



STRATFORD-UPON-AVON TOWN COUNCIL Emergency Plan

1. Introduction

This plan has been developed by the Stratford-upon-Avon Town Council Emergency Committee to enable the community to respond to a major incident/emergency, while they are awaiting the assistance of the Emergency Services and or County, District/ Council.

2. Definition of an Emergency/Major Incident

Any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Emergencies have no boundaries and could affect the whole of the district or part/whole of Warwickshire. Due to the unknown nature of emergencies the emergency services, County, District Councils and other agencies may be overwhelmed resulting in a delayed response to specific areas.

3. Purpose of the Plan

The plan has been designed to enable the Town Council to identify the immediate actions, they should consider during an emergency. These actions may assist the community in reducing the negative impacts an emergency can have until further assistance has been received.

4. Aim of the Plan

The aim of the plan is to increase the short-term resilience of the community to an emergency, by the identification of community procedures.

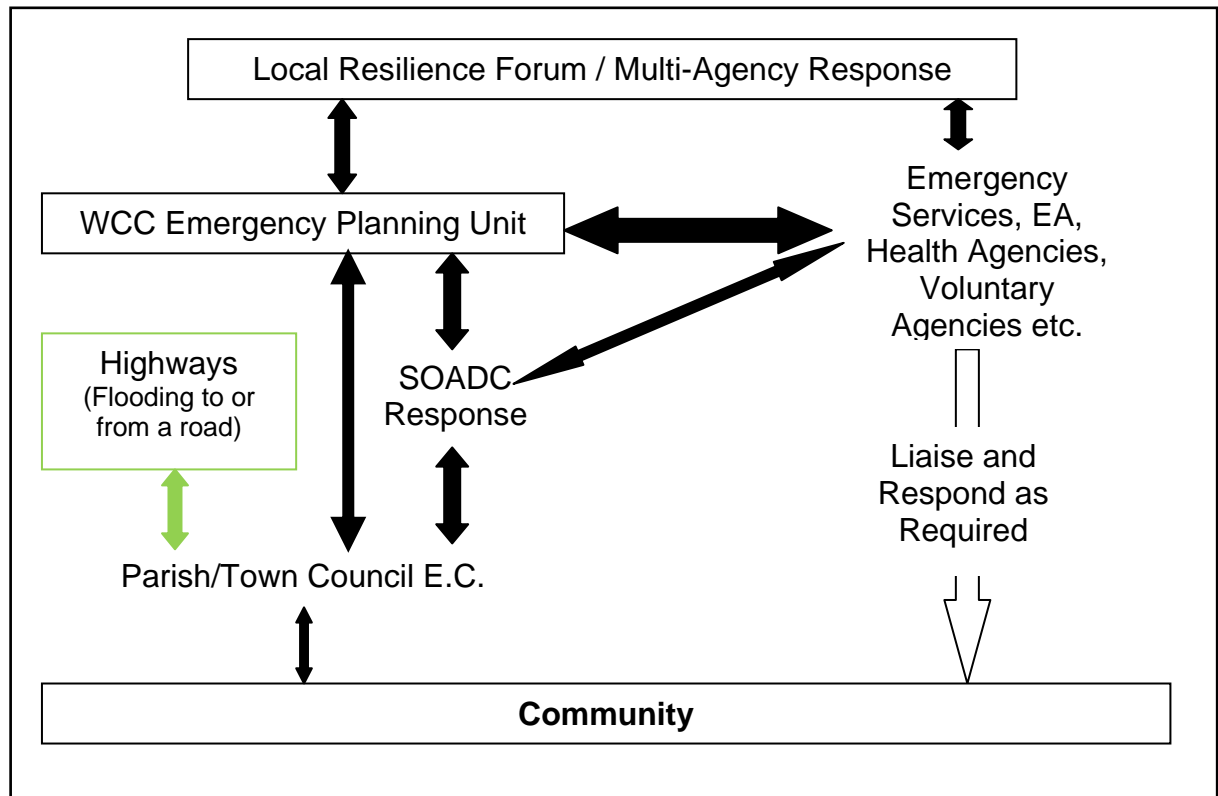
5. Objectives of the Plan

- Identify the risks to the community and relevant response actions and providing 'local knowledge' for the Emergency Services
- Relaying information and instructions to the local community
- Identify, if possible, vulnerable people in the community
- Ensuring that premises owned by the Council which may be required for emergency use are available i.e. Town Hall
- Identify resources in the community available to assist during an emergency and establishing a co-ordinating link between the Town Council's Emergency Committee and voluntary groups, as necessary
- Provide key contact details for the Parish Council Emergency Group, Key Community Resources, the Emergency Services and Local Authorities

6. Warwickshire Countywide Emergency Planning Structure

Warwickshire County Council, District Council and emergency services have an emergency response structure. The diagram below illustrates how the Town Council plans would fit into this structure.

