



Headcorn Parish Community Emergency Plan

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Kent Resilience Forum



PREPARING FOR EMERGENCIES IN KENT AND MEDWAY

IF YOU ARE IN IMMEDIATE DANGER CALL 999

Revision History

Summary of changes	Issue number & date	Approved by
Draft plan prepared	Version 0.1 September 2013	Community Emergency Coordinator
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Plan reviewed & updated	Version 2.3 November 2021	

Data Protection

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. Headcorn Parish 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.

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Overview of this plan

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”

The emergency services will always 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 communities need to know how to help themselves. By becoming more aware, the community can support the work of local emergency responders and reduce the impact of an emergency.

This plan’s information will be used to coordinate a response to local emergencies.

Aim and Objectives:

The aim of the Community Emergency Plan is to maintain a contingency plan to increase resilience within the local community by:

- Developing a robust coordinated approach that complements the plans of responding agencies.
- Enabling the community to support itself when outside assistance from the emergency services or local authority is delayed or overwhelmed.
- Providing a single point of contact for requests made by the emergency services and the local authorities.
- Keep people informed so that they can help themselves.
- Ensure as many vulnerable people as possible are contacted and assisted.

Parish Boundaries and Area

This plan covers the parish of Headcorn which comprises of a village and civil parish with a population of circa 5,900 (2020). The parish is located on the floodplain of the River Beult south east of Maidstone. It is eight miles from the county town of Maidstone with a small airfield located nearby. Headcorn railway station is on the South Eastern Main Line between London and Dover A map of the parish and key locations can be found in Appendix A.

Insurance, Health and Safety.

It is recognised that those named in this plan are not trained, equipped, empowered or resourced to carry out functions of an emergency service. The response will be generally confined to supporting the welfare of the people in the community and helping to maintain normal community life.

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.

Vulnerable People

It is important to ensure that isolated or vulnerable people are checked on to see if they need assistance during an emergency. Although many vulnerable people may be known to organisations such as the local authority, NHS and utility providers, others may not be known or may be made vulnerable during an Incident. This requires local knowledge, you may know someone from church that for example has a broken leg or your neighbour may be deaf, who may require extra help if they were to be affected by an emergency. There are a number of groups of people who, in an emergency, should be considered as potentially vulnerable and a priority for support and the deployment of resources, these include:

- The elderly who may not be very mobile
- Those with physical disabilities
- Those with learning difficulties
- Parents and others looking after very young children
- Those who are unable to see or have a severe sight impairment.
- Non – English Speakers

However, it is important to note that people may become vulnerable at any point and under different circumstances.

A list of known vulnerable people can be found in appendix C

Warning and informing

This is a responsibility of the emergency services and other statutory bodies, however emergencies are often unexpected and it is impossible to reach everyone directly.

Encourage the community to contact the Community Emergency Coordinator, their deputy or any member of the Parish Council when they become aware of an incident to allow the Community Emergency Team to be engaged and spread the word rapidly and extensively.

Emergency Team members can be allocated to specific roads or areas to undertake door knocking to inform local residents and/or situation reporting to the management team from the ground. Both sets of information are likely to be of use to local authorities and the emergency services.

Situation updates (as known by the Community Emergency Management Team) will be available to residents at the nominated community shelter (whichever of the listed possibilities is the most appropriate in the situation) – see section 5 Local Resources – and on the Parish website (www.headcornpc.kentparishes.gov.uk) where the situation allows.

In fluvial (river) and coastal flood-risk areas, residents should sign up to the Environment Agency's free Floodline telephone flood alert service (see <https://fwd.environment-agency.gov.uk/app/olr/register> or call 0345 988 1188 for more information).

During wide-spread events, further information may also be found through local media such as:

- BBC Radio Kent 96.7 FM, 97.6 FM, 104.2 FM · DAB 11C
- BBC Kent <http://www.bbc.co.uk/news/england/kent/>
- Kent Messenger http://www.kentonline.co.uk/kent_messenger/news.aspx
- Environment Agency <http://www.environment-agency.gov.uk/homeandleisure/floods/default.aspx>
- Met Office <http://www.metoffice.gov.uk/public/weather/>

Identifying Local Risks

In order to improve the community's ability to respond to local emergencies, the Community Emergency Team 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 for adding to the list, please use the contact details on the cover. Reference may also be made to the Community Risk Register available on

www.kentprepared.org.uk or on the Kent County Council website.

