
Twigworth Parish Council

COMMUNITY EMERGENCY PLAN



Adopted by Council: 9th May 2024

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1. Introduction

What is an emergency?

An emergency can be defined as:

“Any event (happening with or without warning) causing or threatening death or injury, damage to property or to the environment or disruption to the community, which because of the scale of its effects cannot be dealt with by the emergency services and local authorities as part of their day-to-day activities”

Background

The need for a plan in our village is to help and reassure the people of Twigworth that in an Emergency there is help and they are not alone.

The flooding events of 2024 highlighted the need for an Emergency Plan.

Twigworth is situated within the Severn Vale, is close to the River Severn, its tributaries, Hatherley Brook, Cox's Brook, Horsbere Brook and the busy main A38 trunk road runs through our village.

Advance Planning can help to identify, prioritise and minimise panic should the worst happen.

If an emergency happens we want to be able to respond immediately and effectively.

It is the responsibility of Gloucestershire County Council (GCC) assisted by North Gloucestershire Borough Council (TBC) to make contingency plans for the central co-ordination of action required to meet any major emergency which poses a threat to people's lives or health in a peacetime situation.

The purpose of this Parish Emergency Plan is to facilitate their task and this plan therefore lists the resources available in the village which would be of assistance in an emergency as well as acting as an aide-memoire for the emergency committee.

In a very worst case scenario the village might have to rely on its own resources.

Twigworth Parish Council is therefore charged with the responsibility for producing a local Community Emergency Plan which will function through the activities of a volunteer community team.

The plan is **FOR** Twigworth residents, **CARRIED OUT** by Twigworth residents with local knowledge and expertise, to be able to react at the time of an incident, then to assist Gloucestershire County Council and/or North Gloucestershire Borough Council Emergency Team, and Police, Fire, Ambulance, etc, if and when they arrive.

The key is establishing and maintaining communications, both upward and downward.

2. Aims and Objectives of the Emergency Plan

- To increase short-term community resilience
- To provide self-help to the local community in the event of a major emergency
- To produce a community emergency plan operated by a community emergency team with responsibilities to deal with an emergency until such times as the responsibilities are taken over by GCC/TBC and/or the emergency services.
- To provide, through local knowledge and contacts, assistance to other agencies responding to such an emergency
- Identify resources and key contacts in the community
- Identify vulnerable elements of the community
- Identify hazards and possible mitigation measures

3. Emergency Management Team - Meeting Agenda

Checklist of issues to be considered at initial meeting

1. Type of emergency, areas affected, scale and threats to the community
 - What is the current situation
 - Is there a threat to life?
 - Has Electricity, Gas, Water or Drainage been affected?
 - Are main access routes clear?
2. Have the emergency services and relevant agencies been contacted?
 - What information/advice have you received from the GCC/TBC Emergency Planning Officer?
 - How can we support the emergency response?
3. Identification of vulnerable groups and people likely to be affected
 - Elderly
 - Families with children
 - Non-English speaking people
4. What actions and response is required from the Parish Emergency Management Team (EMT) and who will do what?
 - What actions can be safely taken?
 - Who is going to take the lead for the agreed actions?
5. Are there local resources that might be deployed
6. Inform the Emergency Services and GCC/TBC what actions you propose to take
7. Consider how best to inform the local community about what is happening and provide a conduit for information
8. Record what has been agreed and who is responsible for taking action
9. Agree the need for further meetings of the EMT

4. Emergency Management Team - Roles

Emergency Plan Coordinator

A person who lives locally, who provides a vital links between the community and other organisations planning and responding to an Emergency.

Role Description

- Undertake the completion and maintenance of the community plan
- Arrange for the Plan to be updated annually
- Provide a link to the District Emergency Planning Officer
- Call a Community meeting during an emergency (if deemed necessary)
- Provide the focal point for the community response to an emergency
- Liaise with the other Co-ordinators

Rescue and Equipment Coordinator

A person who lives locally, who can gain knowledge of people within the village and nearby.

