

**Resilient
Communities
Wiltshire**



**Sutton Benger
Community
Emergency Plan
[DRAFT v1.2]**



**Plan Completion Date
December 2024**



**Plan Author
Parish Council**

Contents

Key Contacts.....	3
1. Be Informed	4
1.1 What’s an Emergency?	4
1.2 Why have an Emergency Plan?.....	5
1.3 Legalities	5
1.4 Community Role in an Emergency.....	6
1.5 Activation	6
1.6 Local Emergency Responders	8
2. Get Involved	10
2.1 Scope.....	10
2.2 Preparation and Triggers	10
2.3 Key Local Skills.....	11
2.4 Places of Safety/Rest Centres	11
2.5 Map of Local Risks.....	13
2.6 Setting Up a Community Group.....	14
2.7 Action Cards	15
2.8 Telephone Tree	16
2.9 Contact Details.....	16
APPENDIX 1 – Useful Links.....	18

Data Control, Privacy Notice & GDPR

The Parish Council complies with the requirements of data control, privacy and GDPR in accordance with our registration with the ICO (Registration ZA072596).

The Parish Council’s Privacy Notice is available:

- On our website - <http://www.suttonbengerparishcouncil.gov.uk/home/policies-procedures/>
- From the Parish Clerk – Email parishclerk@suttonbengerparishcouncil.gov.uk

