



Community resilience plan



Trotton with Chithurst parish council



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1. Introduction: Definition of an emergency

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Although there is no statutory responsibilities for communities to plan for, respond to, or recover from emergencies, it is good practice to identify hazards and make simple plans on how they could respond to them.

This plan has been developed by the Community Response Group and it covers the geographical area of Trotton with Chithurst (civil) parish.

2. Aim

To increase resilience within the local community through developing a robust co-ordinated approach that complements the plans of responding agencies.

3. Objectives

- Identify the risks to the community and relevant response actions
- Identify vulnerable people / groups in the community
- Identify capacity and resources in the community available to assist during an emergency
- Provide key contact details for the Community Team, Key Community Resources, the Emergency Services and Local Authorities

4. The community team

The community team coordinates the community's response to any emergency situation that may develop. This includes, but is not limited to ensuring that vulnerable people are cared for, promoting self help to householders, etc. There will need to be a list of volunteers with a variety of skills and knowledge that the community can call on in the event of an emergency.

The key roles held currently are:-

Rôle	Name	Tel	Mobile	Address
Community team co-ordinator	Thais Robertson	01730 813661	07794 620129	The Elsted Inn, Elsted Road, Midhurst, West Sussex, GU29 0JT
Deputy – emergency co-ordinator	Neil Ryder	01730 207447	07711 008025	Steps, Trotton, GU31 5EP
Team member	Matt Ayling		07444 400569	matt@mandctraining.co.uk
Team member	Darren 'Nobby' Stiles	01730 813666	07800 536586	The Old Police House, Trotton, GU31 5ES

The role of the team co-ordinator is primarily one of co-ordinating the community response and liaising with the Emergency Services and other public sector bodies involved in the specific emergency. The Deputy and other team members should support the Co-ordinator in carrying out key roles and responses. Tasks will be delegated to team members as appropriate. The Team co-ordinator will ensure that all team members are engaged in the planning and response processes.

All members of the Community team should:

- Reside in or have active links to the community.
- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that the vulnerable are provided with additional assurances during an

- emergency.
- Ensure that communications are maintained within the community and with the Emergency Services/Local Authorities.
- Ensure that confidentiality is maintained where necessary.
- Maintain an action log, with reasons recorded of the action(s) taken in the 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

The specific roles identified for the co-ordinator and deputy are summarised in Annex 1. The role of community welfare co-ordination is a key task for the community team and its responsibilities are distributed amongst team members. The community team has a distinct role in ensuring that the needs of residents are heard and that attention is paid to the welfare of all residents. This is again undertaken with regard to the priorities of the emergency services and other agencies.

5. Risk assessment

The types of emergencies that are likely to impact on our community have been assessed as :-

- Flooding (River Rother and tributary streams).
- Evacuation (Fire, Flood, Gas, Electricity Network)
- Dangerous Road Conditions (Snow, Ice, Flooding).
- Restricted Road Access (Snow, Flooding, Trees).
- Power Failure.
- Communications Failure.
- Vulnerable People.

6. Activation procedure

The Trotton with Chithurst community resilience plan will be activated when an emergency has occurred. It may also be activated if warnings are received, prior to an anticipated event such as severe weather.

A guideline activation procedure can be found in **Annex 2**. This procedure details the call out order, the communicating of information to the community and logging of actions.

7. Plan maintenance

The community team co-ordinator is responsible for keeping the plan up to date by review and consultation. The plan will be reviewed annually. The community team co-ordinator will report annually to the parish council.

Annex 1: Key roles and responsibilities within the community team

The community team co-ordinator

The holder of this post should:

- Oversee the completion and updating of the community response plan.
- Ensure that the plan is regularly reviewed and updated and Information Annexes are maintained.
- Report annually to the parish council detailing if the plan has been activated, highlighting any changes to the CT members and consulting on any review of the plan.
- Liaise with the appropriate Emergency Planning Officer(s)
- Ensure that the appropriate authorities and individuals are notified. Maintain Annex 4
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point with emergency services and the local authority and other public sector bodies to ensure that two-way communication is maintained.
- Maintain Annex 7.
- Communicate important messages to the community (see Annex 7).
- Activate resources as required.
- With the team carry out risk assessments both for this plan and during an emergency with the appropriate member of the Sussex Resilience Forum.

