

## Community Emergency Plan for the Parish of Bourton-on-the-Water

On any revision of this plan please send a full version to [emergency.planning@cotswold.gov.uk](mailto:emergency.planning@cotswold.gov.uk)

### **1. PURPOSE**

**Aim of the Community Emergency Plan** - is to increase resilience within the local community before, during and after emergencies, and to link into the local authorities and emergency services' emergency response structures. This Plan documents how the Parish of Bourton-on-the-Water would respond in an emergency situation e.g. while awaiting the assistance of statutory authorities /emergency services, or in support of them. **It is not the role of the community to take on the responsibilities of these agencies e.g. to save life, to take any risks to themselves or to cope for long hours without agencies' help and support.**

#### **Definition of an emergency**

An emergency/major incident is 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.

#### **Objectives**

- Provide details for key community contacts with whom authorities can liaise with in an emergency
- Identify the risks to the community and relevant response actions
- Identify vulnerable groups and properties in the community
- Identify resources (including local 'Place of Safety policy' – Appendix 1) in the community available to assist during an emergency

### **2. KEY POINTS OF CONTACT FOR THE COMMUNITY**

The following persons will coordinate the community's support to an emergency and be the points of contact for Cotswold District Council/ Emergency Services.

<b>Name</b>	<b>Tel:</b>	<b>Email:</b>	<b>Postal address</b>
1) <b>Parish Council</b> <b>Chairman:</b> Bob Hadley	01451 822061 07904 114152	<a href="mailto:bobhadley6@gmail.com">bobhadley6@gmail.com</a>	Harp End House Moors Lane Bourton on the Water Glos GL54 2HA
2) <b>Parish Council</b> <b>Vice-Chairman:</b> Bryan Sumner	01451 820869 07850 126376	<a href="mailto:bryan@harpfarm.co.uk">bryan@harpfarm.co.uk</a>	Harp Farm Bourton-on-the-Water Glos GL54 2EW
3) <b>Parish Council</b> <b>Clerk:</b> <b>Vanessa Oliveri</b>	01451 820712 (w) 07837 745246 (m) 01451 822271 (h)	<a href="mailto:clerk@bourtononthewaterpc.org.uk">clerk@bourtononthewaterpc.org.uk</a>	The George Moore Community Centre Moore Rd Bourton on the Water Glos GL54 2AZ  Or  78 The Furrows Bourton on the Water Glos GL54 2RN

### **3. POSSIBLE EMERGENCIES AND RISK ASSESSMENT**

Risk assessment of the types of emergencies that would have an impact on our community and how local emergency planning could help.

In all instances, the Key Contacts will liaise and establish the scale and extent of the emergency, consider the Emergency Plan and relevant policies, obtain approval of a budget for costs, and instigate appropriate action.

The Key Contacts will allocate personnel to the roles of Co-Ordinator, Welfare and Out and About, as appropriate, once the nature and scale of the Emergency has been established. The type of tasks that may fall within the respective roles is set out as Appendix 2.

