

# TOCKWITH COMMUNITY RESILIENCE PLAN



**Last Review Date: 20<sup>th</sup> March 2020**

**Key Contact :**

- 1. Norman Waller**  
01423 358588  
07702 058 430
- 2. Keith Pope**  
01423 358603  
07584 326 851



**Distribution**

Copy No	Holder	Remarks
1 – 4	Emergency Committee Members	
5 – 7	Volunteer staff identified at 5.2.1	
8		
9	NYP – Harrogate Outer	
10	NYFRS Harrogate Area Manager	
11	Harrogate Borough Council Emergency Planning	
12	NYCC Emergency Planning	
Electronic Copies	<ul style="list-style-type: none"> <li>- North Yorkshire Police</li> <li>- North Yorkshire Fire and Rescue</li> <li>- Yorkshire Ambulance Service</li> <li>- Environment Agency</li> <li>- Harrogate Borough Council</li> <li>- North Yorkshire County Council</li> </ul>	

**Notes:**

All plan owners listed above will be notified of updated versions of the document and will be forwarded electronic copies.

**ii. Record of Amendments**

It is vital that you review and exercise your emergency plan regularly to ensure that it is up-to-date, fit for purpose, and remains current in the knowledge of your community (especially your Volunteer Community Response Team).

No	Date	Description	Initials
1	14/11/14		nw
2	20/04/16	Updated data	nw
3	06/10/16	Updated data	nw
4	15/11/16	Updated data	nw
5	15/05/17	Updated data	nw
6	03/09/18	Updated data	nw
7	20/03/20	Updated information	nw/kp

Ensure any amendments are recorded here and please notify the Emergency Planning Unit at Harrogate Borough Council immediately of any changes.

**iii. Equalities/Diversity and GDPR**

During the production of this plan due regard has been paid to the different needs of the vulnerable and people with protected characteristics as defined by the Equality Act 2010: Public Sector Equality Duty.” The duty applies to eight protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Harrogate Borough Council is a Data Controller for the purposes of the General Data Protection Regulations 2018. This Act regulates how we obtain, use and retain information about individuals. The information that has been supplied is being collected for the purpose of preparing and amending a community resilience plan to enable the community to cope with emergencies and provide information to the emergency services and others.

By providing this information, you are consenting to us processing and personal information for this purpose. It will only be used for that purpose and will not be kept longer than necessary. It may be shared with other emergency responders for the purpose of preparing, planning and responding to emergencies.

Further information about Data Protection is available on our website [www.harrogate.gov.uk](http://www.harrogate.gov.uk)

## Table of Contents

i.	Distribution.....	2
ii.	Record of Amendments.....	2
iii.	Equalities/Diversity and Data Protection Act 1998.....	2
1.	Introduction.....	5
1.1	Background.....	5
1.2	Aim.....	5
1.3	Objectives.....	5
1.4	Maintenance and Review.....	6
1.5	Exercise and Training.....	6
1.6	Activation.....	6
1.7	Roles and Responsibilities.....	6
1.7.1	Community Response Team.....	6
1.7.2	Tockwith Emergency Committee Chair and Deputy:.....	7
1.7.3	Tockwith Emergency Committee members.....	8
2.	Community Profile.....	9
2.1	Community Profile.....	9
2.2	Infrastructure.....	10
2.2.1	Roads.....	10
2.4	Neighbouring Parishes.....	11
3.	Community Vulnerabilities (Risk Assessment).....	11
3.1	North Yorkshire Community Risk Register.....	11
3.2	Local Hazards.....	12
3.3	Severe Weather.....	13
3.4	Flooding.....	13
3.4.1	National Flood Warning Service.....	13
3.5	Vulnerable Places.....	14
3.5.1	Schools.....	14
3.5.2	Residential and Respite Care Homes (including sheltered living accommodation).....	14
3.6	Vulnerable People.....	15
3.6.1	Vulnerable People Engagement Matrix.....	15
4.	Communications.....	16
	Information Boards.....	16
4.1	Mobile Networks coverage within the Community.....	17

PROTECT

TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

4.2	Mobile Phones and Landlines .....	17
4.3	Local Radio .....	18
4.4	Community Amateur Radio.....	18
4.5	Citizen Band (CB) Radio .....	19
4.6	Two-way Radios .....	19
4.7	Call Pyramid .....	19
5.	Resources.....	20
5.1	Local Resources.....	20
5.2	Local Skills.....	20
5.3	Emergency Box (Battlebox .....	22
5.4	Welfare Centres and Rest Centres.....	22
5.4.1	Welfare and Rest Centre Locations .....	23
5.4.2	Welfare and Rest Centre Resources .....	24
6.	Response Arrangements .....	25
6.1	Activation Flow Chart.....	25
6.2	Initial Actions Check List .....	26
6.3	First Meeting Agenda.....	28
6.4	Evacuation Support.....	29
6.5	Opening a Welfare (Rest) Centre .....	30
6.6	Welfare Centre Registration Form.....	31
6.7	Flood Planning Support Matrix.....	32
6.8	Loss of Utilities.....	33
6.9	Incident Log Sheet .....	34
7	Contact Details .....	35
7.1	Emergency Committee Contacts .....	35
7.2	Emergency Services.....	36
7.3	Local Authorities and Government Departments .....	36
7.4	Utilities Companies .....	37
7.5	Voluntary Organisations .....	37
7.6	Religious Leaders.....	38

## 1. Introduction

### 1.1 Background

During a widespread or extensive emergency, the Emergency Services and Local Authorities may not be able to respond immediately and may have to prioritise according to need. The North Yorkshire Local Resilience Forum are keen to encourage local communities to develop resilience, by creating their own Community Resilience Plan, enabling them to begin a response to the emergency until other resources can be allocated to support them.

During this time, individuals and communities may need to rely on their own resources to ensure they are able to cope with the consequences of an emergency. Many communities already help one another in times of need, but previous experience has shown that those who have spent time planning and preparing for this are better able to cope, and recover more quickly. The value of planning at the community level cannot be under-estimated.

It is not about creating or identifying a whole new community network or a one-off response to or recovery from an incident, but rather an ongoing process of using and enhancing existing relationships to better improve the emergency preparedness of an area.

This plan encourages your community to identify and appreciate the potential risks that could affect your local area, and in doing so it should help you consider how you could act to reduce those risks and what actions you could take during an emergency.

Having plans in place will enable your community to take prompt independent action in emergencies and experience has proven that having such plans can dramatically reduce the scale of the damage sustained in an emergency as well as facilitating a more rapid restoration to normality.

## **This is your plan, to protect your community!**

### 1.2 Aim

The aim of this plan is to allow Communities to develop procedures and processes in order to allow the use of local resources and expertise to help them in an emergency, in a way that complements the response of the emergency services.

### 1.3 Objectives

The following objectives have been identified and will be addressed in order to support the aim of the plan:

- The identification of local risks, resources and vulnerable groups
- The Identification and utilization of local resources to help in the response by providing support to emergency services
- Helping those that are vulnerable, by providing shelter, care, support, information or practical help
- Establishment of an Emergency Committee to provide a point of contact for emergency responders and the community and to determine priorities
- Maintaining communications within the community and with the Borough Council
- Managing the response of local voluntary organisations
- Represent the community
- Assisting with community recovery

#### **1.4 Maintenance and Review**

This Plan is owned by Tockwith Emergency Committee and is maintained on their behalf with the support of the Harrogate Borough Council Emergency Planning Unit. It is the responsibility of all members of the Emergency Committee to ensure that they are familiar with the plan and that they maintain accurate contact details.

This plan should be subject to continuous review and revision, as well as formal annual reviews. The plan should be reviewed after:

- As a result from lessons identified after invocation due to a real incident
- Any major changes to the emergency committee structure
- As a result of lessons identified from exercising or training

#### **1.5 Exercise and Training**

This plan will be exercised (using discussion, table-top or live formats) to varying degrees throughout the year. The objectives of exercising will be to:

- Validate plans
- Test procedures and systems
- Identify training needs

All observations from training will be reviewed and where appropriate any changes to plans will be implemented.

