



ABINGDON-ON-THAMES TOWN COUNCIL

EMERGENCY PLAN

Adopted by Council: 25th June 2025

Planned Review Date: June 2026

INTRODUCTION

This is the Emergency Plan for the town of Abingdon-on-Thames, prepared by Abingdon-on-Thames Town Council. It is intended to support at local level, the statutory plans developed by Vale of White Horse District Council and Oxfordshire County Council.

Abingdon-on-Thames Town Council commits to working closely with Vale of White Horse District Council, Oxfordshire County Council and the Environment Agency to protect our community and if necessary, help them recover.

The Town Council recognises that should an emergency occur, resources of the response and statutory agencies may be stretched and that it is important to put our local resources to optimum use to support our residents, businesses and voluntary groups. This, our first Emergency Plan, concentrates on Abingdon-on-Thames Town Council's role and will be developed over time to maximise the available capacity from the wider community.

Emergency planning is an important role for all Oxfordshire's public authorities.

The aim of this emergency plan, in conjunction with those of the principal authorities is as follows:-

To work together to protect its community and make Abingdon-on-Thames the best prepared place for any emergency and to work together to ensure the best possible preparations and plans are in place for emergencies. These should be regularly tested and updated so that a response is immediate and effective any threat.

All responders work together to a set of common objectives which will help to:

- Save lives
- Prevent disaster getting worse
- Relieve suffering
- Restore normality as soon as possible
- Protect property
- Facilitate a criminal investigation and judicial process if necessary

This document is designed to inform people about the risks that could occur where they live, so they can think about that they can do to be better prepared in their homes, communities and businesses. Looking at all of the risks together can also help emergency services, local authorities and other organisations plan their joint response.

Areas of risk include:

- Pandemic infectious disease
- Flooding
- Severe weather
- Loss of Critical National Infrastructure
- Animal Diseases
- Environmental Incidents
- Industrial Incidents
- Transport Incidents
- Terrorist Threats

Category 1 (as defined in the Civil Contingencies Act 2004) commonly referred to as **Cat 1**, include all principal Councils, the Police, Fire and Ambulance Services, hospitals, NHS primary care trusts and the Environment Agency.

Category 2 responders include utility companies, transport providers, such as the Highways England and Network rail and Government bodies, including the Health and Safety Executive.

The Town Council does not have a duty to plan, respond to and aid recovery of/from major emergencies but has resolved to support the principal Council by identifying resources which they can deploy, if necessary, during an incident, which may range from a minor, locally contained incident to a major emergency crossing town and even district/county boundaries.

In the case of a civil emergency (including health related emergency), all powers (except those reserved to Council by legislation), limited to £10,000 expenditure in accordance with Financial Regulations are delegated to the Town Clerk in consultation with two of: Leader of Council, Deputy Leader, Mayor, Deputy Mayor or Committee Chairs.

In cases where a civil emergency is over an extended period and which hinders the holding of normal meetings, non-urgent decisions will be taken in consultation with all members of committee or Council. In these cases, the opinions of relevant members and indeed debate will take place by email or video prior to the decision being taken by the Town Clerk and subject to ratification at the next Council meeting. This was the case in the early stages of the Pandemic, prior to legislation allowing remote meetings.

AIMS AND OBJECTIVES

AIM OF THIS PLAN To provide a framework plan that will assist in the local response to an emergency, when assistance from the Emergency Services and other responders is delayed or requires supplementing.

OBJECTIVES OF THIS PLAN

- To establish a local emergency management structure which can assist Category 1 responders as necessary
- To coordinate community response and resources- personnel, equipment and emergency accommodation
- To help the community recover following an incident.

WHAT IS AN EMERGENCY

The formal definition is “An incident arising, with or without warning, threatening or causing death or serious disruption to significant numbers of people, property or the environment, in excess of that which can be dealt with by the public services operating under normal conditions and requiring the special mobilisation and organisation of those services and the deployment of local authority staff and resources”.

