

Tollerton Parish Council Community Emergency Plan

Version 0.3 (March 2024)

Version History

0.3 minor changes only for a first published version

0.2 collaboration with NYC Resilience & Emergencies Team (RET); voluntary register of vulnerable; activation triggers specified; W3W references added

0.1 more explanation & detail for risk assessment & local resources; more info about Community Emergency Group; new section on methods of contact & communication

0.0 initial outline; section structure; illustrative but incomplete tables of information

Distribution

This plan is freely available on the village website at www.tollerton.net.

Purpose

Why have such a plan, when there are emergency services available? Communities that prepare for emergencies cope better in emergency situations. Though the response of emergency services is important, they must give priority to the greatest needs, and they cannot do everything. Communities can lessen the impact of an emergency by deploying their own resources to assist and complement the work of emergency services.

This plan is intended as a concise source of information and guidance for the Tollerton village community. In particular it informs the work of a *Community Emergency Group*. What sorts of emergencies may arise, and how can we prepare for them? In the event of an emergency, how can we best respond? What resources are available locally? What can we do to support the work of emergency services? What steps can we sensibly take in circumstances where emergency services are unobtainable, or unable to help?

The plan also provides key information for NYC's Resilience & Emergencies Team (RET), and for those deployed by them who may not be familiar with Tollerton.

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1. Local risk assessment

Emergencies come in many forms, including the unexpected, so the following table cannot be exhaustive. However, bearing in mind the local environment, and the experience of recent years, here are some of the main risks, likely impacts and appropriate preparations for an emergency affecting the village.

Risk	Impact on community	Preparations
Flooding of local roads or properties	(a) Routes to & from the village become impassible. (b) Homes are flooded or isolated by floods.	(a) Advise NYC RET where further or temporary flood defenses are needed. (b) Ensure flood warnings are well-publicised. (c) Identify evacuation or support centers.
Extreme weather events or conditions	(a) The vulnerable are housebound. (b) Transport of people and goods is disrupted. (c) Accidents & other harms to people or property increase.	(a) Plan ways to distribute basic supplies to those in need. (b) Reinforce weather warnings and public-safety advice.
Prolonged loss or extremely high cost of energy supplies	(a) Homes are inadequately heated or lit. (b) The vulnerable are unable to prepare hot food & drink.	(a) Identify community spaces & volunteers to offer warmth, light and hot food & drink.
Prolonged loss of water supply	(a) The vulnerable are unable to obtain even water essential for drinking or cooking.	(a) Expect Yorkshire Water to deliver stocks of bottled water to Tollerton Stores. Plan to distribute bottles as needed in case no-one else does.
Pandemic or other widespread infection	(a) Those affected, or most vulnerable, are housebound. (b) Some public services are unavailable or limited.	(a) Plan ways to distribute basic supplies to those in need. (b) Reinforce public-health advice.
Major accident in or near the village	(a) Death or severe injury of community members and others. (b) Influx of unexpected visitors. (c) Transport disruption.	(a) Identify community spaces & volunteers willing to offer support including temporary shelter, accommodation, food & drink. (Any onward transport must be handled by NYC RET.)

2. Local skills and resources

Skill/Resource	Who?	Where?	Phone number	Available?
Health professionals and supplies	Tollerton Surgery	10 Pond View YO61 1AG ///hides.attracts. evidence	01347 838 231	Usual hours: 8am–6:30pm Mon–Fri but –4pm Thu
Defibrillator	N/A	Station Road side of Black Horse ///lengthen. populate.weds	N/A	Constantly
Food and drink supplies	Tollerton Stores	The Green YO61 1PX ///midfield.jokes .employ	01347 838 436	Usual hours: 6am–6pm Mon–Sat
Catering	Black Horse	Newton Road YO61 1QT ///blogs.helper. easily	01347 838 080	Usual hours: 4pm–11pm Mon–Fri noon–11pm Sat noon–10pm Sun
Catering	Station Inn	Station Road YO61 1RD ///loud.colder. dispenser	01347 833 253	Usual hours: noon -11pm daily

3. Key locations identified for use as places of safety

These are the two places in the village with sufficient space and basic amenities to provide a temporary refuge for large groups of people. They are registered with NYC RET.

Building	Location	Potential use in an emergency	Contact details of key holder
Tollerton War Memorial Institute (the Village Hall)	Station Road YO61 1RD ///emptied.witty. hoaxes	rest centre or safe place (150 sq. m, refuge for 40 people)	Yvonne Brown 9 Ings View, YO61 1PR 07981 832 531 (There's also a key at the village shop.)

St Michael's Church & Hall	Newton Road YO61 1QX ///bride.beauty. originals	rest centre or safe place (170 sq. m, refuge for 50 people)	David Beverley Tall Trees, Newton Road YO61 1QX 01347 838 469
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4. Community Emergency Group (CEG)

A *Community Emergency Group* (CEG) works to promote and coordinate community efforts to be prepared for possible emergencies. In the event of an emergency, the CEG coordinates the community's response, and it plays a supporting role in its recovery.

