

# Town and Cinque Port of Sandwich



## **SANDWICH EMERGENCY PLAN**

**Emergency Help Team**

**Before an emergency arises**

**READ THIS PLAN!**

**In case of an emergency**

- 1. Call 999**
- 2. Call Sandwich Emergency Help Team (SEHT) Community Response Co-ordinators:**

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**This document is a plan for the community of Sandwich to prepare for and assist the appropriate responders to deal with emergencies that may arise in and around Sandwich.**

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## **Emergencies and Emergency Plans**

The Civil Contingencies Act 2004 defines an emergency as “an event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK”.

In nearly all cases, emergencies are dealt with by the appropriate responders including the major utilities. However, there may be circumstances, such as extensive flooding, heavy snow or severe storm damage where the arrival of the emergency services could be delayed, or when essential utilities and highways access may be compromised. In such cases Sandwich must be prepared to help itself.

Sandwich Town Council has taken action to improve the community’s ability to help itself and the Emergency Services in an emergency. This plan is based on the developed by Kent County Council Emergency Planning.

### **Why we need a Sandwich Community Emergency Plan**

Emergencies happen. The emergency services will always have to prioritise those in greatest need during an emergency, especially where life is in danger. There will be times when people may be affected by an emergency but life is not in immediate danger. During such time the community of Sandwich needs to know how to help one another. By becoming more aware, the community, led by SEHT, can support the work of local emergency responders and reduce the impact of an emergency.

### **Sandwich**

This plan covers Sandwich which comprises a small town and its rural hinterland, having a population of about 5,000. It is bordered to the north and west by the A256, Ramsgate to Dover road, to the south runs the A258, Sandwich to Worth, Sholden and Deal road and to the west by the A257, Ash, Wingham and Canterbury road. The town also includes the parishes of Worth and Woodnesborough, but these parishes have their own Community Emergency Plans. Depending upon what type of emergency might be encountered, the town and one or both of the two parishes may, of course, consider it helpful to combine forces.

### **Sandwich Emergency Help Team (SEHT)**

SEHT is a voluntary body working in partnership with the appropriate responders and supported by Sandwich Town Council. SEHT aims to develop the ability of the Sandwich community to respond to local emergencies by gathering, storing and keeping updated local information. SEHT will actively encourage local residents to help themselves and others in emergency situations. SEHT will use available information to ensure a co-ordinated response to local emergencies subject to resources being available.

It should be recognised that neither Sandwich Town Council nor the SEHT is trained, equipped, empowered or resourced to carry out functions of an emergency service.

The response by SEHT will be generally confined to supporting the welfare of the people in the community and helping to maintain normal community life. SEHT or its volunteers cannot be held responsible for support of the business continuity of other organisations or residential facilities. Appropriate responders (“the first responder”) may request assistance from the SEHT and local community’s response will be more effective when a plan is in place.

### **Appropriate Responders**

These are official organisations that are responsible for responding to emergencies in our local area. They are shown on the front inside cover of this folder, and include:

Dover District Council and Kent County Council are essential participants in this plan and would often take the lead in emergency planning.

### **SEHT Response**

The SEHT Group Co-ordinator (contact details listed on the front page) will be the main SEHT responder. The Co-ordinator, whose phone is held by the Duty SEHT Group Co-ordinator and is available 24/7, will take a lead role in contacting SEHT members when an emergency arises. SEHT will work in partnership with and under the guidance of the appropriate responders during an emergency. Action Cards detailing the SEHT response are at the end of this document.

### **Data Protection and Sharing**

Some of the information given in response to this plan (e.g. addresses, contact numbers) is classed as ‘personal data’ under the Data Protection Act (DPA, 1998). Whilst holding this data is legally justified (e.g. in order to protect interests of members of the community in an emergency) the information will be stored and handled sensitively, in accordance with the requirements of the DPA. Sandwich Town Council is the ‘Data Controller’ and will ensure that ‘reasonable steps’ are taken to ensure that the information is collected, stored, handled, retrieved, shared and disposed of in an appropriate manner.