Make note of and follow all guidance and instructions from the emergency services and the District/ and County Council.



7. Types of Emergencies

Types of potential emergencies that may impact our community are:

- Heavy snow
- Flooding
- Severe Weather
- Electricity or Gas failure
- Road Accident
- Fire/Building Collapse
- Terrorist Activity
- Gas Leak/Explosion
- Disease

8. The Town Council Emergency Committee

In the absence of the emergency services, the Town Council's Emergency Committee will lead the community response and act as central point for information and communication for the community, emergency services, County and District/ Councils

PROTECT – for Parish Council use only

9. Contact Arrangements Before and During an Emergency

On a day-to-day basis, the link for the Town Council on emergency planning issues is to WCC Emergency Planning Unit. The EPU will assist the Town Council in the development of their emergency plan and in ensuring they are regularly updated in the following way:

- Assisting and supporting Parish/Town Councils with advice on the production of their emergency plans
- Engagement with parishes on emergency planning issues, including presentations at Parish Council Meetings when requested
- Sharing of information within the plans
- Annual reminders for updating the plan
- Maintaining a data base of all plans produced
- Communications links with County and District in the planning process, the start of an emergency, during the emergency and during the recovery phase

Once an emergency has occurred, the local authority link for the Parish Council switches to the District Council as they will deal with the day-to-day issues affecting the local community during the emergency, whilst letting County deal with the bigger picture and support to the District Council. The recovery phase is also very much district lead.

10. Activation of the Plan

This plan will be activated when an emergency has occurred, when it is obvious that the normal emergency response by the emergency services will be overwhelmed e.g. widespread flooding.

During such an emergency an Emergency Committee member will either notice the emergency or be informed of the emergency by a community member. Once notified the Committee member must call 999 and inform the emergency services of the situation and give the following information:

- Your name
- Your contact number
- Details of the incident
- Location
- Estimated casualties (walking wounded or more severe)
- Hazards and road blockages

The Emergency Committee member will then alert the Town Clerk who will organise a meeting.

PROTECT – for Parish Council use only

The venue for the meeting will usually be the Town Hall but if the emergency prevents access to the building, then the meeting should be held in a safe location with safe access e.g. access roads not flooded according to information gained.

11. Town Council Emergency Committee Meeting Agenda

At the Emergency Committee Meeting the following subjects should be considered (depends on the emergency):

- Location of the emergency – near a school, vulnerable area, main access route etc
- Type of emergency – is there a threat to health? e.g. is there a smoke cloud heading towards houses? Flood water rising? No electricity/gas during the winter (hypothermia) etc
- If there is an immediate threat to life call “999”
- Are there any vulnerable people involved? e.g. elderly, or mothers with young babies with no heating, people cut-off by flood waters etc
- What actions are required?
- What resources are required? e
- What information has been given out by the radio from WCC. SDC or emergency services etc. e.g. expected time of arrival/assistance, safety advice etc. (refer to Annex F for local radio stations)

12. Notifying Warwickshire County Council’s Emergency Planning Team

As soon as the decision has been made that the town needs to provide a community response, the Committee must notify Warwickshire County Council Emergency Planning Team that the plan is being activated.

The Emergency Planning Team have a 24hr, 365 day single point of contact for all agencies, including the District Council, utilities and voluntary agencies.

13. Rest Centres

In the event of an emergency where people are required to leave their homes Warwickshire County Council will set up a rest centre. The rest centre is designed to provide temporary shelter for the duration of the emergency (usually no more than 3 days). The rest centre will have facilities for sleeping, hot food/drinks, information, showers, toys and pet care.

Shelters of last resort do not necessarily comply with all the criteria above.

Ward	Location of Shelter
Alveston	Tiddington Community Centre (Standby Shelter)
Avenue & Newtown	Stratford Leisure Centre (WCC nominated centre)
Mount Pleasant	Bishopton Community Centre (Standby Shelter)
Guild & Hathaway	Stratford-upon-Avon High School (WCC nominated)
	Town Hall (Standby Shelter)

Due to the demands of an emergency it may not be possible for Warwickshire County Council or agencies such as the Red Cross to provide assistance. This

PROTECT – for Parish Council use only

must be discussed during the Town Council Emergency Committee Meeting, during an emergency.