Under the Civil Contingencies Act 2004 an emergency is defined as an event or situation which threatens serious damage to:-

- Human welfare
- The environment
- Security of the United Kingdom

The definition of a Major Incident was amended by the Cabinet Office in July 2016. "An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies." The new wording has been simplified and is accompanied by notes which confirm that "emergency responder agencies" can mean any Category 1 or 2 responder and that the incident is one that is beyond the scope of business-as-usual operations.

From initial research it has been established that there are three recognised levels of emergency:-

1. A major catastrophic event in the County or Region, requiring large capacity shelters and support. Such incidents would require very large premises to accommodate and manage large numbers of temporary “refugees”. In this type of incident, the Town Council would be approached as part of a measured, coordinated scheme initiated by a higher tier authority and would play a minor supporting role.
2. A major emergency at County or District level, or beyond, where the management of the event would be undertaken at that level. Town venues could well be a receiving station for dispersed persons, and selected local people involved in support. If the incident was actually in Crewe, the command centre may well be located here.
3. A local emergency within the Town which, though inevitably involving the higher levels of Government for support), needs a high level of local involvement by local people as it is they who are most likely to know who is likely to be at risk and/or in need.

This Plan concentrates mainly on the second and third categories.

INSURANCES

Abingdon-on-Thames Town Council's public and professional liability insurance covers Council members and officers and also volunteers working directly under their control against accidents or any damage they may cause in responding.

The use of motor vehicles is not covered by the local authority's insurance, and it is the responsibility of the individual to ensure that they have adequate and appropriate cover.

Community volunteers **may** be covered by Abingdon-on-Thames Town Council's/Vale of White Horse District Council's insurance under the following circumstances, but this must always be confirmed;

- They are a member of and acting on behalf of an authorised Community Group.
- They have been authorised to act on behalf of the local authority and are under the direction of a local authority member of staff (This can be remotely).
- They only carry out the actions / activities that they have been authorised to do or agreed by the local authority.

RISKS

Risks	Impact on Community	Preparation/Actions
Major road traffic accident	<ul style="list-style-type: none"> • Blocked streets and gridlock • Emergency vehicles have access difficulties. • Vulnerable people cut off 	<ul style="list-style-type: none"> • Help with traffic diversions • Assist with clear up.
Rail/train incident	<ul style="list-style-type: none"> • High casualty level • Blocked traffic routes • Rail services unavailable 	<ul style="list-style-type: none"> • Help with traffic diversions • Assist with clear up.
Flooding – localised from brook/culvert	<ul style="list-style-type: none"> • Flooding of local streets • Flooding of/damage to properties 	<ul style="list-style-type: none"> • Advise residents to improve home flood defences.
	<ul style="list-style-type: none"> • Contamination 	<ul style="list-style-type: none"> • Town Council to distribute sandbags etc. • Assist in distribution of warning signs

Risks	Impact on Community	Preparation/Actions
Terrorist threat in Town	<ul style="list-style-type: none"> • High casualty level • Blocked traffic routes • Rail services unavailable • High community trauma • Very high media attention • Loss of key amenities 	<ul style="list-style-type: none"> • Assist with clear up. • Support community/counselling • Assistance with signage/diversions • Help with media • Long term recovery process
Major fire	<ul style="list-style-type: none"> • Moderate casualty levels • Damaged property • Displaced people • Community trauma • Contamination of area 	<ul style="list-style-type: none"> • Assist with clear up. • Support community/counselling
Gas explosion	<ul style="list-style-type: none"> • Moderate casualty levels • Damaged property • Displaced people • Community trauma • Contamination of area 	<ul style="list-style-type: none"> • Assist with clear up. • Support community/counselling
Aeroplane crash	<ul style="list-style-type: none"> • Potentially high and widespread casualty level • Many displaced people • Blocked traffic routes • Rail services unavailable • High community trauma • Very high media attention • Loss of key amenities 	<ul style="list-style-type: none"> • Help with diversions/road closures • Support community/counselling • Assist with clear up • Help with media • Long term recovery process
Snow and ice conditions	<ul style="list-style-type: none"> • Blocked traffic routes • Slip hazard • Vulnerable people cut off 	<ul style="list-style-type: none"> • Help vulnerable people who are cut off • Local gritting