### **Helping Vulnerable People**

Crisis situations of all sorts can make anyone vulnerable as well as aggravating problems for those with restricted mobility. SEHT volunteers will endeavour to assist, for example, if/when weather conditions prevent vulnerable/disabled people from carrying out their normal lives. Residents in need should first make contact with the SEHT Group Co-ordinator. Sandwich has Care Homes within the Town and residents may become vulnerable if the home is impacted by an emergency.

### **Identifying local risks**

In order to improve the community’s ability to respond to local emergencies, the SEHT will endeavour to be aware of local risks, their potential impact and how to recover from an incident. Any member of the community is welcome to offer

information on risks by adding to the list held by SEHT; in this case please contact Sandwich Parish Council. Reference may also be made to the Community Risk Register available on [www.kentprepared.org.uk](http://www.kentprepared.org.uk) or on the Kent County Council website.

## Identifying Resources

The SEHT will encourage local residents to provide information, voluntary help and resources to assist with any perceived emergency. Sandwich Town Council in partnership with SET will prepare and maintain such information as follows:-

- **Volunteers:** Organisations and individuals who already volunteer, or who would be prepared to volunteer in an emergency.
- **Equipment:** Tools and machinery which might be needed in an emergency and people qualified, capable and willing to operate them.
- **Supplies:** Food, water and medical supplies and local suppliers and businesses who would be willing to provide them.
- **Transport:** Vehicles which could be used by the community in an emergency. Drivers willing and able to help with the distribution of supplies.

## Insurance and Health & Safety

SEHT Volunteers and Members provide support at their own discretion and in a voluntary (not compulsory) capacity. No-one is obliged to carry out duties they do not feel able to undertake.

SEHT does not have a budget to reimburse individuals' out of pocket expenses.

## Activation of the SEHT Emergency Plan

The Sandwich Emergency Plan will be activated by using the agreed telephone number. In conjunction with the appropriate responders the SEHT Group Co-ordinator will decide upon appropriate action. If activation of the plan is required, the SEHT volunteers will be directed by the appropriate responders.

## Evacuation

During an emergency, it might be necessary for some members of the community to be evacuated from their homes to a place of safety, such as a Community Shelter, where their needs can be assessed, and assistance given by the appropriate responders. Immediate personal needs will be met and overnight accommodation arranged, if necessary.

In Sandwich several buildings have been designated as Community Shelters, but this will depend on the nature of the emergency. For example, The Bell Hotel would not be appropriate in the event of a flooding occurrence which would affect the area of the Quay.

The appropriate building would be designated by the Kent County Council/Dover District council emergency teams or, in the case of a strictly local emergency, by the SEHT team.