#### **1.6 Activation**

This community plan will be activated by the Tockwith Emergency Committee on the advice of the Emergency Services, the Harrogate Borough Council Duty Emergency Planning Officer or by any member of Tockwith Emergency Committee. Where the decision to implement the plan has been taken by Tockwith Emergency Committee, then the Borough Council should be advised that the plan has been activated. An activation Flowchart can be found within the Response arrangements of this Plan at 6.1.

Set out below are the triggers which will cause the activation of your Community Resilience Scheme.

- At the request of the emergency services or Borough Council
- At the request of a member of the Tockwith Emergency Committee
- When any event/Incident has or has the potential to have an impact across the community
  - Severe Flood Warning Issued (trigger through HBC Multi Agency Flood Plan)
  - Severe weather alert
  - Major Accident or event

#### **1.7 Roles and Responsibilities**

##### **1.7.1 Community Response Team**

The Tockwith Emergency Committee coordinate the community's response to ensure that any contingency arrangements are actioned, vulnerable people are cared for, liaison is established with the emergency services and Borough council and to promote self-help to householders. They are also responsible for keeping the plan up to date.

**Tockwith Emergency Committee Members / Community Response Team**

<b>Plan No</b>	<b>Name</b>	<b>Role</b>
1	Norman Waller	Lead
2	Keith Pope	Deputy
3	Joy Richardson	Secretary
4	Angela Jenkins	
5	Bob Cooling	
6	Fiona Steed	
7	Susan Corbett	
8	Stuart McHenery	
9	Arnold Warneken	
10	Jim Tinsley	
11	Tim Mallett	
12	Sarah McBride	
13	Fiona Ross	
14		

**1.7.2 The Emergency Committee Chair and Deputy:**

- Ensure that the plan is regularly reviewed and updated.
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point for the Borough Council and ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to the community.
- Activate resources as required.

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

### **1.7.3 Emergency Committee members:**

The emergency committee members should:

- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that communications are maintained within the community and Borough Council.
- Ensure that Confidentiality is maintained where necessary.
- Maintain an incident log in the event of an emergency.
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required.
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence.
- Responsible for activating the scheme either in part or fully.
- Ensure that you have a deputy to carry out duties in your absence.
- Ensure this scheme and any associated documentation is maintained.
- Ensure any community resources are logged and records maintained.

The Deputy and other team members should support the Co-ordinator in carrying out their role.

Those who have volunteered should understand their roles and responsibilities.

These individuals should have good local knowledge and contacts, and have expressed a willingness to activate this Community Response Scheme at short notice in the event of an incident occurring.



## 2. Community Profile

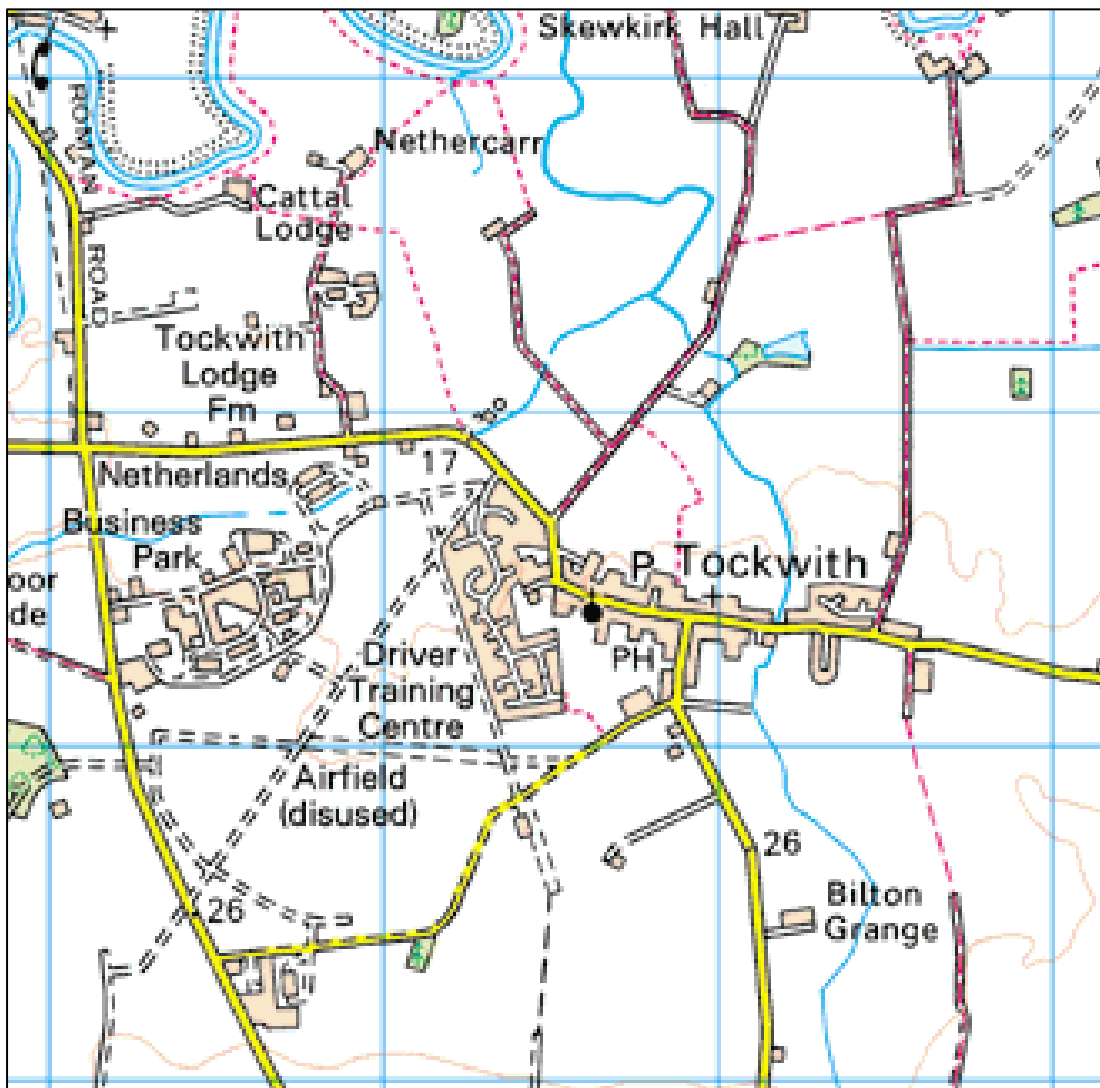
### 2.1 Community Profile

Area covered by this Scheme:- Parish name: Tockwith with Wilstrop

Mapping:

1:50,000 OS Landranger Map, Series Number 105 York & Selby

1:25,000 OS Explorer Series Number 289 Leeds



## Tockwith

Tockwith is situated 9 miles west of York and 5 miles north-east of Wetherby. The village is approached through relatively flat farmlands from the west along Fleet Lane, with the church clearly visible. The village has grown significantly since the war, with several large developments on its boundaries. There are two public houses in the heart of the village, the *Boot and Shoe* and the *Spotted Ox*. There is a large Business park to the west of the village providing local employment to many. The population is likely increase significantly in the next few years with a further 300 houses set to be built taking the population over 2500.

Resident Population:-	1900	<i>Total:</i>
Maximum Tourist Population:-	negligible	

## 2.2 Infrastructure

### 2.2.1 Roads

The key routes for accessing the community are:

Roads – There are no classified roads in the village. The main road through the village leads to Long Marston to the east and Cowthorpe and A168 to the west. The western end of the parish is bordered by the old Roman Road of Rudgate which leads to the small market town of Boroughbridge.

