

Ready for anything

Contingency Plans for your community

1. This is a countywide initiative.

The South West Area is workshop number 14, following:

- Chippenham, RWB, Malmesbury, Amesbury, Tidworth, BoA, Corsham, Southern Wiltshire, Warminster, Westbury, South West Wiltshire and Melksham**

2. Completed plans should be shared with your communities and other parish councils

3. A method of communication is key. Including Community Messaging.

4. Bring in all sectors of the voluntary and business sector.

5. Anyone can become vulnerable.

Two parts – part 1 the plan

Level 1

- Everyone knows **their role**
- You confirm how to **communicate** with each other

Level 2

- You have considered and reduced **the risks**

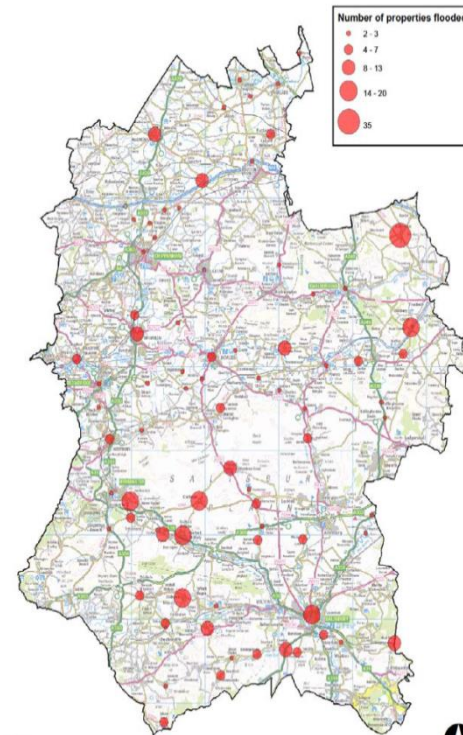
Level 3

- You know **who to approach** for help
- You know **who needs help** in your community
- You will become **part of a national chain** of communication
- You **practice** and exercise the plan

Wiltshire flooding 2013-2015

- 2013/14: 560 properties reported internal flooding
- 253 communities in Wiltshire 184 reported flooding
- >72% of the county

- September 2014/15: >100 Properties flooded
- Two Schools and > 25 businesses
- Highest rainfall figure from Met Office was 1 in 481 year event
- Reports of livestock being moved around in the flood water



Types of flooding likely to be experienced in your community

- River flooding – generally caused by persistent periods of heavy or continuous rain – generally advanced warning.
- Surface water – caused by short sharp heavy rainfall or persistent rainfall over a period of time – can occur with little or no warning.
- Groundwater – when the underground aquifers fill up with water and with nowhere else to go the water emerges from the ground. This type of flooding is difficult, expensive and often impossible to protect from. Generally lots of advanced warning, unfortunately the land can remain flooded for weeks, even months.

Community Approach

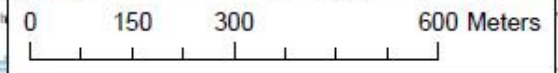
- Operational Flood Working Groups (OFWG)
 - Community Engagement via the OFWG
 - Quick Wins
 - Long term plans or solutions
 - Flood Wardens

- » Flood plans
- » Parish Emergency Assistance Scheme (PEAs)
- » Walked inspections and community led asset mapping (using GPS meters)
- » Standard letters for ditch and watercourse clearance