Type of emergency	Potential risks	Actions to address those risks
<b>Extreme weather/ Snow</b>	1. Roads blocked - snow/ice  2. Providing temporary shelter to stranded motorists  3. Power outages	1. <ul style="list-style-type: none"> <li>- Liaise with GCC to request clearance of major roads;</li> <li>- Liaise with local snow plough operator to request clearance of minor roads;</li> <li>- Communicate information via web-site and social media;</li> <li>- Liaise with Hacklings depot re transfer of grit, as necessary;</li> <li>- Arrange to supervise the loan of PC grit/equipment stocks and consider whether gritting is required within the village;</li> <li>- Liaise with Volunteers and allocate tasks;</li> <li>- Contact CDC's Emergency Planning Officer /Emergency Services and request assistance, if necessary eg including activating Place of Safety/Rest Centre in line with the Place of Safety policy</li> </ul> 2. <ul style="list-style-type: none"> <li>- Liaise with GCC Highways to obtain information on extent of blockages and length of time emergency is likely to last;</li> <li>- Liaise with Police and seek assistance;</li> <li>- Deploy Volunteers to liaise with motorists and provide information on route diversions/road clearance, and provide temporary assistance, if required eg refreshments, assistance to families with young children etc;</li> <li>- Communicate information via web-site and social media;</li> <li>- deploy Volunteers to liaise with and transfer motorists;</li> <li>- Contact CDC's Emergency Planning Officer /Emergency Services and request assistance with set up of Place of Safety/Rest Centre, if necessary;</li> </ul> 3. <ul style="list-style-type: none"> <li>- Liaise with power companies to assess likely duration of outage;</li> <li>- Liaise with Emergency Services;</li> <li>- Make arrangements to bring in supplies eg water;</li> <li>- Communicate information via web-site and social media;</li> <li>- Contact CDC's Emergency Planning Officer /Emergency Services and request assistance, if necessary eg including activating a Rest Centre/Place of Safety</li> </ul>