### 2.3 Rivers and Becks

The northern end of the Parish is bordered by the River Nidd approximately 1.25 miles away. There are two feeder becks in the village which lead to the River Nidd. Sike Beck and Fleet Beck

### 2.4 Utilities

BT Exchange – Cattal Moor Lane adjacent to Tockwith and District Show Field  
Yorkshire Water Sewage Treatment Work Fleet Lane

## 2.5 Neighbouring Parishes

Listed below are the contact details of neighbouring communities that may be able to provide help and assistance during an emergency:

<b>Parish</b>	<b>Contact person</b>	<b>Address</b>	<b>Phone/Email</b>
Hunsingore and Cattal	Sue Bramley	Corner House Cattal YO26 8DX	01423 358453 Suebramley1@gmail.com
Bilton with Bickerton	Trevor Grant	Stonecroft Tom Cat Lane Bickerton LS22 5ES	01423 359961 <a href="mailto:biltonandbickertonpc@hotmail.co.uk">biltonandbickertonpc@hotmail.co.uk</a>
Long Marston	Dot Rice	198 Prince Rupert Drive Tockwith	<a href="mailto:clerklmpc@outlook.com">clerklmpc@outlook.com</a> 07908212753
North Deighton	Rosie Richardson	Holly Cottage The Green North Deighton	<a href="mailto:Rosie_porto@hotmail.com">Rosie_porto@hotmail.com</a>
Kirk Hammerton	Amanda Kennerley	21 Abbots Way Knaresborough	<a href="mailto:Amanda.khpc@gmail.com">Amanda.khpc@gmail.com</a> 0778 648 2313 01423 862893

## 2 Community Vulnerabilities (Risk Assessment)

### 2.4 North Yorkshire Community Risk Register

The hazards described in the North Yorkshire Community Risk Register are worst case scenarios. The assessments relate to the risk occurring over a five year period. The risk assessments included in the register only cover non-malicious events (i.e. hazards) rather than threats (i.e. terrorist incidents). This does not mean that we are not considering threats within our risk assessment work. The current risk register can be viewed at: <http://www.emergencynorthyorks.gov.uk/>

### 3.2 Local Hazards

Recorded below are various known/potential hazards and threats which could affect your geological area. - eg main roads, severe weather- snow etc, rail lines, aircraft, power plants.

Hazard	Comments	Remarks
Electrical power supply	Can be subject to power surges during thunderstorms	
Major accident / incident Marston Business Park Rudgate Business Park Moorside Business Park Connections Southfield Lane Minster Hag (to be developed)	Industrial premises	Incident could potentially close Rudgate Lane.
Aircraft flight path	Flight path for RAF Linton on Ouse	
Agricultural incident: foot and mouth, blue tongue, bird flu		National and Local arrangements for any outbreaks
Pandemic	Risk is still high on the national and regional risk registers	Multi agency plan (HBC NYCC) developed at Regional level
Severe weather / Climate: flooding, winds, snow / cold, heat, earthquake etc.		
'Industrial' action which impacts critical services		National plans have been developed
Bomb/terrorist threat	No high risk sites have been identified within the Parish	

### 3.3 Severe Weather

The National Severe Weather Warning Service warns the community by providing warnings of severe or hazardous weather which could cause problems, ranging from widespread disruption of communications to conditions resulting in transport difficulties or threatening lives. Types of hazards include:

- Severe Gales
- Heavy rain
- Heavy Snow and icy roads
- Thunderstorms and Lightning
- Heat and Sun
- Dense Fog

The Severe weather warnings for Yorkshire and Humberside can be found at:

[http://www.metoffice.gov.uk/weather/uk/yh/yh\\_forecast\\_warnings.html](http://www.metoffice.gov.uk/weather/uk/yh/yh_forecast_warnings.html)  
<http://www.metoffice.gov.uk/weather/uk/>

### 3.4 Flooding

The following areas are at risk from surface water flooding.

Location (Street/Road/Estate)	Postcode or Grid Reference	Properties Affected
Marston Road	YO26 7PR	95-105 *resolved 2016
Marston Road (near Sike Beck)	YO26 7PR	44,46 49

#### 3.4.1 National Flood Warning Service

The Environment Agency provides a flood warning service throughout England and Wales in areas at risk of flooding from rivers or the sea. In some parts of England we also provide a flood warning service for flooding from groundwater.

Using the latest available technology, our they monitor rainfall, river levels and sea conditions 24 hours a day and use this information to forecast the

	<b>Severe Flood Warning</b> Severe flooding. Danger to life.
	<b>Flood Warning</b> Flooding is expected. Immediate action required
	<b>Flood Alert</b> Flooding is possible. Be prepared.

PROTECT  
TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

possibility of flooding. If flooding is forecast, they issue warnings using a set of three different warning types.

These warning are passed to residents within affected areas as well as the emergency services and the local authority. The 3 different warning types are as shown above.

### 3.5 Vulnerable Places

#### 3.5.1 Schools

Establishment	Address	Contact No(s).
Tockwith C of E Primary School	Southfield Lane Tockwith York North Yorkshire YO26 7RP	Mr Justin Reeve (Head teacher) 01423 358375

#### 3.5.2 Residential and Respite Care Homes (including sheltered living accommodation)

Establishment	Address	Contact No(s).	Remarks
None			

### 3.6 Vulnerable People

There are a number of groups of people who, in a crisis, should be considered as potentially vulnerable, they include:

- People with mobility limitations, both young and old.
- Disabled people (including physical disability and learning disability).
- Blind and partially sighted people.
- Parents who are on their own with children under 12.
- Anyone in charge of a group of children when the incident happens e.g. playgroup staff, Guide and Scout leaders.
- Newcomers to the parish who may not know all its facilities.
- Hearing impaired people. It should also be noted that people who are deaf or hard of hearing may not be aware of broadcast alerts, and may need a personal visit to ensure they know of any risks to which the community is being alerted.

For data protection reasons, we have elected not to include this data here. Vulnerable peoples information can be found attached to this plan (Appendix 2) including priority for assistance on a scale of 1-3.

- 1= Must contact, (visit if it is safe to do so)
- 2= Should contact, (or visit if safe to do so)
- 3= Contact if time allows

Information for those who need special help in an emergency may also be sought from: the following organisations:

#### 3.6.1 Vulnerable People Engagement Matrix

Name	Address	Contact No.
NYCC Adult Social Care (Those with care plans)	Working Hours: NYCC	<b>0845 034 9410</b>
	Out of Hours: Emergency Duty Team	<b>0845 034 9417</b>
Age UK	See Contact Directory	01609 771624
Neighbourhood Watch	Through North Yorkshire Police	101
Community First Responders	Through Yorkshire Ambulance Service	0845 120 3155

Certain incidents/emergencies may give rise to the need for providing the community with both shelter and food, or people may be made temporarily homeless.

### 3 Communications

During an emergency the local community may need to set up improvised communication links within the local area. The following means of communications currently exist within Tockwith :

Method	Location	Responsible Contact	Additional Information
Information Boards (including location)	Westfield Road Marston Road Village Hall	Parish Clerk  07929 372352	
Community Organisation Meeting	Village Hall Church – Westfield Road Tockwith Residents Association?  Community Hub	Fiona Steed  Sarah McBride Peter Pozman  Tim Mallett	01423 358808  01423 359152 07854 313112  07932 626896
Community Magazine / Directory	Village and Parish News	Norman Waller  01423 358588  nr.waller@btinternet.com	
Cascade telephone system	currently 14 members so all to be contacted		
Email / Website	<a href="http://www.tockwith.gov.uk">www.tockwith.gov.uk</a>		
School(s) Tockwith C of E Primary Academy	Southfield Lane Tockwith York North Yorkshire YO26 7RP	Justin Reeve (Head teacher)	01423 358375



#### 4.1 Mobile Networks coverage within the Community

Listed below are the various mobile telephone networks which are available within your community, (this is especially useful for the emergency services):

Network	Coverage (Good, Average, Poor)
<b>Orange</b>	<b>Excellent</b>
<b>Virgin</b>	<b>Good</b>
<b>Vodafone</b>	<b>Good</b>
<b>02</b>	<b>Good</b>
<b>3</b>	<b>Moderate</b>
<b>T Mobile</b>	<b>Good</b>

#### 4.2 Mobile Phones and Landlines

Below is a list of additional phone links and persons who are prepared to use their mobile phones during an emergency; if possible try to ensure that more than one network is available.