14. Communications

The Town Council Emergency Committee will communicate and notify the community via the following methods:

Type	Where Available
Written	Updates will be placed on the following notice boards; <ul style="list-style-type: none"> - Town Hall - Town Notice Boards - Church Notice Boards - Cemetery Notice Board - Library Town Council web site Local Shops and Public Houses
Verbal	Community Briefings/Meetings

Note: during emergencies the mobile phones and landline phones are likely to become jammed and therefore should not be relied upon.

Generic Emergency Action Check list		
	Action	Tick when Complete
1	If an emergency is reported to a member of the Town Council's Emergency Committee by the community and it is possible that the emergency services are not aware, call 999 as soon as possible	
2	Contact and inform Warwickshire County Council and the District Council Take note of any safety advice given to you and discuss at the Town Council Emergency Committee Meeting	
3	Keep a decision/action log) and record: <ul style="list-style-type: none"> • Any decisions made and actions taken • Who was spoken to and what was said • Any information received 	
4	Contact the other members of the Town Council Emergency Committee, volunteers and key holders as appropriate	

5	<p>Organise a Town Council Emergency Committee Meeting at the Town Hall or in a venue which is safe from the emergency with safe access routes</p> <p>Refer to the set agenda before undertaking any actions</p>	
6	<p>Decide actions to undertake e.g. consider the need for: shelter, visiting and checking on vulnerable people, warm place, distributing sandbags, providing blankets,</p>	
7	<p>Decide how to inform the community of the emergency and actions being undertaken</p> <p>Inform the community of any advice given to you from the County and District Councils or the emergency services</p> <p>Request the community tunes into the local radio</p>	
8	<p>Inform the County Council and District Council of any decisions that have been made</p>	
9	<p>Remember to regularly liaise with the County and District Councils to maintain the safety of the community.</p> <p>If at any time an immediate threat to life occurs or is likely to occur, call 999.</p> <p>Remember that all reasonable steps must be taken to avoid harm to yourself and the public</p>	

In a major emergency or crisis formal procedures for control will be instigated by the Chief Constable or Chief Executive of WCC. This will include the establishment of a Strategic Co-ordinating Group or Gold Control.

Contact Details

Parish Council Emergency Committee – Please contact your Ward representative. If they are not available, any member of the Emergency Committee will be pleased to help you.

Name	24 hr Contact Number
Sarah Summers – Town Clerk	Office Hours: 01789 269332 Out of office Hours: 01789 294117 Mobile: 07787 592012 E-mail: sarah.summers@stratforduponavontowncouncil.gov.uk
Tony Holt – Cemetery Foreman	Mobile: 07767 834447 e-mail: cemetery@stratforduponavontowncouncil.gov.uk

PROTECT – for Parish Council use only

Alveston Ward Representative	Councillor Ian Fradgley Tel: 01789 266369 E-mail: ianstc@hotmail.co.uk
Avenue & New Town Ward Representative	Councillor Mrs Juliet Short Tel: 01789 294247 Mob: 07798 862166 E-Mail: juliet.short@hotmail.co.uk
Guild & Hathaway Ward Representative	Councillor Jenny Fradgley Tel: 01789 262522 E-mail: jenny.fradgley@92ban.freeseve.co.uk
Mount Pleasant Ward Representative	Councillor Joyce Taylor Tel: 01789 268491 E-Mail: joyce.taylor@talktalk.net
The Mayor Incumbent	2010/2011 Councillor Shelagh Sandle Tel: 01789 268322 Mob: 07754 441265 E-Mail: shelagh@queenbeecottage.co.uk

Emergency Services

Organisation	Telephone Number
Warwickshire Police Headquarters	01926 415000
Warwickshire Fire & Rescue Service Headquarters	01926 423231
Warwickshire Ambulance Service Headquarters	01926 881331
County Air Ambulance Headquarters	01384 341133
Nearest Police Station	Rother Street 01789 414111
Nearest Fire Station	Masons Road 01789 293271
Nearest Ambulance Station	Masons Road 01789 293074