<p><b>Flooding</b></p>	<ol style="list-style-type: none"> <li>1. Homes flooded</li> <li>2. Danger to life</li> <li>3. Danger to livestock</li> <li>4. Power outages</li> <li>5. Providing temporary shelter to residents</li> </ol>	<ol style="list-style-type: none"> <li>1. <ul style="list-style-type: none"> <li>- Contact the Environment Agency to seek guidance on likely duration and extent of flooding</li> <li>- Communicate information via web-site and social media;</li> <li>- Decide what roads require closing and contact the following: <ul style="list-style-type: none"> <li>● Glos Highways (08000 514514): Request road closures to be implemented.</li> <li>● The Police (999/101). In the event that Glos Highways are unable to, or will be delayed, in closing roads the Police will be asked to implement road closures</li> <li>● Community Resources, working under Police instruction. In the event that both Police and Highways authorities are unable to attend, the Council will seek Police authorisation for road closures to be staffed by community resources. The Police will confirm appropriate procedure to be followed in this instance. The road closures will be effected using signage and traffic cones stored at the Community Centre.</li> </ul> </li> <li>- Arrange to supervise checking and the loan of PC flood equipment stocks;</li> <li>- Liaise with Hacklings depot re transfer of sandbags, as necessary</li> <li>- Liaise with Volunteers and allocate tasks, including the identification of those persons in need of assistance;</li> <li>- Contact CDC's Emergency Planning Officer /Emergency Services and request assistance, if necessary eg including activating a Rest Centre/Place of Safety</li> </ul> </li> <li>2. <ul style="list-style-type: none"> <li>- Contact Emergency Services and the Police and seek assistance</li> <li>- Contact Moore Rd Health Centre and seek assistance</li> </ul> </li> <li>3. Contact RSPCA, Bourton Vale Equestrian Centre, and the Police and seek assistance</li> <li>4. <ul style="list-style-type: none"> <li>- Liaise with power companies to assess likely duration of outage;</li> <li>- Liaise with Emergency Services;</li> <li>- Make arrangements to bring in supplies eg water;</li> <li>- Communicate information via web-site and social media;</li> <li>- Contact CDC's Emergency Planning Officer /Emergency Services and request assistance, if necessary eg including activating a Rest Centre/Place of Safety</li> </ul> </li> <li>5. <ul style="list-style-type: none"> <li>- Contact CDC's Emergency Planning Officer /Emergency Services and request assistance, if necessary eg including activating a Rest Centre/Place of Safety</li> </ul> </li> </ol>
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<p><b>General Emergency (eg Major Traffic/Air Accident, chemical/gas leak)</b></p>	<ol style="list-style-type: none"> <li>1. Evacuation of residents/visitors to temporary place of safety</li> <li>2. Clearance/staffing of blocked roads</li> <li>3. Provision of first aid assistance</li> </ol>	<ol style="list-style-type: none"> <li>1. <ul style="list-style-type: none"> <li>- Contact Emergency Services and request assistance;</li> <li>- Contact CDC's Emergency Planning Officer /Emergency Services and request assistance, if necessary eg including activating a Rest Centre/Place of Safety</li> <li>- Assist with transfer of residents/visitors to Place of Safety;</li> <li>- Communicate information via web-site and social media;</li> </ul> </li>   <li>2. <ul style="list-style-type: none"> <li>- Contact Glos Highways/Emergency Services and request assistance;</li> <li>- Contact the Police and arrange for Volunteers to deploy PC equipment and staff road blocks under Police Supervision/advice, if necessary, to provide information to motorists re blockages, including recommended diversions;</li> <li>- Communicate information via web-site and social media posts;</li> </ul> </li>   <li>3. <ul style="list-style-type: none"> <li>- Contact Emergency Services and request assistance;</li> <li>- Contact Cotswold Medical Practice and request assistance;</li> <li>- Consider whether to set up temporary place of safety</li> <li>- Communicate information via web-site and social media;</li> </ul> </li> </ol>
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<b>Health Epidemic or Pandemic</b>	<ol style="list-style-type: none"> <li>1. Ill health</li> <li>2. Isolation</li> <li>3. Social Panic</li> <li>4. Antisocial/Dangerous Public Behaviour</li> <li>5. Mental Health; Dementia: Wandering/Confused; Suicidal / Dependency withdrawal / Domestic Violence; etc</li> <li>6. Homeless</li> <li>7. Deaths</li> <li>8. Livestock / pets / wild animals</li> </ol>	<ol style="list-style-type: none"> <li>1. Follow advice of Public Health England <ul style="list-style-type: none"> <li>- Contact 111 website and if necessary, phone 111/999</li> <li>- Contact Cotswold Medical Practice as necessary</li> </ul> </li> <li>2. Community networking system to be established <ul style="list-style-type: none"> <li>- Within BotW community, including churches, and via social media groups; identify known vulnerable members of community; offer help eg shopping;</li> <li>- Keep public informed by updating electronic messageboards, websites, etc</li> </ul> </li> <li>3. Keep people informed via social media, website and other methods <ul style="list-style-type: none"> <li>- Communicate with supermarkets, fuel stations, banks, post office and similar community resources to discuss measures to calm, eg limiting sales per person, and ensuring supplies for vulnerable</li> </ul> </li> <li>4. Liaise with police if available, and while ensuring safety of volunteers, attempt to move others away to a place of safety while awaiting the assistance of police and/or other emergency services.</li> <li>5. Liaise with existing voluntary sector organisations eg Cotswold Friends, specialist services eg GDAS, police, and any specialist provisions established eg Gloucs HelpHub (GCC)</li> <li>6. Contact relevant services eg Emergency Housing at CDC</li> <li>7. Immediate 999, subsequently Funeral Directors, Church leaders, Possible support to family, friends and community</li> <li>8. Establish an animal care group eg Bourton Vale Equestrian, Vets, Farms, volunteer pet carers and request community donations or loans of equipment, tanks, cages, leads, and food and water.</li> </ol>
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#### **4. ACTIVATION OF THE PLAN**

This plan will be activated when an emergency has occurred or if warnings are received, prior to an anticipated event. It may also be activated when local authorities/emergency services need support or are not able to attend immediately e.g. in severe weather. In this case the nominated Key Contacts for the community (section 2) will put all or part of this plan in to effect as appropriate. **If the plan is activated Cotswold District Council should be made aware please (see section 8 for contact details).**

#### **5. COMMUNITY RESOURCES**

Volunteers have indicated what tasks they may be prepared to carry out if an emergency occurs and what resources they can offer.