Role Description

- Contact people who at short notice have offered to provide equipment needed to help in an emergency
- Be able to contact North Gloucestershire Borough Council for such things as sand bags etc.
- Keep records of names and addresses of such people
- Arrange for the records to be updated annually
- Call out people when needed
- Liaise with other Coordinators

First Aid, Medical and Health Coordinator

A person who lives locally and who can gain knowledge of people in this field.

Role Description

- Keep records of names and addresses of all First Aiders / Nurses/ Doctors etc.
- Arrange for records to be updated annually
- Call out people as needed in an emergency
- Liaise with other Coordinators

4. Emergency Management Team - Roles (Cont.)

Welfare and Accommodation Coordinator

A person who lives locally who can gain knowledge in this field

Role Description

- Keeps record of names of people who have offered accommodation etc.
- Records information of Key holders of halls etc. Within the area
- Arrange to update records annually
- Call out people when needed
- Liaise with other Coordinators

Assistance Coordinator

A person who lives locally who can gain knowledge in this field

Role Description

- Keeps Records of people who have offered to assist
- Arrange to update Records annually
- Call out people when needed
- Liaise with other Team Leaders and the Coordinators

5. Emergency Management Team - Contact Details

Emergency Management Team Member	Contact Name	Contact Tel Nos
Emergency Plan Coordinator		
Rescue and Equipment Coordinator		
First Aid, Medical and Health Coordinator		
Welfare and Accommodation Coordinator		
Assistance Coordinator		

Councillors	Contact Name	Contact Tel Nos
Parish Councillor Chairman	Cllr. George Sharpley	cllr.george.sharpley@twigworthparishcouncil.gov.uk
Parish Councillor Vice Chairman	Cllr. Rick Harris	cllr.richard.harris@twigworthparishcouncil.gov.uk
Parish Councillor	Cllr. John Redfern	cllr.john.redfern@twigworthparishcouncil.gov.uk
Parish Councillor	Cllr. Graham Bocking	
Parish Councillor	Cllr. Mike Davies	mberesforddav1947@gmail.com
Parish Council Clerk	Belinda Holder	clerk@twigworthparishcouncil.gov.uk
Borough Councillor	Cllr. Sarah Hands	councillor.hands@tewkesbury.gov.uk
Borough Councillor	Cllr. Rojuna Rai	
County Councillor	Cllr. Sarah Hands	

6. Emergency Plan Co-Ordinator

In an emergency any resident/first responder becoming aware of an incident would contact the Emergency Plan Coordinator.

The Emergency Plan Coordinator will co-opt volunteers with specialist knowledge when they have been identified e.g. trained First Aiders/ Electricians etc.

The Emergency Plan Coordinator should seek as much information as possible, including:

- Establish that the caller is not in immediate danger
- The nature of the incident, for example a major road traffic accident, rail or air crash, fire, flooding, release of pollution/toxic materials, building collapse, etc.
- The precise location of an incident.
- The best access roads to use (and whether they can accept two-way working of large vehicles - and also information on any roads which may be closed/ blocked or otherwise impassable.
- The (approximate) number of casualties or persons at risk (and their locations).
- The emergency or other services which may be required in response to the incident
- Any particular known hazards which might need to be taken into consideration
- Advice on course of action if appropriate

The Emergency Plan Coordinator would then trigger the Parish Contact Cascade

1. Emergency Plan Coordinator to start cascade:
2. Emergency Plan Coordinator to notify Parish Clerk
3. Emergency Plan Coordinator to inform contacts on cascade list
4. Skip the name in a case of non-availability and move to the next name and number on the list

If necessary call an ad hoc meeting of the Emergency Management Team.

The Emergency Management Team will:

- Establish a communication link with North Gloucestershire Borough Council and maintain it for the duration of the emergency
- Comply, if possible with any advice or requests from North Gloucestershire Borough Council
- Consolidate and disseminate information to residents and outside organisations
- In the event of the village becoming isolated, undertake co-ordination of effort to sustain the local community.

