

# **COMMUNITY EMERGENCY SCHEME**

**KNARESBOROUGH TOWN COUNCIL  
EMERGENCY PLANNING COMMITTEE**

**In the event that the Community Emergency Scheme is activated and the Community Emergency Committee is called in to attend the Knaresborough House Crisis Centre:**

- Check that all members of the Emergency Committee have been alerted. (NB: Delegate the contacting and emergency briefing task to a member of the team)
- Remain calm and check that you are fit to participate and that it is safe for you to respond (route, weather, incident etc).
- Go to Knaresborough House and establish / set up the Crisis Centre. The Emergency Box is located in the Council Chamber at Knaresborough House.
- The first person to arrive at Knaresborough House should write the following up on the Emergency Scheme whiteboard:
  - Brief description of emergency – nature of event, date, time, location etc
  - Status of Emergency Committee call out – who has been called, is available, is on route etc
  - Start of running log of events and tasks undertaken
- Delegate a Leader who will lead the Emergency Response.
- Delegate other key tasks to specific individuals such as:
  - Facilitating the Crisis Centre – keeping information up to date, assisting Leader etc
  - Identification of likely and worse case scenarios for the emergency
  - Liaising with Harrogate Borough Council and the Emergency Services i.e. Police, Fire, Ambulance etc
  - Identification of affected parties, areas etc
  - Sourcing expertise, materials, resources etc
  - Setting up the reception and feeding centres etc
- Consider setting up a shift rota if the emergency response looks likely to extend beyond 12 hours.



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## Community Emergency Scheme

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## Section 1: General guidance on the plan

### 1.1 Introduction

Experience has shown us that local knowledge and resources are vital for an effective emergency response.

The initial response to a major incident will normally be provided by the police, fire, ambulance and coast guard services who will call for assistance from local authorities as appropriate. The community emergency scheme could provide essential information for your parish during the initial periods of an emergency, especially important in situations where the emergency services may be stretched or delayed in responding to an incident affecting your community.

### 1.2 Aim.

The aim of this scheme is to provide a single source of local information to raise your community's resilience and help you to respond effectively in an emergency situation.

### 1.3 Structure of the community emergency scheme

The emergency planning units of North Yorkshire have prepared the template of this scheme. The scheme is **completely voluntary** and **you have no statutory duty to complete it**. However it is being made available as a key resource for communities who wish to review their own resilience and develop it further.

The scheme is designed to be generic and flexible to allow communities to collect information and advice in the most appropriate form for the locality.

The community emergency scheme provides a framework for the systematic listing of contact details, responsibilities and information about resources. This Scheme could be of immeasurable help in taking action at the outset of an emergency and could be very useful in dealing with some of the day-to-day problems, which may occur in communities.

The scheme is separated into five sections:

- General guidance about the scheme
- Details on useful organisations during an emergency
- Information leaflets for use during an Emergency
- Community profile
- Relevant contact details

The purpose of this structure is to:

- Provide a generic framework for your community to adopt / change as you wish
- Aid your community with amending and reviewing the scheme.

