



**SURREY
PREPARED**

Be prepared for an emergency

Community Emergency Plan

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Version Number: 5

Date written/last updated: 6 March 2023

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1. Be informed

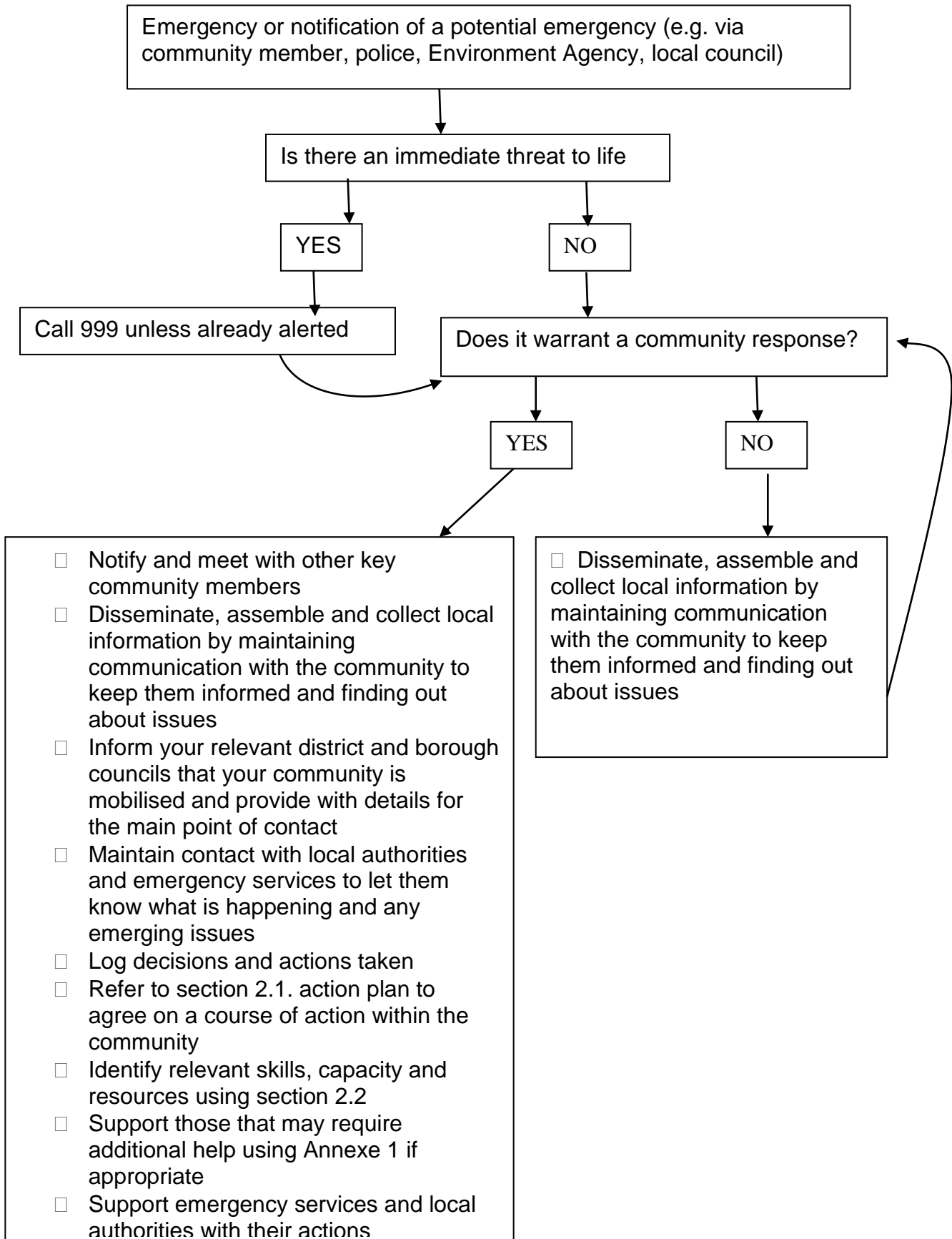
1.1 What is an emergency?