Mapping

Map 1: Transport



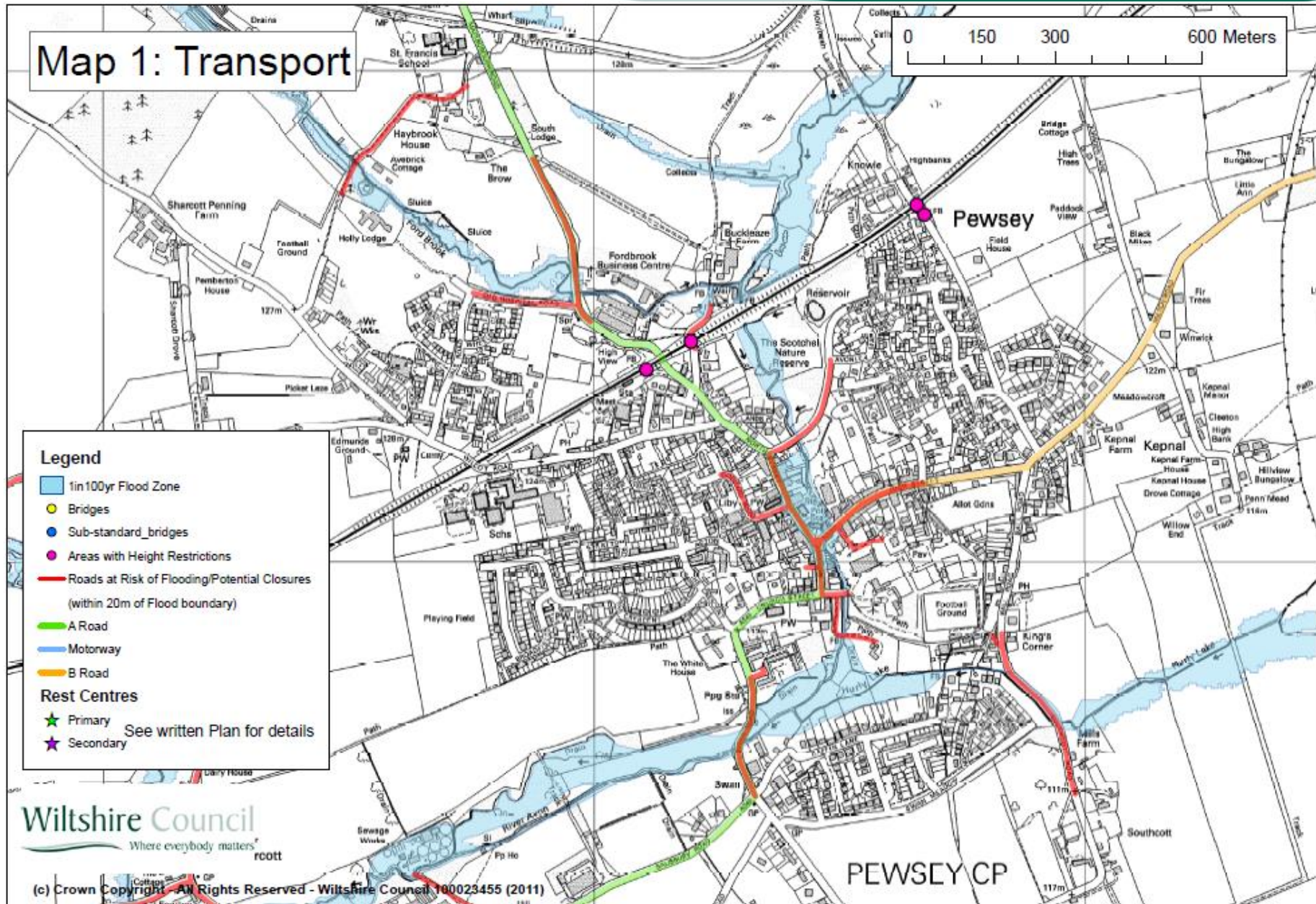
Legend

- 1 in 100yr Flood Zone
- Bridges
- Sub-standard bridges
- Areas with Height Restrictions
- Roads at Risk of Flooding/Potential Closures (within 20m of Flood boundary)
- A Road
- Motorway
- B Road

Rest Centres

- Primary
- Secondary

See written Plan for details



Making a plan

- We have a tried and tested template drafted from communities who have flooded and know what's needed
- We have lots of information
- We have staff who can assist
- We work closely with the Environment Agency and can call on them for assistance
- It costs nothing to be prepared – just a bit of your time
- Take the opportunity to learn from other communities that have flooded.