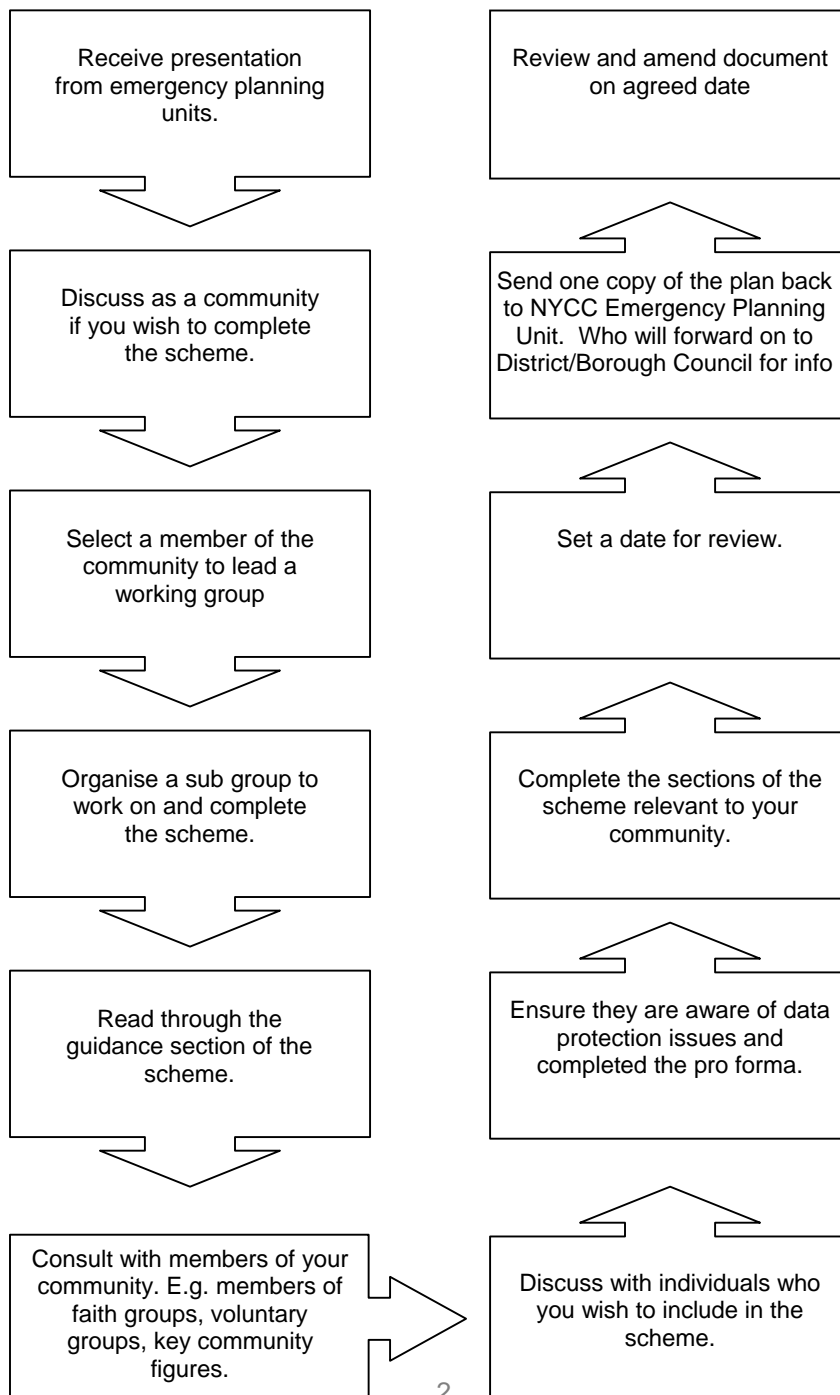
## Community Emergency Scheme

The first three sections of the scheme include generic information and will not need to be amended during a review of the scheme. Section four and five of the scheme are parish specific and will include vital local information which will need to be amended during a review of the scheme.

### 1.4 Completing the scheme.

Completing the scheme is a step-by-step process and not every paragraph will be appropriate for each community. Information, which is likely to change, could be completed in pencil and date when added. Additional pages should be inserted as and when necessary.

Below is a flow chart which could aid your community in creating the scheme. This is offered as guidance but you may feel that your community could complete the scheme differently.



## **1.5 Cascading the information to your community**

Once your community has completed its community emergency scheme it should discuss various methods of disseminating key information to the rest of the community. Due to data protection issues contact details of those included within the plan should not be distributed unless prior consent of the individual has been given. The information contained within the scheme will only be effective if the people within your community are aware of its existence. Valuable time and resources could be saved during the initial stages of an emergency if there is a co-ordinated response.

You may wish to use one of the following methods to disseminate key information:

- Organise a community meeting
- Notices appropriately placed within your community
- Details included in community newsletters / newspapers etc.
- Leaflet drops

## **1.6 Copies of the scheme**

Due to the Data Protection Act we ask that you keep a minimal amounts of copies within your community, and that individuals listed within the scheme are aware of their locations. Once the scheme has been completed/ updated we ask for a copy to be forwarded to:

Emergency Planning Unit  
North Yorkshire County Council  
County Hall  
Northallerton  
North Yorkshire  
DL7 8AD

North Yorkshire County Council will then forward a copy on to the relevant district / borough council emergency planning unit. If you require any assistance, please contact the North Yorkshire County Council emergency planning unit.

## **1.7 Updating / Amending**

This scheme needs to be a working document. The success of a community emergency scheme depends upon the information within it being current and relevant to the community. It is crucial to revisit the scheme annually as a minimum, particularly sections 4 and sections 5 which contain contact details which may be out of date. It may be helpful to talk through possible scenarios to see if any areas have been missed. Consider any changes in the community that may affect the scheme.

## 1.8 Emergency Boxes.

Communities may wish to consider preparing and maintaining an emergency box. It is important that the box be kept in a secure building that could be accessed by an appropriate community member at any time. The box could include the following:

- a. A copy of the community emergency scheme
- b. Maps of the area
- c. Appropriate stationery and materials to provide a logbook and simple message forms.
- d. A copy of the parish section of the Register of Electors
- e. Telephone Card (see page 30)
- f. [Latest copy of the Yellow Pages or Thomson Local](#)

## Community Emergency Scheme

### Section 2 Details of useful organisations during an emergency

Organisation	Service	Contact for
<b>2.1 Emergency Service</b>		
<b>North Yorkshire Police</b>	Emergency response for the protection of life	Emergency response for the protection of life.
<b>North Yorkshire Fire and Rescue</b>	Emergency response for the rescue of people trapped by fire, wreckage or debris.	Emergency response for the rescue of people trapped by fire, wreckage or debris.
<b>Ambulance Service</b>	Emergency medical treatment	Emergency medical treatment
<b>British Transport Police</b>	The national police force for the railways providing a policing service to rail operators, their staff and passengers.	Police issues concerning railways
<b>Coast Guard (Sea and Cliff Rescue) (Call out via Police)</b>	Carry out sea search and rescue operations on behalf of the police forces.	Emergency sea and cliff search and rescue
<b>Cave Fell and Mountain Rescue (Call out via Police)</b>	Carry out land search and rescue operations on behalf of the police forces.	Emergency land search and rescue
<b>Scarborough Mountain Rescue (Call out via Police)</b>	Carry out land search and rescue operations on behalf of the police forces.	Emergency land search and rescue
<b>2.2 Local Authorities</b>		
<b>District Council Offices</b>	To manage the recovery process in returning the community back to normality following an incident.	Issues relating to: <ul style="list-style-type: none"> <li>• Waste management</li> <li>• Housing</li> <li>• Bereavement</li> <li>• Environmental health</li> </ul>
<b>North Yorkshire County Council</b>	To manage the recovery process in returning the community back to normality following an incident.	Issues relating to: <ul style="list-style-type: none"> <li>• Education</li> <li>• Highways</li> <li>• Social services</li> <li>• Trading standards</li> </ul>

