

# CHARLBURY PARISH EMERGENCY PLAN

Approved by Charlbury Town Council for use from September 2024

The plan will be reviewed annually.

This document contains personal information that must be treated as private and confidential

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## Distribution List

Name/Place	Format
Library, Community Centre <i>(without some appendices)</i>	Loose leaf binder
Town Council members	Electronic pdf
Other Emergency Team members	Electronic pdf
District Councillor	Electronic pdf
WODC Emergency Planning	Electronic pdf
OCC Emergency Planning	Electronic pdf
Charlbury Town Council website <i>(without some appendices)</i>	Electronic pdf
Charlbury Primary School	Electronic pdf

## INTRODUCTION

Nearly all emergencies affecting the community will be dealt with routinely by joint response of the emergency services, local authorities and the major utilities. However, there may be occasions when the arrival of outside assistance is delayed, and the community will need to help itself.

This document has been created by Charlbury Town Council to provide contacts and a basic framework for managing the **initial** stages of a major emergency that may threaten the safety and welfare of the community, its people and property. It is not the intention of this plan to replace in any way help from the recognised emergency services.

The responsibility for keeping this plan up to date lies with the Chair of the Town Council.

## Objectives of the Plan

**The purpose of this plan is to provide information for:**

The Parish Emergency Management Team, The Emergency Services, Oxfordshire County Council and West Oxfordshire District Council, in the event of a major incident which may threaten the safety and welfare of the community, both residential and employed, property and livestock.

**The Plan achieves this by:**

- Identifying the risks to the community and taking action to mitigate them.
- Providing key contact details for the Emergency Management Team, Key Community Resources, the Emergency services and Local Authorities.
- Identifying resources in the immediate local community available to assist during an emergency.
- Identifying vulnerable people in the community and developing plans to assist/protect them.
- Provide a framework to keep the community informed of Emergency Services actions, Town Council assistance and residents' personal responsibilities.

## Potential Emergency Risks that might impact Charlbury

Whilst an episode of flooding is probably the most likely cause of any future emergency, the location of our Parish does not preclude other possible emergency situations.

- The edge of the Parish is traversed by a major railway line.
- Sustained failure of gas, electrical or water supplies which may then threaten lives in the community.

- Damage and injury caused by severe weather or prolonged spells of severe weather or snow restricting movements.
- Gas leaks or explosions, a major fire or building collapse requiring evacuation of part of the community.

Our area covers the Parish of Charlbury, comprising some twelve hundred private dwellings, the Charlbury Primary School, a pre-school, two nurseries, about fifteen business and retail properties and a care home for the elderly.

There are no known potentially dangerous industrial installations.

## PROCEDURE FOR A SERIOUS EMERGENCY EVENT

**NOTE: remember to take all reasonable steps to avoid causing harm to yourself and others**

### Call 999

Give them the following information:

- Your name
- Your contact number
- Details of the incident
- Exact location
- Emergency Services requested
- Estimated casualties
- Hazards & road blockages

## SUBSEQUENT ACTIONS IN THE EVENT OF A POTENTIAL EMERGENCY

- Contact the Emergency Management Team (Page 5)
- Start a log (Page 15)
- Contact the District Council Emergency Centre (Page 6)
- Contact Key Holders (Page 5)  
If decision is made to open a Survivor Reception Centre
- Contact schools and those at risk (Page 6)
- Assist Emergency Services as required with the resources at its disposal, or if Emergency Services cannot offer immediate help, co-ordinate efforts to mitigate the impact of the threat.
- Designate a Central Co-ordinator from the Emergency Management Team and establish a communication and coordination centre in an appropriate meeting centre. (Page 5)
- In the case of severe fire, pass this information on to WODC emergency coordinators (Page 6)

*Remember local resources are limited: in a declared emergency the Emergency Team will only do what is essential to protect lives and property.*

## EMERGENCY MANAGEMENT TEAM

The legal responsibility at County level for calling an emergency and delivering a response lies with The Emergency Services (ES), Oxfordshire County Council (OCC), West Oxfordshire District Council (WODC).

**But, if a serious incident is District or County wide, Emergency Services may be delayed.**

In the absence of the regular emergency services, **the Charlbury Parish Emergency Plan will be activated by the Chair, or in his/her absence the Vice Chair / Clerk / Other Councillors / or members of the Emergency Team.**

The Plan will be the framework for self-help response until the services arrive **as far as parish resources allow.**

### Town Council Emergency Responsibilities:

Advise local residents what the emergency organisations plan to do.