Name	Contact	Offer of help/ resources
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Bourton Parish Council: Councillors and staff – see Appendix 3	01451 820712	Ditch clearance equipment Generator Hi-viz jackets Road closure signage Water pumps & hoses Snow blower Emergency box (plastic tub with lid and handles) to contain local maps (detailed and large enough to read easily), torches, pens, pencils, ziplock bags, paper notebooks, “PARISH COUNCIL” lanyard badges for 20 people, 2 small flasks, marker pens, sellotape. Emergency Laptop, Mobile Phone (to be kept available in safe)
Cotswold Trailers	01451 851007	Trailers (50ml hitch)
Volunteer Coordinator: Parish Clerk, Vanessa Oliveri	07837 745246	Mobilisation of Volunteers (Appendix 4)
Ken Hackling, Hackling Depot	01451 820379 (depot) 01451 820599 (depot out of hours) 01451 798031 (home) 07739 255700 (mobile)	Provision of sandbags Snow plough clearance Transfer of PC grit stocks
Moore Rd Health Centre	01451 820242	Medical help
The Cotswold School	01452 820554	Large hall space Sports fields eg helipad
Visitor Information Centre: Contact: Bob Hadley	01451 822061 (Home) 07904 114152 (Mobile) 01451 820211 (Centre)	Accommodation list
Midcounties Co-operative: Adam Quinton, Area Manager Adam Withers, Store Manager	07702 999453 (Mobile) 01926 516000 (Work) 01451 821265 (Store)	Emergency food supplies, toiletries
Leanne Launchbury, Bourton Vale Equestrian Centre	07786 832076 <a href="mailto:bourtonvale@gmail.com">bourtonvale@gmail.com</a>	Emergency Animal Care
<b>Churches</b>		
Church of England Rev Rowena King	<a href="mailto:revrowena@gmail.com">revrowena@gmail.com</a> 01451 821282	Pastoral support
Catholic Church Fr Stephen Lambert	01608 674354 (Home) 07836 384932 (Mobile) <a href="mailto:sulharcomb@aol.com">sulharcomb@aol.com</a>	Pastoral support
Baptist Church Minister Rev Ian Fowler	01451 824225 (church office) 07906 518316 (Mobile)	Pastoral support, Food Bank

***Please note that the information/ contacts in the above list are confidential and should only be held by those persons listed in section 2. A ‘public’ version of this plan can be made available by deleting the above contact list before distribution.***

## **6. LOCAL TEMPORARY PLACE OF SAFETY**

If required District Councils are responsible for setting up a central Rest Centre during an emergency. However, it may be necessary to set up a temporary ‘Place of Safety’ within the community.

Place of Safety (full address)	Contact Name (key holders)	Telephone No.
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The George Moore Community Centre, Moore Road, Bourton on the Water, Glos. GL54 2AZ Tel. 01451 820712	Bob Hadley	01451 822061 (h) 07904 114152 (m)
	Bryan Sumner	01451 820869 (h) 07850 126376 (m)
	Vanessa Oliveri	01451 820712 (w) 07837 745246 (m) 01451 822271 (h)

## **7. LOG**

During an emergency, ideally, a record should be maintained of actions taken by volunteers. Information can be entered at the time, or directly after the emergency. This will be fed back to the Key Contacts and will enable actions to be captured and evaluated.

## 8. COMMUNICATION AND CONTACTS

Contact details for statutory authorities, emergency services can be found below.