Current postholder

First name	Surname	Telephone	Contact details
Thais	Robertson	01730 813661	Email: thais.robertson@trotton-with-chithurst.org.uk Address: The Elsted Inn, Elsted Road, Midhurst, West Sussex, GU29 0JT

Deputy co-ordinator

The holder of this post should:

- Deputise for the community team co-ordinator when required and especially when the community team co-ordinator is not available.
- Liaise with community team co-ordinator and receive instructions from him/her.
- Draw up and maintain lists of volunteers and resources – Annexes 6, 8 and R1.
- Be the team co-ordinator's 'eyes and ears' on the ground and may consider creating a 'grab bag' containing the plan and appropriate clothing / equipment which may be required for an emergency.
- Assess, prioritise and communicate events on the ground to the co-ordinator and others appropriate.
- Liaise with the inform the statutory authorities about vulnerable members of the community
- Support emergency services if and when directed
- Record all activities (photograph, video, log sheets
- Revise emergency plan in light of experiences.

Current postholder

First name	Surname	Telephone	Contact details
Neil	Ryder	01730 207447	Email: clerk@trotton-with-chithurst.org.uk Address : Steps, Trotton, Petersfield, GU31 5EP

Community welfare co-ordination

This role will be carried out initially by the co-ordinator and deputy.

This role is to co-ordinate the people side of any emergency, particularly focusing on ensuring that the needs of those most affected by the emergency are met. This role is shared between team members and co-ordinated as appropriate within each community. It requires that the Team:-

- Have knowledge of people who may need help and support in the community
- Equip and organise community places of safety
- Put a system in place for receiving food/drink and other resources for the rest centre(s)
- Maintain the records for the community place of safety
- Organise and provide support and comfort, basic sustenance and potentially sleeping arrangements in the place of safety
- Have a system for contacting and reassuring members of the community during an emergency
- Direct resources to members of the community most in need
- Communicate the needs of the most vulnerable people to the Emergency Services / statutory authorities - Annex R2
- Take responsibility for the maintenance of Annex R2 on behalf of the Community team ensuring that it is stored securely and is kept up to date and the requirements of the Data Protection legislation is complied with. (See Annex R2 for guidelines)
- Use the logging sheets to keep accurate records of actions taken during the emergency
- Assist with the updating of the Plan with regard to community needs in the light of experience and feedback from the community.

Annex 2: Emergency action check list

To be completed and adapted as appropriate to the incident.

Action		Complete
1	Dial 999 and ensure the emergency services are aware of the emergency and follow any advice given.	
2	Contact and inform your Local Authority.	
3	Begin recording details on the Log Sheet overleaf including: <ul style="list-style-type: none"> • Any decisions you have made and why. • Actions taken. • Who you spoke to and what you said. • (Including contact numbers) • Any information received. 	
4	Contact other members of the Community team and members of the community that need to be alerted: <ul style="list-style-type: none"> • Households affected. • The Parish Council / Ward via the Parish Clerk. • Volunteers and key holders as appropriate. 	
5	If necessary, call a community meeting but ensure the venue is safe and people can get there safely	
6	Make sure you take notes and record actions from the meeting. If a decision is reached to activate the Emergency Plan ensure that steps 1 – 4 above are carried out.	
	Add information as required	

Under no circumstances should you put yourself or others at risk to fulfil these tasks.