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<b>2.3 Utilities</b>		
<b>Gas (National Grid Transco PLC)</b>	Maintenance of satisfactory gas supply, ensure rapid restoration of an interrupted gas supply including repair to gas mains. The primary function of Transco in an incident will be the safe control of gas supplies	Problems in gas supply
<b>Electricity (NEDL/YEDL/United Utilities)</b>	To provide specialised assistance concerning electricity supplies; to continue to supply electricity; to liaise with other organisations for the provision of emergency supplies. Disconnection of cables that constitute a danger to life and property.	Problems in electricity supply
<b>Water Company (Yorkshire Water)</b>	Maintenance of water supplies and sewage disposal arrangements, repairs to water mains and the availability of emergency water supplies during an incident.	Problems in water supply
<b>Telephones (British Telecom)</b>	Maintenance and operation of National Telecommunications systems. Provision of increase facilities to meet emergency requirements.	Problems local telephone network supply
<b>British Waterways</b>	Staff trained in flood relief. Provision of pumping, excavating and dredging equipment; marine craft and transport on navigable waterways.	Problems with main waterways.
<b>2.4 Governmental Departments</b>		
<b>DEFRA</b>	Governmental Department of the environment, food and rural affairs.	Problems which concern farmers and the countryside; the environment and the rural economy.
<b>Environment Agency</b>	Specialist advice and supervision of measures to combat pollution of rivers, streams and inland waterways or contamination of supplies.	<ul style="list-style-type: none"> <li>• Chemical or oil spillages,</li> <li>• Pollution incidents,</li> <li>• Flooding information.</li> </ul>

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<b>2.5 Voluntary Organisations</b>		
<b>Women' Royal Voluntary Service</b>	The WRVS have volunteers trained in emergency service provisions such as reception centres, emergency feeding and other welfare services.	Provide staff to administer reception and/ or assist at reception centres to: <ul style="list-style-type: none"> <li>• Prepare light refreshments</li> <li>• Assist school catering staff with preparation of full emergency feeding arrangements</li> <li>• Assist with the registration of survivors/ evacuees</li> <li>• Distribution of emergency clothing</li> <li>• Assist with distressed friends and relatives</li> <li>• Assist with care and comforting survivors/ evacuees</li> <li>• Comfort for individual family groups</li> <li>• Assist with feeding of emergency service personnel.</li> </ul>
<b>St John Ambulance</b>	Provision of trained first aiders, ambulances and additional medical supplies.	<ul style="list-style-type: none"> <li>• Reinforcement to medical teams at the scene and/ or Casualty Clearing Stations.</li> <li>• Welfare services at hospitals and assistance with distressed friends and relatives.</li> <li>• Assistance at reception and/ or reception centres.</li> </ul>
<b>British Red Cross</b>	British Red Cross volunteers are trained to provide a range of services and skills in any major incident.	<ul style="list-style-type: none"> <li>• Immediate welfare and comforting for casualties, survivors, evacuees, friends and relatives at the scene, hospitals or reception and/or reception centres</li> <li>• Provide transport and escort for the disabled</li> <li>• Medical loan Equipment</li> <li>• First aid in centres</li> <li>• Tracing and message service.</li> </ul>
<b>Salvation Army</b>	The Salvation Army is prepared to act in a supportive role in a major incident.	<ul style="list-style-type: none"> <li>• Assist at the scene including provision of spiritual</li> <li>• assistance</li> <li>• Assist with the care of friends and relatives, particularly care of the</li> </ul>

## Community Emergency Scheme

		<p>bereaved.</p> <ul style="list-style-type: none"> <li>• Provide emergency services catering support</li> <li>• Provide overnight/ short stay shelter</li> <li>• Assist other welfare agencies</li> </ul>
<b>Age Concern</b>	Assistance with the provision of care for the elderly	<ul style="list-style-type: none"> <li>• Specific care for the elderly at reception centres</li> </ul>
<b>Cruse</b>	Counselling advice on practical problems connected with bereavement.	<ul style="list-style-type: none"> <li>• Help to all bereaved people by way of counselling in practical matters and personal and confidential help.</li> </ul>
<b>The Samaritans</b>	Long Term listening/ support service, which is available 24 Hours, every day of the year	<ul style="list-style-type: none"> <li>• Provision of support by volunteers experienced in</li> <li>• supporting those who have gone through deep emotional stress.</li> </ul>

## Section 3 Information leaflets for during an emergency

### 3.1 Introduction

The information in this section is intended for distribution to the community as required. Individual pages can be removed for the ease of photocopying. Please feel free to add to these notes as you wish.

You may wish to provide a leaflet drop to your community prior, during or in the course of the recovery of an emergency.

Each section of the severe weather could be produced on back to back A4 sheet. If you do provide a leaflet drop we recommend that you also include the “Be prepared” section which offers general advice on preparing for emergencies along with the relevant severe weather emergency.

a. Severe weather

- (1) Be prepared - general hints to help you  
- general advice on insurance
- (2) **Floods** (Preparation, response and recovery)
- (3) **High winds** (Preparation, response and recovery)
- (4) **Heat wave** (Preparation, response and recovery)
- (5) **Heavy Snow** (Preparation, response and recovery)

Section B is a pro-forma which your community may wish to use whilst creating your community emergency scheme. The data protection act requires that individuals agree to their personal details being disclosed.

B Data protection pro-forma

Section C is a pro-forma which your community should use whilst setting up a reception centre. This information will be invaluable to local authorities during the recovery of an emergency.