Organisation	Telephone	Website
<b>Emergency Services</b>	999	
<b>Police (non emergency)</b> Cirencester Police Station Frontdesk	101 01452 907200	<a href="http://www.gloucestershire.police.uk">www.gloucestershire.police.uk</a>
<b>Cotswold District Council</b> Community Resilience Liaison Officer [DEPLO] – Publica  Karen Rushworth  Claire Hughes	01285 623000 Emergency Out of Hours: 0151 343 2942  (w) 01594 812524 (h) 01594 541705 (m) 07840 244379  (w) 01594 812515 (m) 07930 101657  Emergency Duty Number (Glos) 01594 812444	0900 – 1700 hrs <a href="http://www.cotswold.gov.uk">http://www.cotswold.gov.uk</a>
<b>Gloucestershire County Council</b>	01452 425 000 (Mon-Fri 8.30am-5pm)	<a href="http://www.gloucestershire.gov.uk">www.gloucestershire.gov.uk</a>
<b>GCC Highways Team</b>	08000 514 514 (24hr)	<a href="http://www.gloucestershire.gov.uk/transport">www.gloucestershire.gov.uk/transport</a>
<b>NHS 111 Service</b>	111 (24hr) When medical help required but not 999 emergency	<a href="https://111.nhs.uk/">https://111.nhs.uk/</a>
<b>Environment Agency</b>		
General Enquiries	03708 506 506 (Mon-Fri 8am-6pm)	<a href="http://www.gov.uk/government/organisations/environment-agency">www.gov.uk/government/organisations/environment-agency</a>
Incident Hotline	0800 80 70 60 (24hr)	
Floodline	0345 988 1188 (24hr) Quick dial number for Bourton area is 171071	
<b>Water / Sewerage Companies</b>		
Thames Water	0800 316 9800 (24hr)	<a href="http://www.thameswater.co.uk">www.thameswater.co.uk</a> Interactive map of latest incident info <a href="http://www.thameswater.co.uk/help-and-advice/work-in-your-area">www.thameswater.co.uk/help-and-advice/work-in-your-area</a>
<b>Gas Distributors</b>		
Wales and West Utilities	General Enquiries: 0800 912 2999	<a href="http://www.wvutilities.co.uk">www.wvutilities.co.uk</a>
<b>Electricity Distributors</b>		
Power Cut – any supplier	105	



Western Power Distribution	0800 6783 105 (24hr) or 105	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a> Loss of supply interactive map <a href="http://www.westernpower.co.uk/Power-outages/Power-cuts-in-your-area.aspx">http://www.westernpower.co.uk/Power-outages/Power-cuts-in-your-area.aspx</a>
Scottish and Southern Electricity Network	0800 072 7282 (24hr)	<a href="https://www.ssen.co.uk/home">https://www.ssen.co.uk/home</a> Loss of supply interactive map <a href="https://www.ssen.co.uk/PowerTrack/">https://www.ssen.co.uk/PowerTrack/</a>
<b>Health and Housing</b>		
GRCC (Glos Rural Community Council) <b>Community Wellbeing Service</b>	01452 528491 <a href="mailto:info@grcc.org.uk">info@grcc.org.uk</a>	<a href="http://www.grcc.org.uk/individuals-and-families/community-wellbeing-service">http://www.grcc.org.uk/individuals-and-families/community-wellbeing-service</a>
<b>NHS Glos</b>	0300 421 1500	<a href="http://www.ccglive.glos.nhs.uk">www.ccglive.glos.nhs.uk</a>
<b>Bromford Housing Association</b>	03301 234034	<a href="https://www.bromford.co.uk/contact-us/">https://www.bromford.co.uk/contact-us/</a>
<b>Cottsway Housing Association</b>	01993 890000	<a href="http://www.cottsway.co.uk">www.cottsway.co.uk</a> <a href="mailto:contact@cottsway.co.uk">contact@cottsway.co.uk</a>
<b>Sovereign Housing Association</b>	0800 587 2325	<a href="http://www.sovereign.org.uk">www.sovereign.org.uk</a>
<b>Cotswold Friends</b> Befriending, Shopping, Pharmacy collections, advice, transport	01608 651415 (office)	<a href="http://www.cotswoldfriends.org">www.cotswoldfriends.org</a> <a href="mailto:info@cotswoldfriends.org">info@cotswoldfriends.org</a>
<b>GCC Highways and Public Transport</b>		
Shaun Morris (Stakeholder Manager)	08000 514514 01285 649110	<a href="http://www.gloucestershire.gov.uk/highways">www.gloucestershire.gov.uk/highways</a>
Pulhams & Sons (Coaches) Ltd	01451 820369	<a href="mailto:info@pulhamscoaches.com">info@pulhamscoaches.com</a>

## **9. PLAN REVIEW AND UPDATE**

In order to keep this plan up to date, contact lists will be revised as soon as changes occur. In addition, equipment will be checked and the plan fully reviewed at **least annually** to ensure that it adequately reflects the needs of the community. This plan will be reviewed by the Youth and Wellbeing Committee, and taken to Parish Council.