For more detailed flood risk, please see Appendix B: Flood Maps

Community Emergency Team

The Community Emergency Team is a voluntary group supported by the Parish Council who will work in partnership with the emergency services. The group and this plan actively encourage local residents to help themselves and others in emergency situations.

See Appendix H for names + contacts

Community Emergency Management Team

The key role is to provide on-the-ground local knowledge regarding the situation as it is and about local conditions and circumstances - as well as providing an element of self-help within the community, where this can be achieved without risk.

An action card for the Community Emergency Management Team can be found at Appendix F

Community Emergency Co-ordinator(s)

The role of Emergency Co-ordinator (and their deputy) is fulfilled by volunteer residents who provide a vital link between residents and organisations planning for and responding to an emergency. See appendix E for the Community Emergency Co-ordinator Action Card.

Their role is to:

- Facilitate the completion and maintenance of the Community Emergency Plan (this plan)
- Call a community meeting during an emergency (if deemed necessary)
- Provide the focal point for the community response to an emergency
- Acting as the main contact point for the Borough Council and ensure that two-way communication is maintained
- Provide a link between the community and other agencies responding, which may include the Emergency Services and the Borough Council
- Assist the Borough Council and appropriate agencies in emergency preparedness through awareness-raising activities

The Emergency Co-ordinator for Headcorn is Headcorn Parish Council

The Deputy Emergency Co-ordinator is Tim Thomas

Community Emergency Team Members

Community Emergency Volunteers are residents who provide a link between the Emergency Co-ordinator (or Deputy) and residents in their immediate locality. This could be for one street or a cluster of streets.

Their primary role is to receive information from, and pass it on to, residents in their area.

Some Community Emergency Volunteers may have formal qualifications or training e.g., first aid, which may be of assistance until the emergency services arrive.

Other Community Emergency Volunteers may, for example, visit and monitor vulnerable people, help with transport or pass messages on foot when communications are down.

See appendix H for names and contact and Appendix I for a telephone tree.

Flood Wardens

Before a flood

- Raise awareness of flood risk such that individuals take measures to protect themselves and their property in advance of a flood
- Identify / be aware of the flooding problems of the community
- Identify properties with disabled, elderly or infirm residents so that priority can be given
- Monitor watercourses and report blockages and maintenance requirements early to avoid unnecessary flooding
- Oversee or take appropriate action to clear blockages where necessary (to avoid unnecessary flooding)

During a flood

- Communication and liaison between the community and organisations providing assistance and support (per contact list below)

After a flood

- May provide guidance and advice during the clear up
- Recording flood extent, levels and properties flooded whilst details are still fresh in memory

The Flood Warden and Deputy Flood Warden for Headcorn Parish are:

Version 2.2 November 2021

Name	Address	Contact number
Tim Thomas	23 Brooklands TN27 9QS	01622 890270
John Mather	32 Locks Yard TN27 9AD	01622 892315

Local Skills and Resource Assessment

The Community Emergency Team will encourage local residents to provide information, voluntary help and resources to assist with any perceived emergency. The Parish Council in partnership with the Community Emergency Team 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 emergency. Drivers willing and able to help with the distribution of supplies.

The names, numbers, skills and resources can be found in the contact directory at appendix H.

Other Agencies Outline Responsibilities

County Council & Borough Council

This list covers the responsibilities of all local authorities and shows how these are split between the County Council and district councils. Where a responsibility falls to one party, the other may agree to carry it out on their behalf, through mutual aid arrangements, or provide support.