Follow the requests made by the emergency services and the local authorities.

Maintain a contingency plan to cope with a serious situation until the Emergency Services arrive.

Keep people informed so that they can help themselves.

Ensure as many vulnerable people as possible are contacted and assisted.

### Emergency Management Team contacts:

Name	Contact Number	Mobile
Gary Harrison Chair of the Town Council		
Liz Reason Vice Chair of the Town Council		
Lisa Wilkinson Clerk to Town Council		07311 259412
Chris Potts Chair of the Community Centre		
Paddy Gallagher Trustee of Corner House and Memorial Hall CIO		
Councillor Katie Ewer		
Councillor Tony Vettters		
War Memorial Hall/Corner House		07393 670093
Community Centre		01608 811878

## West Oxfordshire District Council Contact:

Day/Times	Contact Number
District Councillor (Andy Graham)	
<b>District Council Emergency Planning Officer (EPO).</b>	
Mon – Fri	<b>01993 861000</b>
Weekends/Out of hours	

## Key Contacts

Service	Telephone
Oxfordshire County Council, Emergency Planning	<b>In an Emergency 999</b> 01865 323765 01865792422 (outside office hours will be directed to relevant service)
Oxfordshire Fire & Rescue	01865 842999 ( 24 hrs) <b>In an Emergency 999</b>
Oxfordshire Highways	0345 3101111
Southern Electric Emergency Numbers	0800 0727282 0345 0721905
Gas National Emergency Number	0800 111 999
Environment Agency: Floodline Emergency	0345 988 1188 0800 80 70 60
Thames Water	0800 316 9800 0800 714614
Thames Valley Police	101 Non-Emergency. <b>In an Emergency 999</b>
Charlbury Primary School	01608 810354
Charlbury Pre school Railway Children Nursery Little Monkeys Nursery	01608 811200 01608 811099 01608 811828
Cottsway Housing	01993 890000 (24 hour line) 08008766366

## Primary Survivor Reception Centre

Premises	Function	24 hr Contact Number and Key Holders
Charlbury Community Centre, Spendlove Centre, Enstone Rd, Charlbury, OX7 3PQ	Community Centre, fully accessible, with large sports hall, heated rooms, cafe and toilets. Seats 50 with space for more if seating provided. Parking available	Chris Potts Daniela Jenkins
Corner House and War Memorial Hall, Browns Lane, OX7 3PN	Reception Centre with kitchen, toilets. Rooms of various sizes, seating. Parking for 4 vehicles	

**Other community reception points if required:**

Friends' Meeting House, Market Street, Charlbury, OX7 3PH	Sue Terry
St Mary's Church, Church Lane, Charlbury, OX7 3PX	Paddy Gallagher
St Teresa's Catholic Church, 5 Fisher's Lane, Charlbury, OX7 3RX	Father Clive Dytor
Charlbury Baptist Church 6 Dyers Hill Charlbury OX7 3QD	Kay Colyer (secretary)
Charlbury Methodist Church, Fisher's Lane, Charlbury, OX7 3RX	Sheila Farmer
Charlbury Primary School, Crawborough, Charlbury, OX7 3TX	<a href="mailto:office@charlburyschool.org">office@charlburyschool.org</a> 01608 810354
The Bull, Sheep Street, Charlbury, OX7 3RR	01608 656957
The Bell, Church Street, Charlbury, OX7 3PP	Nathan Unwin-Walker 01608 692887

## **Emergency Communication Plan.**

If telephones are affected and road traffic is not moving freely, communication within the community, and to outside assistance, can be severely hampered.

A member of the emergency team will be tasked with listening to local and national radio stations which will enable the community to assess the general situation and also to hear messages from the emergency services.

All information and actions will be reported back to the Central Co-ordinator for cascading and decisions.

Communications between the Emergency Team will be by mobile phone assuming these are functioning, otherwise wifi or a landline will be used.

Contacting Vulnerable Residents is a Priority. In the first instance, contact should be made to Cottsway and direct to the Care Homes in the area. Other vulnerable residents known to the Emergency team members will also be contacted.