The following people have agreed to be part of the CEG.

Name:	Tim Brook
Phone:	07789 298 117
Email:	timbroad757@hotmail.com
Address:	2 Ings View, YO61 1PR
Name:	Yvonne Brown
Phone:	07981 832 531
Email:	yvonne52b@aol.co.uk
Address:	9 Ings View, YO61 1PR
Name:	Fiona Howell
Phone:	01347 838 231
Email:	admin.tollerton@nhs.net
Address:	Tollerton Surgery, 10 Pond View, YO61 1AG
Name:	Ian Jackson
Phone:	07786 915 598
Email:	drijackson@tollerton.net
Address:	Sunnyside, Newton Road, YO61 1QT
Name:	Colin Runciman
Phone:	07932 330 310
Email:	colin@tollerton.net
Address:	The Willows, Newton Road, YO61 1QX

The CEG also works in cooperation with the *Resilience & Emergencies Team* at the North Yorkshire Council. This team's email address is emergency@northyorks.gov.uk, but to report emergencies or for emergency services out of hours phone 0300 131 2 131.

5. Means of Contact and Communication

The usual means of contact with the Community Emergency Group is by phone or email. For communication within the CEG, there is a *WhatsApp* group *TollertonCEG*. Green backgrounds are used for routine messages not related to an emergency, amber for non-urgent messages related to a (possible) emergency, and red for urgent messages.

A potential problem is that WhatsApp requires an *Internet* connection, and the infrastructure supporting it may stop working in an emergency. Mobile phones support text messaging using cellular networks, and texts can be sent to multiple recipients. In this way, the CEG may be able to continue something like WhatsApp communication when the Internet is not available.

As a last resort, during any period when the CEG is unable to meet in person, and digital communication networks are down, the group may need to resort to written messages.

Many village residents (though by no means all) subscribe to the *Nextdoor* mail-group for Tollerton. So it is useful as a rapid way of sharing a message widely. But to reach all village residents a message must be distributed in printed-paper form.

Means of Communication	From	Locations
Posters or notices in public places	designated CEG member(s)	(a) village green notice-board (b) surgery (c) village hall (d) parish church
Messages or information leaflets delivered by hand to households	designated CEG members	allocated groups of roads

6. Identifying vulnerable people

The most vulnerable people in the village have a particular need for prompt assistance in the event of an emergency.

Local medical and care agencies such as the Tollerton Surgery are likely to be aware of vulnerable people. However, data-protection regulations restrict the free exchange of such personal information.

Our solution is a *voluntary* scheme. Anyone living in the village can complete a form asking to be included on a list of the vulnerable. Forms are made available at the surgery and at the village shop. There's also an online version available on the village website. Anyone may opt to withdraw from the scheme at any time. There are periodic checks with everyone registered that they still wish to be on the list. The list is maintained in confidence by the Community Emergency Group.

7. Activation triggers

The plan may be activated as a result of a call from emergency services. However, in some circumstances the community should activate the plan without waiting for contact with these services, or before contact with them can be established. Considering again the risks of emergency events set out in Section 1, activation triggers are as follows.

Risk	Trigger to activate plan
Flooding	More than one road into the village is flooded
Extreme weather	The Met Office issues an amber or red warning
Loss of energy supply	At least 25% of the village has been without power for at least 6 hours
Loss of water supply	Yorkshire Water declare a loss of supply and an intention to provide bottled water
Pandemic or widespread infection	Public health announcement either directly from health authorities or via NYC
Major accident	The accident itself with apparent need for support

8. First steps in an emergency

These are the initial steps to be followed when the plan is activated.

	Steps	Tick
1	Contact any appropriate emergency services by calling 999.	
2	Identify any immediate dangers. Remove people from them so far as possible. Give priority to the most vulnerable	
3	Convene the Community Emergency Group as soon as possible, either in person or in an online meeting; a suggested agenda follows	

Date:

Time:

Place:

Attendees:

1. What is the current situation? To include:
 - (a) Location and extent of the emergency?
 - (b) Immediate dangers or threats?
 - (c) Are vulnerable people involved?
 - (d) What resources do we need?
2. Contact with emergency services and NYC RET
3. How can we support the emergency services and NYC RET?

4. What actions can safely be taken?
5. Who is going to take the lead for each of the agreed actions?
6. Other questions?
7. Next meeting, and interim contact

9. Actions agreed with NYC's RET in the event of a major incident

If there is a major incident in or near the village, it may be necessary to evacuate some residents.

In this event, it will be helpful if the CEG and others recruited by them can form a team of volunteers with local knowledge, willing to assist NYC RET with door-to-door visits.

The CEG should also share with emergency services the most up-to-date list of people registered as vulnerable.