Text 07726 472849



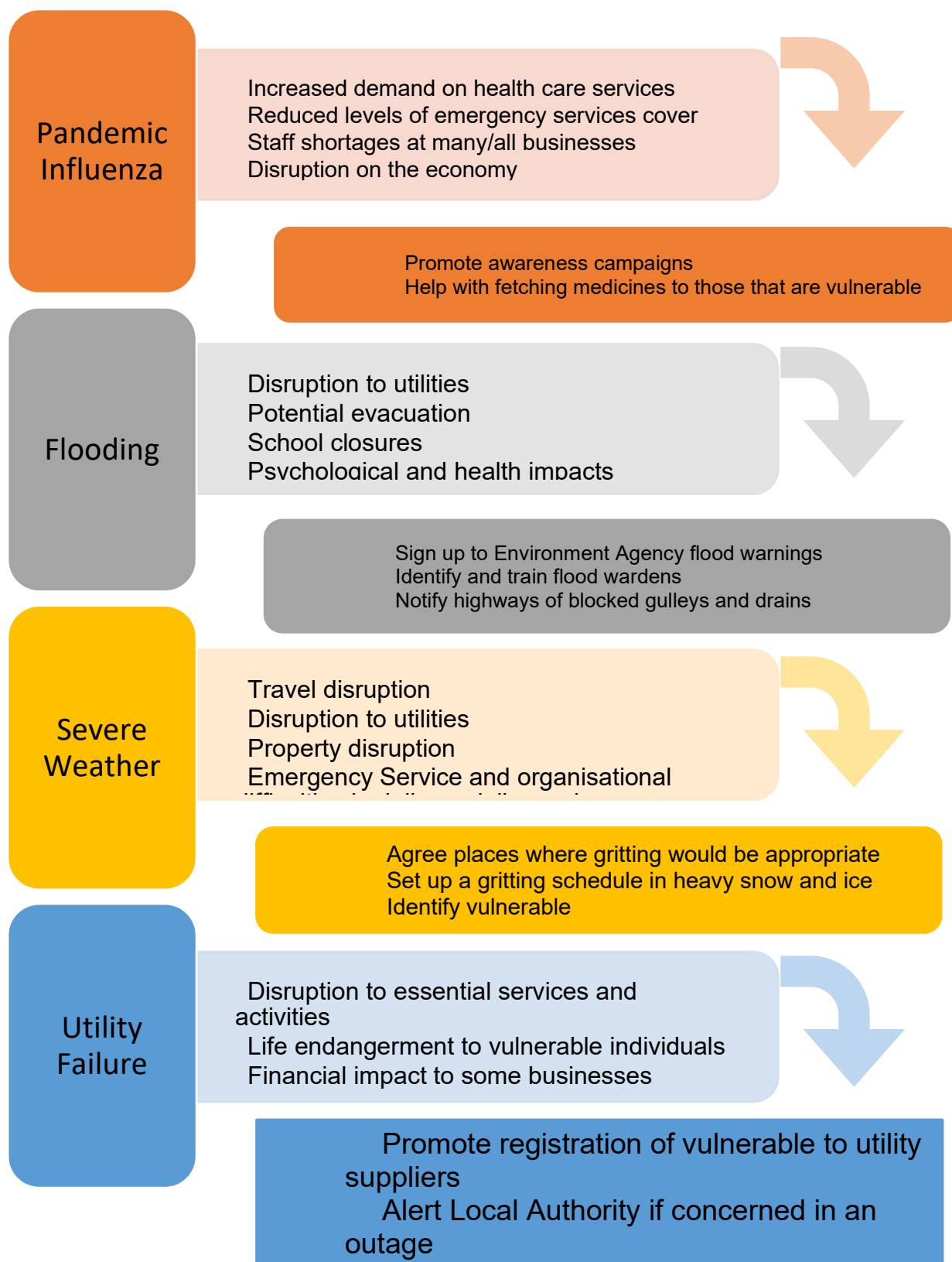
Key Contacts

Community Emergency Volunteer Coordinator & FLOOD WARDEN				
Name	Garry Prewett	Contact Details	Mob: 07310 285735 g.prewett@suttonbengerparishcouncil.gov.uk	
Notes	Lead Parish Councillor for Flooding/Emergencies and FLOOD WARDEN			
Community Emergency Volunteer (Deputy)				
Name	Adam Carwardine	Contact Details	Mob: 07974 416215 chair@suttonbengerparishcouncil.gov.uk	
Notes	Chair of Parish Council			
Community Emergency Volunteer (Deputy)				
Name	Ruth Gaunt	Contact Number	07767 620210	
Notes	Parish Council Member			
First Aider				
Name	Richard Gaunt	Contact Number	07769 620210	
Notes				
Place of Safety Key Holders				
Location	Sutton Benger Village Hall Chesnut Rd, SN15 4RP	DEFIBRILLATOR Rest Centre, Meeting place, toilets, kitchen, heating	Contact Details	Name: Mick Gingel 07828 092095
Location	Sutton Benger Primary School Chesnut Rd, SN15 4RP	Rest Centre, toilets, kitchen tables and chairs	Contact Details	Mrs Becca Hines 01249 720407
Location	The Wellesley Arms 10 High Street SN15 4RD	DEFIBRILLATOR Rest Centre, Kitchen, toilets	Contact Details	01249 720664
Location	La Flambe, 5 Seagry Rd, SN15 4RY	Rest Centre kitchen, toilets	Contact Details	Mark Clifford 01249 720247
Location	Patford House Surgery, Chestnut Rd, SN15 4RP	Medical Supplies Dispensary	Contact Details	Reception 01249 720247
Location	All Saints Church Seagry Road, SN15 4RP	Rest Area, pastoral, Support, kitchen, toilet, heating	Contact Details	Rev'd Suzanne Grindrod 01249 721445 revsgrindod@gmail.com

1. Be Informed

1.1 What's an Emergency?

An Emergency, which can also be referred to as an incident, is anything that affects you, your family and your community. Below we have highlighted our highest risks in Wiltshire, some of the potential consequences and how the community can help



1.2 Why have an Emergency Plan?



1.3 Legalities

The question of insurance is something which always comes up within community resilience. What are we allowed to do? And are we insured to do so?

Health and Safety

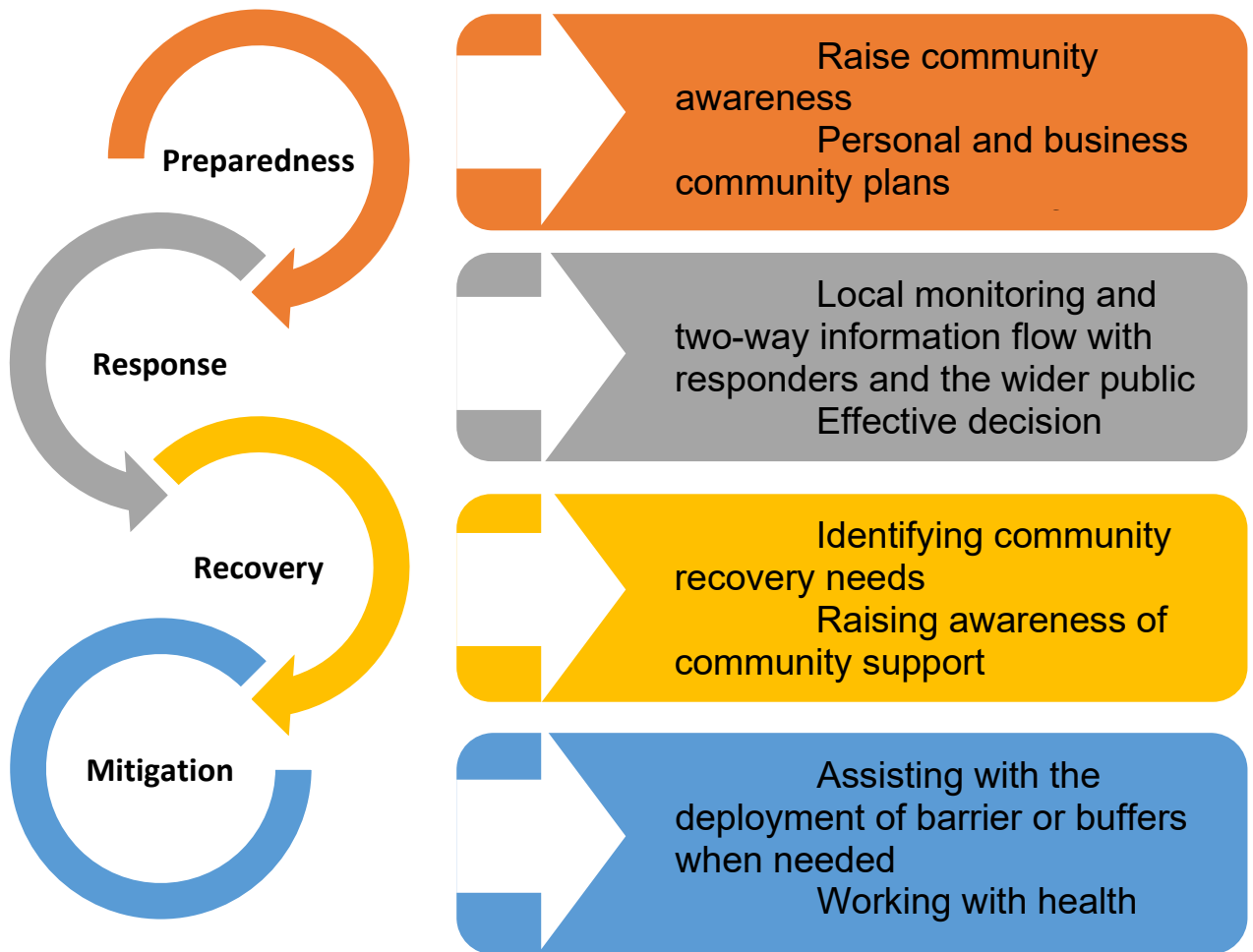
It is recognised that those named or recognised in this plan are not trained or resourced to carry out any functions of the emergency services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis.