Risks	Impact on Community	Preparation/Actions
Storms and gales	<ul style="list-style-type: none"> • Widespread travel disruption • Trees down with risk to vehicles, pedestrians. • Power outages. • Danger from windborne objects. • Structural damage to buildings/property 	<ul style="list-style-type: none"> • Assist with clear up. • Help with diversions/road closures
Electricity supply out	<ul style="list-style-type: none"> • People without power for lengthy period. • Impact on access to amenities after dark • Loss of amenities/services 	<ul style="list-style-type: none"> • Help with food and warmth for vulnerable people • Help with diversions/road closures
Water supply damaged or contaminated	<ul style="list-style-type: none"> • Flooded local streets. • Damage to properties. • People without water supply for lengthy period. 	<ul style="list-style-type: none"> • Help with distribution of warning/diversion signs. • Distribution of bottled water or bowser supply
Infectious Disease Pandemic or epidemic	<ul style="list-style-type: none"> • NHS overwhelmed • Vulnerable people isolated. • Mental health problems. • Vulnerable people unable to get food or medicine • Poverty due to diminished economy. • Less support from community groups/charities due to funding 	<ul style="list-style-type: none"> • Support to community groups – physical and grants • Distribution of PPE to health and care sectors

EMERGENCY MANAGEMENT TEAM

In the event of the plan being triggered, the following members of the Town Council will form part of the emergency team who will help to reduce the effects on the community in the event of an incident:-

- Town Clerk/CEO
- Deputy Town Clerk
- Outdoor Services Team Manager
- Project Manager: Property and Place
- Project Manager : Business and Community Engagement
- Outdoor Services Operatives

N.B. Additional members from within the community will be added as necessary.

These officers liaise with the Councillors which are to be consulted by the Town Clerk when using emergency powers.

Names, contact details and availability of the Emergency Management Team (EMT) will be available to all staff, Councillors and key community leaders.

The role of the Emergency Team is to co-ordinate the activities of your Community during an emergency by assessing the situation, mobilising the appropriate local resources to support the community and maintaining links with the emergency services, Vale of White Horse District Council and other responding organisations.

The telephone numbers for these officers should be given to the District Council so that they can make contact in the event of an emergency.

Emergency Community Coordinators

These are members of the community willing to assist during an emergency, doing tasks such as door knocking, snow clearance or shopping for vulnerable people, helping in a rest centre for example. Their names and contact details will be kept securely by Abingdon-on-Thames Town Council.

DATA PROTECTION 1998

Abingdon-on-Thames Council is registered with the Information Commissioner and operate in accordance with their Information and Data Protection Policy.

INCIDENT ROOM

In the case of an incident, the incident room will be the Abingdon-on-Thames Town Council Offices, Roysse Court, Bridge Street, Abingdon-on-Thames, Oxfordshire. OX14 3HU.

In the case of an infectious disease emergency/pandemic or other emergency which may be a risk to life, the incident room may be “virtual” as most staff may be working from home. An incident room is simply a location where the emergency team can meet and manage the community’s response to the emergency. The venue will have access to a phone and kitchen facilities.

EMERGENCY INFORMATION POINTS

The Town Council will establish a number of locations to pass information to the community during an emergency which will include the Town Council noticeboard. The Town Council website and social media sites will be used to keep people informed of the latest situation.

THE EMERGENCY PLAN

The Emergency Plan will be regularly updated and developed so it is relevant when an emergency occurs. It will be reviewed at least annually and at other times when information changes.