Schemes & Advice

- PEAS – Parish emergency assistance scheme
- Ditch project – working with town and parish to encourage the maintenance of local ditches and watercourses.
- GIS mapping - drainage assets in your community
- Renate.malton@wiltshire.gov.uk – flood plans/wardens, ditch and asset register projects
- Weather.team@wiltshire.gov.uk – PEAS, Snow Plans

Scenario 2.1

There has been a meningitis outbreak in a local nursery school.

Medication needs to be administered to children who were in close contact as soon as possible...



1. A location needs to be found by 8pm to administer drugs.
2. Who should we call?
3. Which location should we use?

Scenario 2.2

Influenza is a serious illness.

Pandemics occur about every 40 years.

Worst case scenarios are that 50% could be infected and up to 2.5% of those infected could die.

There are antiviral drugs that can be taken when symptoms first occur.

But, many people live alone and won't be well enough to collect their drugs...

How could you help to

a. Prevent influenza

b. Deliver Antiviral drugs

CATCH IT



BIN IT



KILL IT



NHS Sponsored by Mary Bole

What can the community do to save lives in an outbreak?

- Promote NHS Choices / NHS 111
- Promote Prevention (such as 'catch it, bin it, kill it')
- Be aware of the vulnerable members of your community, and Volunteer as 'Flu buddies'
- Provide a venue for clinics, which may need to be set up within hours of a notification of a communicable disease such as meningitis.



- **Animals only**
 - e.g. blue tongue, swine fever, Foot and Mouth
 - Economic impact
 - restrictions on animal movement, possible isolation, and possible culling.