Insurance

Wiltshire and Swindon Borough Councils do **not** cover volunteers with any insurance unless specifically tasked by the Emergency Planning Team to carry out a function in a set incident. However local parish councils may provide their own insurance, the details of which should be added below.

1.4 Community Role in an Emergency

Communities have a role to play in all types of emergencies and can be involved at every stage.



1.5 Activation

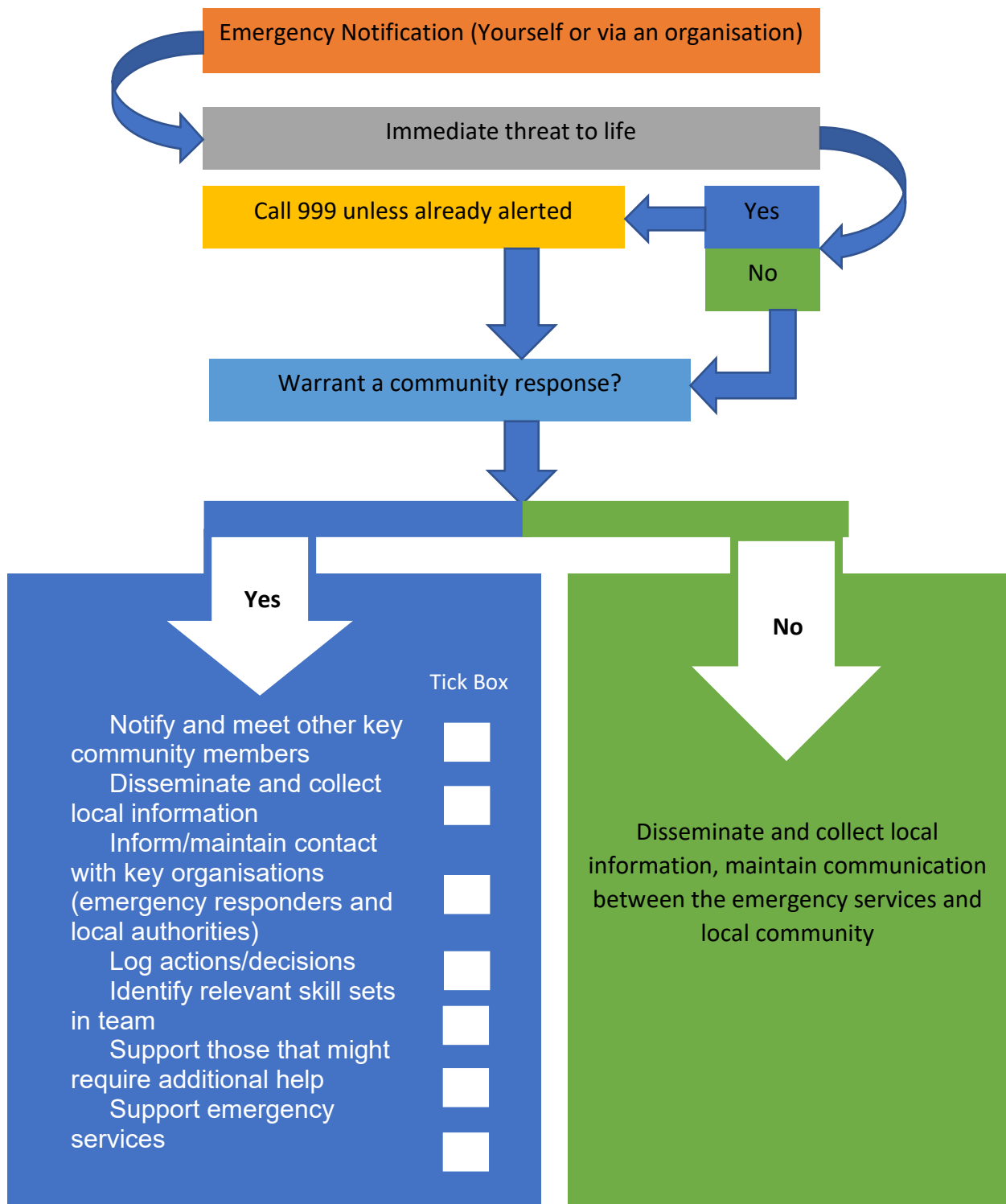
Activation of your volunteers may come from one of two different ways:

Emergency Notification
(e.g from Local Authority or EA)

Follow what is requested by the emergency responders. This may be actions you have outlined in your emergency plan (see section 1.6).

Something you have **identified in the area yourself**

Call 999 if there is a threat to life
Contact relevant organisation (e.g. Wilts Council)
Follow set procedures outlined in the plan



1.6 Local Emergency Responders

Who?	How to contact them?	What they do in an emergency?
Police	<ul style="list-style-type: none"> ● Dial 999 in an emergency such as a crime in progress ● Non-emergency Police reporting dial 101 	<ul style="list-style-type: none"> ● Responding to incidents. ● Often take command of an incident, if appropriate.
Fire	<ul style="list-style-type: none"> ● Dial 999 in an emergency 	<ul style="list-style-type: none"> ● Responding to incidents. ● Fire-fighting and fire prevention. ● Detection, identification, monitoring and management of hazardous materials and protecting the environment. ● Will take command of an incident if fire related.
Ambulance & NHS	<ul style="list-style-type: none"> ● Dial 999 in an emergency ● NHS non-emergency number: 111 	<ul style="list-style-type: none"> ● Responding to incidents. ● Identify & alert the receiving hospitals.
Wiltshire Council	<ul style="list-style-type: none"> ● In and out of hours use: 0300 456 0100, ask for the Emergency Planning Team or Emergency Planning On-Call ● You may use emergencyplanning@wiltshire.gov.uk for non-emergency enquiries. 	<ul style="list-style-type: none"> ● Support the emergency services. ● Help the community recover. ● May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system. ● Help facilitate road closures and diversions. ● Identify and set-up a safe place for community to stay after being evacuated - known as Rest Centres.
Environment Agency	<ul style="list-style-type: none"> ● Incident hotline 0800 80 70 60 (24-hour service) ● Flood line service 0345 988 1188 	<ul style="list-style-type: none"> ● Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers. ● Issue flood alerts and warnings to the public and implement flood defence where appropriate. ● Deal with emergency repairs and blockages on main rivers and own structures.
Utility Providers	<ul style="list-style-type: none"> ● Gas (National Grid) 0800 111 999 ● Power Cut - call 105 ● Wessex Water: 0345 600 4600 ● Thames Water 0800 3169800 ● British Telecom's 0800 1217667 	<ul style="list-style-type: none"> ● Support statutory responders. ● Ensure continuity of supply. ● Provide alternative means of supply during an emergency if there is a threat to life.

In some cases, the emergency services and local authorities will have to prioritise those greatest in need and therefore may not be able to reach you immediately. Communities can

play a vital role in helping the emergency responders by reducing the impacts of an emergency by producing community plans, followed by regular training and exercising of it.

2. Get Involved

2.1 Scope

The Sutton Benger Parish Community Plan aims to provide the village with a good level of resilience that will enable us to compliment the emergency services alongside coping with small scale issues either on own or before the relevant services arrive. The most likely emergency will come from flooding between us and Christian Malford and for residents on Seagry Road, though there also might be personal/individual emergencies such a villagers needing medical help.

2.2 Preparation and Triggers

For flooding, our village trigger is likely to be a flood warning and news/weather reports. Once that trigger has occurred and the likely flooding significant, we need to decide on our next actions.