C Registration form for a reception centre

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## Community Emergency Scheme

### Be prepared

#### A General check list to help

##### For the car

Carry the following:

- Ample fuel
- De-icer
- A shovel
- A radio and spare batteries
- First aid kit
- A torch and spare batteries
- A blanket
- Spare warm clothing
- Water or a warm drink
- High visibility vests / tabards

##### For the home

You may want to have:

- An easily accessible supply of candles, matches, a torch and batteries
- A battery operated radio tuned into your local radio station

Station		Frequency	
		Fm	Am
BBC	Radio York	103.7 / 104.3 / 95.5	
BBC	Radio Leeds	92.4 / 95.3	774
Stray FM		97.2	

- A stockpile of food and water
- A list of useful telephone numbers i.e. Police, library, social services offices, etc.
- Portable camping gas cooker if you rely solely on electricity

##### Remember

- Heed advice when told not to travel
- Stow away garden furniture and remove loose articles from outside. These might cause damage in a storm
- Make sure your emergency equipment is at hand
- Remember after any major emergency or event to try to make contact with all residents of the community especially those who live in isolated dwellings or are vulnerable neighbours, tell them to contact you if they need help – and keep an eye on them
- If you rely solely on one source of energy for heating, lighting or are operating essential equipment – make sure you have adequate standby arrangements
- Ensure vehicle is parked away from buildings, on high grounds.

## General advice on Insurance

Insurance claims	Building repairs						
<p><b>Notify your insurance company immediately for advice.</b> Do not dispose of damaged possessions until your insurance company has instructed you to do so. If possible take photographs or a video of the damage.</p>	<p>Make sure you avoid employing “cowboy” builders. Always employ qualified builders; ask for references, insist on a written contract or ask for guarantees. Ideally, the firm should belong to a reputable trade association. If you have any doubts get in touch with your local trading standards office:  North Yorkshire county council <b>Tel: 01609 780780</b></p>						
<p>Do not be over-hasty in making your insurance claim. Take time to calculate how much work needs to be done, what needs to be replaced and what the cost will be. If necessary, seek technical advice, i.e. From the council’s housing department, if there is one. Remember that it becomes difficult to reopen a claim once it has been settled</p>	<p>Make sure that you supervise your own repair and building work whenever possible. Do not rely on loss adjusters or insurance companies; supervision is your responsibility.</p>						
<p>Do not under-claim on insurance. Claim for all the items, which have been lost or damaged up to the limit of your insurance policy. If you need guidance in making your claim, contact the local citizens advice bureau or other information/advice agencies. Following a large scale incident the local authority will set up an advice line</p>	<p>If your house is unoccupied you are advised to inform the police.</p>						
<p>The <b>Association of British Insurers</b> can offer free and un-biased advice to those affected by a major incident.</p> <p style="text-align: center;"><b>Association of British Insurers</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">51 Gresham Street</td> <td style="width: 50%;">Tel: 020 7600 3333</td> </tr> <tr> <td>London</td> <td>Fax: 020 7696 8999</td> </tr> <tr> <td>EC2V 7HQ</td> <td>e-mail: info@abi.org.uk</td> </tr> </table>		51 Gresham Street	Tel: 020 7600 3333	London	Fax: 020 7696 8999	EC2V 7HQ	e-mail: info@abi.org.uk
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## **Flooding**

### **Preparation and response to flooding**

#### **Action to be taken**

If you are informed that your home is likely to be flooded, you should take the following action:

#### **Electricity:**

- Switch off all electrical appliances, remove plugs from sockets and turn off the main electricity switch or switches
- Remember freezers and refrigerators will become ineffective and alternative facilities may need to be arranged

#### **Gas:**

- Turn off the main gas tap at the meter and all gas appliances, including pilot lights
- The 'off' position will normally be with the tap handle at right angles to the supply pipe

#### **Telephones:**

- Where telephones are liable to be submerged, a request should be made via the operator for disconnection at the exchange
- The subscriber should then unplug or disconnect the telephone instrument and remove to above the expected water level, this will reduce the time taken to clear faults and restore normal service after any flooding

#### **General Advice:**

- If you live in a house – move valuables upstairs
- If you live in a ground floor flat or bungalow, make arrangements to stay with a neighbour or relative
- If this is not possible, ensure that the Social Services Directorate is made aware of your difficulty, either by telephoning them or by passing a message to the Police or District Council in your area
- Before you leave, secure all doors and windows, and take with you all cash and valuables, together with important medicines
- Remember to make provisions for domestic animals
- If you vacate your home as a result of flooding, it is essential that you notify the police of your absence, giving a contact telephone number/ address
- If you can arrange for a neighbour to make regular checks of your property this would be helpful in addition to the measures the police will be taking.
- Ask the neighbour to inform the police by the '999' system if they see or hear anything suspicious.

## Recovery from flooding

### Personal Safety

- For your own safety wear rubber boots in an area flooded with more than 5cm of standing water
- Record details of damage, i.e. photographs and video. This will be useful when making an insurance claim
- Use protective clothing, i.e. gloves and masks when cleaning water, mud and other debris from the house. Ensure that you wash any part of your body that comes into contact with infected materials.
- Store valuable papers that have been damaged in the freezer until you are able to work on them. Lawyers will advise whether to save the papers or just the information on them

### Contact your insurance company

- **Your insurance company may have set procedures on how to handle any items which you wish to claim on. Contact your insurance company as soon as you can to ensure you claim correctly. They may also be able to provide financial assistance for blowers, skips as well as recommend reputable contractors.**

### Hints for Cleaning the Home:

- Add small amounts of chlorine bleach to standing water, and then remove.
- Remove all debris, soaked and dirty material. This should include wet insulation, residual mud, furniture, appliances, clothing and bedding
- Clean down any dirt sticking to walls and furnishing, preferably with a hose, rinse several times before removing all the water. Wipe down all surfaces with bleach (ensure there is adequate ventilation) and rinse.
- Ventilate the house until completely dry
- Rinse and clean all the floors as quickly as possible. Replace flooring that has been deeply penetrated by floodwater or sewage.
- Carpets must be dried out, and sewage soaked carpets must be discarded. If necessary seek professional help with drying out carpets
- Discard and replace all insulation materials, mattresses, box springs, stuffed toys, pillows and all less expensive articles
- The frames of good quality wood furniture can sometimes be salvaged, but must be cleaned, disinfected, rinsed and dried by ventilation away from direct sunlight or heat. Coverings and cushions must be replaced.
- Clean heavy dirt from washable clothes. Rinse and wash several times in cold water with chlorine bleach and dry quickly.
- Contact your local environmental health department for further advice.