For an extended emergency such as severe weather, the Town Council website will be used to provide an up-to-date situation report on a daily basis.

## **Pets and Livestock**

No provision is being made in this plan for domestic pets or livestock. The owners are encouraged to make their own emergency plans.

## **Town Council Liability**

The Town Council insurance covers volunteers working on behalf of the community. However, it is the responsibility of all volunteers to only undertake tasks that they feel competent to do and to avoid at all times putting themselves or others into danger. Under no circumstances should any volunteer use machinery or equipment for which they are not fully trained.

This plan has been produced in good faith by the Charlbury Town Council, however no liability can be accepted for any inaccurate information or for circumstances arising from the use of this plan.



## APPENDIX A ADDITIONAL USEFUL CONTACT DETAILS,

Organisation	Tel Number	Comments
Charlbury Medical Centre	01608 811680	Defibrillator available 0800-1830 weekdays 0900-1030 Saturday
Pharmacy	01608 810315	Weekdays only
Thames Water	0800 714 614	24 hr leak line
Highways Agency	01865 815930	
Oxfordshire County Council Street Lighting	0800 317802	
Network Rail 24 hr helpline	03457 114141	
First Great Western Customer Services	03457 000125	
Brize Norton airfield	01993 842551	
Memorial Hall (overspill)		
Charlbury garage	01608 810898	
New Barn garage	01608 813001	

### Local media

Radio Stations	Frequency	Tel number
BBC Radio Oxford	95.2 FM	03459 311444

## **APPENDIX B - SPECIAL INFORMATION FOR FLOODING EMERGENCIES**

### **ENVIRONMENT AGENCY RESPONSIBILITIES TO THE PUBLIC**

- Monitor rain and river levels and make forecasts and issue flood warnings.
- Communicate the risks of flooding to those at risk.
- Provide information on flooding including updates on Floodline.

When flood warnings are in force, local flood information can be found using the Floodline service; callers can listen to this information by telephoning Floodline on **0345 988 1188**

The river level on the Evenlode can be monitored at:  
<https://flood-warning-information.service.gov.uk/river-and-sea-levels>

**All properties at risk from flooding can register for the Environment Agency's free flood warning service, Floodline Warnings Directed (FWD).**

This can be done by telephoning **0345 988 1188** and asking to be registered. To find out if your property is at risk, you can either telephone Floodline on: **0345 988 1188** and ask the operator or by logging onto the Environment Agency's website at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) and entering your post code. General enquiries to the Environment Agency can be made on **0370 850 6506** during office hours.

### **SANDBAGS**

When there is an imminent risk of flooding to property, supported by an Environment Agency Flood Alert or Flood Warning being declared, sandbags are made available free of charge by West Oxfordshire District Council. They will deliver sandbags to the elderly or disabled at times of need.

In an emergency loose sand and bags are available for householders to make up themselves at Charlbury Bowls Club car park. Please be aware you will need a vehicle to transport them and may need several trips to collect enough.

### **GENERAL ADVICE FOR THE PUBLIC IN THE EVENT OF A FLOODING EMERGENCY**

- Identify a safe place where you, your family and your pets can keep away from the floodwater.
- Gather essential items together. These include warm clothes, blankets, regular medication, a torch, food supplies, a mobile phone and a battery operated or wind-up radio.
- Turn off gas, electricity and water supplies at the mains.
- Move electrical items and valuables to a first floor or higher position.
- Floods can kill. NEVER attempt to walk or drive through any depth of floodwater.
- WAIT for the emergency services. Follow their instructions. If an evacuation order is issued you MUST comply.
- Call Floodline on **0345 988 1188** for the latest information and stay tuned to local radio.

## **APPENDIX C- SPECIAL INFORMATION FOR SNOW AND SEVERE WEATHER**

### **MET OFFICE WARNINGS**

Residents are encouraged to pay particular attention to any severe weather warnings issues by the **MET OFFICE** or published on their website

<http://www.metoffice.gov.uk> and to take the appropriate action.

### **Personal Actions to consider include:**

Having a provision of salt and shovels for snow and ice clearance

Fitting winter tyres and having chains for the car if its use is essential.