Printed copies will be available to Vale of White Horse District Council, Oxfordshire County Council and the Environment Agency.

Councillors will receive a copy.

Contact details will be available other staff and Councillors. For Data Protection reasons, only these people will hold versions which contain contact or personal details.

EMERGENCY ROLE AND PROCEDURE

The role of the Town Council assisted by the community would vary depending on the scale and nature of the incident, but may include:-

- Local town control of certain operations, or provision of a local emergency control centre at the request of the principal Council.
- Use of the Council venue as a rest centre.
- Staff to help in the Local Control Centre if a shift system became necessary.
- Help with Public Relations and keeping the community informed.
- Counselling and leading the community in times of high trauma
- Use of Council vehicles and equipment to supplement other resources.
- Monitoring the local situation e.g. flooding and identifying people in particular need or at risk.
- Take a lead in the recovery phase.

On discovering or being advised of a civil a major civil emergency, the Town Clerk/CEO will initially contact all persons listed that are needed at any stage.

The Town Clerk, or nominated member of staff or Councillor will:-

- Ensure all relevant persons are contacted by phone and/or email, advised of the situation and either put on standby or advised of the action required.
- Make contact with Vale of White Horse District Council to offer help and await instructions. Advise them whether operating from own homes or somewhere else.
- Convene any necessary meetings of the Town Council/Committee and volunteers
- Consider welfare issues and take necessary action
- Deploy Officers/Volunteers/Rangers in non-critical service areas as required.
- Undertake health and safety risk assessments on the actions to be taken so that risk is minimised.
- Advise statutory authorities (e.g. emergency services, HSE etc) and insurance company as necessary.
- Keep everyone informed.
- Invoke process of determining loss or damage and minimising it.
- Take an active role in any recovery process.

Elected Members have an important role in keeping local communities informed, supporting and counselling them and representing their views and concerns back to statutory authorities and helping to keep calm.

In preparation, we will:-

- Review our Emergency Plan regularly
- Liaise with Oxfordshire County Council, Vale of White Horse District Council and other responder organisations
- Provide information on being prepared for emergency situations to our communities
- Keep our flood container stocked with material for

ACTIVATION OF THE EMERGENCY PLAN

In the event of any local emergency, the following principle **MUST** be first and foremost:-

- if there is ANY threat to life, dial 999 and alert the emergency services (Police, Fire, or Ambulance)
- If there is no perceived threat to life, but you have information that may help the emergency services, please dial 101.

The Plan may be activated in one of two ways:-

The Council may decide to activate the Plan, for example in response to a request from a member of the public or because of an event such as severe weather or the Plan may be activated, in case of a major incident, as the result of a call from Vale of White Horse District Council or the Emergency Services (i.e. A Responding Agency)

Activation by Community Emergency Groups

In the event that the Council determines to activate the plan, without a request from the Emergency Services, or an Emergency Planning Officer, then the Council is always acting under either the Town Council's insurance policy or partners under that of their own organisation. Self-activation may be in response to events like snow and ice. Where this is the case, the Council will contact Vale of White Horse District Council at the earliest opportunity.

Activation by a Responding Agency

For more serious or widespread emergencies, the Town Council will normally be coordinated by Vale of White Horse District Council in response to a request for support from the emergency services.

If the Council receive a call for assistance from an Emergency Planning Officer or the Emergency Services, any activities that it will be asked to carry out will be designed to help support the local authority part of that response. This will usually take the form of welfare/shelter arrangements away from the direct scene of the emergency. It could also include things like local knowledge, or the location of known vulnerable persons. In this scenario, it is likely that the Council will be working alongside other voluntary organisations that also assist during the response. e.g. the Royal Voluntary Service (formerly the WRVS), British Red Cross, etc.

Any information received must be given out and communicated to people in a coordinated and controlled manner via the local authority's Emergency Call Handlers. It must not be given at the scene in a way that will impede the work of the emergency services.

