managers to confirm availability and suitability. Some buildings may already be designated as rest centres by your local authority.

Make sure you contact the managers of these buildings to check they are suitable before you write them below. Ask them to look at the plan and potentially become emergency coordinators or volunteers.



Name	Address	Contact Information	Who will contact them in an emergency?	Venue capacity (people)
E.g. Community Centre	1 high street, town name	00000 000000		100

Organisations / groups

In an emergency, you may need support from groups in your community. This can include national/local charities and smaller community groups, such as toddler groups or clubs and societies.

Working with these groups can help you to communicate key messages, advice and support through their networks.

Name of group	Contact (name, phone/email)	Additional information	Who will contact them?

Community skills

In an emergency, you may need people with specialised skills to support your community.

Examples:

- In heavy snowfall, there might be people who have equipment to help clear snow (shovels, small plant, tractors) and people who can drive in adverse weather conditions (trained 4x4 drivers).
- In a power outage, there might be people who can provide hot food (through BBQs, gas cooking, camping equipment and skills) or who have generators that could charge people's phones.
- People with first aid skills are useful in lots of emergency situations, and don't under-estimate people who can sit with people affected by emergencies (people with counselling or caring skills).
- In some emergencies, families are affected, so it is useful to know people who can entertain children if they have had to leave their homes, such as nursery staff or teachers.

Consider the different skills you may need in an emergency. This can include first aid, plumbers, electricians, 4x4 drivers, tractor owners, carers, caterers, counsellors, childcare, etc.

Skill	Name	Contact information	Additional information	Who will contact them?
First aid	Jane Doe	00000 000000	Ambulance driver	
Language	John Brown	John.brown@google	Can speak many languages	

Contacting the community

In an emergency, you may need to contact people to share information.

Consider how you can communicate with people. This can include online (social media, WhatsApp) and offline approaches (door knocking, telephone trees).

You may need to use both online and offline methods. Not everyone engages online and if there is a power outage, people will be unable to charge their phones and devices, and phone signal could be limited.

Important!

It's important to be clear who will contact each of these groups, assign each contact to an emergency coordinator or volunteer.



Online communication

This can include social media accounts & groups, websites, blogs, etc.
These groups can change regularly, so make sure you keep this section up to date:

Name of group / website	Website link / URL	Who will contact them

Your community group, or other groups you engage with might already have email lists of contacts:

Name of group / website	Key contact who holds the list (email or phone)	Who will contact them

Offline communication

It is sensible not to rely purely on the online communication methods above; it is likely people in your community won't all use online methods.

Your offline communication methods will be specific to your community, so as a group, consider how you could reach people. You could set up a volunteer network so people can knock on doors along their road or block of flats.

You could arrange with your local school that someone would be there at start time or home time to give information to parents. You could consider where people might come for information (maybe a community centre or a church) and have resources there (flip charts, pens, boards) so emergency coordinators can write messages and put them up.

The following section has been left blank so that you can write your plan. Ensure you assign each task to a volunteer or emergency coordinator:

When you understand the incident, and know how to contact the community, you can share key messages with them. Examples of this can include:

Tell people what is known or unknown



The power is out, but we don't know how widespread it is or how long it will be out for.

Tell people what actions your group is taking, and why



We're opening the community centre in case people lose power.

Tell people what they should do, and why



Be ready to leave your house in case the incident gets worse, be prepared to stay in, because there's smoke outside, try not to travel, because the roads are blocked.



Signpost people to relevant documents and resources, such as the LRF website, or the Preparing for an emergency booklet.

Tell them when you will next be in touch



We will email again in a couple of hours even if nothing has changed. If it continues, people will be knocking on your door again tomorrow morning to check you're still ok. We will keep posting each morning on this local social media site(s)

Activating the plan

You'll need to agree when and how to activate this plan

Important!