- **Zoonotic**

- e.g. Anthrax, Rabies, Avian Influenza

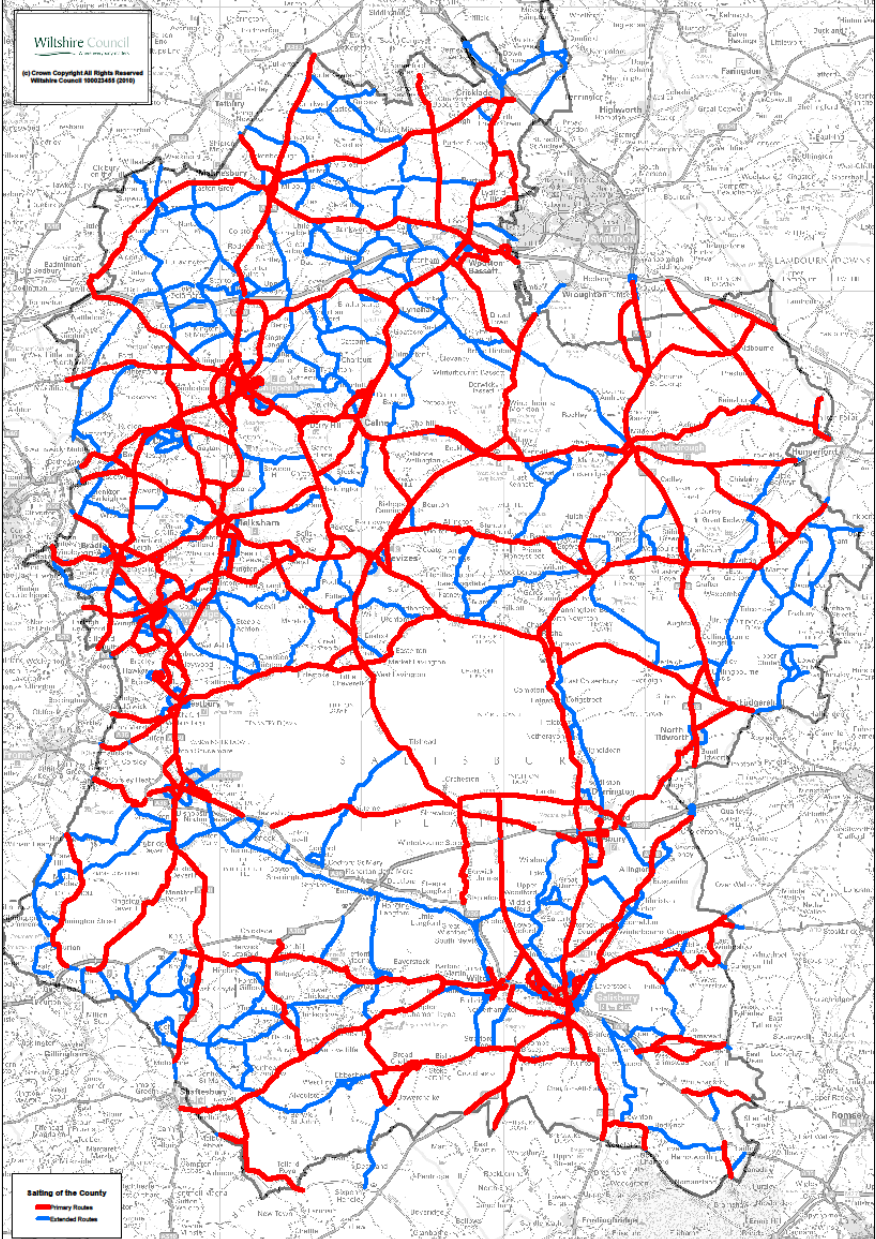
- Public health impact

- Will require restrictions on animal movement, possible culling, and good infection control.

(Poster from Thailand about avian influenza)