## **Practising and Reviewing the Plan**

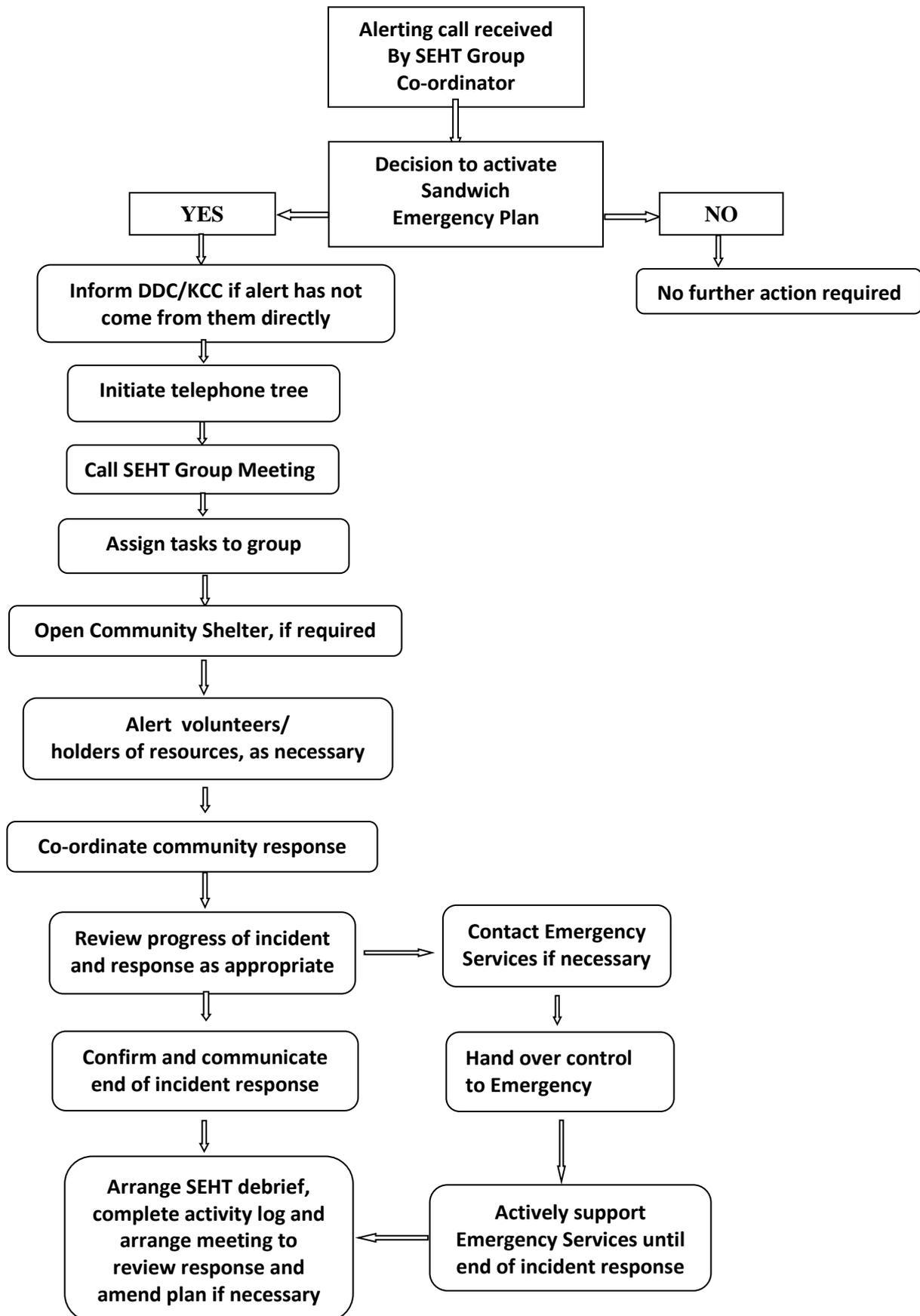
The SEHT Emergency Plan will be reviewed on an annual basis and after an emergency situation. The SEHT Emergency Plan will be tested by SEHT and volunteers as appropriate.

The latest version of the Plan will be held by Sandwich Town Council and will be available on its website at: [www.sandwichtowncouncil.gov.uk](http://www.sandwichtowncouncil.gov.uk)

A paper copy for reference will be held at Sandwich Library. Copies may be purchased from Sandwich Town Council.