		County	District
1	Provide a 24-hour point of contact to receive alerts and warnings, and for the management of a large volume of public calls	✓	✓
2	Co-ordinate the local authority response where more than one district is involved	✓	
3	Establish and staff a local authority Forward Control Point	Liaise	Lead
4	Alert Health Authorities where action other than direct casualty care is required	✓	✓
5	Liaise with Central and Regional Government	✓	
6	Liaise with administrative authorities in bi-national or multi-national emergencies	✓	
7	Arrange for military aid	✓	✓
8	Assist in providing a catering service for involved personnel	✓	
9	Alert and coordinate voluntary organisations	✓	✓
10	Arrange attendance of ministers of religion	✓	
11	Support other responders with council resources	✓	✓
12	Implement animal health measures	✓	
13	Support other responding agencies in the response to a communicable disease outbreak	✓	✓
14	Establish a system for disseminating information to the public, in cooperation with other responders, and make premises available for Public Information Centres	✓	✓
15	Open and run support centres as required	✓	✓

Environment Agency

The Agency has responsibility throughout England and Wales for:

- The management and regulation of the water environment, including abstraction licensing, pollution control, flood warning and flood defence.
- Controlling industrial pollution, particularly at nuclear, oil and chemical sites and major industrial processes.
- Regulating the transport and disposal of wastes.

The Agency will attend all incidents posing a significant or potentially significant environmental impact, or, in specific circumstances, posing a threat to human health. It will take appropriate action to prevent or mitigate the effects of such incidents and should always be informed of them as soon as possible. These might involve pollution of controlled waters, unauthorised disposal of waste (including fly tipping), accidents with radioactive substances, chemicals or major industrial processes, flooding, drought and low river flows, fish kills and poaching.

The Agency will work with the KFRS to minimise the threat to the environment caused by chemical spills and contaminated fire-water run-off and warn appropriate parties who may be affected by the associated dangers. It will also investigate the causes for possible legal action.

According to the seriousness of the incident, an Agency officer will attend as soon as possible following receipt of a report within a maximum of two hours during normal office hours and within four hours outside office hours. However, these are maximum times and every effort will be made to attend as quickly as possible.

The Agency operates a 24-hour service for reporting incidents and will usually be alerted by the emergency services or the local authority. The public throughout England and Wales can report pollution incidents on the national reporting number 0800 807 060.

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Appendices

Appendix A: About the Parish

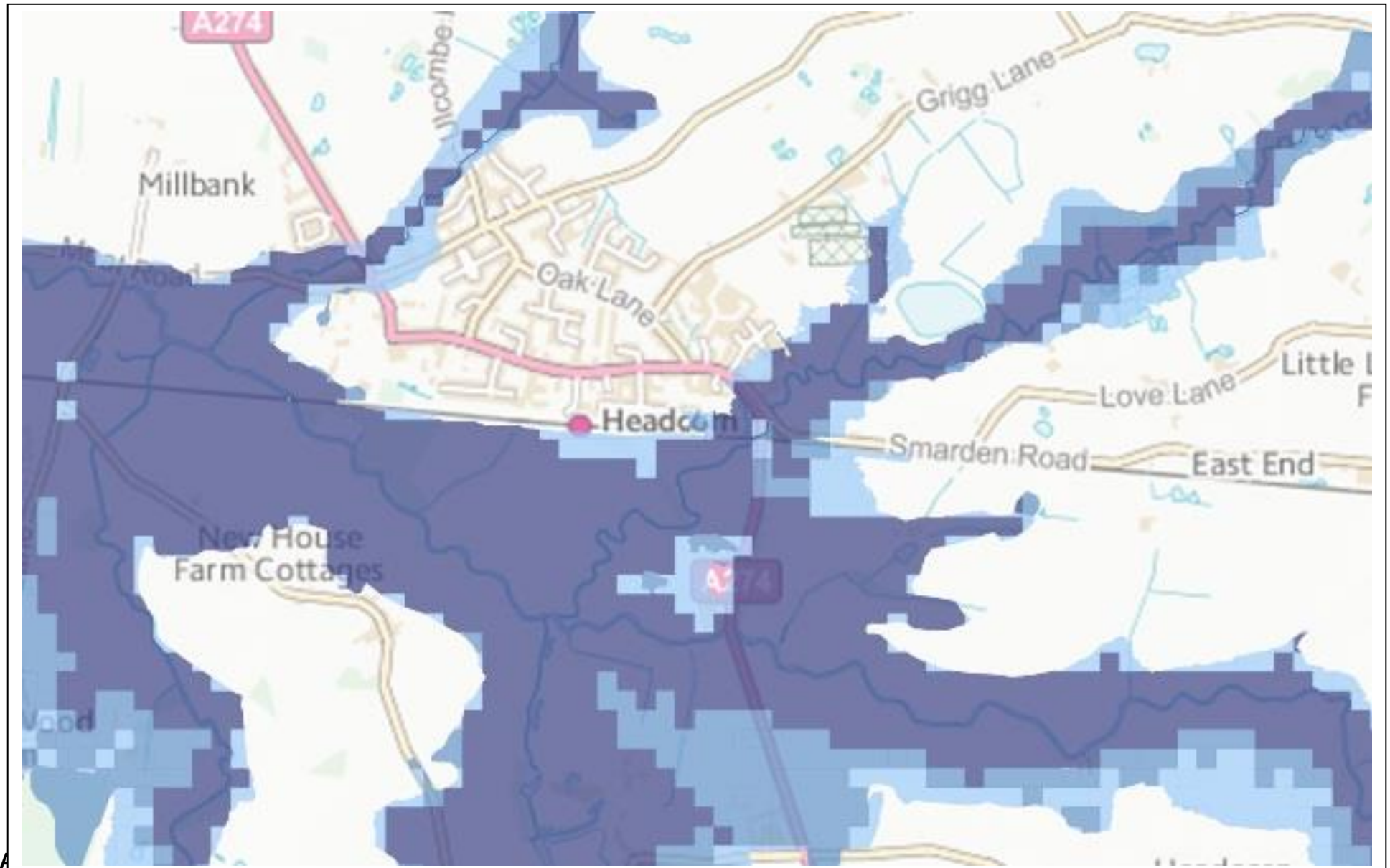
Population: 3,241 (2001)