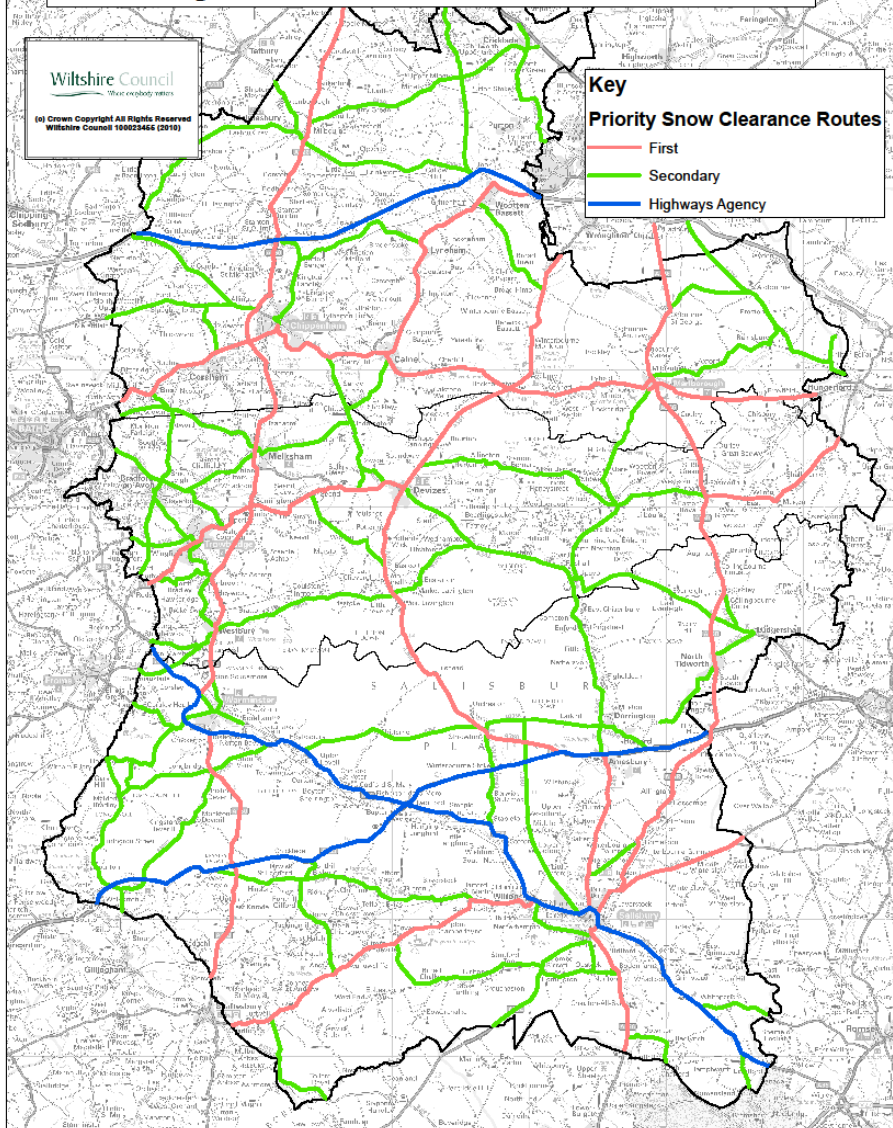
How the Community can help

- Communicate restrictions on movements
- Check that footpath closure signs are in place
- Provide local knowledge of alternative routes for tourists / dog walkers / horse riders, etc.
- Provide support to the farming community



All Routes

Priority Snow Clearance Routes



Strategic Routes

- Red = 1st Priority
- Green = 2nd Priority
- Blue = Highways Agency's Responsibility

Severe Weather

SNOW - One Tonne salt scheme. **Is available if you have a snow plan.**

- Which local hazards need salt?

These locations will need agreement from Highways team.

- Where will you store salt?

This will need to be secure and dry.

- When will you use salt?

This will be notified by the Highways Duty Engineers

- Who will do the gritting for you?

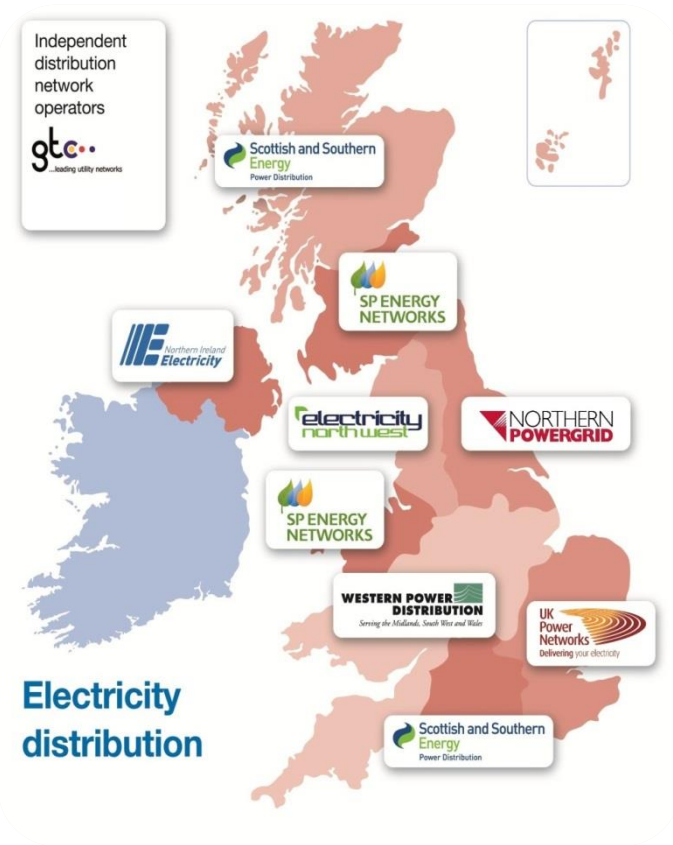
We can help train snow wardens.

