



MAJOR EMERGENCY PLAN

Version 10.0

Part 6.4

Community Plans

SEVENOAKS DISTRICT COUNCIL
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1.0 – COMMUNITY RESPONSE TEAMS (CRTs)

1.1 – GENERAL GUIDANCE

In times of emergencies, we all may need help and support from the local community.

In any incident, it is often the most vulnerable people in the community that tend to suffer the most. Local knowledge is invaluable in finding these people and being able to provide them with the help that they may need.

In a localised incident, it is reasonable to expect the Emergency Services, District Council and County Council to be able to respond within a relatively short time and to take control of the incident response. However, the first people on the scene are likely to be local residents and they can provide ‘instant’ help until the other responding agencies arrive. Community response volunteers can assist those agencies with their work to help those in difficulty and to help the community get back to normal.

In a more widespread incident (such as the 1987 hurricane) the resources of the Emergency Services and the Councils will, clearly, be spread relatively thinly. The District Council will have to rely on local communities being, to some degree, reasonably self reliant for a time until the authorities arrive. Local knowledge can be invaluable in prioritising the work of the District Council in particular.

One of the main functions of Community Response Teams is to set up and run small rest centres, usually in village halls, for those temporarily displaced from their homes. This can mainly be for supplying ‘tea and sympathy’. If the need for rest centres is for more than a very short time, or if there are a large number of people, the District Council will arrange transport and take evacuees to their own rest centres (usually the Leisure Centres in Sevenoaks, Swanley and Edenbridge). The local centres can be used as a waiting and collection point for this movement of people. Some first aid provision at these centres is usually required and the Team should be able to mobilise doctors, nurses and/or first aiders in their community.

Communications are often difficult in emergencies. The telephone system can easily become overloaded. The mobile phone networks are even more prone to overloading than the landline network. To overcome this, emergency planners rely on radio amateurs to help, and the District Council keeps a list of radio operators that are willing to help. These can be people that are members of the Radio Amateurs Emergency Network (RAYNET) or individuals. The Council maintains contact with RAYNET.

Maintaining the directories of first aiders, radio amateurs etc. can be difficult and the District Council asks the Community Response Teams to help in this task.

1.2 - ACTIVITIES UNDERTAKEN BY THE VOLUNTARY SECTOR

In Annex 14A of *Emergency Preparedness*, there is a list of activities that can be undertaken by the Voluntary Sector in support of the Statutory Services. It is not expected that any team could possibly expect to do all of these things. Different organisations will be doing different functions, such as RAYNET, St John Ambulance, the Red Cross, WRVS, Citizens Advice Bureau, etc.

See Section 7 of the Kent Resilience Forum *Pan-Kent Strategic Emergency Framework* and the *Kent Voluntary Sector Emergency Group (KVSEG) Policy Document* for the outline roles and responsibilities for various voluntary organisations.

Those activities that the District Council might expect to be done by Community Response Teams (in whole or in part), and by appropriate parts of the voluntary sector, if required, are shown below.

Each team should undertake a task analysis to determine which of these activities would be carried out by their team. Once this is done, a needs assessment can be carried out for the personnel in the team and the gaps identified will form the basis of their training needs. Advice on undertaking this analysis and assessment can be sought from the District Council Emergency Planning Officer.

Appropriate parts of the voluntary sector should undertake the following activities only if the volunteers receive appropriate training that is recognised by the professional organisation seeking their support.

Welfare

- Staffing rest centres, friends and relatives reception centres, survivor reception centres and family assistance centres.
- Feeding.
- Provision of clothing.
- Advice on entitlements, grants, loans, claims.
- Resettlement of victims, evacuees, etc.
- Support and comforting.
- Providing information and advice.

In support of:

- Kent Adult Social Services Directorate
- Kent County Council - Children, Families & Education Directorate
- Sevenoaks District Council Housing Team
- Police family liaison officers.

Social and psychological aftercare

- Befriending.
- Providing longer-term support.
- Listening skills, welfare support and comforting.

In support of:

- Kent Adult Social Services Directorate
- Kent County Council educational psychologists
- NHS.

Medical support

- Support to Ambulance Service.
- First aid and medical aid posts.
- First aid and medical aid support in reception and rest centres.
- Emergency feeding.
- Auxiliary roles in hospitals.
- Welfare.

In support of:

- NHS Ambulance Service
- NHS hospital trusts.

Search and rescue

- Mountain, cave, tunnels and shafts, cliff, moor, inland waterways, coastal rescue, coastal or inland flooding, etc.
- Supervision of other searchers (e.g. youth organisations).
- Loan of equipment.

In support of:

- Emergency services.

Transport

- Transport and escort of homeless, outpatients, next-of-kin, etc to and from airports, railway stations, hospitals, mortuaries, rest centres, hostels, etc.

In support of:

- Kent Adult Social Services Directorate
- Sevenoaks District Council Housing Team
- Emergency services
- NHS.

Communications

- Providing radio and telephone communications and operators.
- Vehicles.
- Messengers.
- Interpreters and translation.