Storing a torch and batteries in a safe place in the house in case of power cuts

### **HIGHWAYS**

OCC Highways plan to ensure that key bus routes such as X9 and S3 are kept open in the event of severe snow. Salt grit bins are provided throughout the town to ensure that the majority of other access roads can be kept clear by local residents who need to use their cars. Local residents may use the salt grit on the highway at their discretion to reduce danger from ice and snow.

### **SALT BIN LOCATION**

See Appendix E for Salt Bin locations.

### **TOWN COUNCIL RESPONSIBILITIES**

The Town Council holds a small quantity of additional salt grit for use by residents to keep pathways and drives clear. This is available on application to the Clerk. Except in severe or prolonged conditions the Town Council does not organise any other snow clearance of paths and pavements.

Where organised parties are used to keep pavements and pathways clear the following guidance should be followed:

- Salting, gritting and snow clearance must only be carried out if it is safe to do so and no unnecessary risks are taken.
- Once introduced, organised clearance procedures must continue until the period of severe weather ends.
- A system of checks will be introduced by the Town Council to minimise the risk of neglecting previously cleared areas. All such checks must be logged.
- No organised action should be taken to clear, salt or grit Highways.

## APPENDIX D – Survivor Reception Centre details

Premises	Facilities	Key holder and tel number
Charlbury Community Centre	First choice. Able to accommodate 50 seated. Coach access	Chris Potts
War Memorial Hall	Second choice. Able to accommodate 90 seated. Cooking facilities with electricity and gas No coach access, limited vehicle access	Trustee Paddy Gallagher
Charlbury Primary School	Able to accommodate 50 seated. Cooking facilities with electricity and gas. Coach access.	School hours only <b>01608 810354</b>
St Mary's Church	Limited seating facilities for approx. 120. 2 toilets. No coach access and no kitchen facilities.	Church Warden Paddy Gallagher
The Bell Hotel	Able to accommodate approx seated: Pub: 56 seats The Barn: 30 seats Garden tent: 50 seats 26 sleeping (12 rooms) Cooking facilities with electricity and gas. Coach access on main road or reverse down the side of the Bell.	General Manager Nathan Unwin-Walker
Charlbury Baptist Church	Could accommodate 50 people (absolute maximum) in the main room with use of heating, kitchen (one electric cooker, microwave and kettles). Two toilets with small hand-washing basins but no shower No parking on street.	Secretary Kay Colyer
Friends' Meeting House, Market Street, Charlbury, OX7 3PH	3 rooms Able to accommodate 50 seated Kitchen and toilet No coach access	Sue Terry
The Bull	Able to accommodate seated: 120 Able to accommodate sleeping: 60 Cooking facilities- gas No coach access	General Manager Peter Walker

**APPENDIX E - STREET MAP OF THE PARISH OF CHARLBURY**



Showing Salt Bins

## APPENDIX F - LOCAL COMMUNITY RESOURCES AND SKILLS

Equipment/ Resource	Name	Tel No
Doctor <i>See also Annex A</i>		Via Medical Centre 01608 811680
Nurse		01608 811680
First Aider	Russell Ingham	
Tractor/digger		
Lifting gear		
Inflatable boat/ Canoes		
Wheelbarrow Petrol driven Pump		
Firefighting equipment and extinguishers	Caspar Morris Fire Station Watch Manager	
Sandbags and bin access	Charlbury Bowls club car park	
<i>Four-wheel drive vehicles</i>		
Aerial search & rescue (drones)	Gary Harrison	
Emergency food and drink		
Cutlery and crockery	War Memorial Hall	
Londis, Fiveways		01608 810660
Charlbury Co-op		01608 810815
Charlbury Deli		01608 811157
Emergency lighting: Torches Portable LED Work Light Tripod Mounted Double LED Lights .....		
Emergency Supply of Petrol		
Camp beds		
Electrician		
Emergency Defibrillator	Russell Ingham	

**APPENDIX G – INCIDENT LOG**

*The information contained in this log may be of use to agencies and local authorities following an incident to establish what actually happened, please do not destroy.*

**Log Keeper** .....

**Incident** .....

**Page**.....**of**.....

Date	Time	Event	Action

**APPENDIX H - VULNERABILITY REGISTER**

**LIST OF VULNERABLE PEOPLE & PEOPLE WHO MAY NEED ASSISTANCE**  
(not publicly available)

Name	Address	Tel

**Record of Revisions**

Revision Number	Reason	Date Issued	Amended By