Customer and Community Support

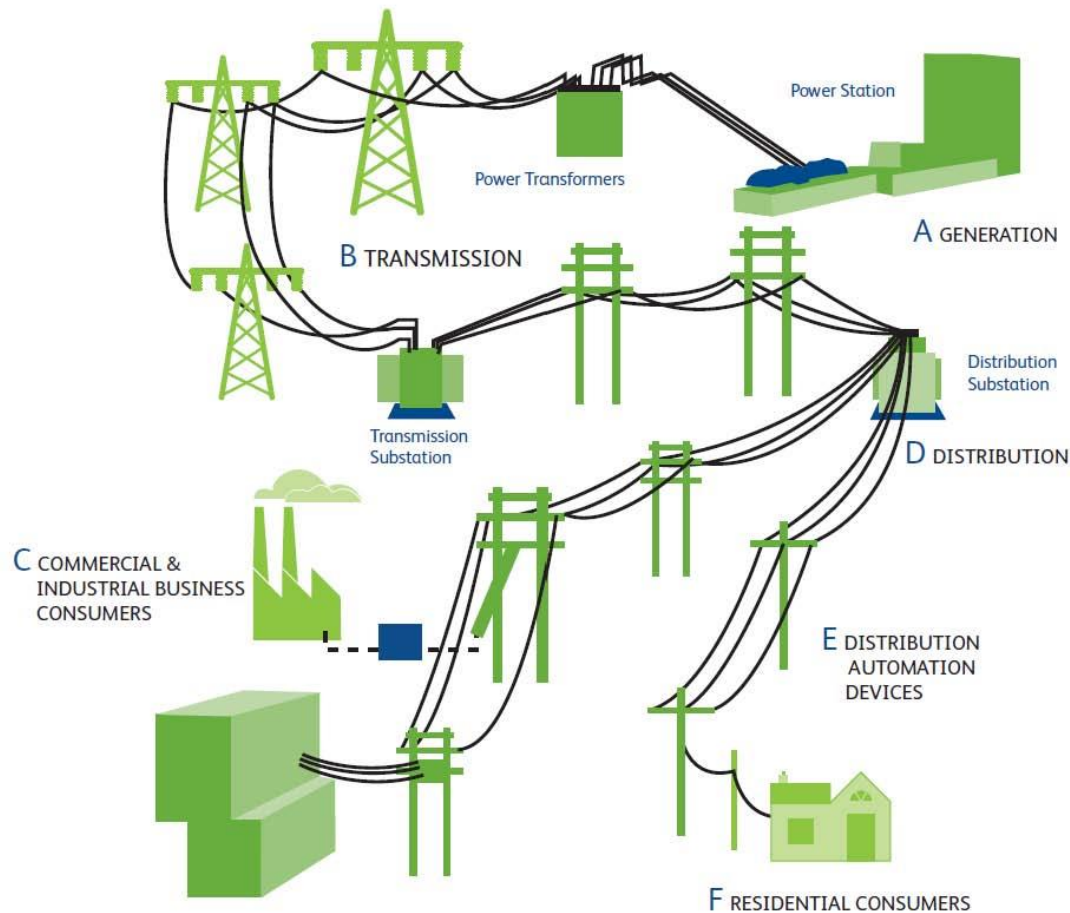


Electricity Distribution

- Scottish and Southern Energy Power Distribution (SSEPD) owns and operates distribution networks in Northern Scotland - Scottish Hydro Electric Power Distribution (SHEPD) and Central Southern England - Southern Electric Power Distribution (SEPD)
- Our networks are more than 99.9% reliable
- 130,000km of overhead lines and underground cables delivering electricity to 3.7m homes, offices and businesses