<b>Date of last full plan review:</b>	<b>12.01.2016</b>	<b>Date of last full contacts review:</b>	<b>12.01.2016</b>
<b>Date of last full plan review:</b>	<b>28.6.2017</b>	<b>Date of last full contacts review:</b>	<b>28.6.2017</b>
<b>Date of last full plan review:</b>	<b>10.10.2018</b>	<b>Date of last full contacts review:</b>	<b>10.10.2018</b>
<b>Date of last full plan review:</b>	<b>03.06.2020</b>	<b>Date of last full contacts review:</b>	<b>03.06.2020</b>

# APPENDIX 1

## PLACE OF SAFETY POLICY

### INTRODUCTION

District Councils are responsible for setting up a central Rest Centre during an emergency. However, it may be necessary to set up a temporary Place of Safety within the community as an option e.g. for visitors or for people evacuated from their homes.

### TRIGGER

The setting up of the Place of Safety will only be implemented following a decision made by the Key Contacts as set out in the Emergency Plan, namely the Chairman and Vice-Chairman of Council at the time, and following notification to all councillors. A budget for costs will be considered and recommended by the Chairman for approval by Council, via e-mail correspondence / telephone contact, if necessary, as soon as possible following the decision to set up the Place of Safety.

### LOCATION

The temporary Place of Safety will be the George Moore Community Centre (unless the nature or location of the emergency prevents this).

### IMPLEMENTATION

The process for preparing and using the place of safety is as follows:

- When the decision to activate has been taken, one of the Key Contacts is allocated to informing and liaising with CDC's Emergency Planning Officer;
- A budget is approved for costs;
- The Council will liaise with the local churches to seek assistance with resources and provisions;
- A key holder is notified to open the Centre and Council office;
- Resources are allocated to the following tasks:
  - cashing cheques to ensure provisions/equipment can be purchased;
  - purchasing/collecting supplies (expenses to be logged and supported by receipts for later processing);
  - staffing the kitchen to provide refreshments;
  - setting up seating accommodation and food stations within the Centre, as required;
  - setting up sleeping accommodation within the Windrush Room, as required;
  - directing people to refreshments, sleeping areas etc;
  - relaying information to the community via the web-site and social media notifying them that a place of safety has been established;
  - displaying signage to direct people to the place of safety;
  - recording those entering and leaving the place of safety, to include name, address, telephone number and any special needs/concerns eg if they want to check up on a relative, have any medical conditions or needs etc;
  - liaising with the emergency services/doctor's surgery in respect of people with medical conditions, and maintain records of action taken in this respect;
- On leaving the place of safety, checking residents once they are back in their homes to ensure they are safe (people will have been informed that this is likely to happen, on arrival at the place of safety). Contact details are kept securely by the Council and are destroyed once contact is no longer needed.

### POST-EMERGENCY

- All costs are reported to Council;
- The Council will review the policy, assess whether amendments are required, and make recommendations for adoption;
- Thank volunteers, staff and agencies.