Name	Network	Contact details
Phone Box	BT	01423 358688
Village Hall WiFi	BT and Broadband	Fiona Steed 01423 358808 Margaret Dalglish 01423 358626

### 4.3 Local Radio

The local radio and television will communicate relevant public advice, severe weather warnings, emergency telephone numbers and other emergency information so it is important to TUNE IN! In the event of a power cut a windup/battery operated or car radio could be used to monitor broadcasts. Messages can be passed to the Radio stations through the Duty Emergency Planning Officer.

Station	Frequency	
	FM	AM
BBC Radio York 01904 641641	103.7/104.3/95.5	
Stray FM 01423 520972	97.2	
Vale Radio 01904 765900	97.5	<a href="mailto:studio@thevaleonline.com">studio@thevaleonline.com</a> <a href="mailto:news@thevaleonline.com">news@thevaleonline.com</a>
TempoFM Radio Wetherby	107.4	Tempo1074@yahoo.co.uk
BBC Radio Leeds 0845 3033333	92.4/95.3	

### 4.4 Community Amateur Radio

Radio Amateurs possess equipment that has a longer range than CB Radio. They may be knowledgeable and resourceful people and could be of great assistance in setting up a local or area communications network. Their details are recorded in the box below:

<p><b>Name: Raynet: Radio Amateurs Emergency Network Zone 2 – Yorkshire &amp; Humberside</b></p> <p><b>Contact via: Mike Higlett G6WTM, Controller Nidderdale RAYNET Group.</b></p> <p><b>24 hour emergency contact: 0141 621 2121 (NB: check website for local contact details first)</b></p> <p><a href="http://www.raynet-uk.net">www.raynet-uk.net</a></p>
--

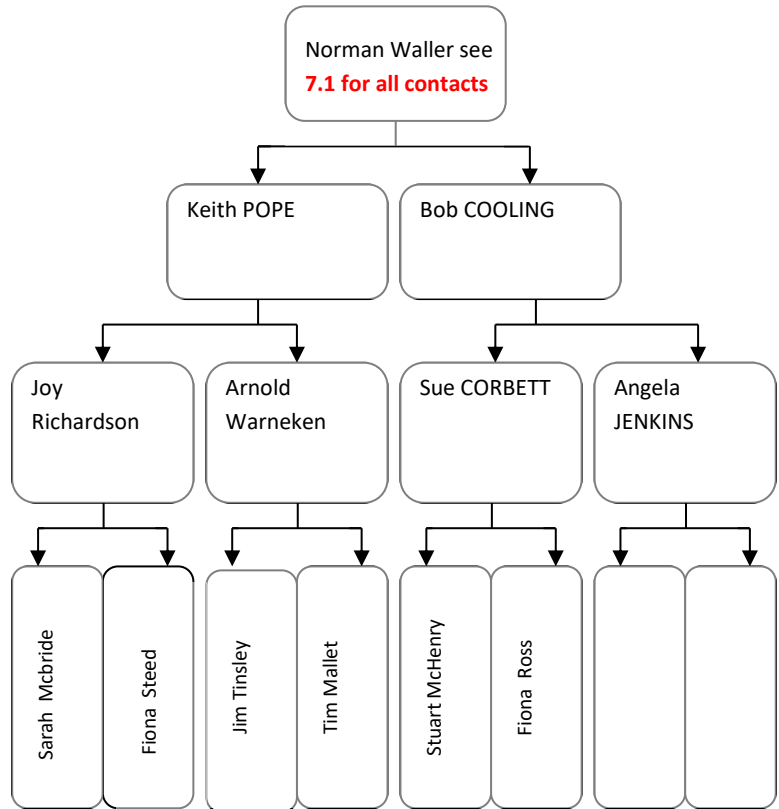
**4.5 Citizen Band (CB) Radio**

There may be a number of CB Radios available within the community which can use short distance radio communications to form a localised communications network.

**4.6 Two-way Radios**

Many organisations use hand-held and vehicle borne radios while conducting their business. It may be possible to use such radios to pass messages for onward transmission by the base station to the local authority. Examples of such organisations include:

- :
  - Taxi Firms
  - Local Authorities



**4.7 Call Pyramid**

A Contact Pyramid establishes a quick and efficient method to coordinate communications and easily spread information amongst your community, especially your Volunteer Community Response Team.

The pyramid works by the person at the top of the pyramid, usually the Lead/Deputy Community Coordinator, contacting the next two people directly down the pyramid, and so on, until every person in the pyramid has been contacted.

Where an individual cannot be contacted it is essential that this is noted (so that you can try again later) and the next two people below the failed link are contacted as a back up to ensure the cascading contact pyramid continues.

## Resources

### 5.1 Local Resources

Set out below is a list of equipment and resources which may be utilised during an emergency. Some of the equipment may require specialist skills/training and the use of appropriate safety equipment- these requirements are set out in the 'conditions of use' column.

Equipment/Resource	Location	Contact	Condition of use
Cutting Equipment	Wetherby		
Power Saws			
Winches			
Building Tools			
Nails	Backhouse Hunsingore Spruce and Hawe		
Timber / Metalwork			
Building materials	Marston Wetherby		
Small generators	Marston Business Park?		
Petrol/fuel	Bickerton Wetherby Skipbridge		
Solid fuel	Walton	Coopers	
Gas cylinders	Tockwith Caravans	Bob Frenndt	
Temporary lighting	Stage One?		
Transport	Tockwith	Revis Transport	

### 5.2 Local Skills

These are individuals who are willing to volunteer their specialist knowledge or practical skills and time during an emergency.

It is extremely important that volunteers understand that during an incident they should:-

- not endanger themselves or others;
- assess the risk prior to any activity they undertake;
- ensure their contact details are kept up-to-date;
- be prepared to act quickly;

**5.2.1 Local Skills Register**

For data protection reasons, we have elected not to include this data here. Volunteers information can be found attached to this plan **Appendix 1** including contact information.

<b>Name</b>	<b>Skill(s)</b>	<b>Address</b>	<b>Contact Details (phone/email)</b>
<b>See attached list Appendix 1</b>			

### 5.3 Emergency Box (Battlebox)

Communities may wish to consider preparing and maintaining an Emergency Box. It is important that the box be kept in a secure building that could be accessed by an appropriate community member during an incident.

Set out below is the location and contents of your communities Emergency Box:

Location	
Address:	Contact Information
Tockwith Village Hall	<p>Norman Waller 01423 358588 07702 058430</p>

Contents	
Items	Checklist (tick)
Copy of this Community Resilience Scheme	√
First Aid Kit	√
Maps of the Area	√
Incident Log Sheets (Template Sheets6.9)	√
Copies of Standard Welfare Centre forms (e.g. Registration Forms 6.6)	
Stationery	√
Torch (Wind up/Battery powered)	√
Radio (Wind up/Battery powered)	
Spare Batteries	√
Candles and Matches	
Latest copy of the Yellow Pages and/or Thomson Local	√
Other: Current electoral list	√

**High viz jackets and shovels stored with battle box.**

### 5.4 Welfare Centres and Rest Centres

You are providing a service which will reduce the distress of people removed from their normal environment because of serious danger.

*Note:* Depending upon the nature of the emergency evacuees may be transported to an alternative longer-term site, or found alternative accommodation for the initial duration of the emergency.