### Hints for around the Home:

- Do not use gas and electrical appliances affected by the flood until they have been examined, cleaned if necessary, and tested
- When clean, each electrical connection should be examined for surface tracking across insulation surfaces that may have been produced if the supply had been switched on whilst the installation was still wet
- Where surface tracking has occurred, the component should be replaced
- Plastic covered cable should not be affected by immersion, but rubber insulation may be damaged and need replacing
- Sterilise all affected cooking utensils by boiling or by using suitable sterilisers
- Do not consume any food or drink that has been contaminated by floodwater.
- Make liberal use of disinfectants when cleaning up
- Discard all tins, bottles, cans etc (containing food or drink) if they have come into contact with flood water.

## High winds

### Preparation for high winds

#### Maintain your property in good order

What to look for	Actions to take
<b>Roofs</b>	
Check for:	
Signs of loose, chipped or missing tile, corroded nails, cracked or eroded mortar joints on ridge or hip tiles	Contact a reputable builder or roofing contractor for repairs. It can be dangerous to try and do repairs yourself.
<b>Chimney stacks</b>	
Check for signs of:	
Eroded or cracked mortar joints, crumbling or cracked bricks and chimney pots, leaning chimney stacks	Contact a reputable builder or roofing contractor for repairs. It can be dangerous to try and do repairs yourself.
<b>Boundary walls and fences</b>	
Check for:	
Eroded or crumbling joints and brickwork, loose or leaning fence posts and panels	Joints should be re-pointed and faulty bricks replaced. Fence posts should be re-bedded in concrete and panels secured.
<b>Trees</b>	
Check for:	
Damaged trunks, branches and loose roots	Prune regularly. Contact tree surgeon if trees are your own and extensive work is required. If hazard is presented by tree(s) situated on public property contact local authority.
<b>Aerials and satellite dishes</b>	
Check for:	
Loose screws, bolts and other fixings	Contact a TV Aerial installer to secure
The best solution is always to maintain your property and not let it fall into state of disrepair	

## Community Emergency Scheme

### Response to High winds

When a Severe Weather Warning is issued the following precautions should be taken:

Before a storm arrives	During a storm
Secure loose objects, i.e. ladders, garden furniture or anything else that can be blown into windows and other glazing	Stay indoors as much as possible
Close and securely fasten windows, particularly those on the windward side of the house and especially large doors, i.e. garage / shed doors.	If you do go out try not to walk or shelter close to buildings and trees
Park vehicles in a garage, if available. Otherwise keep them clear of buildings, trees, walls and fences.	Keep away from the sheltered side of boundary walls and fences – if these structures fall they will collapse on this side
Close and secure loft trap doors with bolts, particularly if roof pitch is less than 30°.	Do not go outside to repair damage while the storm is in progress
If the house is fitted with storm shutters over the windows then ensure that these are closed and fastened.	If possible enter and leave your house through doors in the sheltered side, closing them behind you
If chimneystacks are tall and in poor condition, move beds from areas directly below them.	Open internal doors only as needed and close them behind you

### Recovering for high winds

Insurance claims	Building repairs
<p><b>Notify your insurance company immediately for advice.</b> Do not dispose of damaged possessions until your insurance company has instructed you to do so. If possible take photographs or a video of the damage.</p>	<p>Make sure you avoid employing “cowboy” builders. Always employ qualified builders; ask for references, insist on a written contract or ask for guarantees. Ideally, the firm should belong to a reputable trade association. If you have any doubts get in touch with your local trading standards office:</p> <p>North Yorkshire county council  <b>Tel: 01609 780780</b></p>
<p>Do not be over-hasty in making your insurance claim. Take time to calculate how much work needs to be done, what needs to be replaced and what the cost will be. If necessary, seek technical advice, i.e. From the council’s housing department, if there is one. Remember that it becomes difficult to reopen a claim once it has been settled</p>	<p>Make sure that you supervise your own repair and building work whenever possible. Do not rely on loss adjusters or insurance companies; supervision is your responsibility.</p>
<p>Do not under-claim on insurance. Claim for all the items, which have been lost or damaged up to the limit of your insurance policy. If you need guidance in making your claim, contact the local citizens advice bureau or other information/advice agencies. Following a large scale incident the local authority will set up an advice line</p>	<p>If your house is unoccupied you are advised to inform the police.</p>
<p>The <b>Association of British Insurers</b> can offer free and un-biased advice to those affected by a major incident.</p>	
<p><b>Association of British Insurers</b></p> <p>51 Gresham Street                      Tel: 020 7600 3333          London                                      Fax: 020 7696 8999          EC2V 7HQ                                  e-mail: info@abi.org.uk</p>	

## Heat Wave

### Preparation and response to a Heat Wave

#### What are the potential risks:

Dehydration leading to heat exhaustion or heatstroke, both require urgent treatment.

The symptoms of heat exhaustion include headaches, dizziness, nausea and vomiting muscle weakness or cramps, pale skin, and a high temperature. You should move somewhere cool and drink plenty of water or fruit juice. If you can, take a lukewarm shower, or sponge yourself down with cold water.