Incident	Preparation	Trigger	Action
<i>Example: Ice</i>	<ul style="list-style-type: none"> Identify routes to grit Arrange grit delivery each year 	<i>Local weather predicts freezing temperature</i>	<ul style="list-style-type: none"> Grit local frequently used paths Check if vulnerable community needs help getting medication/food
Flood	<ul style="list-style-type: none"> Monitor news outlets Ensure availability of sandbags/gel sacs (<i>stored in PC Shed Village</i>) Identify houses at risk Have signage available at agreed locations (<i>stored in PC Shed Village</i>) Liaise with Matt Perrott of WC. 	<ul style="list-style-type: none"> Flooding of local streets, previously Seagry Road, Sutton Lane & High Street near Barrett Lane, and near bridge at Christian Malford on the B4659 Properties affected near Arms Farm in Lee Crescent and Gregory Close Blocked access Impairs safe routes out of village Damage to property 	<ul style="list-style-type: none"> Check vulnerable properties. Distribute sandbags, signage. Put messages on Facebook. Maintain access to village Minimise traffic through flooded areas Support affected residents

	<ul style="list-style-type: none"> ● Advise all to sign up to EA, groundwater and Met Office flood warnings. 		
<p>Severe weather, including snow, drought, flood and storms, and heat waves</p>	<ul style="list-style-type: none"> ● Monitor news outlets. ● Confirm risk areas. ● Ensure Grit Bin is full. 	<ul style="list-style-type: none"> ● Access ways in village blocked ● Vulnerable village residents may need shelter, food, access in/out of home. ● Identify if School affected (children, buildings, teachers, access) ● Pre-school and/Toddler Groups at ● Village Hall affected ● Damage to properties 	<ul style="list-style-type: none"> ● Grit risk areas. ● Grit bin at Village Hall. ● Check vulnerable residents. ● Contact Wessex Water re any emergencies ● Leaks: call 0800 692 0692 ● Sewage or no water: report to 0345 600 4600 ● Monitor NHS Choices (www.nhs.uk) for information ● Follow NHS Wiltshire CCG and Wiltshire Council Public Health guidance ● Apply for funding opportunities to improve the resilience of the ● community.
<p>Loss of Utilities</p>	<ul style="list-style-type: none"> ● Identify sources of alternative water and fuel. ● Identify houses with log burners for heat. ● Cooking facilities – pubs, Village Hall, Primary School. 	<ul style="list-style-type: none"> ● Lack of communication in emergency ● Vulnerable residents without supplies ● Power cut affecting refrigeration, lighting, heating, and communications. 	<ul style="list-style-type: none"> ● Check vulnerable residents. ● Potentially use Dauntsey Vale Link (Teresa Chapman: 07563 769549). ● Contact BT as main telephone provider ● Contact Wessex Water ● Contact Wessex Water re any emergencies ● Leaks: call 0800 6920692

			<ul style="list-style-type: none"> ● Sewage or no water: report to 0345 600 4600 ● Contact re Power Cut: ● Call 105 (or powercut105.com) to get in contact with the right network operator. ● Advise vulnerable residents to sign up to the priority services register https://www.ssen.co.uk/power-cuts-emergencies/priority-services/ ● Apply for funding opportunities to improve the resilience of the community.
Disease (human and/or animal: foot & mouth, flu epidemic)	<ul style="list-style-type: none"> ● Monitor news outlets. 	<ul style="list-style-type: none"> ● Protect against spread of disease ● Vulnerable people at risk (elderly residents and young children at school, pre-school or toddler groups) ● Access to healthcare and/or treatment ● Local/national government alerts. 	<ul style="list-style-type: none"> ● Check with local vets/farmers. ● Monitor NHS Choices (www.nhs.uk) for information ● Follow NHS Wiltshire CCG and Wiltshire Council Public Health guidance ● Contact medical or vet trained emergency community group volunteers
Disasters like fire, crashes, or explosions	<ul style="list-style-type: none"> ● Monitor news outlets. 	<ul style="list-style-type: none"> ● Local/national government alerts. ● Damage to properties Injured residents Access to/from village or properties blocked ● Access to food/water/supplies impaired ● Lack of communication 	<ul style="list-style-type: none"> ● Check with local GP surgeries. ● Gain advice/support from Wiltshire Council Highways, Police, Fire Services ● Identify vulnerable people (use church links)

			<ul style="list-style-type: none">● Be prepared to provide emergency responders with local knowledge. Identify comfort station for agencies involved if emergency is of long duration.● Apply for funding opportunities to improve the resilience
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2.3 Key Local Skills

This is a good way of highlighting what key skills you might need alongside those that provide them. You may add as many as you like below.