Annex 4: Key contacts list

Key contacts include the following:

Service / Name of contact (if applicable)	Telephone Number	Website	Additional Information
Emergency Services: For Emergencies dial '999'			
Sussex Police	101	www.sussex.police.uk	Protection of Life
Fire & Rescue Service	01243 786211	www.westsussex.gov.uk/fire	Rescue of people trapped by fire, wreckage or debris.
Ambulance Service – South East Coast Ambulance Service	01737 353333	www.secamb.nhs.uk	Medical treatment & medical evacuation
Local Authorities			
West Sussex County Council	01243 777100	www.westsussex.gov.uk	
Chichester District Council	01243 785166 01243 785339	www.chichester.gov.uk	Will staff Local Rest centre once resources are available.
Parish Council	01730 207447	http://www.trotton-with-chithurst.org.uk/	
Utilities			
Gas	0800111999	www.britishgas.co.uk	
Electricity	105	www.ssepd.co.uk	
Water	0330 303 0368	www.southernwater.co.uk/emergencies	
Environment Agency (Rivers)	0345 988 1188	www.gov.uk/check-flood-risk	River Flooding

Service / Name	Telephone Number	Website	Additional Information
Governmental Departments			
DirectGov		www.directgov.uk	Information on public
Cabinet Office		www.cabinetoffice.gov.uk	Link to civil contingencies
Voluntary Organisations			
British Red Cross	0844 871 11 11	www.redcross.org.uk	
St Johns Ambulance	08700 10 49 50	www.sja.org.uk	
RSPCA	0300 1234 999	www.rspca.org.uk	Animal Protection
Cruse	0844 477 9400	www.crusebereavementcare.org.uk	Bereavement Care
The Samaritans	08457 90 90 90	www.samaritans.org	confidential non-judgmental
Other essential numbers			

Annex 5: Risk assessments tool

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a national / Regional / County or District level. **In the Community Resilience Plan you will need to record the pattern of risks for your specific community.**

Risk assessment tool

Relative Impact	Catastr ophic	5					
	Signific ant	4					
	Moder ate	3					
	Minor	2					
	Insignif icant	1					
			Low (1)	Medium low (2)	Medium (3)	Medium High (4)	High (5)
			Relative Likelihood				

Step 1 Assess the likelihood of an incident occurring

Step 2 Assess the impact of the incident

Step 3 Prioritise the risks from highest to lowest and record them on the local risk register.

1. Likelihood is the probability of an incident related to a hazard or threat, happening over the next 5 years.
2. Impact is a measure of the severity of the potential harm caused by the hazard or threat, looking at the impacts on health, the economy, the environment and society.

Local risk register

Identified risks include:

Risk / Hazard	Possible Actions	Priority
Flooding (River Rother and tributary streams).	<p>Few residential premises in flood zone, to be aware of flood precautions.</p> <p>**St. George's Church now equipped with portable heaters and water boiler as rest centre to West of River Rother for residents unable to access the Grange in Midhurst.**</p>	<p>Medium/Low Likelihood. Moderate Impact.</p>
Evacuation (fire, flood, gas, electricity network).	<p>High pressure gas pipe across South of parish. High voltage pylons across parish from NE to SW. Lowland Heath on Trotton Common. River Rother. Petrol station on edge of parish.</p> <p>**St. George's Church now equipped with portable heaters and water boiler as rest centre to West of River Rother for residents unable to access the Grange in Midhurst.**</p>	<p>Medium/Low Likelihood. Moderate Impact.</p>
Dangerous road conditions (snow, ice, flooding).	<p>WSCC Highways will salt/grit A272 and Iping to Elsted B road.</p> <p>In addition, Elsted Road gives a relatively level access to the A272, avoiding the hill at Keepers Corner, so Dumpford residents should consider using Trotton Road (to the Elsted Inn) instead.</p> <p>ACS Contractors, Buddington Farm, Hollist Lane, Midhurst, GU29 0QP (Tristan Parks 01730 858141 trisacs@btinternet.com 07734415566 will act on behalf of WSCC and the parish council under the terms of the "Winter Offer". ACS do not hold stocks of salt/grit but will collect same from Midhurst WSCC depot when advised by WSCC.</p> <p>In the event of predicted and prolonged snowfall or icy conditions, WSCC will advise/authorise ACS to clear and grit:</p> <ol style="list-style-type: none"> 1) Chithurst Lane. 2) Terwick Lane from Dumpford to the A272 at Keepers Corner. 3) Trotton Road from Dumpford to the Elsted Inn. <p>ACS will also place Hippo Bags of road salt/grit at:</p> <ol style="list-style-type: none"> 1) Chithurst Lane junction with A272 (grass triangle). 2) Gatehouse Lane junction with A272. 3) Terwick Lane junction with A272 (Keepers Arms). 4) Terwick Lane junction with Mill Lane (East). 5) Terwick Lane junction with Mill Lane (West). 6) Chithurst Lane (Chithurst Church). 7) Rother Lane junction with A272. <p>**Residents to spread salt on untreated junctions and hills to aid traction**</p> <p>**Consideration to be given to investing in grit bins as an alternative to Hippo Bags**</p>	<p>Medium/high likelihood. Moderate Impact.</p>