7. Parish Council

- (a) To provide a point of contact to receive alerts and warnings
- (b) To alert North Gloucestershire Borough Council & Gloucestershire Council Departments and other authorities as appropriate
- (c) To collect information and assess requirements
- (d) To establish and staff a Forward Emergency Control (FEC) if required
- (e) To provide and deploy resources as appropriate
- (f) To establish a system for disseminating information to the public - the early stages usually in co-operation with the Police
- (g) To establish liaison with other services and organisations as necessary
- (h) To liaise with North Gloucestershire Borough Council & Gloucestershire County Council for the supply of additional resources
- (i) To provide food and feeding facilities if necessary
- (j) To provide emergency sanitation, clothing and other welfare items where necessary, in liaison with North Gloucestershire Borough Council & Gloucestershire County Council
- (k) To clear debris and restore roadways, in liaison with North Gloucestershire Borough Council & Gloucestershire County Council
- (l) To implement environmental health measures
- (m) To maintain financial records of their expenditure and make arrangements for funding
- (n) To cater for and where necessary accommodate local authority operational and service staff
- (o) To provide a basis for deployment of volunteers as appropriate.

8. North Gloucestershire Borough Council

- (a) To provide humanitarian assistance, such as rest centres
- (b) To ensure that critical function delivery can be maintained
- (c) To exercise a community leadership role
- (d) To provide a point of contact to receive alerts and warnings
- (e) To appoint a North Gloucestershire Borough Council Emergency Co-ordinator who will ensure the proper management and direction of Borough Council activities
- (f) As appropriate, to alert, inform, and request assistance from Gloucestershire County Council departments, other district and county councils, voluntary organisations and other organisations involved or likely to become involved in an emergency
- (g) To determine when the Borough Emergency Centre is to be activated, and to set up and staff it and any other crisis management systems to manage the Borough Council's response
- (h) To arrange for additional resources for use by the county council and/or district councils
- (i) To maintain financial records of North Gloucestershire Borough Council expenditure and make arrangements for funding
- (j) To liaise with appropriate lead government departments
- (k) To establish links with the appropriate level of administration in other countries when involved in bi-national or multi-national emergencies
- (l) To provide liaison officers to attend other emergency centres or incident sites. To implement specific emergency plans as required
- (m) To establish a system for disseminating information to the public, particularly when affected by a nuclear emergency. This is usually in co-operation with the police in the early stages
- (n) To request Military Aid to the Civil Community in the Borough Council area. To arrange for appropriate scientific advice as required.

9. Gloucestershire County Council

- (a) To provide a point of contact to receive alerts and warnings
- (b) To appoint a County Emergency Co-ordinator who will ensure the proper management and direction of County activities
- (c) To alert, or inform, as appropriate, county council departments, district councils, other county councils, voluntary organisations and other organisations involved or likely to become involved in an emergency
- (d) To determine when the CEC is to be activated, and to set up and staff it and any other crisis management systems to manage the County Council's response
- (e) To take overall responsibility for co-ordination when more than one district council is involved, or when any one district council is unable to cope
- (f) To support district councils with county council resources
- (g) To arrange for additional resources for use by the county council and/or district councils
- (h) To maintain financial records of County Council expenditure and make arrangements for funding
- (i) To liaise with appropriate lead government departments
- (j) To establish links with the appropriate level of administration in other countries when involved in bi-national or multi-national emergencies
- (k) To provide liaison officers to attend other emergency centres or incident sites
- (l) To implement specific emergency plans as required
- (m) To establish a system for disseminating information to the public, particularly when affected by a nuclear emergency. This is usually in co-operation with the police in the early stages
- (n) To arrange for Military Aid to the Civil Community in the County
- (o) To arrange for appropriate scientific advice as required.

10. Environment Agency

The Environment Agency (EA) Role

The EA has responsibility throughout England and Wales for:

- The management and regulation of the water environment, including abstraction licensing, pollution control, flood warning and flood defence
- Controlling industrial pollution, particularly at nuclear, oil and chemical sites and major industrial processes
- Regulating the transport and disposal of wastes.

Incident Response

The EA will attend all incidents posing a significant or potentially significant environmental impact, or, in specific circumstances, posing a threat to human health.

It will take appropriate action to prevent or mitigate the effects of such incidents and should always be informed of them as soon as possible.