Skill/Resource	Who?	Contact Details
Trained First Aider	Richard Gaunt	07767 620210
4x4 Owners	Richard Gaunt	07767 620210
	Ruth Gaunt	07773 567328
	Paul McCormack	07469 808087 (Snow&Ice)
Water/food supplies	Various	See 2.4 below
Medical Supplies	Patford House Surgery	Reception - 01249 720244
Chainsaw Owner	Mark Ellis	07774 112767

2.4 Places of Safety/Rest Centres

Listed below are possible places of safety, ranging from a shelter for a few hours to overnight stays.

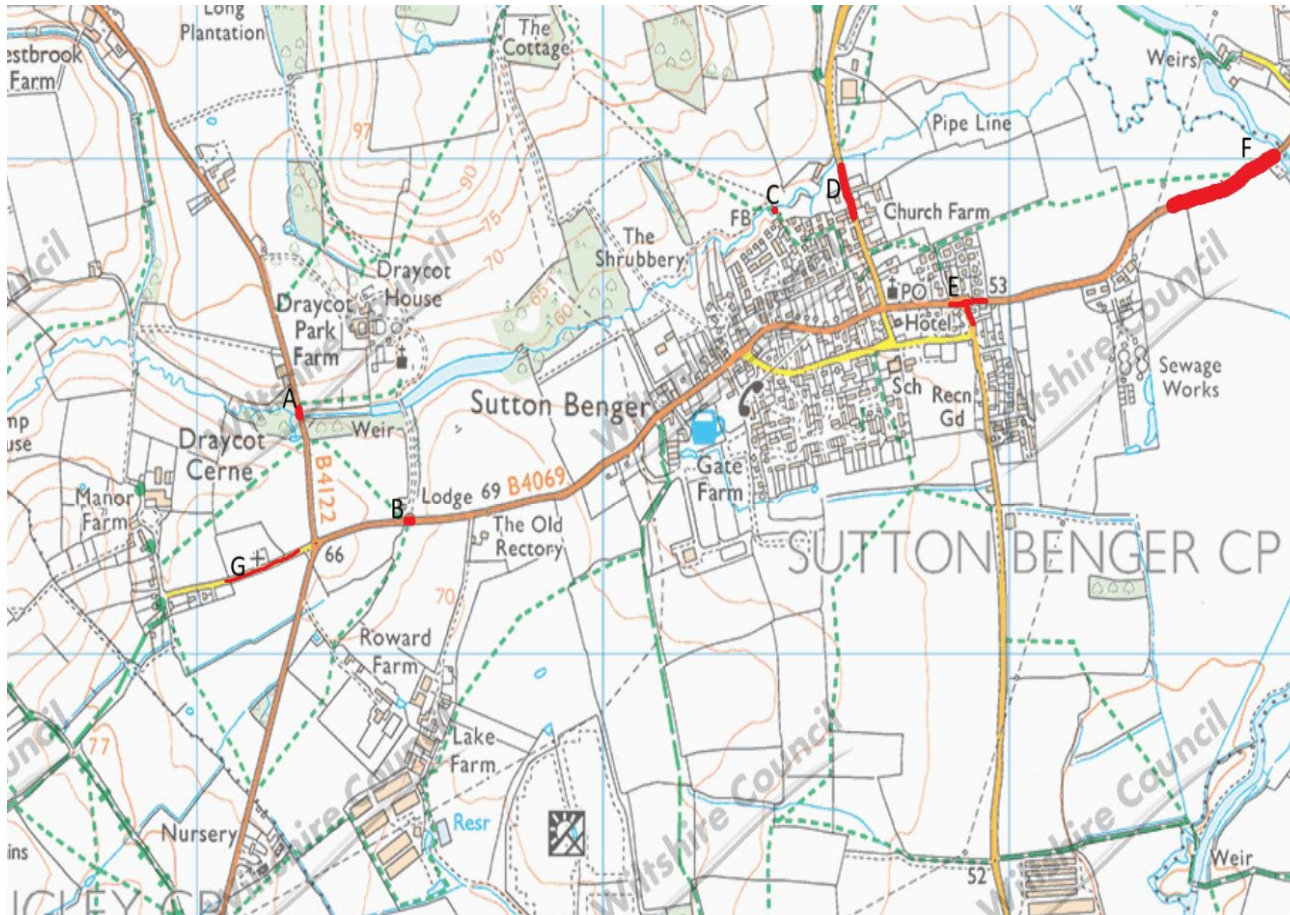
Wiltshire Council can support these places of safety when an official evacuation has begun. They also have a number of pre-identified Rest Centres across the County.

Building	Location	Contact Details (Name, phone)	Capacity	Resources (kitchen, showers?)
Sutton Benger Village Hall	Chestnut Rd SN15 4RP	Michael Gingell	130	Defibrillator Rest Centre, meeting place, toilets, kitchen, tables & chairs, heating.
Sutton Benger Primary School	Chestnut Rd SN15 4RP	Mrs Becca Hines 01249 720407	210	Rest centre, toilets, kitchen, tables and chairs, heating.
The Wellesley Arms	10 High St SN15 4RD	01249 720664	100	DEFIBRILLATOR Rest Centre, kitchen, toilets, heating
La Flambe	5 Seagry Rd SN15 4RY	Mark Clifford 01249 720247	TBC	Rest centre, kitchen, toilets, heating.