<p>Restricted road access (snow, flooding, trees).</p>	<p>All roads aside from the A272 are single track sunken lanes and are liable to be blocked by trees. However there are few “dead end” lanes in the parish longer than walking distance. Blocked lanes are highly likely but most could be circumnavigated (with a long detour).</p> <p>**Defibrillator provided and maintained by parish council situated at Mill Lane phone box**</p> <p>**Residents' Basic Life Support Training provided by M&C Training via Parish Council annually/as appropriate**</p> <p>**Consider Air Ambulance if casualties cannot be reached by road**</p> <p>**Consider local chainsaw users if Highways are stretched**</p> <p>**Consider local 4x4 users for snow**</p> <p>**Consider “What If?” scheme for Parish to support emergency services, especially on A272**</p>	<p>Medium/high likelihood. Minor impact.</p>
<p>Power failure.</p>	<p>Short power failures are common and minor. Longer failures can be significant.</p> <p>**Residents to be aware of national power failure number 105**</p> <p>**Vulnerable residents to register as priority users on 0800 294 3259 or www.ssepd.co.uk/PriorityServices **</p> <p>**St. George's Church now equipped with portable heaters and water boiler as rest centre to West of River Rother for residents unable to access the Grange in Midhurst.**</p>	<p>Medium/high likelihood. Significant impact.</p>
<p>Communications failure.</p>	<p>Broadband can be poor and carried on vulnerable overhead lines. Mobile signal is patchy. Failure of all three systems for prolonged period is unlikely but could be more significant in emergency situations.</p> <p>**Residents to check on neighbours, especially vulnerable neighbours, in case of communications failure**.</p>	<p>Medium likelihood. Minor impact.</p>
<p>Vulnerable people</p>	<p>There are a number of vulnerable people living in the parish, often alone. However, most people know, and look out for their neighbours as a matter of course.</p> <p>**Residents to continue to check on neighbours, especially vulnerable neighbours and especially in difficult times. Assistance available from the Parish Emergency committee if needed.**</p> <p>**Vulnerable residents to register as priority electricity users on 0800 294 3259 or www.ssepd.co.uk/PriorityServices **</p> <p>**All residents to take advice from Sussex Resilience Forum “Preparing for Emergencies”**</p> <p>**Defibrillator provided and maintained by parish council situated at Mill Lane phone box**</p> <p>**Residents' Basic Life Support Training provided by M&C Training via Parish Council annually/as appropriate**</p>	<p>High likelihood. Moderate impact.</p>

Annex 6: Community capacity & resources

The following key resources are available to support the local community:

Resource	Contact / key holder	Conditions of use	Additional information
St.George's Church	Sasha Boam 01730 818453	Main church is never locked.	**St. George's Church now equipped with portable heaters and water boiler as rest centre to West of River Rother for residents unable to access the Grange in Midhurst.**
Tractors, chain saws and other farming machinery.	Johnny Shaxson Rough House Farm, Elsted. GU29 0JY. (01730) 825406		Willing to act for WSCC Highways etc in neighbouring Trotton Parish.
Defibrillator in Mill Lane (East) phone box	Barry Cooper	Accessible to all.	Provided and maintained by Parish Council
7 x 1 tonne hippo bags of salt/grit for road use.	ACS Contractors, Buddington Farm, Holist Lane, Midhurst, GU29 0QP (Tristan Parks 01730 858141) trisacs@btinternet.com	To be deployed as agreed by WSCC Highways (see above).	To be deployed as agreed by WSCC Highways (see above).
Chain saw	Nicholas Rump	Local Resident	
Chain saw, 4WD.	John Field 01730 813080	Local resident.	
Chainsaw, 4WD, marquee, tables, chairs, catering equipment.	Anne Stephens 01730 810367	Local resident.	
Chain saw, 4WD, First Aid	Caroline Eames	Local resident.	
Chain saw, 4WD, brushcutter.	Katherine Mackellar 01730 814539	Local resident and councillor.	
Chain saw, 4WD, marquee.	Neil Ryder 01730 207447	Local resident and councillor.	