Heat stroke can develop if heat exhaustion is left untreated, but it can also occur suddenly and without warning. Symptoms include headaches, nausea, an intense thirst, sleepiness, hot, red and dry skin, a sudden rise in temperature, confusion, aggression, convulsions and loss of consciousness. Heatstroke can result in irreversible damage to your body, including the brain, or death.

#### Who is at risk

Older people.	Babies and young children.	People with mental health problems.
People on certain medication.	People with a serious chronic condition, particularly breathing or heart problems.	People who already have a high temperature from infection.
People who use alcohol or illicit drugs.	People with mobility problems.	People who are physically active, like manual workers and sportsmen and women.

#### What should you do

Frequently contact family members or friends if you believe they are at risk to determine their condition. Give appropriate consideration to pets and live stock.

##### **Stay in side.**

- Stay inside, in the coolest rooms in your home, as much as possible.
- Close the curtains in rooms that get a lot of sun, preferably by curtains rather than by metal Venetian blinds.
- Keep windows closed while the room is cooler than it is outside. Open them when the temperature inside rises, and at night for ventilation. If you are worried about security, at least open windows on the first floor and above.
- Take cool showers or baths, and splash yourself several times a day with cold water, particularly your face and back of your neck
- Eat as you normally would. But try to eat more cold food, particularly salads and fruit, which contain water.
- Avoid alcohol and caffeine.
- Check fridges, freezers, fans and air conditioning is work properly

##### **If your out in the heat.**

- Check you have appropriate sun cream for your particular type of skin.
- If a heat wave is forecast, plan your day in way that allows you to stay out of the heat.
- If you can, avoid going out in the hottest part of the day (11am-3pm)
- If you can't avoid strenuous outdoor activity, like sport, DIY, or gardening, keep it for cooler parts of the day like early morning.
- If you must go out, stay in the shade. Wear a hat and light, loose-fitting clothes, preferably cotton. If you will be outside for some time, take plenty of water with you

## Recovery from a heat wave

### Emergency Treatment

If you suspect someone has heatstroke, call 999. While waiting for the ambulance:

- If possible, move them somewhere cooler.
- Increase ventilation by opening windows or using a fan.
- Cool them down as quickly as possible by loosening their clothes, sprinkling them with cold water or wrapping them in a damp sheet.
- If they are conscious, encourage them to drink fluids.
- Do not give them aspirin or paracetamol

If you are concerned about yours or your families health during a heat wave but believe that it is yet an emergency:

- Contact your doctor, a pharmacist or NHS Direct if you are worried about your health during a heat wave, especially if you are taking medication, or gave any unusual symptoms.
- Watch for cramp in your arms, legs or stomach, feelings of mild confusion, weakness or problems sleeping.
- If you have these symptoms, rest for several hours, keep cool and drink water or fruit juice. Seek medical advice if they get worse or don't go away.

### Take yourself up to date with the situation

- Check the weather forecast and the 'Heat-Health watch' level on the internet.
- Contact NHS Direct on **0845 4647**
- Visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for advice about heat exhaustion and heatstroke
- You can get advice on protecting your skin during hot weather from the Cancer Research UK Sun Smart campaign website at [www.cancerresearchuk.org/sunsmart/](http://www.cancerresearchuk.org/sunsmart/)

Information in this leaflet was gathered from '*heat wave plan for England*' by the NHS

## **Heavy Snow**

### **Preparation and response to heavy snow**

#### **Before a Snow arrives**

Ensure valuable objects which could be affected by the snow are re-housed in side the garage or house e.g. pets, electrical equipment etc. Park vehicles in a garage, if available.

Close and securely fasten windows, particularly those on the windward side of the house and especially large doors, i.e. garage / shed doors.

Ensure you have a good stock of tinned or long life food, as you may not be able to reach a supplier for a number of days.

Close and secure loft trap doors with bolts, particularly if roof pitch is less than 30°.

If the house is fitted with storm shutters over the windows then ensure that these are closed and fastened.

Ensure you have an adequate storage of heating fuel for your house. Ensure you have contact details for fuel suppliers close at hand but do not rely on them being able to reach you. Always be prepared.

If you are planning to leave your house for a number of days ensure your central heating still runs through to prevent them freezing and cracking.

## Community Emergency Scheme

### Response to Heavy Snow

When a Severe Weather Warning is issued the following precautions should be taken:

#### During a snow storm

Stay indoors as much as possible

If you do go out try not to walk and check on the days weather conditions on the radio or on the internet.

Ensure all windows and doors main closed to prevent heat loss.

Do not go outside to repair non urgent damage while the snow storm is in progress

Open internal doors only as needed and close them behind you.

### Recovering for Heavy Snow

#### Insurance claims

**Notify your insurance company immediately for advice.** Do not dispose of damaged possessions until your insurance company has instructed you to do so. If possible take photographs or a video of the damage.

Do not be over-hasty in making your insurance claim. Take time to calculate how much work needs to be done, what needs to be replaced and what the cost will be. If necessary, seek technical advice, i.e. From the council's housing department, if there is one. Remember that it becomes difficult to reopen a claim once it has been settled

Do not under-claim on insurance. Claim for all the items, which have been lost or damaged up to the limit of your insurance policy. If you need guidance in making your claim, contact the local citizens advice bureau or other information/advice agencies. Following a large scale incident the local authority will set up an advice line

#### Building repairs

Make sure you avoid employing "cowboy" builders. Always employ qualified builders; ask for references, insist on a written contract or ask for guarantees. Ideally, the firm should belong to a reputable trade association. If you have any doubts get in touch with your local trading standards office:

North Yorkshire county council  
**Tel: 01609 780780**

Make sure that you supervise your own repair and building work whenever possible. Do not rely on loss adjusters or insurance companies; supervision is your responsibility.