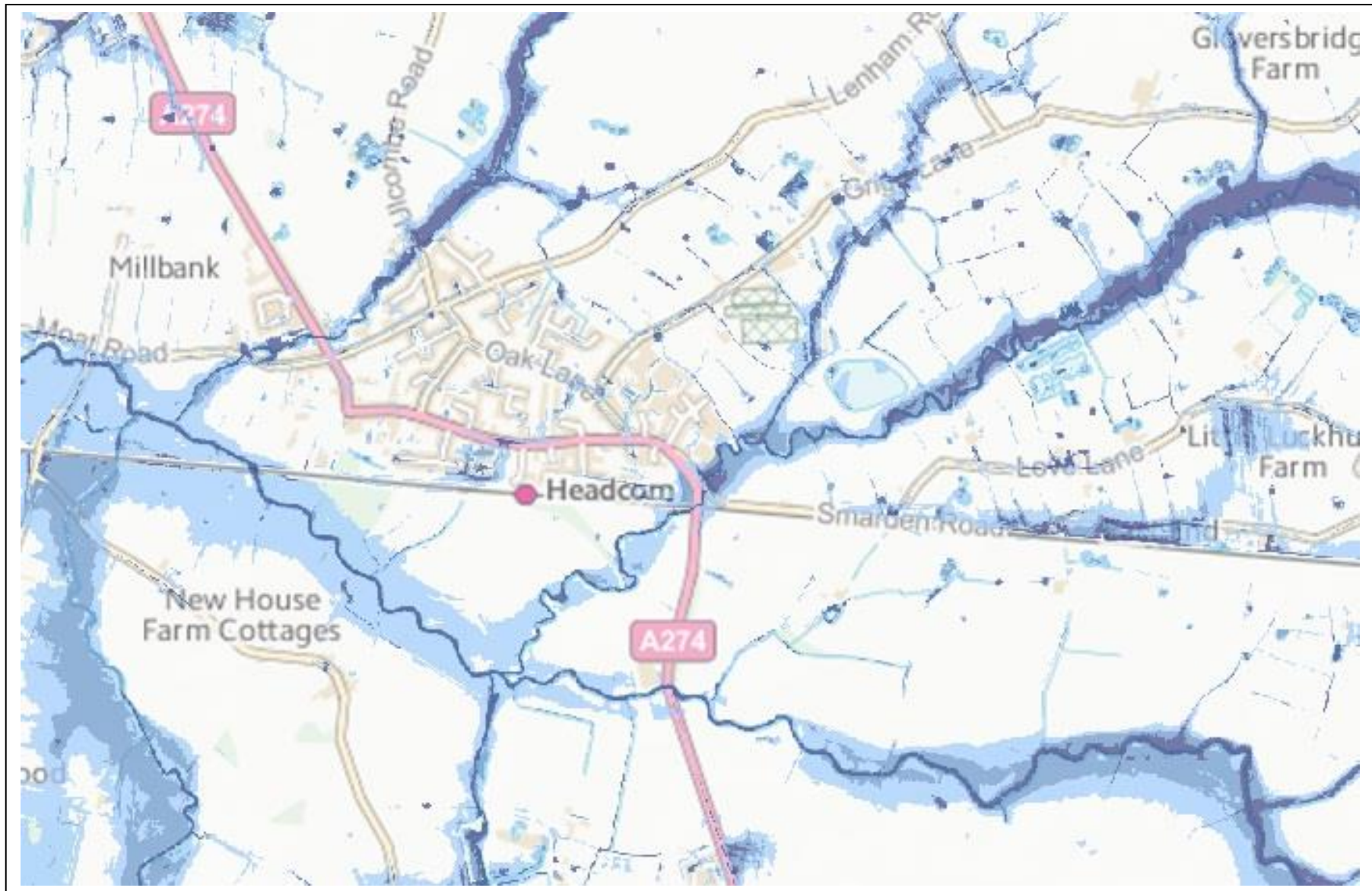
Local risks:

Risks	Impact on community	What can Community Response Team do to prepare?
Rivers Beult and Sherway and School Stream	<ul style="list-style-type: none"> • Flooding of local streets • Damage to properties in Upton's, Oak Farm Gardens, King's Road, Moat Road, Smarden Road and some outlying houses in Water Lane, New House Farm Lane and Bletchenden. 	<ul style="list-style-type: none"> • Encourage residents to improve home flood defences • Work with local responders such as EA on flood prevention.
Railway accident or emergency.	<ul style="list-style-type: none"> • Likelihood of a large number of people requiring a rest centre. 	<ul style="list-style-type: none"> • Work with local emergency responders to help with provision of rest centre for walking casualties and uninjured persons.
Snow emergency	<ul style="list-style-type: none"> • Likelihood of village being cut off by snow. 	<ul style="list-style-type: none"> • Look at need for emergency transport should roads not be capable of normal access. • Ensure that identified vulnerable people are monitored.
Storm emergency	<ul style="list-style-type: none"> • Likelihood of damage in village by a storm. 	<ul style="list-style-type: none"> • Identify people who are able to assist in road clearance or help with dangerous property or structure.
Aircraft crash	<ul style="list-style-type: none"> • Likelihood of property damage and injury due to aircraft accident. 	<ul style="list-style-type: none"> • Work with local emergency responders to help with provision of rest centre for walking casualties and uninjured persons.

Other useful notes:

Areas at Risk of Fluvial Flooding





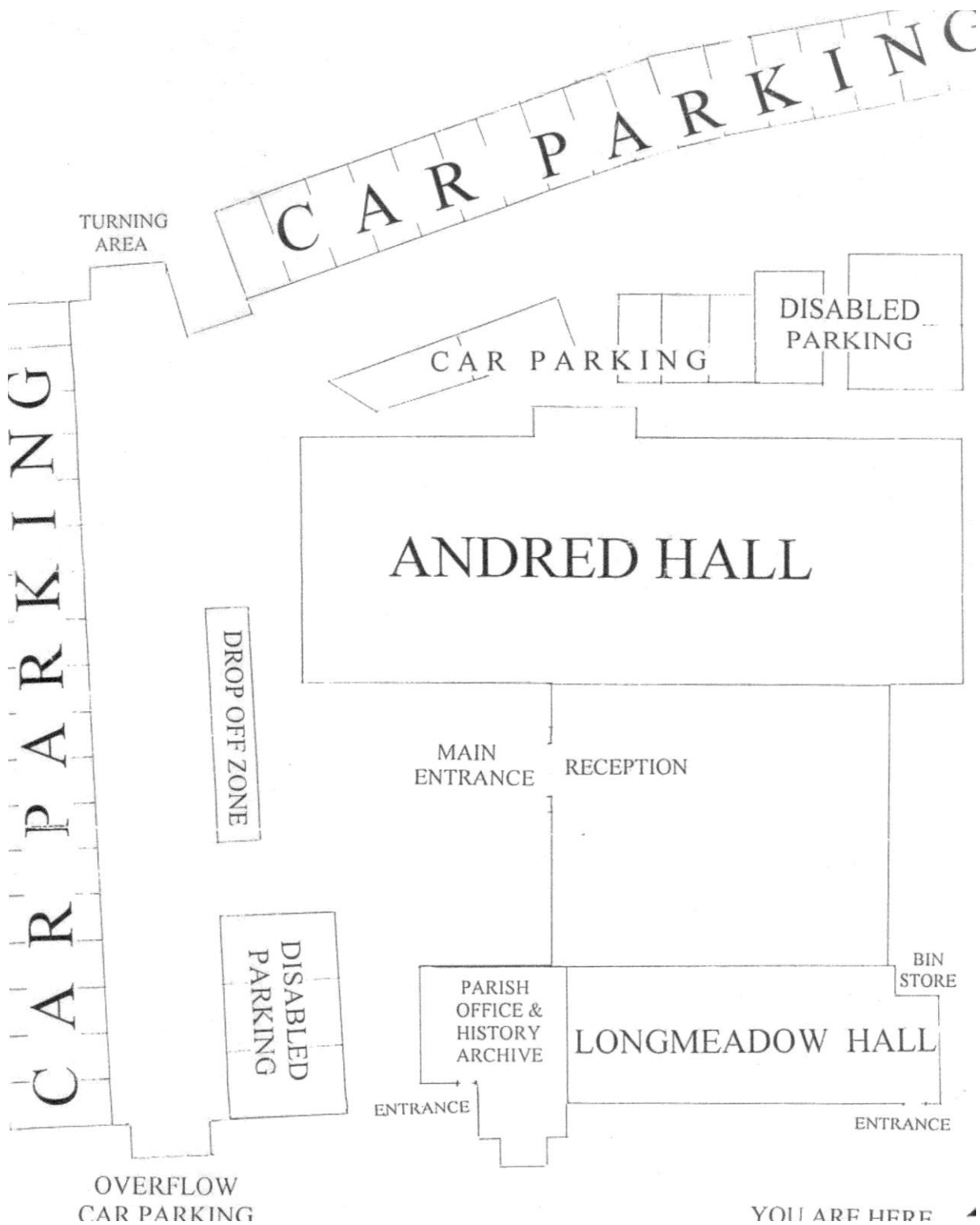
Appendix B: Key Locations

During an emergency, Headcorn Parish may want to open their emergency centre/ rendezvous point in order to co-ordinate their response. 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 over-night accommodation arranged if necessary.