In support of:

- Emergency services
- Local authorities
- Utilities
- Voluntary sector responders

Documentation

- Tracing people nationally and internationally.
- Assistance at Casualty Bureau in some local areas.
- Logging/diary procedures.
- Computer support.

In support of:

- Emergency services (especially police)
- Kent Adult Social Services Directorate
- Sevenoaks District Council Housing Team
- NHS
- Foreign and Commonwealth Office
- International Committee of the Red Cross.

Financial aid

- Advice and provision of appeals, disaster funds.

In support of:

- Local authorities.

Training and exercising

- Analysis of training needs and capabilities.
- Devising instructional programmes.
- Joint planning and conduct of multi-agency exercises, including call-out arrangements and debrief.
- Formulation and dissemination of good practice.

In support of:

- Emergency services
- Sevenoaks District Council Emergency Planning
- Utilities
- NHS

Note. The emergency services may call on assistance from the armed forces, particularly military search and rescue resources. Voluntary organisations such as cave and mountain rescue may therefore sometimes find themselves working with the armed forces.

Training for Community Response Volunteers will be available from Sevenoaks District Council.

1.3 - OUTLINE GUIDE FOR TOWN AND PARISH COUNCILS ON MANAGING COMMUNITY RESPONSE TEAMS (CRT)

See the *Draft Community Emergency Plan Template* and the accompanying *Community Emergency Plan Guidance (KRF-LAEPG)*.

1.3.1 - TOWN OR PARISH COUNCIL

- The CRT should normally operate under the control of the Town or Parish Council.
- The CRT should appoint the team leader and should take into account their availability, training, etc.
- It is helpful, but not essential, for the team leader to be a Town or Parish Councillor
- The names, addresses and telephone numbers of the team members (or at least of the leader), should be notified to the District Council Emergency Planning Officer, as should any changes.

1.3.2 - ORGANISATION AND TRAINING

- The organisation of the Team is entirely up to the CRT to decide. In other CRTs in the Sevenoaks District, they have adopted a 'four-section' model covering resources, welfare, medical/first aid and communications
- It is recommended that at least one team member is nominated to co-ordinate health and safety matters for the team. This will include undertaking risk assessments for the activities of the CRT, preparing briefings before deployment of volunteers etc. Guidance on the preparation of risk assessments is available from the Health & Safety Executive or from the District Council.
- It should hold regular meetings (say, quarterly) where the various sections can report on their activities and local training could be carried out.
- Members of the CRT should attend training sessions organised by the District Council, the County Council and by the team
- It should take part in exercises with the District Council and other towns and parishes.
- The Town or Parish Council may require a report on a regular basis (at least annually) on the CRT activities, the condition of their equipment (if any) and their finances

1.3.3 - OPERATIONAL

- The CRT must only undertake activities for which its members have been trained
- The CRT should have a defined call out system
- The CRT should be capable of looking after survivors/evacuees in the initial stages of an emergency
- The CRT should be able to help those people who have special requirements in an emergency
- The CRT should be able to operate their emergency equipment (if any)
- The CRT should be capable of communicating with the District Council and others
- The CRT must liaise with the District Council, emergency services etc. during an emergency
- The CRT should be prepared to send a representative to the District Emergency Centre if requested
- The CRT should gather and disseminate information during and after the emergency
- The CRT should assist the District Council and other bodies with the recovery phase

The CRT may set up its own central point of contact, an emergency centre, from which all information about the emergency should be reported to the District Council's Incident Liaison Officer, if available, or directly to the District Council.

This emergency centre may also be used for the management and coordination of the team's activities and resources.

1.4 - TEMPLATE COMMUNITY EMERGENCY PLAN

A template for compiling a Community Emergency Plan has been prepared by the Local Authority Emergency Planning Group of the Kent Resilience Forum and is available from the Sevenoaks District Council Emergency Planning Officer.

There is an accompanying guidance document to assist in the compilation of a Community Emergency Plan, and help and advice is available from the District Council Emergency Planning Officer.

1.5 – COMMUNITY RESPONSE TEAMS IN SEVENOAKS DISTRICT

Town/Parish	No.of known volunteers	Remarks
Active Teams		
Edenbridge Town	30	
West Kingsdown	16	
Passive Teams		
Ash-cum-Ridley	5	
Eynsford	15	
Kemsing	1	Under review
Towns and Parishes Without a Community Response Team		
Crockenhill	2	
Dunton Green	7	
Leigh	1	
Shoreham	5	Under review
Brasted	0	
Chevening	0	
Chiddingstone	0	
Cowden	0	
Farningham	0	
Fawkham	0	
Halstead	0	
Hartley	0	
Hever	0	
Hextable	0	
Horton Kirby & South Darenth	0	
Knockholt	0	
Otford	0	Under consideration
Penshurst	0	
Riverhead	0	
Seal	0	
Sevenoaks Town	0	
Sevenoaks Weald	0	
Sundridge	0	
Swanley Town	0	
Westerham	0	