**APPENDIX 2  
COORDINATOR, WELFARE AND OUT & ABOUT ROLES – SAMPLE TASKS**

<b>COORDINATOR</b>	
<b>BEFORE</b>	<ul style="list-style-type: none"> <li>● Lead development of the Emergency Plan               <ul style="list-style-type: none"> <li>○ Get people involved in its development</li> <li>○ Prioritise emergencies for local area</li> <li>○ Draw together the Emergency Plan</li> <li>○ Let people know about the plan</li> </ul> </li> <li>● Link with Statutory authorities</li> <li>● Arrange for Emergency Plan to be adopted by the Parish/ town Council</li> <li>● Identify training needed and request training</li> <li>● Identify/arrange community preventative measures</li> <li>● Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required</li> </ul>
<b>DURING</b>	<ul style="list-style-type: none"> <li>● Main contact points for authorities to issue warnings</li> <li>● Pass on warnings to the community</li> <li>● Call emergency services 999 and put plan and resources into action</li> <li>● Be at the 'centre' of the community, to monitor the situation and co-ordinate actions</li> <li>● Link with media</li> <li>● Arrange communications within the community (update notice-board etc)</li> <li>● Co-ordinate with the 2 other elements (Out and About and Welfare) and monitor that the work is being done</li> <li>● Communicate with Emergency Services and statutory authorities</li> <li>● Keep logging sheet of incidents, actions and costs</li> </ul>
<b>AFTER</b>	<ul style="list-style-type: none"> <li>● Arrange immediate debrief following the emergency</li> <li>● Arrange any necessary support and counselling with statutory and voluntary agencies</li> <li>● Report back to Parish Council, and Emergency Services/ statutory authorities as relevant</li> <li>● Review the plan in light of the experience</li> <li>● Adjust the Emergency Plan as necessary and publicise/ distribute new versions</li> <li>● Report at least annually to community</li> <li>● Thank volunteers, staff and agencies, and celebrate resilience</li> </ul>

<b>OUT &amp; ABOUT</b>	
<b>BEFORE</b>	<ul style="list-style-type: none"> <li>● Liaise with Coordinating element</li> <li>● Draw up and maintain list of volunteers and resources 'on the ground'</li> <li>● Carry out risk assessments</li> <li>● Organise info to be distributed to volunteers on risk assessment/ safety</li> <li>● List, source (and store) resources in advance of emergency.</li> <li>● Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required</li> <li>● Check their own reporting system to other groups works</li> </ul>
<b>DURING</b>	<ul style="list-style-type: none"> <li>● Assess, prioritise and communicate events on ground to co-ordinators and welfare groups</li> <li>● Monitor and prioritise protection /recovery</li> <li>● Liaise with and inform emergency services about any vulnerable community members.</li> <li>● Support emergency services if and when directed</li> <li>● Support, assist where needed as a priority</li> <li>● Record all activities (photograph, camcorder, log sheet)</li> </ul>

AFTER	<ul style="list-style-type: none"> <li>● Reflection/debrief within the group using records of the emergency.</li> <li>● Draw up lessons learned to feed into the review and adjustment of the Emergency Plan</li> <li>● Care of volunteers – signpost to Wellbeing Group</li> <li>● Remove signage etc</li> <li>● Maintain amenities</li> </ul>
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**WELFARE**

BEFORE	<p>Have knowledge of people who may need help and support in the community          To equip potential community place (s) of safety          Put a system in place for receiving food / drink for the rest centres          In the plan check that people are not be missed out when an emergency occurs</p>
DURING	<p>Contact and reassure members of the community during an emergency          Direct resources/ support to members of the community, as required, via the co-ordination Lead          Communicate the needs of vulnerable people to the emergency services, as required          Co-ordinate and staff a community place of safety if it is required          Maintain records of people attending the place of safety          Support and comfort distressed members of the community at the place of safety          Arrange and provide basic sustenance          Arrange and support sleeping arrangements if necessary          Use logging sheet to keep accurate record of actions taken during the emergency</p>
AFTER	<p>Survey residents after the event to gain feedback and check recovery          Make people aware of health and wellbeing services available to them and how to access them</p>