These locations are listed in the table below,

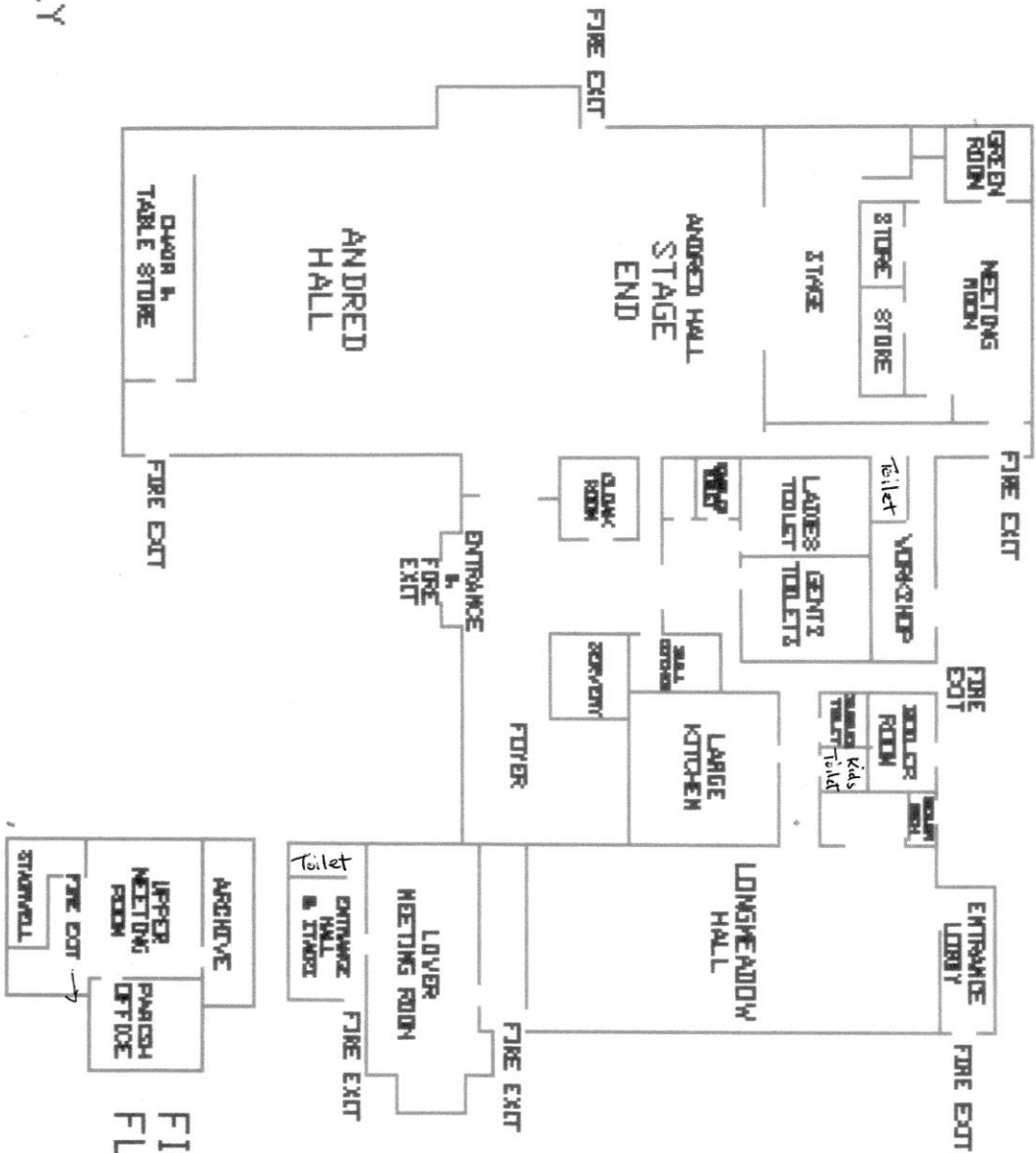
Building	Headcorn Village Hall
Location	Church Lane TN27 9NR
Potential Use in Emergency	Parish Emergency Centre & Rest Centre / Safe Place
Contact details	Tim Thomas - 01622 890270 (07719923568) Headcorn Parish Clerk - 01622 892496 (07956 440713)
Hall Size:	300 people
Facilities:	<p>Longmeadow Hall - size 42ft x 20ft</p> <p>Andred Hall - size 70 ft x 40ft plus stage</p> <p>2 Meeting Rooms – downstairs and 1 upstairs + office and Archive</p> <p>Large Kitchen – 1 small freezer 1 large fridge 1 dishwasher 1 large oven – electric & gas rings 1 hot cupboard – water boiler 100 + place settings and cutlery 1 microwave over</p> <p>Small Kitchen – 1 cooker – electric & gas rings 1 small fridge 1 small hot cupboard 1 microwave 2 water boilers</p> <p>Back hall/room – 1 small fridge</p> <p>Chairs in building – 395 Round tables – 20 Long tables – 29 Small tables – 11 4 wheelchairs Ladders and steps</p>

Village Hall Plan



Village Hall Site Plan

FIRE
ASSEMBLY
POINT



FIRE
ASSEMBLY
POINT

FIRST
FLOOR


Appendix D: First Steps in an Emergency

Follow the instructions below when the plan is activated.



	Actions	Complete
1	Call 999 (if necessary) and follow any advice given.	
2	Ensure you are in no immediate danger	
3	Start writing a log (Appendix G) containing any decisions you made and who you spoke to/what was said.	
4	Alert Emergency Coordinator then follow the Emergency Coordinator action card (Appendix E)	

Appendix E: Emergency Coordinator Action Card



	Action	Notes / Complete
1	Initiate telephone tree to call Emergency Management Team.	
2	Begin a record of actions and decisions.	
3	Assign specific roles / areas of responsibility to Emergency Management Team as needed; e.g. communications, loggist, resources, information, welfare provision, etc. and confirm actions.	
4	Open community shelter if required.	
5	Alert volunteers / relevant resource holders as required.	
6	Begin warning and informing activities to those under threat as appropriate (see <u>Warning and Informing</u>)	
7	Alert the Borough Council if appropriate (see <u>Appendix H contacts</u>).	
8	Support and handover control to emergency services / other authorities if required.	
0	Provide local knowledge and frequent updates to authorities.	
11	Coordinate community response.	
12	Support the vulnerable	
13	Meet regularly and review progress of incident; respond as appropriate.	
14	Confirm and communicate end of incident.	
15	Complete incident log.	
16	Support community in recovery.	
17	Arrange debrief and review preparedness / plan as necessary.	