An emergency, also referred to as an incident, is anything that affects you, your family and/or your community.

Looking at Surrey's profile including social, economic and geographical factors, the top risks in Surrey are as follows: pandemic flu, flooding, terrorism, severe weather, industrial accidents, heathland fires, transport accidents, animal health, and fuel shortages and utilities failure.

Emergency	Potential consequences
Pandemic Flu	<ul style="list-style-type: none"> • increase demand on health and social care services • longer and more frequent disruptions to essential utilities • reduced levels of emergency services cover • disruptions to businesses and organisations through staff shortages and supply chain interruptions • impacts on the national and local economy
Flooding	<ul style="list-style-type: none"> • disruption to utilities, electricity and water supplies • evacuation of residents • short, medium and long-term accommodation of those whose homes are flooded • long-term psychological and health impacts • impact on local businesses and the economy • long-term restoration and recovery issues for homes and businesses
Terrorism	<ul style="list-style-type: none"> • road and travel disruption • damage and disruption to utilities and infrastructure • damage to property • disrupt the ability of organisations to deliver essential functions to the community • Serious violence against a person or a threat to a persons life (e.g. explosive devices, shootings and close quarter attacks, kidnappings or chemical, biological and radiological devices) • Serious risk to the health and safety of the public
Severe weather (low temperatures and heavy snow, storms and gales, heatwaves)	<ul style="list-style-type: none"> • road and travel disruption • damage and disruption to basic utilities • damage to property • disrupt the ability of organisations to deliver essential functions to the community
Industrial accidents	<ul style="list-style-type: none"> • impact to UK oil and gas supplies • economic impacts through damage to local businesses • long-term restoration and recovery of the local area • contamination of crops and agricultural land.
Heathland Fires	<ul style="list-style-type: none"> • destruction of Sites of Special Scientific Interest and Areas of Outstanding Natural Beauty • long-term restoration and recovery of wildlife habitat • economic impacts through road and rail closures
Transport accident	<ul style="list-style-type: none"> • impact on local businesses through delayed or failed deliveries • delays in emergency services reaching people
Utilities failure	<ul style="list-style-type: none"> • disruption to essential services and activities • endangerment of vulnerable people • financial impact on businesses • civil unrest • increased demand on emergency services • travel disruptions • disruption to businesses and normal home life

1.2 Agreed activation procedure and initial actions in an emergency



1.3 Local emergency responders and useful contacts

Who?	How to contact them?	What do they mainly do?
Police	Dial 999 in an emergency such as a crime in progress For all non emergency Police reporting dial 101 Find out more: www.surrey.police.uk/	<ul style="list-style-type: none"> • Responding to incidents together with the other emergency services • The co-ordination of the emergency services, local authorities and other organisations during an emergency
Fire	Dial 999 in an emergency Find out more: http://new.surreycc.gov.uk/people-and-community/surrey-fire-and-rescue	<ul style="list-style-type: none"> • Responding to incidents together with the other emergency services • Fire-fighting and fire prevention • Detection, identification, monitoring and management of hazardous materials and protecting the environment
Ambulance & NHS	Dial 999 in an emergency NHS non-emergency number: 111 Find out more: www.secamb.nhs.uk/	<ul style="list-style-type: none"> • Responding to incidents together with the other emergency services • Identify and alert the appropriate receiving hospitals
Surrey County Council	03456 009 009 (8am-6pm weekdays) SMS: 07527 182 861 Highways emergencies 03002001003 Adult and Children Social Care Emergency Duty Team 01483 517898 (6pm-8am weekdays and 24 hours a day on weekends and bank holidays) Find out more: http://www.surreycc.gov.uk/	<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
District and Borough Councils	Mole Valley District Council 01306 885001 and 01372 376533 out of hours www.molevalley.gov.uk/	<ul style="list-style-type: none"> • Support the emergency services • Help the community recover • Help facilitate the provision of emergency accommodation • Identify and set-up a safe place for community to