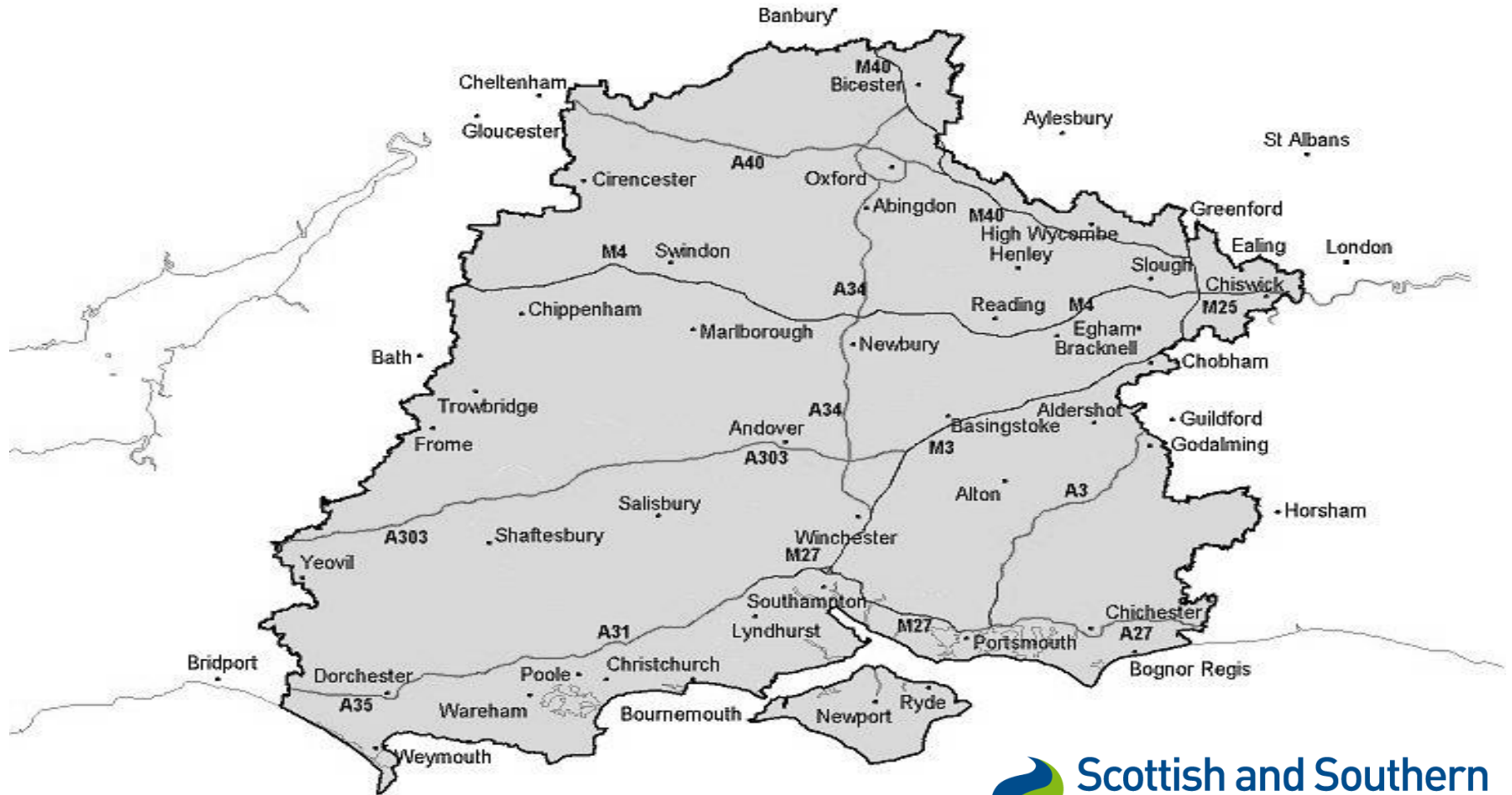


SSEPD – What We Do



We distribute electricity to homes and businesses in both our distribution areas using overhead and underground cabling.

Southern Electric Power Distribution Area



Customer & Community Advisors

Main Roles

1. To support customers in times of power outages
2. To provide additional support to vulnerable customers
3. To support local councils with their Emergency Plans
4. To support local communities by engaging in community events
5. To use customer feedback to improve our services



Resilience Planning



We help customers create their own resilience plans and be prepared for power cuts.

Points to consider:

- Where do you keep torches? Do you have spare batteries? We can provide you with glow sticks
- Analogue phones work without electricity – have you got one?
- Keep warm – do you have blankets or warm clothing available?
- Do you know what numbers to call?
- Is your mobile phone charged?
- Is there anyone vulnerable in your property? Have you made a plan for them?