PROTECT

TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

- **Remember** that Evacuees may be tired, wet, distressed, sick, hungry or in shock and this may cause them to display abnormal behaviour, eg be aggressive.
- **Identify quickly anyone having special needs** and see to those immediately; medical welfare, disability, age, nursing mothers- anyone needing any form of additional assistance for any reason.
- **Be alert** for symptoms of delayed shock or severe stress.
- **Keep everyone informed** frequently and regularly of what is happening with non-confidential, approved information.
- **Treat everyone** as an individual, having different rights, attitudes and needs.
- **Keep Evacuees occupied** by assisting with: special needs, tidying up, serving refreshments, walking e.g. fire watch etc.
- Ensure staff remain friendly, attentive and compassionate.

**Under no circumstances should you put yourself or others at risk!**

**5.4.1 Welfare and Rest Centre Locations**

Listed below are the details of certain community assets that could be used as a Welfare Centre or Rest Centre. Rest Centres will on the whole be administered by the Major Incident Response Team.

Community Asset	Address	Grid ref.	Contact Details
Village Hall	Marston Road		Fiona Steed 01423 358808 Margaret Dalglish 01423 358626
Primary School	Southfield Lane		Justin Reeve 01423 358375
Pub	Spotted ox Westfield Road  Boot and Shoe Marston Road		Ian Robinson 01423 358387  Mr David Harper 01423 358232
Sports Hall With car park	Kirk Lane		Mike Corbett 01423 359254

PROTECT  
TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

tockwith Hub	Local outreach		Tim Mallett 07932 626896
Church	Westfield Road		Deryck Wilson 01423 358364  Sarah McBride 01423 359152
tockwith and District Showfield Open Space 24 acres	Cattal Moor Road (outskirts of village)		Norman Waller 07702 058430
tockwith Community Field south of Sports Field – open grassed area	tockwith Lane		Keith Pope 01423 358603

**5.4.2 Welfare and Rest Centre Resources**

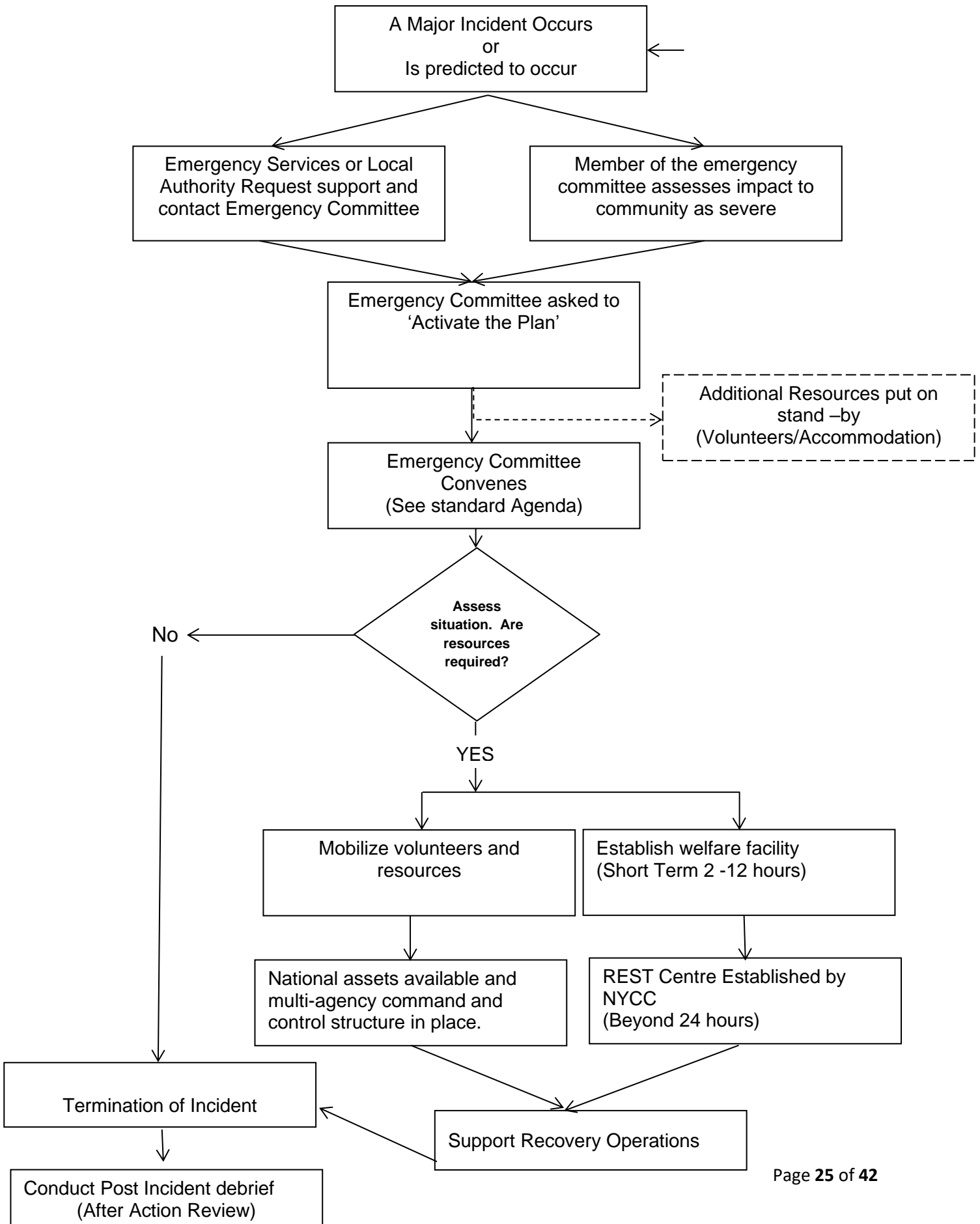
Details of the resources available at each Welfare/Rest centre can be found in the Welfare Centre Plan. **(Copy Held within Battle Box)**

FACILITIES
<b>ESTIMATED CAPACITY:</b>
<b>TYPE OF HEATING:</b>
<b>COOKING:</b> Domestic cooker?
<b>TOILET:</b> Male/female and disabled?
<b>WASHING:</b> Dishwasher?
<b>PARKING:</b> How many?



## 6. Response Arrangements

### 6.1 Activation Flow Chart



**6.2 Initial Actions Check List**

On receipt of information that may require your Community Resilience Scheme to be activated- **DO NOT PANIC**, and **DO NOT OVERREACT**. Take time to fully assess the situation and how you are going to proceed.

**If there is any potential risk to life then '999' emergency services must be called.  
If not then call the police on 101.**

**Under no circumstances should you put yourself or others at risk!**

No	Suggested Considerations	Checklist (Tick)	Remarks/Action Take
<b>INITIAL APPRAISAL OF THE SITUATION</b>			
1	Assess the situation. Do you need to assemble the Emergency Committee Where will your EC arrange to meet?		
2	Do you need to initiate the Contact Pyramid? See		
<b>COMMUNITY RESILIENCE TEAM</b>			
3	Consider what action the EC may need to take.		
4	Do you need to activate your Emergency Plan?		
5	Consider allocating jobs/roles within the EC members or other local volunteer organisations		
6	Is the incident large-scale and do you need to escalate to the emergency services? Do you need to establish a rota system for EC?		
7	Agree action plan, and inform and agree this with police, Local Authority and other agencies if they are present.		
8	Keep an eye on the incident's development and be flexible and adapt to changing circumstances.		
<b>INFORM AND LIAISE</b>			
9	Inform and liaise with:- <ul style="list-style-type: none"> <li><input type="checkbox"/> Emergency Services;</li> <li><input type="checkbox"/> Local Authority;</li> <li><input type="checkbox"/> Environment Agency; etc...</li> </ul> as to what actions may be being taken by them, how you may assist and obtain any advice they can provide. Some useful contact numbers are at Section 7 of the plan		