District and County Councillor Details

Name and Ward	Telephone Number
District	
Alveston: Stuart Beese	01789 296573
Alveston: Kate Rolfe	01789 550624
Alveston: Vince Seaman	01789 204633
Avenue & Newtown: Alison Gardner	01789 414847
Avenue & Newtown: Trevor Honychurch	01789 550713
Avenue & Newtown: Maureen Beckett	01789 299347
Guild & Hathaway: Neville Beamer	01789 263435
Guild & Hathaway: Jenny Fradgley	01789 262522
Guild & Hathaway: Ron Cockings	01789 292715
Mount Pleasant: Peter Moore	01789 269630
Mount Pleasant: Joyce Taylor	01789 268491
County	
Jill Dill-Russell	01789 205819
Richard Hyde	01789 298897
Mike Perry	01789 262784

PROTECT – for Parish Council use only

Rest Centres and Standby Shelters

Premises	Key Holder
Town Hall Sheep Street (Standby accommodation)	Sarah Summers: 01789 269332 Mob: 07787 592012 sarah.summers@stratforduponavontowncouncil.gov.uk Sue Taylor Mob: 07512 587024 sue.taylor@stratforduponavontowncouncil.gov.uk Graham Beard Tel: 01789 299534 g_beard1@sky.com
Bishopton Community Centre Drayton Avenue (Standby accommodation)	Geoff Williams - Chairman Tel: 01789 299618 geoffswilliams@talktalk.net
Tiddington Community Centre (Standby accommodation)	Rob Cobley - Chairman 01789 293863 Mob: 07710 144729 Rob.Cobley@TouchwoodOnline.com
Stratford-upon-Avon Leisure Centre, Bridgefoot (Activated by WCC Emergency Planning Unit)	Tel: 01789 268826
Stratford-upon-Avon High School, Alcester Road (Activated by WCC Emergency Planning Unit)	Tel: 01789 268051

Local Volunteer Details

Organisation	Details
WRVS Centre	Mulberry Street 01789 209210 e-mail: barry.parson@wrvs.org.uk
St John Ambulance	01789 762337
British Red Cross	County Headquarters, Coventry 024 7630 4200
Women's Institute Warwickshire branch	01926 419998 e-mail: admin@wfi.co.uk
Scouts District Chairman	01789 750650 e-mail: cathleenmillwood@aol.com
Girl Guides Stratford District	01789 294258 e-mail: countyoffice@warwickshireguides.wanadoo.co.uk
Rotary Club of Stratford-upon-Avon	01789 550456 e-mail: waters2@ntlworld.com
Shakespeare Lions	01789 551739 e-mail: admin@shakespearelionsclub.org.uk

PROTECT – for Parish Council use only

Willing Volunteers in:	
Alveston	
Avenue & Newtown	
Guild & Hathaway	
Mount Pleasant	

Health & Medical Information

Organisation	Contact Details
Doctors Surgeries	
The Arden Medical Centre, Albany Road	01789 414942
Bridge House, Scholars Lane	01789 293323
Trinity Court, Arden Street	01789 292895
Rother House, Alcester Road	01789 269386
Hospitals and Nursing Staff	
Stratford-upon-Avon Hospital	01789 205831
Warwick Hospital	01926 495321
Walsgrave Hospital	02476 96 4000
NHS Warwickshire	01926 493491
Midwives/Nursing Staff/Health Visitors	Contact NHS Warwickshire
NHS Direct www.nhsdirect.nhs.uk	0845 4647
Pharmacies	
Avon Pharmacy, Arden Street	01789 200920
Boots the Chemist Bridge Street	01789 202173/268424 01789 297223
Maybird Centre	
Lloyds Pharmacy, Rother Street	01789 292835
Rowlands Pharmacy, Wood Street	01789 297596
United Co-operative (Dennis Marks), High Street	01789 268746
Morrisons Pharmacy	01789 267106
Tesco Pharmacy	01789 307449
Veterinary Surgeries	
Arden Forest Vet Group, Guild Street	01789 292753

PROTECT – for Parish Council use only

Riverside Vet Centre, Loxley Road	01789 299455
Avonvale Vet Centre, Warwick Road	01789 841072
The Ark, Birmingham Road	01789 261471