Responsibility for activating the Plan will be the Town Clerk/CEO in consultation with the Leader of the Council.

THE PLAN WILL BE ACTIVATED WHEN it is necessary to take action, and that action cannot be taken without triggering the plan.

INITIAL ACTIONS OF ACTIVATION

- IN AN EMERGENCY DIAL 999
- Inform the LA that you have activated your plan
- Tune into Radio Oxford (95.2 FM) or Heart Oxfordshire (102.6 & 97.4 FM) and listen for updates on the emergency.
- Follow the Cat 1 responders on social media
- Follow any emergency services advice issued.
- Notify the emergency team and request that they meet at the Council Office if safe to do so and instigate the call cascade as necessary.
- Gather as much information about the situation as possible and decide which local resources should be mobilised to support the community.
- Consider whether officers can work effectively from their current location, or

whether they need to move to an alternate location. Arrange for the Incident Room to be opened as appropriate.

- Keep a log of all communications, relevant times, actions taken, instructions given, and information received. It will be important at the subsequent de-brief.
- Arrange for contact to be made with any vulnerable members of the community we are aware of or are advised by CEC and arrange for advice / assistance to be offered.
- Arrange for the community resources / organisations to be made available as necessary.
- Consider asking for additional members of the community (volunteers) to help with the response, using pre-identified community coordinators. The type of support that would be welcomed changes from emergency to emergency but might include:-
 1. Helping people move valuable and sentimental items upstairs.
 2. Helping deploy any flood protection products they might have.
 3. Providing some immediate shelter if people have had to leave their homes.
 4. Arranging for pets to be looked after.
 5. Providing lifts to family and friends.
 6. Doing basic household tasks such as shopping.

This may be undertaken through Vale of White Horse District Council to ensure safeguarding compliance. Check your e-mail system regularly.

- Tell your community that your emergency team is functioning and if appropriate maintain a presence in the area(s) affected
- Establish contact with neighbouring Parish/Town Councils and ask for/offer support if appropriate
- Ensure that any members of your community engaged in the response are not putting themselves at risk. Make sure they are acting lawfully (e.g. not speeding) and are not carrying out tasks and activities that they are not qualified to do.

FLOOD SPECIFIC ACTIONS

Limited areas of Abingdon can be subject to flooding from the brooks/culverts/rivers.

If you are in an area that receives flood warnings, dial Floodline on 0345 988 1188 or look on the Environment Agency website.

Wherever possible, advise residents to:-

- Put any flood protection products they have into place
- Move cars to higher ground
- Make sure any valuable or sentimental items and important documents are safe
- Empty furniture drawers and cupboards. Place the contents and any furniture you can upstairs. Fasten plastic bags round the legs of wooden furniture to help minimise absorption of water
- Be prepared to turn off mains gas and electricity
- Be prepared to evacuate if necessary and in the unlikely event:
- Grab 'Go bag' and check contents.
- Turn off electricity, gas and water supplies and unplug appliances
- Take their mobile phone and charger.

- Take some spare clothes.
- Take prescribed medication with them.
- Take cash and credit cards.
- Lock all doors and windows.
- If they leave by car, take bottled water, a duvet or blankets and tune into the local radio for emergency advice and instructions.
- Put plugs in sinks and weight them down to prevent backflow from the drains. Weigh down the loo seat too.
- Bring caged outdoor pets inside, move all pets with food, water, bedding and litter trays upstairs
- Always wash their hands/arms/legs after coming into contact with floodwater with hot water and soap.
- Keep contaminated footwear and clothing away from children
- Never allow children to play in floodwater, as well as the risk of disease manhole covers may have dislodged under the pressure of floodwater, creating a drowning risk.

Try and provide support to residents in carrying out these actions.

AFTER AN EMERGENCY

The Council need to keep up its activities, bringing in additional resources as necessary, until either it is stood down by the Emergency Services or Vale of White Horse District Council/Oxfordshire County Council, or the Town Council decide that assistance is no longer necessary.