These might involve pollution of controlled waters, unauthorised disposal of waste (including fly tipping), accidents with radioactive substances, chemicals or major industrial processes, flooding, drought and low river flows, fish kills and poaching.

The EA will work with the Fire Brigade to minimise the threat to the environment caused by chemical spills and contaminated fire-water run-off and warn appropriate parties who may be affected by the associated dangers.

It will also investigate the causes for possible legal action.

According to the seriousness of the incident, an EA officer will attend as soon as possible following receipt of a report within a maximum of two hours during normal office hours and within four hours outside office hours. However, these are maximum times and every effort will be made to attend as quickly as possible.

Emergency Contact

The EA operates a 24-hour service from Tewkesbury for reporting incidents and should be contacted via North Gloucestershire Borough Council in the event of accidents involving pollution of the environment.

The public throughout England and Wales can report pollution incidents on the national reporting number 0800 807060.

Area of Responsibility

The Midlands Region of the EA has responsibility for Gloucestershire.

Close co-operation is maintained with neighbouring regions for incidents occurring on or close to regional boundaries.

11. Emergency Plan - Activation

	Actions	Complete
1	Call 999 (if necessary) and follow any advice given	
2	Ensure you are in no immediate danger	
3	Start writing a log containing any decisions you made and who you spoke to/what you said	
4	Contact County/Borough Council (Emergency Planning) for advice	
5	Contact the Community Response Team and meet to discuss the situation. Consider inviting other key personnel (including local emergency responder representatives if possible). Use the first meeting agenda	
6	Contact other members of the Community that need to be alerted: • Those specifically under threat • The Parish Council via the Clerk • Volunteers and key holders that may be needed (Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken.	
7	Agree actions and ensure each member of the Community Response Team (and volunteers) know what they are doing	
8	Meet regularly to see how the situation is developing, actions are progressing and whether you need to reprioritise tasks or move resources around	
9	Once the immediate actions are completed and the situations start to improve, start thinking about the recovery phase and the role the Community Response Team can play in helping the community return back to their day-to-day life	

12. Agencies & Emergency Services - Contact list

Agency	Telephone No	Website/Email
Emergency services	• 999 - Police, Fire, Ambulance	
Gloucestershire Police Force Headquarters	• 101 - Non-Emergency • 01453 753510	www.gloucestershire.police.uk
Gloucestershire Fire & Rescue	• 01452 888774 • 01452 888777 (24hr)	www.gloucestershire.gov.uk/glosfire
South West Ambulance Service (SWASFT)	• 0300 369 0130 • 111 - NHS Direct	www.swast.nhs.uk/welcome
Gloucestershire County Council	• 01452 425000 (Main Switchboard) • 01452 614194 (24hr) Emergency Duty Planning Officer • 01452 426868 - Adult Social Services • 01452 426565 - Children's Social Services	www.gloucestershire.gov.uk/
Gloucestershire County Council - Highways	• 0800 514514	www.gloucestershire.gov.uk/highways
North Gloucestershire Borough Council	• 01684 293445 (24hr) • 01684 295010 (Main Switchboard)	www.tewkesbury.gov.uk/
Environment Agency	• 0800 80 70 60 (24hr)	www.environment-agency.gov.uk/
Environment Agency - Floodline	• 0345 988 1188 (24hr) • Type talk (for the hard of hearing) 0345 602 6340	www.environment-agency.gov.uk/
National Grid (Gas)	• 0800 111 999 (24hr)	www.nationalgas.com/
UK Power Networks (Electricity)	• 0800 31 63 105 (24hr)	www.ukpowernetworks.co.uk/
Severn Trent Water	• 0800 8783 4444 (24hr)	www.stwater.co.uk
NHS Direct	• 111 - Non-Emergency	www.nhs.uk
British Telecom	• 0800 800 151 - To report a fault	www.bt.com/