Patford House Surgery	Chestnut Rd SN15 4RP	Reception 01249 720244	TBC	Medical supplies, dispensary
All Saints Church, Sutton Benger	Seagry Road SN15 4RP	Rev'd Suzanne Grindrod 01249 721445 revsgrindrod@gmail.com	TBC	Rest area, pastoral support, kitchen, heating, toilet,

2.5 Map of Local Risks

Below is a map of local places that suffer from flooding.



'What Three Word' locations.

Flood Risks

- A** – B4122 Draycot Bridge – koala.reinstate.rainbow
- B** – B4069 West End – observes.nylon.willing
- C** – Footbridge Over Bridge – crumb.quacking.grocers
- D** – Seagry Road – seagull.area.unzipped
- E** – B4069 j/w Sutton Lane – water.pampered.hesitate
- F** – B4069 River Avon – informed.grasp.available
- G** – Draycot Cerne Lane – sand.smoke.swoop

2.6 Setting Up a Community Group

Many communities find the best way to start a resilient programme is to form a community group. Below is the starter for ten for of how you could set one up. The roles and names of individuals can then be added to this plan.

Parish Council/ Community Group

The Parish Council is often an appropriate lead for Community Resilience planning, this enables a good link with Wiltshire Council and ensures it also covers the whole community.

However, it is possible to have a community plan without the Parish Council involvement if that works better for your area.

Community Emergency Volunteer Coordinator

Community groups work best with an overall coordinator or leader, this means that in an emergency you have a dedicated person to manage the volunteers and ensure everyone is staying safe and on task.

You may need several coordinators as you can't guarantee that the main coordinator will be around when the incident happens

Deputy Coordinator

Deputy coordinators are there to assist in large incidents and cover if the main coordinators are not available

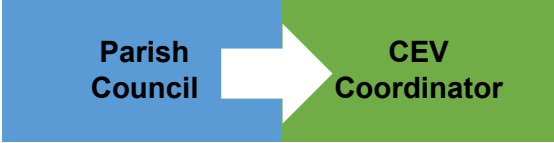
Community Volunteers


Community Volunteers are the heartbeat of the group and can be available to help in a variety of incidents - like door knocking, spreading grit and helping the vulnerable.

You may have as many volunteers as you feel necessary or who are available

You might want some extra specific volunteers if your community suffers from specific events e.g. Flood Wardens - these could be considered in a separate Flood annex to this plan.

2.7 Action Cards

Community Emergency Volunteer (CEV) Coordinator/Deputy	
Activation	Key Responsibilities
 <p>Parish Council → CEV Coordinator</p>	<ul style="list-style-type: none"> Coordinate the community response Ensure Health and safety is adhered too Liaise with relevant emergency services/organisation/council Ensure actions and decisions are logged or recorded
Actions	
<ol style="list-style-type: none"> 1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services 2. Continually liaise with the emergency services/LRF members 3. Coordinate the organisation of the community volunteers 4. Keep an eye on Health and Safety of the volunteers 5. Record all decisions and actions of the community 6. Coordinate the requests for extra resources – in liaison with the council 	

Community Volunteers	
Activation	Key Responsibilities
 <p>CEV Coordinator → Deputy CEV/Community Volunteers</p>	<ul style="list-style-type: none"> Help with community tasks Collect community information Help disseminate information Assist in incident response (sand bagging, flood monitoring etc)
Actions	
<ol style="list-style-type: none"> 1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted unless you are specifically trained to the correct standards). 2. Follow the direction of the CEV Coordinator 3. Help collect information or disseminate to the residents/community members 4. Help identify those vulnerable in certain incidents alongside potentially checking on them. 5. Monitor most at-risk areas (particularly seasonal risks) 6. Help with the clearing of paths in icy or snow conditions 7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app or website) 	

2.8 Telephone Tree

Community Emergency Volunteer (CEV) Coordinator			
Garry Prewett 07310 285735			
CEV Deputy		CEV Deputy	
Adam Carwardine 07974 416215		Ruth Gaunt 07773 567328	
Volunteer	Volunteer	Volunteer	Volunteer
Richard Gaunt 07767 620210	Pete Odale 07733 182171	Elaine Dony 07730 674362	Mark Ellis 07774 112767
Jeff Seddon 07739 423110	Paul McCormack 07469 808087	Darren Gibson-Lewis 07966 286753	

2.9 Contact Details

Name			Garry Prewett
Job Role: CEV			PC & FLOOD WARDEN
Telephone Number	Mobile	Home	Email
	07310 285735	07446 421260	g.prewett@suttonbengerparishcouncil.gov.uk
Skills			
Very practical. Has access to community Facebook Groups.			