Debrief

“Debriefing” is a conversation that revolves around the sharing and examining of information after a specific event has taken place. A ‘Hot Debrief’ should take place by the key people involved in an incident immediately after the incident has passed and a ‘cold debrief’ should be held after the dust has settled and things are getting back to normal. This should be open to anyone involved in the incident. It enables you to record what went well, what could have been better and what you can do to learn from this experience to improve things next time. It is not about who is at fault. This is where notes made during the emergency prove really useful.

The Town Council will hold de-briefs as soon as possible after the event and pass on information to Vale of White Horse District Council or Oxfordshire County Council as required.

TYPICAL DEBRIEF AGENDA

1. Notification/Alerting Issues.
2. Warning – Responding Agency and Public Issues.
3. Command and Control Issues.
 - a. Training

- b. Capability
- c. Equipment
- 4. Communications Issues.
- 5. Media Response Issues.
- 6. Recovery Issues
- 7. Recommendations

Recovery Process

It may be necessary following a major civil emergency to work with the principal Council in aiding recovery. After a very serious incident, Vale of White Horse District Council/ Oxfordshire County Council may establish a Community Recovery Committee, which is a group drawn from the local community to reflect community concerns and assist in informing the community. It will most likely assist in Impact Assessment of the affected community. Town Council elected representatives would be included in the membership. Its role would be non-executive.

An important role would be engaging with the Business Community and taking their concerns to the principal Council's main Recovery Coordinating Group.

Town Councillors, as well as other community leaders have an important role to play in assisting the recovery process: -

- A focus for community concerns
- Identifying problems and vulnerabilities of their community
- Knowledge of local personalities and resources
- Enhancing local community liaison
- Visiting people affected and giving reassurance
- Consultation on re-builds or modernisation
- Assisting with the media in getting messages to the community (following established policy guidelines)
- Assisting with VIP visits
- Liaising with elected representatives (including MP)

Recovery may take months or even years and these roles may be a long-term priority.

The Town Council will need not only to help with damage assessment but use local knowledge to draw up a Recovery Action Plan and to give each action a priority rating of essential, important or desirable.

This will need to be done with the myriad of partners who will be involved in the recovery process.

The Town Clerk should update contact information and amendments to the Plans in liaison with the principal councils and review the Emergency Plan following the Debrief.

RECOVERY AFTER AN INCIDENT

Although most activity by a community in an emergency occurs in support of the emergency services and other agencies that assist in the response, the community has an important role to play in the recovery phase.

It is not possible to define precisely the extent and nature of post-incident community activity, since this will vary with the severity and nature of the emergency. It is likely, however, that community activity will be in one or more of the following categories:-

- Looking after the welfare of the emergency services and agency workers e.g. feeding, sleeping, laundry, rest facilities etc.
- Caring for and supporting the on-going needs of those local people affected by the emergency.
- Memorial services, memorials, gardens of remembrance.
- Management of donations
- News sheets, information boards, website and social media information.

The above should be co-ordinated by Vale of White Horse District Council/Oxfordshire County Council.

Appendix 1: Where to get information

UK weather warnings (Met Office)

- Cold weather alert (Met Office) (1st November to 31st March)
- Flood alerts and warnings (Environment Agency)
- Winter weather from Oxfordshire County Council

Winter weather advice

- Get ready for winter (Met Office)
- Highways - salting, gritting and snow clearing (Oxfordshire County Council)
- School closures (Oxfordshire County Council)

Flooding advice

- Flood information and advice (Environment Agency)
- Free flood warning service (Environment Agency)
- Ground water status and current flood risk (Environment Agency)

Power cut enquiries

- Contact UK Power Networks 24 hours a day: Phone 0800 31 63 105 or 0333 32 32 105 if calling from a mobile
- Visit www.powernetworks.co.uk for the latest update