13. Emergency Planning - Contacts & Information

This section provides details of the following

- Local Resources & Equipment that could be useful in an emergency; e.g. Generators, Pumps, etc
- Premises (and Key holders) that could be used for an Operations Centre or Rest centre
- People - Professions & Skills
- Medical/First Aid Personnel & Equipment
- Voluntary Groups
- Tradesmen or members of the community with trade skills who have volunteered
- Transport – local transport businesses, or persons who can be called on to transport people, essential equipment or provisions
- Rendezvous Points and key Access Points to the village

14. Local Resources & Equipment

Item	Location	Contact Details	Details
Tractors & Trailers			
Generators			
Surface Water Pumps			
Sandbags			
Salt/grit/grit spreader			
Waterproof Reflective jackets etc			
First Aid Equipment			
Farm Equipment			
Diggers			
Lifting Gear			
Saws & Chainsaws			
Spades, Shovels, etc			
Ladders			
Portable Toilets			
Off Road Vehicles			
Blankets			

15. Local Premises

Name	Address	Telephone No	Contact	Details
Emergency Control Centre	Oakwood Hotel? TBA			The hotel is equipped with telephone, WIFI and computer communications
Down Hatherley Village Hall	Down Hatherley Lane			Power, heating, seating and toilet facilities
Hatherley Manor Hotel & Spa	Down Hatherley Lane	01452 730217		Hotel rooms with ensuite facilities, toilets, restaurant
Oakwood Hotel	Tewkesbury Road	01242 582172		Hotel rooms with ensuite facilities, toilets, restaurant

16. Local People - Professional & Skills

Skills	Name	Telephone No	Details
Doctor			
Paramedic			
Nurse			
First Aiders			
Electrician			
Plumber			
Mechanic			
Builder			
Local PCSO			
Neighbourhood Watch Co-Ordintaor			

17. Risks to the Local Community

Hazard	Likelihood	Impact	Risk Matrix (L,M,H,VH)	Mitigation in place (Action by PC to reduce risk)	Mitigation required (Action required by PC to reduce risk)
Wintry Conditions, Ice Snow etc	3	5	VH	Monitor grit bins , gritting smaller roads, snow wardens, salt supply	Report to GCC Highways
Storm, wind, rain, hail	2	3	M	Monitor and maintain trees on Parish land, inform highways of dangerous trees	Report to GCC Highways
Flooding	4	5	VH	Prepare to implement Flood Action Plan	Arrange supply of Sand and Sandbags
Power & Water supply interruption	2	5	H	Inform Gloucestershire County Council, water/sewage and electric companies about unsafe power lines	
Major Road Traffic Incident	3	3	H	Monitor safety hazards and report to GCC Highways	
Toxic Spillage or Explosion	1	5	M	Monitor safety hazards and report to GFRS	
Landslide	1	1	L		
Pandemic	2	3	M	Offer support to residents	Arrange for assistance to residents as required

18. Risk Matrix Score Table

		Likelihood				
Impact		1	2	3	4	5
	5	Medium	High	Very High	Very High	Very High
	4	Medium	High	Very High	Very High	Very High
	3	Medium	Medium	High	High	High
	2	Low	Low	Medium	Medium	Medium
	1	Low	Low	Low	Low	Low

19. Safety Advice for the Public

Suggested wording for distribution to the public

- Identify a safe place where you, your family and your pets can keep away from floodwater
- Gather essential items together, including warm clothes, blankets, regular medication, a torch, food supplies, a mobile phone and battery operated or wind up radio
- Turn off gas, electricity and water supplies at the mains
- Move electrical items and valuables to a first floor or higher position
- Floods can kill. NEVER attempt to walk or drive through any depth of floodwater
- WAIT for help to arrive.
- Follow instructions of the emergency services, who have had training.
- If an evacuation order is given you must comply
- Call Flood-line 0845 988 1188 and stay tuned to the radio