Ensure radiator pipes have not frozen.

The **Association of British Insurers** can offer free and un-biased advice to those affected by a major incident.

51 Gresham Street  
London  
EC2V 7HQ

#### Association of British Insurers

Tel: 020 7600 3333  
Fax: 020 7696 8999  
e-mail: [info@abi.org.uk](mailto:info@abi.org.uk)



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## Section 4 Local profile

### 4.1 Population estimate

- a. Resident population: 15,160
- b. Estimated number of visitors using holiday accommodation, caravan parks and facilities in the parish at the height of the tourist season: +3,000 / month Jun-Aug

### 4.2 Community emergency committee

The community may wish to appoint an Emergency Committee. Committee members who have good local knowledge and contacts and who will be well placed to initiate action at short notice.

Examples of the tasks, which could be undertaken by the committee members, are:

#### Prior to the emergency

- Disseminate vital information from the scheme to the rest of the community
- Plan to exercise the scheme to ensure it is functional.

#### During the emergency

- Collection and dissemination of information
- Recruitment of volunteers and allocation of tasks
- Maintenance of the register of people who may require special help
- Reception centre planning

**Committee members** (Please see contact details for telephone numbers)

Name: Cllr Jean Burdett	Name: Cllr Kevin Hawkins
Name: Cllr Lynne Yorke-Davies	Name: Cllr Mavis Clemmitt
Name: Sean Brennan	Name: Peter Roubottom (Nidderdale Lodge)
Name: Cllr Richard Hall	Name: Mark Laycock (King James School)
Name: Nicky Kuehn (Knaresborough TC)	Name: Val Maxwell (Knaresborough TC)

## Community Emergency Scheme

Name: John Moore  
(Lions)

Name: Peter Plews  
(Chamber)

### **Crisis Centre**

Knaresborough House will be the main Crisis Centre for the coordination of the community emergency response. Key holders details can be found in Section 5 Contacts.

### **4.3 Local Hazards**

The community may wish to list various local hazards which could affect your geological area, these could include main roads, rivers, rail lines caravan parks etc.

Electrical power failure

Petrol station incident: fire, explosion, chemical

GSPK technology park incident: fire, explosion, chemical

LPG / Camping gas storage: fire, explosion

Railway / viaduct incident: proximity to residential areas

Bed race incident: related to large volumes of visitors in town

Agricultural incident: foot & mouth, blue tongue, bird flu

Pandemic

Access routes across River Nidd: incident that reduces access to / from town.

Severe weather / climate: flooding, winds, snow / cold, heat, earthquake etc

'Industrial' action which impacts critical services e.g. Fuels protest

Bomb / terrorist threat

Ingress of large numbers of people into Knaresborough eg. evacuation of other area(s)

## 4.4 Community reception centres

### Introduction

One result of many emergencies is the need to provide both shelter and food for people made temporarily homeless. This need can be met by setting up a reception centre, capable of providing temporary accommodation for up to 48 hours.

The emergency planning unit has identified premises across the County that can be used as reception centres. However, most of these are situated in secondary schools so if your community does not have a secondary school, it may be useful to identify a building for this purpose, for the interim period until the County Council can provide transport to your nearest secondary school.

### Reception centre plan

#### a. Planning.

The layout, staffing and equipment needed in a parish reception centre should be considered. Parishes are encouraged to identify the location and equipment needed for a reception centre in advance and to draw a diagram of the earmarked building showing the allocation of space. The diagram should be attached to this section.

#### b. Premises Earmarked for use as a Reception Centre

In priority order:

1. Chain Lane Community / Youth Centre
2. Calcutt Community Centre
3. Main Hall (S1) King James School

Details are provided below:

Building:	<b>Chain Lane Community / Youth Centre</b>
Address:	Chain Lane, Knaresborough
Tel No:	01423 867811
Fax No:	Internet facility
Grid ref:	435773 457015
Estimated capacity:	70
Type of heating:	Gas fired boiler
Cooking facilities:	2 single electric domestic cookers

## Community Emergency Scheme

Toilet facilities: [Male, Female & Disabled](#)

Washing facilities: [Sinks only, Male Female toilets](#)

Parking facilities: [21](#)

Key holder: [Jean Hunt - 01423 866915](#)

Alternative Key holder: [Sharon Grainger - 01423 500912](#)