## Appendix 1

Flow Chart SEHT Response to an Emergency Situation



## Appendix 2

### ACTION CARD: SEHT Co-ordinator

Role: To co-ordinate the SEHT response to the receipt of a call alerting to an emergency		
Action		Complete?
1.	<b>Activation Call</b> – on receipt of a call from the appropriate responders or local resident, the SEHT Co-ordinator considers the action to take, which may include any or all of the following	
2.	<b>Activate the Telephone Tree</b> to alert the SEHT members (Reminder: Telephone the people below your immediate contact if no response received).	
3.	<b>Contact the appropriate responders</b> a) KCC Emergency Planning Duty Officer on 03000 414 999 b) Dover District Council on 01304 821199 and ask for an Emergency Activation Officer to offer SEHT assistance (if they have not already contacted you) and ask if there is anything specific they want you to do. Let them know how the situation is developing on the ground.	
4.	<b>SEHT members meet</b> (with appropriate responders' representative if present) to discuss the situation and action to take.	
5. 5.1 5.2 5.3	<b>Appointment of specific jobs</b> within SEHT response team Recorder – to record all decisions and actions taken in SEHT Record Book Information manager (if required) (see Appendix 6 role description) Resources – to manage members' rota, resources and volunteers in the event of 12+ hours incident (including the appointment of relief personnel).	
6.	<b>Agree actions</b> and ensure each member of the SEHT knows what he/she will do.	
7.	<b>Regular update meetings</b> – To discuss how the situation is developing, keep SEHT updated regarding situation, how actions are progressing and whether you need to re-prioritise tasks or move resources around.	
8.	<b>Planned Recovery</b> – once the immediate actions have been completed and the situation starts to improve, consider the recovery phase and the role the SEHT can play in helping the community return to its day-to-day life.	
9.	<b>Debrief, Review and Revise Emergency Plan</b> When the response has been completed, to call a debrief meeting of the SEHT members. Review and revise Emergency Plan as necessary.	

### Appendix 3

#### ACTION CARD: Roles and responsibilities of SEHT members

<b>Role:</b> To support the SEHT response to a locally declared emergency situation		
Action		Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>SEHT Member</b> – on instruction by the SEHT incident controller, assume and fulfil the identified role	
4.	<b>Communication</b> – SEHT members will avoid speaking to the media, this is the responsibility of the nominated Information Manager and other Responders	
5.	<b>Decisions</b> Members will respect the decisions of the SEHT incident co-ordinator	
6.	<b>Communication</b> – Liaise with SEHT incident co-ordinator, key personnel in SEHT and other Responders as appropriate, to ensure effective management of evacuees received by Community Centre.	
7.	<b>Debrief, Review and Revise Action Plan</b> – when the response has been completed, contribute to debrief meeting and review of SEHT Emergency Plan.	

## Appendix 4

### ACTION CARD: Roles and responsibilities of SEHT volunteers

<b>Role:</b> To support the SEHT response to a locally declared emergency situation		
Action		Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>SEHT Volunteer</b> – on instruction by the SEHT incident controller, assume and fulfil the identified role	
4.	<b>Communication</b> – SEHT volunteers will avoid speaking to the media, this is the responsibility of the nominated Information Manager and other Responders	
5.	<b>Decisions</b> Members will respect the decisions of the SEHT incident co-ordinator	
6.	<b>Debrief, Review and Revise Action Plan</b> – when the response has been completed, contribute to debrief meeting of emergency response if requested.	
7.	<b>Volunteer Details</b> - Name, Address, Telephone, Emergency (ICE) contact	

## Appendix 5

### Communication Disruption

**The First Steps in an Emergency** are to:

Call 999 (unless already alerted)

- Assess immediate danger(s)
- Check media for information – local radio/national media, if national emergency
  - BBC Radio Kent 96.7FM, 774AM and on DAB
  - BBC Kent <http://www.bbc.co.uk/news/england/kent/>
  - Kent Messenger <http://www.kentonline.co.uk/kent.messenger/news.aspx>
- Alert Community Emergency Co-ordinator
- Contact County and/or District Council Emergency teams
- Start evacuation/safety/supplies procedures

**If Communications are disrupted:**

- **RAYNET voluntary emergency communications** can be used by the following organisations, and certain others:
  - Any UK Police force, Fire & Rescue service or Ambulance trust.
  - HM Coastguard
  - Local Authority Emergency Planning Officers
  - Any health authority
  - Any government department
  - British Red Cross
  - St John Ambulance
  - St Andrew's Ambulance Association
  - WRVS
  - Salvation Army
  - Any 'Public Utility'. This can include BT, Gas and Water suppliers etc.