PROTECT  
TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

10	Can neighbouring parishes assist?		
11	Consider creating frequent reciprocal updates with liaising organisations.		
<b>LOG BOOK</b>			
12	Start a log book to record: <ul style="list-style-type: none"> <li><input type="checkbox"/> Any decisions you make;</li> <li><input type="checkbox"/> Actions taken;</li> <li><input type="checkbox"/> Messages- who you speak to and what was discussed.</li> </ul> See Incident Log Template		
<b>ACTIONS AND RESOURCES</b>			
13	Consider what actions you may be able to take to mitigate the incident- eg sandbagging, opening assessment centre (p17), using roadblocks etc.		
14	Consider what resources may be of use and where to acquire them?		
15	Consider contacting other community members who can help or need to be alerted: <ul style="list-style-type: none"> <li><input type="checkbox"/> Volunteers/Skilled people</li> <li><input type="checkbox"/> Key holders</li> </ul>		
16	Is there anything you can do to help the Vulnerable Establishments and People in the affected area?		
<b>WELFARE CENTRE</b>			
17	Consider what preparations would be required to open an Welfare Centre.		
18	Would opening an Welfare Centre be worthwhile/required?		
19	If you decide to open Welfare Centre, look at helpful checklist/guidance.		

**IMPORTANT NOTES:-**

- Ensure that you regularly update the community with non-confidential, approved information.**
- If you have to travel or go anywhere always ensure someone knows where you are going, approximately how long you will be away, and have a contact number by which they can contact you.**
- Do not put yourself or others at risk.**
- If Emergency Services are on site- work with them – do not obstruct them.**

### 6.3 First Meeting Agenda

Ser	Item	Remarks
1	Welcome and Introductions	Is anyone missing do we need to invite any other interested parties
2	Why we have been activated	One sentence as to why we have been activated
3	What has happened	<b>SITUATION REPORT</b> When: Where: What has happened What Outcome:
4	What have we been asked to do?	
5	What do we need to do	Brief inventory of what we still have. Where resources have been lost / damaged, what is required in order to continue and/or recover key functions
6	Who will do it?	Identify appropriate and skilled volunteers or volunteer groups to assists.
7	Who else needs to know?	Do we need to communicate to residents if so what message what means and who will lead
8	What Liaison needs to be established	Has liaison / communication been established with (if appropriate)? <ul style="list-style-type: none"> <li>• Emergency Services</li> <li>• Residents</li> <li>• Local Businesses</li> </ul>
9	THE WAY FORWARD	Recap on actions required and any areas that still need to be addressed
10	TIMES OF FUTURE MEETINGS	- Briefing meeting in 2017 to highlight plan and talk through documents

#### 6.4 Evacuation Support

In the event that an evacuation of properties within the area is called then the Emergency Committee may be approached for assistance with the evacuation. This may be in the form of advice with 'Local Knowledge', with the cascade of information to residents and other voluntary organisations or with the staffing and running of a Welfare Centre.

No	Action/Consideration	Checked	Remarks
1	Request received for assistance with evacuation of an area within Parish name		
2	Activate the Emergency Committee		
3	Place additional resources on stand-by (Volunteers and voluntary groups)		
4	Establish Liaison with Harrogate Borough Council Duty Emergency Planning Officer		
5	Confirm area that is to be evacuated and confirm: - Numbers being evacuated - Expected time scale of evacuation - Any special requirements - The Point of Contact		
6	Review Vulnerable sites and persons within evacuation area and advise accordingly		
7	Activate Welfare Centre if required		
8	If prolonged displacement of residents, expect Rest Centre to be activated.		
9	Prepare to handover and support the MIRT team with the REST Centre		
10	Advise emergency responders on additional resources available within the local area.		

**6.5 Opening a Welfare (Rest) Centre**

No	Suggested Considerations	Checklist (Tick)	Remarks/Action Take
<b>INITIAL CONSIDERATIONS</b>			
1	Collect Emergency Box if not located at the centre.		Located in village hall
2	Open logbook to record events, actions and decisions, engage a note-taker if possible.		
3	Nominate who is going to take charge of the Welfare Centre.		
4	Consider the resources needed to manage the number of potential people/evacuees.		
5	Inspect the building to ensure it is still fit for purpose. Eg check power, heating, structure etc. <b><i>If it is not fit for purpose, consider alternative accommodation!</i></b>		
6	Establish contact with Police/ Local Authority as necessary.		
<b>SET-UP CENTRE</b>			
7	Use this plan and the Emergency Box contents to organise the internal layout.		
8	Brief staff, and establish regular briefings.		
9	Ensure all staff have on means of identification (eg tabard and ID badge)		
10	Allocate staff specific roles/ areas of responsibility.		
11	Designate a supervisor for each area.		
12	Organise shift working as soon as possible. The busiest areas will need shorter shifts.		
13	Ensure all staff and volunteers get proper breaks, rest and refreshment away from the main areas.		
<b>RUNNING A WELFARE CENTRE</b>			
14	Ensure everyone entering the location is registered. Name, age, gender, home address, place from which evacuated (if different), and destination (if known). (See also Emergency Box)		
15	Ensure Evacuees are taken inside immediately, are able to sit down and have a (hot) drink.		
16	Do not try to register people who have more obvious and urgent needs. People are more important than administrative procedures.		
17	Do not hold on to evacuees longer than absolutely necessary. If they have somewhere to go (relatives or friends), discharge them as quickly as possible, assisting them with transport if necessary.		
18	Do not allow children or pets to run riot. Quickly allocate closely supervised entertainment areas for children, and separate accommodation for pets.		

6.6 Welfare Centre Registration Form

**STANDARD REGISTRATION FORM**

<p>It is important this form is used. It helps trace missing people, and also proves to insurance companies that an evacuee has had to use this centre in a future claim for damage to their property.</p>	<p><u>REST CENTRE</u> .....</p>
	<p>DATE .....</p>

Reg. No.	Name	DoB	Home Address & Previous Rest Centre if any	Next Destination & Contact No	Time In and Out

PLEASE USE BLOCK CAPITALS

PROTECT

TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

**6.7 Flood Planning Support Matrix**

No	Trigger	Action	Checklist
1	<b>Flood Alert</b>	Assess the situation. Do you need to assemble an Emergency Committee? Be prepared to act on your plan. Prepare a flood kit of essential items Monitor local water levels and latest weather forecasts	
2	<b>Flood Warning</b>	Move family, pets and valuables to a safe place Turn off gas, electricity and water if it is safe to do so	
3	<b>Prepare your property for flooding</b>	There are lots of things you can do to prepare your home or business premises, so that if flooding happens the damage it causes is less extensive and less costly.	
4	<b>Inform and liaise</b>	<ul style="list-style-type: none"> <li>• Emergency Services;</li> <li>• Local Authority;</li> <li>• Environment Agency;</li> </ul> As to what actions may be being taken by them, how you may assist and obtain any advice they can provide.	
5	<b>Severe Flood Warning</b>	Call 999  Stay in a safe place with means of escape Be ready should you need to evacuate your home	
6	<b>Blockages causing flood risk</b>	Call the Environment Agency Incident Hotline <b>Telephone:</b> 0800 807060 (Free phone, 24 hour service)	



## 6.8 Loss of Utilities

This Action Card supports the planning considerations and actions to support the response for the loss or disruption to utilities over a wide area. The key areas that will be considered are: Loss of Power, Water, Gas, Telephones, Disruption to Sewage and Waste Disposal.