If your electricity goes off check your trip-switches/fuse board if safe to do so. It may also be worth checking whether neighbours have electricity.

We Are Here To Help

Our Emergency Service Centre (ESC) staff are available round the clock and can be contacted on **0800 072728**



Priority Service Register (PSR)

We keep a priority service register so we can best support our customers during power cuts according to their own specific needs.

When storm conditions are expected we will contact our PSR customers in advance to ensure they will be safe should they lose their electricity supply. To register call **0800 2943259**

Customer Support

During power cuts Customer Community Advisors can visit customers to ensure they are safe.

For prolonged outages welfare vans can be called on site to provide power points, self-heated food packs and hot drinks.

Our ESC will contact customers who have called us to provide updates as they become available.

Our Powertrack app allows customers to keep up with fault information from their phones.

Southern Electric Power Distribution's Resilient Communities Fund



Financial commitment

- £1million for towns and villages in the central southern England
- Funds to be made available over two years
 - 4 rounds of £250,000 in South



Who can apply?

The fund is open to **constituted community groups, not-for-profit organisations and registered charities** working in the Southern Electric Power Distribution area.



What does the fund support?

- Projects that will improve community resilience during emergency weather events and power cuts
- Three key themes:
 - Protect the welfare of vulnerable community members
 - Enhance community facilities and services
 - Improve communication
- Grants of £500 - £20,000 available



Application process

- SSE Community Investment team will assess applications and prepare project appraisals
- Decisions will be made by a panel comprising SEPD management team and external stakeholders
- SSE Community Investment team will notify applicants and issue grants to successful groups
- Application forms, guidelines, leaflet and contact info can be found at ssepd.co.uk/resiliencefund



Case Studies

Rowlands Castle

Award: £9,000

Cleared and drained culverts to prevent flooding in Rowlands Castle, Hampshire



Wessex Flood Rescue

Award: £19,000

Paid for a motorised rescue boat and training for the Wessex Flood Rescue team



Eastbury Village Flood Prevention Association

Award: £19,000

Purchased life saving equipment and first-aid training, as well as machinery to ensure access to the village during severe weather.



Isle of Wight - Raynet

Award: £2000

Enabled amateur radio enthusiasts to use their network as a communications hub during extreme weather conditions that may affect power supplies and phone signals .

Key dates

Fund opens	Application deadline	Decisions made
16 February 2015	17 April 2015	21 May 2015
June 2015	25 Sept 2015	October 2015
January 2016	April 2016	May 2016
June 2016	Sept 2016	October 2016

Emergency Services

- **999 In emergencies**
- **101 for non-emergencies**
- **Neighbourhood / Community Policing Team**
- **ICE (In Case of Emergency) Number**

www.wiltsmessaging.co.uk

get important information to and from
the emergency services



The screenshot shows the homepage of the Wiltshire and Swindon Community Messaging service. At the top left is a circular logo with the text 'Wiltshire and Swindon' at the top, 'COMMUNITY MESSAGING' in a green box in the center, and 'www.wiltsmessaging.co.uk' at the bottom. Below the logo is a navigation bar with five links: 'Home', 'About', 'Partners', 'FAQs', and 'Contact us'. Below the navigation bar are two buttons: a purple 'Join' button and a blue 'Sign in' button. On the left side, there is a 'Latest messages' section with a preview of a message: 'Sent by: Wiltshire and Swindon NHW', 'Dear {FULL_NAME}, We have received this message regarding the distribution ...', and 'Sent 22/11/2014 14:14:00'. At the bottom center, a blue-bordered box contains the text 'Welcome to Wiltshire and Swindon Community Messaging'.

When Disaster Strikes

- **GO IN** to a safe building
- **STAY IN** until you are advised to do otherwise
- **TUNE IN** to local TV or radio for more information , internet
Wiltshire Police website
- There may be things a community can do away from the disaster:
 - Agree a safe place to gather
 - Check if there is anything that a vulnerable neighbour needs