Name			Adam Carwardine
Job Role: CEV Deputy			Parish Council Chair
Telephone Number	Mobile	Home	Email
	07974 416215	01249 721305	chair@suttonbengerparishcouncil.gov.uk
Skills			

Name			Ruth Gaunt
Job Role: CEV Deputy			Parish Councillor
Telephone Number	Mobile	Home	Email
	07773567328		ruthbridgit@aol.com
Skills			
Medical			

Name			Richard Gaunt
Job Role: Volunteer			First Aider
Telephone Number	Mobile	Home	Email
	07767620210		
Skills			
Medical			

Name			Peter Odale
Job Role: Volunteer			Resident

Telephone Number	Mobile	Home	Email
	07733182171		Landiepete73@gmail.com
Skills	Very practical		

Name			Paul McCormack
Job Role: Volunteer			Resident
Telephone Number	Mobile	Home	Email
	07469808087		ipaulme@gmail.com
Skills	4x4 (snow, ice)		

Name			Elaine Dony
Job Role: Volunteer			Resident
Telephone Number	Mobile	Home	Email
	07730674362		Edony@icloud.com
Skills			

Name			Mark Ellis
Job Role: Volunteer			Resident
Telephone Number	Mobile	Home	Email
	07774112767		Mark.ellis@ymail.com
Skills	Chain Saw		

Name			Darren Gibson-Lewis
Job Role: Volunteer			Resident
Telephone Number	Mobile	Home	Email
	07966286753		Delewis1982@yahoo.co.uk
Skills			

Name			Jeff Seddon
Job Role: Volunteer			Resident
Telephone Number	Mobile	Home	Email
	07739423110		jeffwseddon@yahoo.com
Skills			

APPENDIX 1 – Useful Links

Outline Data	Dialogue
Sources of flooding (main river, surface, ground water, sewer surcharging, reservoir, foul)	Understand the source of flooding to your community at, identify which areas are at risk and vulnerable properties, this can be done as a map or list. Maps can be obtained from drainage team - drainage@wiltshire.gov.uk
Severe weather - range of advice to help	https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice
Check the flood risk for your community/property	https://flood-warning-information.service.gov.uk/long-term-flood-risk/map
Checking for flood information guidance e.g. current alerts & warnings and 5-day flood risk	https://flood-warning-information.service.gov.uk/warning
Checking river, groundwater and sea levels	https://flood-warnings-information.service.gov.uk/river-and-sea-levels
Ditch letters	Briefing note, guidance and letters
Flood & Emergency plans, information, advice, assistance, templates	drainage@wiltshire.gov.uk
Flood Risk Activities on main river environmental permits	https://.gov.uk/guidance/flood-risk-activities-environment-permits
Groundwater and how it can affect you and your community	https://youtu.be/oNWAerr_xEE?si=0HaXqLwGoD0lh90h
How to use sandbags/gel sac video	https://youtu.be/BpidZ_h0gZI
Is our river/watercourse classed as main river	https://.gov.uk/government/collections/main-river-map-for-england-proposed-changes-and-decisions
Local Met Office Weather Alert Stations	https://wow.metoffice.gov.uk
Met Office Weather Alerts	https://metoffice.gov.uk/weather/warnings-and-advice
Operational Flood Working Groups - Wiltshire Council	A meeting for town and parishes to meet with statutory agencies on issues of flooding and drainage which are difficult to resolve. Held bimonthly in the North & South of the county. This meeting is not open to members of the public. drainage@wiltshire.gov.uk
Parish Emergency Assistance Scheme (PEAS) for supplies of grit, florescent tabards, gel sacks and flood signs	Contact the weather team for more information and to request supplies - weatherteam@wiltshire.gov.uk
Planning Flooding & Drainage information	Understand how the drainage team interacts with planning concerns regarding drainage & flooding.

	Planning flood and drainage information for parish councils.pdf
Property resilience & resistance - Flood Mary	https://floodmary.com/
Report flooding and weather emergencies	https://www.wiltshire.gov.uk/mywilts-online-reporting
Riparian Ownership	Understanding riparian ownership, rights, responsibilities - YouTube Video
Sign up for free flood warnings	www.gov.uk/sign-up-for-flood-warnings
Whistle Stop Wiltshire tour of the Bristol & Hampshire Avon catchments Part 1	https://youtu.be/0RwG4BODxSY?si=8C2tsLOq1T9CLdet
Whistle Stop Wiltshire tour of the Bristol & Hampshire Avon catchments Part 2	https://youtu.be/bdDqgZdm_5s?si=9_BbOQhzZwr rxloz