### EFFECTS MATRIX

No	Utility	Possible Effects
1	Power	Disruption to lighting and heating Businesses will close Specialist medical equipment Lifeline services (Vulnerable people) Certain types of phones will be disrupted (Voice Over Internet Protocol) Loss of lighting (Winter months) Loss of heating (many modern boilers are electrically ignited) Air-conditioning in summer
2	Gas	
3	Water	Drinking water and cooking Sanitary issues with toilets
4	Telephony	Loss of voice and data communications Mobile network disruption Command and control disruption

### ACTIONS

No	Action	Check	Additional Details
1	Loss of Utility across the local area takes place. Have you been asked to Activate Plan? <b>If Yes</b> Activate Emergency Committee and work with Partners. <b>If No see below</b>		<b>START A LOG</b>
2	Conduct quick assessment to determine cause if possible and report to provider:		Northern Powergrid <b>0800 375 675.</b> National Grid – <b>0800 111 999</b> Yorkshire Water <b>0800 573553</b> BT – <b>0800 800 154</b>
3	If confirmed disruption is area wide and has the potential to exceed 24 hours. Establish scale of disruption - Areas affected - Vulnerable sites within these areas - Potential Welfare location		See vulnerable site details in Plan. See Welfare locations in Plan.
4	Contact Harrogate Duty Emergency Planning Officer for potential escalation of the plan. (Additional resources from partners)		This may include working with Utilities providers. Temp power, water distribution etc)
5	Confirm methods of communication with residents and prepare any messages or instructions (Once HBC or other partners involved they will lead on communicating with the public)		
6	Identify Local resources that may support the response		See Resources list within the Plan.
7	Consider Activation of a Welfare Centre for distribution of resources or for information exchange		See Welfare Centre site location in plan and activation details.
8	Confirm Vulnerable sites and people have been identified and steps taken to ensure they are safe.		Vulnerable site within plan. Means of identifying within plan.
9	Conduct review of situation		
10	Consider shift pattern if likely to go beyond 24hrs		
11	On completion of incident conduct a review of actions taken and lessons learnt.		

**6.9 Incident Log Sheet**

<b>INCIDENT LOG</b>					
Pages: ___ of ___ .		Incident Number (if applicable):.....		Loggist:.....	
Date and Time	Contact From	Contact To	Information	Any Action required	Acknowledge by

## 7 Contact Details

### 7.1 Emergency Committee Contacts

<b>Emergency Committee Contacts</b>			
<b>Name</b>	<b>Role</b>	<b>Address</b>	<b>Contact Number(s)</b>
Norman Waller		Holmsdale 3 Kendal Gardens Tockwith	01423 358588 07702 058 430
Keith Pope		7 Lucas Road Tockwith.	01423 358603 07584326851
Joy Richardson	sec	2 Station Court, Tollerton	07929 372352
Tim Mallett		Rose Lea Marston Road Tockwith	07932 626896
Bob Cooling		Northfield Farm House 25 Marston Road Tockwith	01423 358205 07714762475
Fiona Steed		6 Lucas Grove South, Tockwith	01423 358808 07535 154 951
Angela Jenkins		Moorside Farm Moorside Tockwith	01423 358067 07753583361
Sue Corbett		The Old Coach House Westfield Road Tockwith	01423 359254 07805447885
Stuart Mchenery		158 Prince Rupert Drive Tockwth	07778 199 578
Arnold Warneken		2 Goosemoor Cottages, Cowthorpe	07702 121 386
Sarah McBride		East House Marston Road, Tockwith	01423 359152
Jim Tinsley		Cobblestones 4 Marston Road Tockwith	01423 358222
Fiona Ross		Ferncliffe House 41 Westfield Road Tockwith	07885 285 215
Martin Otter	Pastoral	The Vicarage Rufforth	01094 738262 07842 106044

**7.2 Emergency Services**

<b>Emergency Services: For Emergencies dial '999'</b>		
<b>Organisation</b>	<b>Role</b>	<b>Contact No</b>
North Yorkshire Police	Protection of life.	Non-emergency: 101 Emergency: 999
North Yorkshire Fire and Rescue	Rescue of people trapped by fire, wreckage or debris and water.	Non-emergency: 01609 780 150 Emergency: 999
Yorkshire Ambulance Service	Medical Treatment. Stabilisation and transport to hospital.	999
British Transport Police	Police issues concerning railways, rail operators, their staff and passengers.	999
Maritime and Coast Guard Agency	Sea search and rescue operations on behalf of the police forces.	999
Cave Fell and Mountain Rescue (Upper Wharfedale and Swaledale MRT Cave rescue Organisation)	Task through the Police Search and Rescue, Swiftwater/flood rescue capability	999

**7.3 Local Authorities and Government Departments**

<b>Local Authorities</b>		
<b>Organisation</b>	<b>Role</b>	<b>Contact No</b>
Harrogate Borough Council	Manage recovery process- helping return the community back to normality following an incident. Services include: <ul style="list-style-type: none"> <li>• Waste/Refuse collection</li> <li>• Emergency planning</li> <li>• Planning issues</li> </ul>	<i>Switchboard:</i> 01423 500 600 <i>Out of Hours:</i> 08457 089 190 <i>Emergency:</i> 01423 556 300
North Yorkshire County Council	Manage recovery process- helping return the community back to normality following an incident. Services include: <ul style="list-style-type: none"> <li>• Education</li> <li>• Highways</li> <li>• Social Services</li> <li>• Trading Standards</li> </ul>	08458 72 73 74 <i>Switchboard:</i> 01609 780 780 Out of hours social care 01609 534527
DEFRA	Problems which concern farmers, the countryside, the environment, food and rural economy.	Helpline: 08459 33 55 77
Environment Agency	Leads on flood warning and informing: <ul style="list-style-type: none"> <li>• Issues flood warnings;</li> <li>• Receives and records details of incidents;</li> <li>• Monitors the situation and advises other organisations;</li> <li>• Deals with emergency repairs and blockages on main rivers and own structures;</li> <li>• Responds to pollution incidents and advises on waste disposal issues.</li> </ul>	<i>General:</i> 08708 506 506 <i>Report an Incident:</i> 0800 807 060 <i>Floodline:</i> 0345 9881188 <i>River Level Info:</i> 0906 619 7722 Incident Number 0800 807060

**7.4 Utilities Companies**

<b>Utilities</b>		
Gas (National Grid Transco PLC)	Maintain and ensure safe control of gas supplies.	<b>Service Calls: 0870 606 4750</b> <b>Emergency: 0800 111 999</b>
Electricity (NEDL/YEDL)	Maintain and ensure safe electricity supply. Disconnect cables that constitute a danger to life and property.	<b>NEDL: 0800 668 877</b> <b>YEDL: 0800 375 675</b> <b>Emergency: 105</b>
Water Company (Yorkshire Water)	Maintenance of water supplies and sewage disposal arrangements. Repair water mains, and availability of emergency water supply.	<b>Enquiries: 08451 24 24 24</b> <b>Leakages: 0800 573 553</b> <b>Emergencies: 08451 24 24 29</b>
Telephones (British Telecom)	Maintenance and operation of National Telecommunications systems. Provision of increased facilities to meet emergency requirements.	<b>Faults and Emergencies:</b> <b>0800 800 151</b>
British Waterways	Staff trained in flood relief. Provision of pumping, excavating and dredging equipment; marine craft and transport on navigable waterways.	<b>Enquiries: 0113 281 6800</b> <b>Emergencies: 0800 479 9947</b>
Network Rail	Network Rail has taken charge of the UK's rail infrastructure. The company, owns, manages, and maintains 21,000 miles of track and 40,000 bridges and tunnels in the England, Scotland, and Wales. Network Rail owns the nation's 2,500 railway stations however the majority are managed by train operating companies, which provide passenger rail service.	<b>Network Rail</b> <b>0845 711 4141</b>  <b>British Transport Police</b> <b>0800 40 50 40</b>
Northern Rail	Manage railway stations and provide passenger services	<b>Northern Rail</b> <b>08450 000125</b>
Highways Agency		<b>0300 12350000</b>