Heatwaves and drought advice

- Drought (Red Cross [UK Drought: Preparing for water shortage | British Red Cross](#))
- Environment Agency - Drought management for England
- Health advice during a heatwave (NHS)
- Heat-health watch (Met Office) (1 June to 15 September)

Appendix 2: External Contact Details (non-emergency)

- Fire, Police, Ambulance and Coastguard (non-emergency numbers)
- UK Power Network 0800 3163 105
- Highways Agency – A14, A12 (Trunk Roads Only) 0300 123 5000
- Environment Agency 03708 506 506, Floodline (24/7) 0345 988 1188 or 0845 988 1188 or email enquiries@environment-agency.gov.uk or visit the website www.environment-agency.gov.uk
- BBC Radio Oxford. Email radio.oxford@bbc.co.uk
- www.metoffice.gov.uk
- Gas - National Gas Emergency Service on 0800 111 999
- Thames Water Emergency support 0800 714 614

Appendix 3: Before an Emergency (general advice)

Help the Community Prepare

We will help our community be prepared for an emergency by encouraging them to follow the advice contained below and to complete the telephone numbers that they may need in the event of an emergency. In particular we will:-

- Encourage all members of your community to make sure they are adequately insured and that they review their insurance
- Make sure that people are signed up to the Environment Agency Flood Warning Direct Service if their community is in a flood risk area. Point them in the direction of the National Flood Forum for more information on flood defence products and to local surveyors and architects for advice on their effectiveness.
- Encourage people to prepare a Go Bag including:-
- Key documents (such as passport, driving licence, your personal emergency contact list and insurance details).
- First aid kit including any medication.
- Wet wipes and/or antibacterial hand gel.
- Battery operated radio with spare batteries or wind-up radio.
- Notebook and pencil/pen.
- Mobile phone/charger.
- Glasses/contact lenses.
- Toiletries (including nappies/sanitary supplies).
- Any special items for babies, children, elderly and disabled people.
- Spare set of keys (home/car/office).
- Bottled water/energy bars.
- Coins/cash (small denominations) and credit/debit cards.
- Change of clothes and blankets and sensible footwear (if necessary, waterproofs).
- A torch and batteries or a wind-up torch.
- Encourage people to complete a household emergency plan which can be found on the Environment Agency website:
<https://www.gov.uk/government/publications/personal-flood-plan>
- Encourage people to make a “Community Friend” – this is someone, or some people, that can be called during an emergency to provide practical support –such as helping move furniture, look after pets, share house keys to look after each other’s properties and maybe know which valuable and sentimental items should be moved upstairs, check on you if you are poorly and go to the shops and chemists on your behalf.
- Make sure people know how to respond. In an emergency, people should go in, stay in and tune in to their local radio station for further instructions and updates – unless there is a fire, or any other threat to staying in the property, or unless they have been advised otherwise by the Emergency Services.
- Check that our community are ready for an emergency – ask them the following questions:-

- Do you have a household emergency plan?
- Have you discussed your plan with family and friends?
- Do you know the emergency plan for your children's school/nursery/college?
- Do you know the emergency plan for your place of work?
- Have you completed a personal emergency contact list?
- Have you prepared a check list for your 'go bag', or packed it ready to go?
- Do you have family contact(s) in your phone, wallet or purse?
- Do you have a contact person – someone unlikely to be affected by the same emergency - who can keep family and friends informed?
- Do you have a wind up or battery-operated portable FM/AM radio?
- Do you have alternative, agreed meeting points?
- Do you have working smoke alarms in your home?
- Do you have adequate contents and buildings insurance?
- Do you have copies of your most important documents stored somewhere other than at home?
- Do you have a written list of your valuables, plus photographs or DVD/ ?
- Have you checked if your property is in a flood risk area?
- Have you thought about arrangements for pets if you need to leave your home?
- Have you identified possible exit routes from every room in your home?
- Do you know how to turn off water, gas and electricity supplies in your home