Raynet can mobilise teams of emergency helpers at very short notice.

ALSO:

- Use runners, riders, cyclists, etc.

## Appendix 6: Establishment of a Community Shelter

### ACTION CARD 1 of 9 - Community Shelter Care Co-Ordinator

<b>Role:</b> To co-ordinate the care of evacuees received by the community centre	
Action	Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed
3.	<b>Care Co-ordinator role</b> – on instruction by the SEHT incident controller, assume the role of care co-ordinator and identify deputy for role in the event of an ongoing incident.
4.	<b>Identification of Key Workers</b> – Liaising with SEHT incident Response Co-ordinator, identify key workers to support evacuees.
5.	<b>Allocation of Key Workers</b> – allocate a named key worker to each evacuee.
6.	<b>Evacuee Paperwork</b> – Ensure that paperwork received by care team is completed (with name of key worker and outcome of intervention), retained and handed to SEHT incident co-ordinator at end of the emergency.
7.	<b>Communication</b> – liaise with SEHT incident co-ordinator, key personnel in SEHT and other Responders as appropriate, to ensure effective management of evacuees received by community centre.
8.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting and review of SEHT Emergency Plan.

## ACTION CARD 2 of 9 – Incident Information Manager

<b>Role:</b> To co-ordinate and advise on all aspects of local public and media communications.		
Action		Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>Information Manager role</b> – On instruction by the SEHT incident controller, assume the role of Information Manager and identify deputy for role in the event of an ongoing incident or an excess of information to be managed.	
4.	<b>Liaison with Local Authority</b> – Determine the Council’s line on the emergency situation, in liaison with incident co-ordinator.	
5.	<b>Communication with other Responders</b> – Immediately communicate with other Responders (in liaison with incident co-ordinator) to establish who will act as lead responder/communicator in relation to the incident. Ensure ongoing liaison with press officers of other responders and organisations involved.	
6.	<b>Communication with local media</b> – Foster a good relationship with the local media to provide the population of Sandwich with information about the emergency via the lead responder or by providing that information direct to the public in agreement with the lead responder.	
7.	<b>Press Releases</b> – Organise press releases, briefings and conferences as agreed with the lead responder.	
8.	<b>Public Information</b> – Promote public understanding of SEHT response by keeping the population of Sandwich as informed as possible via the lead responder. Have regard to the importance of not alarming the public unnecessarily.	
9.	<b>Retention of Information</b> – Ensure that all communications are recorded, retained and handed to the incident co-ordinator when the emergency situation has ended.	
10.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting and review of SEHT Emergency Plan.	

### ACTION CARD 3 of 9 – **Community Shelter Care Co-ordinator**

<b>Role:</b> To co-ordinate the care of evacuees received by the Community Centre		
Action		Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>Care Co-ordinator role</b> – On instruction by the SEHT incident controller, assume the role of care co-ordinator and identify deputy for role in the event of an ongoing incident.	
4.	<b>Identification of Key Workers</b> – Liaising with SEHT Incident Response Co-ordinator, identify key workers to support evacuees.	
5.	<b>Allocation of Key Workers</b> – Allocate a named key worker to each evacuee.	
6.	<b>Evacuee Paperwork</b> – Ensure that paperwork received by care team is completed (with name of key worker and outcome of intervention), retained and handed to SEHT Incident Co-ordinator at end of the emergency.	
7.	<b>Communication</b> – Liaise with SEHT Incident Co-ordinator, key personnel in SEHT and other Responders as appropriate, to ensure effective management of evacuees received by Community Centre.	
8.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting and review of SEHT emergency plan.	