Emergency Supplies and Specialists

Facility	Details
Warwickshire County Council will reimburse reasonable costs to local suppliers for items used in an emergency. It is essential that WCC Emergency Planning Unit is informed when arrangements are put in hand during an emergency	
Morrisons	01789 267675
Operate a crisis purchase scheme – authority via Warwickshire Emergency Planning Unit	01926 412745 or mobile 07867 520802
Tesco	01789 307400
Water Supplies and sewage treatment	Severn Trent Water Ltd 24 hours 01926 496221
The inclusion of the following names does not imply a recommendation nor is the list exhaustive. An instant response is not guaranteed names are included purely as a guide to the resources available within the local community	
Plumbers	
P N Oliver	01789 268646
John Sheasby Heating and Plumbing	01789 268646
Phil Natrins (gas only)	01789 450970
Stephan Ward	01789 205094
Electricians	
A D Simmons	01789 204540
K D Field Limited	01789 298141
David M Barry Electrical Engineering	01789 268957
Electrical Contractors Ltd	01789 262000
Builders	
Constable and Gadsby	01789 204529
Stonehall Construction Ltd	01789 262401
Sibbasbridge Ltd	01789 205253
Smith Canham Ltd	01789 414173
Mechanics	
A G P Vehicle Repairs	01789 292616
Nationwide Autocentres Ltd	01789 292355
Jubilee Garage Car Vehicle Repairs	01789 205572
Auto Services	01789 730413

Neighbouring Parishes Contacts

Parish	Contact Name	Telephone	Website/E-Mail
Alderminster	Clerk, Mike Moody	01789 459073	
Atherstone on Stour	c/o Cllr Mike Brain	01789 720728	
Charlecote	Clerk, Mrs Deborah Wellings	01789 841595 or 07832 447974	
Clifford Chambers	Clerk, Mrs Simone	01926 494573	

PROTECT – for Parish Council use only

	Bush		
Hampton Lucy	Clerk: Mr Barry Morris	01789 841716	
Loxley	Clerk, Mrs Wendy Gadd	01789 840862	
Old Stratford & Drayton	Clerk. Roy Craddock	01789 268367	

County and District Council Contacts

Service	Telephone
Warwickshire County Council	Office hours only 01926 410410
Emergency Planning Unit	Answer phone out of hours 01926 412580
County Emergency Centre	When operational 01926 412719
Emergency Planning Duty Officer: For emergency use by Parish Council only	01926 412745 or mobile phone 07867 520802
Environment & Economy Directorate: Highways Emergencies NB – to report flooding on Highways, please use these numbers, not the Duty Emergency Planning number	During office hours: 01926 412515 Out of office hours via Police HQ 01926 415000
Duty Social Worker	Emergency line out of hours 01926 886922
Trading Standards	Advice line: 01926 886922 Animal Health issues: 01926 410410
Stratford-on-Avon District Council Emergency Planning lead Duty Officer: This number is only for the use of the Parish Council during a major emergency, and must not be passed to any other individual	01789 267575 Robert Weeks 01789 260810 01789 260383
During a major emergency Stratford-on-Avon District Council's Emergency Response Centre will be opened in order to co-ordinate responses. The Emergency Response Centre can be reached on 01789 260380 or 01789 260381. (NB: These numbers are unobtainable at all times the Centre is not in operation.	
Police Switchboard	01789 414111
Central Networks Emergency Line	0800 0568090
Gas Emergency Line	0800 111999
Environmental Agency: Floodline	0845 9881188

PROTECT – for Parish Council use only

Emergency	0800 807060
Severn Trent	0800 7834444
AA Roadwatch	0990 500600

Flood Arrangements

The following reference documents may be of assistance

Subject	Source	Contact
Preparing for an Emergency	HM Government	www.pfe.gov.uk
Flooding	Environment Agency	0845 988 1188 www.environment-agency.gov.uk/flood
Flood protection equipment	National Flood Forum Blue Pages	http://www.floodforum.org.uk
Emergency Planning advice	Emergency Planning web pages	http://www.warwickshire.gov.uk/e pu
District Council	Emergency Planning web pages	http://www.warwickdc.gov.uk

Flooding is a complex issue involving many agencies. During any major flood event, it can be difficult to obtain an accurate picture of what is actually happening. It is therefore important that contact is maintained with both the District Council and the Warwickshire Emergency Planning Unit.

Flooding can take several forms and it can be confusing as to which agency queries should be directed. As a general rule, queries on a day-to-day basis should be directed as follows:

- Flooding of drains and sewers to Severn Trent Water Ltd
- Flooding of the highway to County Highways
- Flooding from local watercourses to the relevant District Council
- Flooding from main rivers to the Environment Agency
- Flooding of council houses or District premises should be directed to the relevant District Council
- Flooding from private sewers to the householder concerned

During major flood events, these agencies will work together in responding to the impact of the flooding. It is essential though, that people are encouraged to make their own arrangements as far as possible to deal with the impact of any flooding. Flooding cannot be prevented, but some local action may mitigate the effects such as local supplies of sandbags, individual household obtaining

PROTECT – for Parish Council use only

protection such as flood gates, air brick covers, etc. Details of these and many other products are obtainable from the National Flood Forum Blue Pages.