**APPENDIX 3  
COUNCILLOR AND STAFF CONTACT DETAILS**

**APPENDIX 4  
LOCAL VOLUNTEERS**

Jim Cowen	Tel: 01451 821948 Mobile: 07921 761763 Email: <a href="mailto:jim24337671@btinternet.com">jim24337671@btinternet.com</a>	
Ken & Dale Hackling	01451 820379 (depot) 01451 820599 (depot out of hours) 01451 798031 (home) 07739 255700 (mobile) Email: <a href="mailto:kenh@hacklings.co.uk">kenh@hacklings.co.uk</a>	
Leanne Launchbury, Bourton Vale Equestrian Centre	07786 832076 <a href="mailto:bourtonvale@gmail.com">bourtonvale@gmail.com</a>	Emergency Animal Care

## APPENDIX 5

### Bourton-on-the-Water "Street Volunteer"

**THANK YOU:** You are signing up to take on an important role: to keep our village safe

You are not alone. To support you, please read and follow this guidance.

**To keep you safe:**

1. When out on volunteering duties, tell someone (your "safety buddy") exactly where you are going and when you expect to be back. If you are not back they must call you, and if you don't answer, they must get help, 999 if necessary. Tell your "safety buddy" when you get back home safely!  
<https://www.suzylamplugh.org/Pages/FAQs/Category/personal-safety>
2. Only work with people living at addresses you signed up for. Our system relies on trusted relationships.
3. Practice social distancing at all times. 2 metres away. **Don't enter homes.**
4. Wash hands immediately before you go out and on return. Keep your home virus free.
5. Consider wearing shiny gloves to post items through letterboxes. Sanitize between houses. Don't risk serial spreading of virus. Take care with metal letterboxes where the virus may last longer. Political party canvassers use a wooden spoon to open a letterbox safely: there may be dogs too.
6. If you know the person, phone to ask them to make a bank transfer to you for the cost of shopping:
  - However many, especially older folk don't use online banking and will be quite rightly wary of being scammed, may not want to make you a bank transfer.
  - We recommend you don't take or handle cash, but if you must, don't handle the cash but have it placed into a bag. Ask neighbour to confirm the amount of cash they are giving you. Wash hands or sanitise immediately. At checkout, get a receipt and have that placed directly with the change into the bag. Ideally seal bag: knot, tape or string. Supermarkets are not all accepting cash so consider this possibility. In no circumstance take a person's card and PIN.
7. Wash your hands before shopping, after shopping, before delivering shopping and immediately again after returning home. Deliveries to neighbour: knock on door, put delivery on doorstep. Stand back 2m
8. If you offer anyone a lift in your car, it must be someone you already know. Wipe the door handles before and after use with soap/sanitizer.
9. If you are collecting a prescription medication, please consider asking the person to write a permission note for you. Consider how you will collect that note safely to take to the chemist. Bag it then sanitise? Do they need to give you a medical exemption certificate or money for the prescription item?
10. You may be the first person your neighbour has had social contact with for some time. Keep 2m apart. Talking through an open window is ok but stay 2 metres apart. Don't stand underneath someone talking from an upstairs window. Make time for them. Use your judgement. If you don't think the person is coping well, try to understand what the main cause of that may be, eg loneliness, illness, hunger, worry about a specific. Please make a note of details. Try to find a solution if you can, but remember that you are not in a professional capacity, not a doctor, social worker, debt counsellor etc. **YOU ARE A NEIGHBOUR. A VOLUNTEER.** Not more. Just being there is an important benefit to them. **Respect your neighbour's confidentiality and don't discuss with anyone, except in order to find help.**
11. Discuss your concerns with the organising group contact via Whatsapp or our dedicated email address [Bourtoncovid19help@gmail.com](mailto:Bourtoncovid19help@gmail.com)
12. **IMPORTANT:** Know your "Street Volunteer" buddies. Support each other. Provide cover for each other. **If you have to self isolate, or have a covid-19 test or diagnosis, you must let us know. Email please.**