**ACTION CARD 4 of 9 - Key Worker Role**

<b>Role:</b> To support the SEHT response to a locally declared emergency situation		
Action		Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>Key Worker role</b> – on instruction by the SEHT incident controller, assume and fulfil the identified role	
4.	<b>Support of attendees at community shelter</b> – Work with evacuees allocated by Care Co-ordinator to identify personal needs in relation to the emergency incident, and address these where appropriate.	
5.	<b>Communication</b> - Maintain good communication with Care Co-ordinator, and allocated evacuees to ensure effective and appropriate care.	
6.	<b>Evacuee Paperwork</b> – Ensure that paperwork relating to allocated evacuees is completed, with identified needs, actions undertaken and outcome of intervention. All paperwork to be retained and returned to Care Co-ordinator when the emergency has ended or the evacuee leaves the community shelter.	
7.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting of emergency response if requested.	

**ACTION CARD 5 of 9 - Door Manager**

<b>Role:</b> To receive and direct attendees at community shelter		
Action		Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>Door Manager Role</b> - On instruction by the SEHT incident controller, assume the role of door manager, and in liaison with incident controller, identify a deputy for a role in the event of an ongoing incident.	
4.	<b>Management of Evacuees</b> – Ensure all attendees at community shelter are directed to the appropriate SEHT incident team members.	
5.	<b>Communication</b> – Liaise with SEHT incident co-ordinator and other SEHT members as appropriate, to ensure effective management of evacuees received by community centre.	
6.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting and review of SEHT emergency plan.	

## ACTION CARD 6 of 9 - **Evacuee Receptionist**

<b>Role:</b> To support the SEHT response to a locally declared emergency situation		
Action		Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>Evacuee Receptionist Role</b> – On instruction by the SEHT incident controller, assume the role of evacuee receptionist, and in liaison with incident controller, identify a deputy for a role in the event of an ongoing incident.	
4.	<b>Management of Evacuees</b> – Ensure the registration of all attendees at community shelter, directing them to the Care Co-ordinator or Red Cross as appropriate, with completed paperwork. If an attendee leaves the community shelter, record this information. Ensure that all information is retained and given to the SEHT Incident Co-ordinator when the emergency situation has ended	
5.	<b>Communication</b> – Liaise with SEHT Incident Co-ordinator and other SEHT members as appropriate, to ensure effective management of evacuees received by community centre.	
6.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting and review of SEHT emergency plan.	

## ACTION CARD 7 OF 9 – Refreshments Manager

<b>Role:</b> To co-ordinate the team who will prepare and provide refreshments to evacuees, SEHT members and other responders attending community shelter.	
Action	Complete?
1.	<b>Activation Call</b> – Receive call alerting to emergency situation
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed
3.	<b>Refreshments Manager Role</b> – On instruction by the SEHT incident controller, assume the role of refreshments manager, and in liaison with incident controller, identify a deputy for a role in the event of an ongoing incident and as assistant to support manager.
4.	<b>Support of Evacuees</b> – Ensure all attendees at community shelter are offered refreshments, as available and appropriate.
5.	<b>Communication</b> – Liaise with SEHT Incident Co-ordinator and other SEHT members as appropriate, to ensure effective management of evacuees received by community centre.
6.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting and review of SEHT emergency plan.

**ACTION CARD 8 of 9 – Community shelter SEHT members in support roles**

<b>Role:</b> To support the SEHT response to a locally declared emergency situation		
<b>Action</b>		<b>Complete?</b>
1.	<b>Activation Call</b> – Receive call alerting to emergency situation	
2.	<b>Emergency Control Centre</b> – Attend emergency centre as instructed	
3.	<b>SEHT Member</b> – On instruction by the SEHT incident controller, assume and fulfil the identified role	
4.	<b>Communication</b> – SEHT members will avoid speaking to the media. This is the responsibility of the nominated Information Manager and other Responders.	
5.	<b>Decisions</b> – Members will respect the decisions of the SEHT incident co-ordinator	
6.	<b>Communication</b> – Liaise with SEHT incident co-ordinator, key personnel in SEHT and other Responders as appropriate, to ensure effective management of evacuees received by community centre.	
7.	<b>Debrief, Review and Revise Action Plan</b> – When the response has been completed, contribute to debrief meeting and review of SEHT emergency plan.	