**7.5 Voluntary Organisations**

<b>Voluntary Organisations</b>		
Woman's Royal Voluntary Service	Trained in emergency service provision such as rest centres, emergency feeding and other welfare services.	<ul style="list-style-type: none"> <li>Telephone: <b>0845 600 5885</b></li> <li>Email: <a href="mailto:leedsyorkhub@royalvoluntaryservice.org.uk">leedsyorkhub@royalvoluntaryservice.org.uk</a></li> </ul>
St John Ambulance	Provide first aid, ambulances and additional medical supplies. Assist at rest centres.	<b>08700 10 49 50</b>
British Red Cross	Trained to provide a range of services during an incident including: <ul style="list-style-type: none"> <li>Welfare and comforting casualties/survivors/relatives etc;</li> <li>Transport of the disabled;</li> </ul>	2 Armley Court - LS12 2NB  t: 0113 201 5240

PROTECT  
TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

	<ul style="list-style-type: none"> <li>• Medical loan equipment;</li> <li>• First aid centres;</li> <li>• Tracing and messaging service.</li> </ul>	
RSPCA	<p>Help protect animals and prevent cruelty. Help farmers and livestock owners facing severe animal welfare problems due to the extreme weather conditions.</p>	01904 654949 0300 1234999
Age Concern	Provision of care for the elderly and specific elderly care at rest centres.	Telephone: <b>01423 864956</b> Cliff House, 1 Hilton Lane, KNARESBOROUGH, HG5 8BX
Just B	Just 'B' is a bereavement support service that exists to offer people living in the Harrogate district a safe and confidential space to understand and express their grief.	T: (01423) 856 790
Cruse	Personal and confidential counselling advice on practical problems connected with bereavement.	Tel: 01904 481162
The Samaritans	Experienced, listening/support service for people suffering deep emotional stress. 24 hour service, every day of the year.	89 Nunnery Lane, York, North Yorkshire, YO23 1AH T: 01904 655888
Lions	World's Largest Voluntary Organisation. Support local communities and fund raise.	
Local Church	Food	01423 358067 07753583361
Tockwith Village Hall	Co-ordination of food and emergency accommodation	Fiona Steed 01423 358 808

## 7.6 Religious Leaders

<b><i>Religious Leaders</i></b>		
<b>Denomination</b>	<b>Contact Name</b>	<b>Contact Details</b>
Church of England The Church of the Epiphany	Reverend Martin Otter	The Vicarage Rufforth  01904 738262  07842 106044
Roman Catholic		
Methodist	Gordon Hay	01423 863298
Islam	Imam	Leeds Grand Mosque 9 Woodsley Road Leeds LS6 1SN +44 (0)794 4435856



PROTECT  
TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

Judaism	Rabbi	Leeds Jewish Representative Council 311 Stonegate Road, Leeds, West Yorkshire LS17 6AZ 0113 269 7520
Details for faith leaders can be activated through NYLRF faith plan		<a href="http://www.emergencynorthyorks.gov.uk">www.emergencynorthyorks.gov.uk</a>

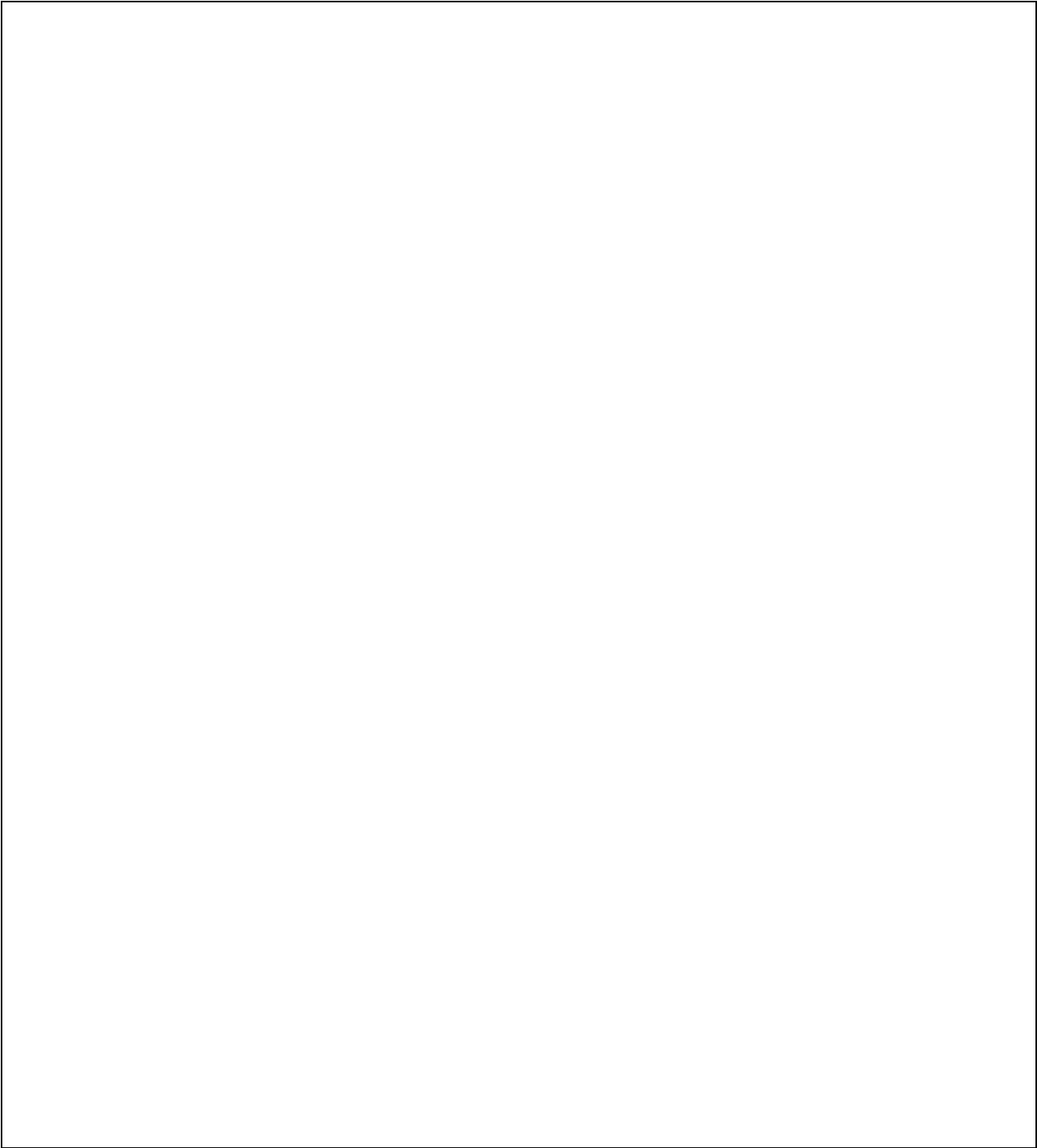
NOTES

Although a list of vulnerable people is attached its accuracy cannot be relied upon and details change monthly – social services likely to maintain a more up to date record.

Large industrial estate to west of village – Leading Solvent Supplies, Biffa – all have approved emergency plans via NYCC emergency planning.

Explosive store likely to be built in coming month Minster Hag, Tockwith – emergency plan to be approved before becoming operational.





Attach building plan of Welfare centre if applicable

PROTECT  
TOCKWITH EMERGENCY COMMITTEE MEMBER COPY

**PLEASE REFER TO VILLAGE HALL EMERGENCY PLAN**

Contact details vulnerable people:

NAME	ADDRESS	PHONE	CATEGORY	COMMENT
			1	
			1	
			1	
			1	
			1	
			1	
			1	
			1	
			1	
			1	
			1	
			1	
			1	
			2	
			2	
			2	
			2	
			2	
			2	
			2	
			2	
			2	
			2	
			3	
			3	
			3	
			3	
			3	
			3	
			3	
			3	