Occasionally requests may be received from the Emergency Services or members of the public for assistance. The main request will be for sandbags. The following should be noted when dealing with requests for sandbags:

County Highways have stocks of sandbags but these are normally only used to deal with flooding problems on the highway

- At the specific request of the Manager of the Emergency Planning Unit, County Highways will make sandbags available to specific locations or individuals. This will **only** occur when major flooding is likely to lead to significant danger to property or to life and could take some time to achieve depending on the nature of the event
- All Parish/Town Councils are regularly offered unfilled sandbags by the Emergency Planning Unit – individuals requesting sandbags will first be referred to their Parish/Town Council if they took up the offer of sandbags
- During office hours, the Emergency Planning Unit and the District Council will pass on relevant and up to date information regarding weather and flood reports to parish/town councils and individuals who have provided e-mail addresses
- During a major flood event, information will be provided via the media and WCC website

The WCC website also contains a wealth of information about flooding and other emergencies. It also contains links to many other websites that may be of use to the local community.

Floodline Quick Dial Codes

Floodline no. 0845 988 1188

Flood Watch		Flood Warning	
<i>Flood Watch Name</i>	<i>QDC</i>	<i>Flood Warning Area Name</i>	<i>QDC</i>
Middle Avon, Rugby to Bidford	0524612	River Avon at Hampton Lucy & Charlecote	0524334
		River Avon at Alveston & Tiddington	0524335
		River Avon at Stratford upon Avon	0524361
		River Avon at Welford on Avon & Weston on Avon	0524362
		River Avon at Bidford on Avon	0524363

PROTECT – for Parish Council use only

		and Barton	
--	--	------------	--

Details of Sandbag Supplies		
Main supplies	Cemetery The Cemetery will not close during an emergency period	Contact Tony Holt, Cemetery Foreman 07767 834447
Alveston		
Avenue & Newtown		
Guild & Hathaway		
Mount Pleasant		
Additional Supplies:		
Fairview Trading	Honeybourne	01386 833001
WCC Wellesbourne Depot	Wellesbourne	
Bailey Buildbase	Nuneaton	024 7664 1641
Bailey Buildbase	Kenilworth	01926 851155
Sapcote Site Supplies Ltd	Sapcote, Leicester	
Details of Equipment held at the Town Hall		
Luminous Jackets		
Hard Hats		
Plastic Barrier Tape		

For further information on any of the organisations involved in a countywide emergency response refer to the Warwickshire County Council Emergency Planning website on <http://www.Warwickshire.gov.uk/EPU> or call the Emergency Planning Team.

General Advice to the Emergency Committee and Councillors about what to do in an Emergency

Common sense and instinct will usually tell you what to do. However, it is important to:

- Make sure '999' has been called, including a request for an ambulance if people are injured or there is a threat to life
- Reassure bystanders and keep them back from the incident
- Keep bystanders back and away from the Emergency Services
- Avoid putting yourself and others in danger, refer people to appropriate shelter areas (i.e. Town Hall etc)
- Remain calm and think before acting and reassure others
- Check for injuries, only If appropriately trained. Remember to help yourself first before attempting to help others and do not put yourself in danger.
- Always follow the advice of the Emergency Services

If you are not involved in the incident, but are close by or believe you may be in danger, usually, the advice is:

PROTECT – for Parish Council use only

- Advise people to go inside a safe building or shelter (i.e. the Town Hall)
- Stay inside until advised to do otherwise
- Tune to the local radio or TV

Of course there are incidents when it would not be advisable to go into a building i.e. fire. However, generally GO IN, STAY IN, TUNE IN.

BE PREPARED

To prepare for an emergency, it may be useful to know and instruct others:

- Where and how to turn off water, gas and electricity supplies in the home
- Emergency procedures for children at school
- How to stay in contact in an emergency
- If an elderly or vulnerable resident needs help
- How to tune into a local radio station
- Where fire hydrants are held in the Town Hall

In preparation of an emergency happening at home, think ahead. Gather together in advance or know where to find:

- A list of useful telephone numbers
- Home and car keys
- Toiletries, sanitary supplies and prescribed medication
- A battery radio, with spare batteries
- A torch with spare batteries, candles and matches
- A First Aid kit
- Run off a supply of drinking water