Possible triggers to consider are:

- ☐ There has been a flood or weather warning issued by a trusted source such as the Met Office or UK Health Security Agency.
- ☐ You have identified an emergency happening in your community, such as a power or water outage.
- ☐ You have had a direct request from the emergency services or your local council to activate your plan.



Trigger	Which emergency coordinator decides to activate (can be any)	First step
Amber weather warning	Paul Smith	Email to all emergency coordinators with weather warning detail and time / place of any meeting.

First steps after triggering the plan

Usually, when a plan is triggered, the first step is to get people together (in a place or via electronic communications) to consider what the impacts are and then decide what can be done to support people.

In every emergency, it is important to provide information on what is happening, and the steps people can take to be safer is useful, even if nothing else can be done.



Steps	Who	Notes
Communicate with the emergency coordinators		
Arrange a quick meeting		
Agree what you know about what's happening		See Shared Situational Awareness
Decide how to find out more information (if you need to)		
Decide what to tell people		
Decide which people to tell		
Decide how to tell people		Think about the communication methods
See if any skills or locations in your community would be useful and activate them		Look at your sections in this plan
Make a list of actions agreed		
Agree if / when / how you should meet again		

Things to consider

Who should we share the plan with?

Share this plan with community partners that are involved and mentioned in the document. Ensure that everyone knows that the plan is for an emergency and how they can help.

You can share this plan with your Local Authority. Each local authority has an Emergency Planning team who can help guide and support you during an emergency.

Important!

Ensure you have considered GDPR before sharing, e.g. you may want to consider sharing a redacted version without any sensitive data included.



Additional things to consider

Be Ready!



Insurance

Have people got the required insurance in place for any activities you plan to carry out?



Making your plan inclusive

What are the different cultural or religious considerations that you need to include in your plan? What accessibility requirements might you need to consider?



Storage

Where is the digital copy of your plan stored, is it in a shared space such as a OneDrive or SharePoint? Have you ensured you have up to date hard copies available, in case you cannot access the digital copies? Have you considered GDPR and sensitive data protection?



Updating and maintaining

Do you have a process in place for updating your plan? How will you monitor and maintain these developments, and how often?



Emergency volunteering

How can volunteers and their skills help you and your community?



Other storage

Have you considered the logistics involved, such as a place for storing equipment or other important documents?

Next steps

Test and exercise your emergency plan

Revisit, Revise, Repeat

It is recommended that you review your plan every year, and after every time you've used it.

Testing your plan can be as easy as sitting down with your group and thinking about if a risk, or a variety of risks, happens... what would you do? Think about the risk, the time of day, the time of year, what else is happening, and ask the group whether the plan helps them.

You might want to test by having a drill of some sort, so you could try your communication methods and send text messages, or you could check numbers and links you have in the plan. You could try accessing one of your agreed locations to meet or provide support with limited notice and see how it works.

Test your plan!



Learning and development

Through completing this plan, you may be aware of some knowledge or skills gaps in your community. Write them down in the section below and seek out training or support from your local authority and voluntary agencies. You can also look on the LRF website at HIOWprepared.org.uk 

Check on the progress at each meeting and review. Use the box below to list the skills and knowledge you need/would like to develop.

Skill / knowledge to develop	Emergency coordinator

Support your community to be prepared at home

Now you have developed your Emergency Plan there are other steps you can take to support your community.

- ✓ Share risk information
- ✓ Encourage households to complete Household Emergency Plans
- ✓ Encourage people to sign up to the Priority Services Register (if eligible)
- ✓ Read the Community Resilience handbook

Extra notes

[illegible]

Make notes for yourself

[illegible]

This document has been
created by Hampshire
and Isle of Wight Local
Resilience Forum.

For more information on local
risks, emergencies, and how
to prepare.

Visit HIOWprepared.org.uk



**Hampshire and Isle of Wight
Local Resilience Forum**

Fire and Police Strategic
Headquarters
Leigh Rd, Eastleigh SO50 9SJ