Annex 7 Communications

Providing accurate information is essential during an emergency. The council aims to use its website and noticeboards as key communication tools:

Method	Location (If applicable)	Contact / responsibility	Additional information
Parish council noticeboards and website	1. Mill Lane. 2. Chithurst Bus Shelter. 3) Smugglers Cottage.	Parish Council Clerk	http://www.trotton-with-chithurst.org.uk/

Key information such as road or school closures are usually reported on local radio, as follows.

Station	Frequency	Website
BBC Southern Counties –	95.3-104.5 104.8FM	http://news.bbc.co.uk/local/sussex
Spirit FM	106.6FM	www.spiritfm.net

Annex 8 Critical infrastructure & maps.

List of critical infrastructure

Type of infrastructure	Location	Any risks	Other information
St. George's Church	A272 west of River Rother		To be equipped as rest centre with portable heating (in progress) and cooking facilities.
River Rother and tributary streams.	Bisects parish WSW to ENE	Flood Risk	
A272	Bisects parish E to W	Crash closure risk	Popular motorcycle route.
Gas pipe (high pressure)	Crosses south of parish E to W	Gas leak, fire	
High voltage pylons.	Bisect parish NE to SW	Air accident, collapse, fire	
Trotton Common	South east of parish.	Fire	Lowland heath with sandy soil.
Aylings Garden Centre	East of parish On A272	Calor Gas stockist	(01730) 810430 http://www.aylingsgardencentre.co.uk
Trotton Gate Garage	Just east of parish, off A272	Petrol and Diesel supplier	(01730) 813661

Annex 9: Plan distribution

The table shows all copies of the plan that have been distributed. These copies will all need to be destroyed and replaced when a new version is produced.

Organisation	Contact details	Number issued
Trotton Parish Council	www.trotton-with-chithurst.org.uk/	Website only
West Sussex County Council	www.westsussex.gov.uk	Email only
Chichester District Council	www.chichester.gov.uk	Email only

Annex 10: Draft community resilience emergency meeting agenda

Proposed Emergency Meeting Agenda												
Date:												
Time:												
Location:												
Attendees:												
What is the current situation:												
Location (full details of address):												
Description of Incident:												
Any threat to life:	Yes	No	If yes, contact the emergency services immediately on 999									
No of people affected by incident:	Adults		Children	List all known hazardous substances below (e.g. gas cylinders, hazardous chemicals, snakes, etc.)								
Of these how many are vulnerable?	Adults		Children									
What resources do we need?	Food	Yes	No	Blankets	Yes	No	Shelter	Yes	No	Off-road vehicles	Yes	No
	Other	Yes	No	List additional resources needed								

Annex R1: Restricted information and contacts

The list below shows any restricted information that has been issued to outside organisation. If any data protection issue arises, these are the organisations that will need to be contacted to check information that needs to be protected. The maintenance of these lists needs to comply with the requirements of the Data Protection legislation.

No information has currently been issues to outside organisations under the resiliency plan

There are currently no restricted contacts

Annex R2: Vulnerable groups within the community (restricted & personal Information)

Information about vulnerable people and groups is held by the community team only, under the council's privacy policy.

Vulnerable people lists are constantly changing and therefore it would not be viable for the community team to try to maintain a permanent list. Emergencies can also make people vulnerable who are not normally and therefore vulnerable people are encouraged to inform the emergency services, electricity and social services / welfare agency teams as well as the community team.