Appendix F: Emergency Management Team Action Card



	Action	Notes / Complete
1	Attend Community Emergency Management Team meetings.	
2	Maintain a record of actions and decisions.	
3	Support the Community Emergency Coordinator in their role.	
4	Setup and maintain Community Emergency Management Centre: From here all information pertinent to the emergency should be reported directly to the Borough Council (see Appendix H contacts) until an Incident Liaison Officer (ILO) arrives to represent it – see 4.1 for locations.	
5	Facilitate and coordinate the work of the Community Emergency Team members.	
6	Promote excellent communications with all those involved.	

Appendix H: Emergency Contact Details

Community Emergency Team

Name	Role / skill / resource	Phone numbers	Address
Management Team			
Parish Clerk	Parish Clerk	01622 892496 07956 440713	Parish Office, Village Hall, Church Lane
Team Members			
Tim Thomas	Village Hall Chairman Flood Warden	01622 890270 07719 923568	23 Brooklands TN27 9QS
John Mather	Headcorn PC Flood Warden	01622 892315 07717 474684	32 Locks Yard TN27 9AD
Community Shelters			
Headcorn Village Hall	Parish Emergency Centre / Rest Centre / Safe Place	Tim Thomas 01622 890270 077199923568	Church Lane
Village Hall Administrator	Helen Anderson	07944668802	16 Chaplin Drive
Parish Council			
Parish Clerk	Village Hall	01622 892496	
Other skills / resources			
Parish Council Lengthsmen	Chainsaw Operator	01622 892496 07956 440713	
Nick Parnell	Local Radio Amateur	TBA	4 Forge Lane
PCSO John Boyd	Kent Police PCSO	101	
Stuart Ellesmere	KCC Community Warden	07969 583923	

Name	Role / skill / resource	Phone numbers	Address
Catering			
King's Road Stores	Water/Food Supply	01622 890336	41-43 King's Road
Sainsburys, High Street	Water/Food Supply	01622 892072	34 High Street
Oldfield's, High Street	Water/Food Supply	01622 890437	High Street
Voluntary groups			
Senior Lunch Club			
WI			
Other local shops & Services			
Headcorn Service Station	Fuel	01622 892282	37 Station Road
Medical			
Headcorn Surgery	Doctor/Nurse	01622 890294	Grigg Lane Surgery

External Contacts

	Office	Out of hours	Other
Local Authorities			
Maidstone Borough Council	01622 602000	01622 602000	
Kent County Council	0300 41 41 41	0300 41 41 41	Text relay: 18001 03000 41 41 41
Stuart Ellesmere (KCC Warden)	07969 583923	07969 583923	
Kent Resilience Team	01622 212409		
Duty Emergency Planning Officer (DEPO)	03000 414999		
Adjacent Parishes			
Emergency Services			
Police	101	999	
Kent Fire & Rescue Service	01732 369 429 / 01622 692 121	999	
South East Coast Ambulance Service	01622 747010	999	
Environment Agency			
Kent Office, Addington	03708 506506	-	
Emergency Hotline	0800 80 70 60	-	-
EA Floodline	0345 988 1188	0845 988 1188	-

Flood Warning Duty Officer Kent Area Incident Room	01732 223 108 / 01732 223 175		
Utility Companies			
National Grid (Gas emergencies)	0800 111999	0800 111999	-
National Grid (electricity emergencies)	0800 40 40 90	UK Power Networks 0800 783 8838	-
South East Water (emergency)	0333 000 0365	Leakline 0333 000 3330	-
Southern Water (emergency)	0845 278 0845	Leakline 0800 820 999	-

Appendix I: Telephone Tree

The phone tree works as a pyramid, with the coordinator at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.