	<p>Elmbridge Borough Council 01372 474474 and 01372 466114 out of hours www.elmbridge.gov.uk</p>	<p>stay after being evacuated - known as rest centre</p>
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<p><u>Environment Agency</u></p>	<p>Incident hotline 0800 80 70 60 (24-hour service)</p> <p>Floodline service 0345 988 1188</p>	<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
<p>Utility providers emergency numbers</p>	<p>Gas (National Grid) 0800 111 999</p> <p>Power Cut - call 105 or visit www.powercut105.com to report power loss or damaged equipment or check who your regional distribution company is.</p> <p>Water supply emergency: SES water: 01737 772 000</p> <p>Sewer emergency: Thames Water: 0800 316 9800</p>	<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 the case of water and power, have free services to support those who would suffer more in the event of supply interruption – this is regional and so does not matter who the bills are paid to.
<p>Animal Welfare (RSPCA)</p>	<p>0300 1234 999</p>	<ul style="list-style-type: none"> • Provide a twenty-four hour emergency service for injured, trapped, or stranded animals
<p><u>Parish council members and other local residents who have agreed to help</u></p> <p>David Ireland A F G H David Ottridge A Will Dennis Graham Clark A Andrew MacNaughton A</p> <p>Jonathan Blake C D</p>	<p>07850 002185 07378 343486 07903 842674 07795 422911 07709 410979</p>	<p>A Shelter and food B Village Hall Keyholder C 4*4 vehicle D Tractor F French spoken G German spoken H Pastoral support I Chain saw</p>

<p>Deanna Darnell B Mary Banfield B Ben Tatham B Mary Flint B Eric Flint B Stuart Ansell J Nick Presley C I Jim Evans</p> <p><u>Westhumble Residents Association</u> David Allbeury C I. Carl Upton A Gerry Weaver C I</p>		<p>J Box Hill School contact M Mandarin spoken R Russian spoken</p> <p><i>ALL THESE PEOPLE ARE ON THE VILLAGE WHAT'S APP GROUP, WHICH SHOULD NORMALLY BE THE FIRST PORT OF CALL FOR HELP</i></p>
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- Encourage those who would benefit to sign up to the free Priority Register and Extra Care services from your regional electricity and fresh water suppliers (this is area based so it does not matter who they pay bills to) and to have a [free fire safety check](#) from the Surrey Fire Rescue Service.

2.2 Equipment

There will not be a central store of needed items but members listed above will have access to as many of the following as possible. Communication will principally be via the WhatsApp group which has been tried and tested in the flooding at Christmas 2019 and during the pandemic.

Telephone, internet, photocopier/printer, kitchen, toilets, uninterrupted power supply, TV, radio, maps, hi-viz jackets, torches, candles, matches, first aid kit, food rations, space blankets, towels, clothing.

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Type of resource	Role	Contact Details	Other

Appendix A – Community emergency meeting agenda/minutes template

Date:		
Time:		Location
Attendees		
1.	What is the current situation?	
1a	Location and timescale of the emergency. Is it near: <ul style="list-style-type: none"> • A school? • A vulnerable area? • A main access route? 	
1b	Type of emergency: <ul style="list-style-type: none"> • Is there a threat to life? • Has electricity, gas or water been affected? 	
1c	Are there any vulnerable people involved? <ul style="list-style-type: none"> • Elderly/infirm/disabled • Families with children • Non-English-speaking people. 	
1d	What resources do we need? <ul style="list-style-type: none"> • Food? • Off-road vehicles? • Blankets? • Shelter? 	
2.	Establishing contact with the emergency services and local authority	
3.	How can we support the emergency services and local authority?	
4.	What actions can safely be taken	
5.	Who is going to take the lead for the agreed actions?	
6.	Any other issues?	

Notes