20. Appendix 1 - Vulnerable Groups & Individuals

People/Organisations that might help identify vulnerable people

Name	Role	Telephone No	Address

Vulnerable establishments eg. Schools, Residential Homes

Name	Address	Telephone No	Contact

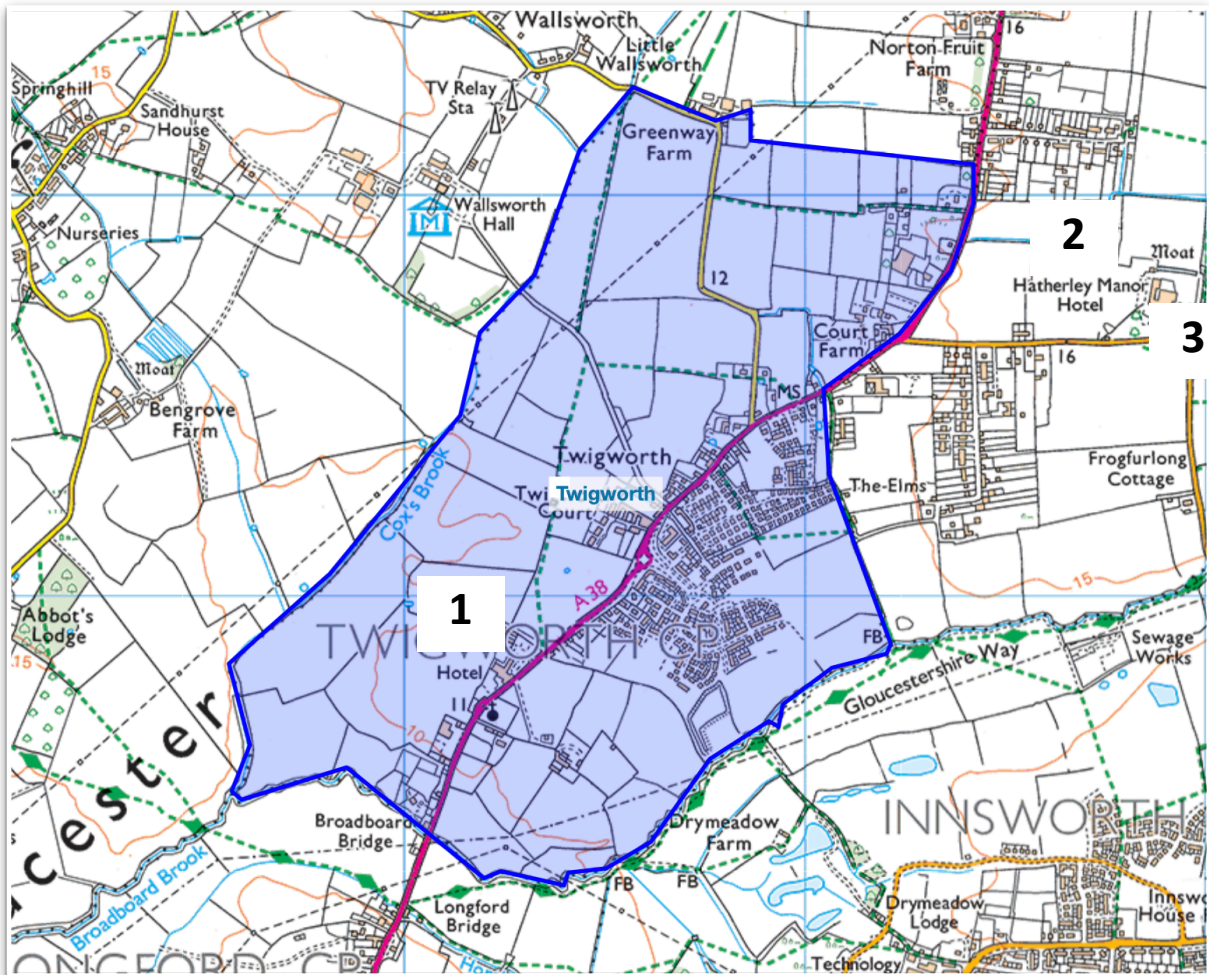
21. Appendix 2 - Voluntary Groups

Voluntary Groups - Who may be able to assist

Organisation	Contact	Telephone No	Details

22. Appendix 3 - Local Map

Twigworth Parish



Map Legend

1. Oakwood Hotel - Tewkesbury Road
2. Hatherley Manor Hotel - Down Hatherley Lane
3. Down Hatherley Village Hall - Down Hatherley Lane