### Diagram of earmarked building as reception centre



# Community Emergency Scheme



Community Emergency Scheme



Community Emergency Scheme

**Reception centre equipment**

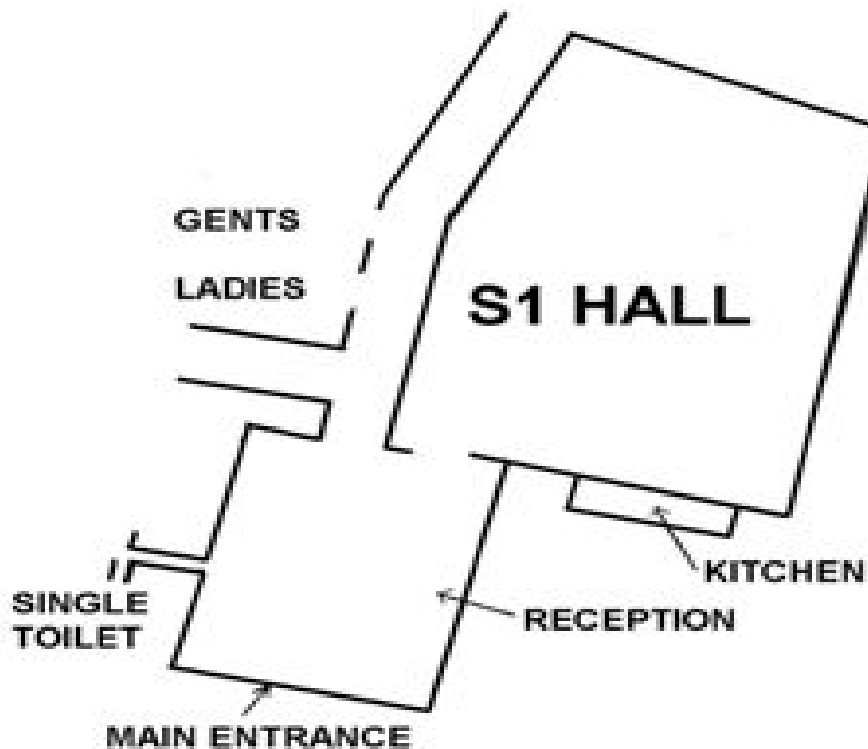
(You should note local sources of supply against individual items. Contact details should be included at the end)

Items	Source
Tables	15
Chairs	70
Dustbins	4
Plastic Sacks	Nil
Camp Beds	None
Bedding	None (available from HBC at Claro Road)
Crockery	To feed up to 50
Cutlery	Limited amount
Urns	Kettles only
Cooking Utensils	Limited amount
Cleaning Materials	Ample
Toilet requisites	Limited supply
First Aid Kit	1 box, main office
Blackboard and Chalk	No
Recreational book/ games	Limited amount
Television	Yes
Stationary	Limited amount
Signs	Ample
Fire Extinguishers	As required by Fire Safety
Additional Heaters gas etc.	N/A

Community Emergency Scheme

Building:	<b>Main Hall (S1) King James School</b>	
Address:	King James School, Kings James Road, Knaresborough	
Tel No:	01423 866061	
Fax No:	01423 861189	
Grid ref:	OS SE35 354568	
Estimated capacity:	220	
Type of heating:	Gas	
Cooking facilities:	Yes	
Toilet facilities:	Yes	
Washing facilities:	Only in toilets	
Parking facilities:	Yes	
Key holder:	Nigel Whiteland – 07731 507149	Alternative Key holder: Alan Penn – 07949 463643

**Diagram of earmarked building as reception centre**



## Community Emergency Scheme



Community Emergency Scheme



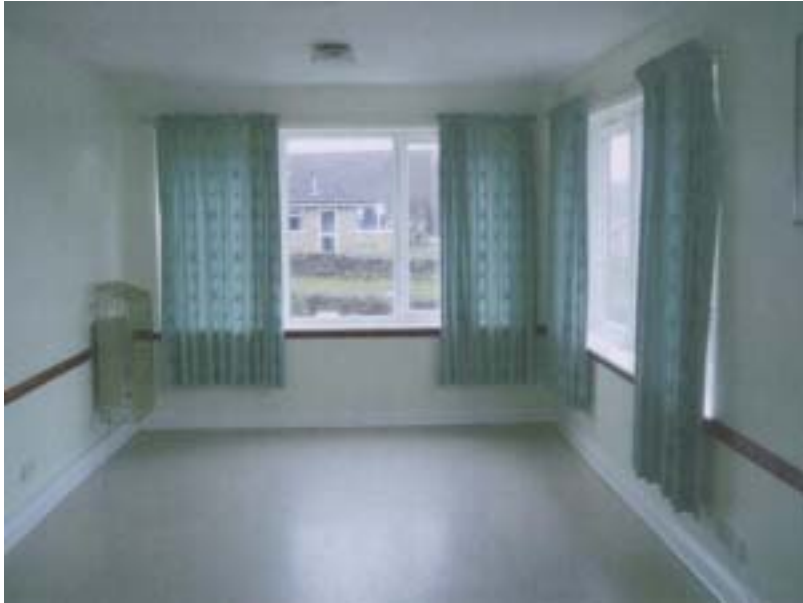
Building:	<b>Calcutt Community Centre</b>
Address:	<b>Blands Hill, Knaresborough</b>
Tel No:	<b>No internal telephone system</b>
Fax No:	
Grid ref:	<b>434927 456189</b>
Estimated capacity:	<b>100</b>
Type of heating:	<b>Gas</b>
Cooking facilities:	<b>Domestic cookers only</b>
Toilet facilities:	<b>Male, Female &amp; Disabled</b>
Washing facilities:	<b>Sinks only</b>
Parking facilities:	<b>10</b>
Key holder: <b>Graham Walton – 07969 453338</b>	Alternative Key holder: <b>Bob Thornton – 01423 878223</b>

**Diagram of earmarked building as reception centre**

# Community Emergency Scheme



## Community Emergency Scheme



### Reception centre equipment

(You should note local sources of supply against individual items. Contact details should be included at the end)

Items	Source
Tables	10
Chairs	100
Dustbins	4
Plastic Sacks	None
Camp Beds	None
Bedding	None (available from HBC at Claro Road)
Crockery	To feed 100
Cutlery	To feed 100
Urns	None
Cooking Utensils	To feed 100
Cleaning Materials	Small amount only
Toilet requisites	Small amount only
First Aid Kit	Yes
Blackboard and Chalk	No
Recreational book/ games	Yes
Television	No
Stationary	No
Signs	Yes
Fire Extinguishers	As per fire precautions
Additional Heaters gas etc.	N/A

### Registration

Those entering and leaving a reception centre should be recorded. For security reasons it is important to know where people intend to go if they decide to leave. Use an exercise book to record the details. Once further assistance is available a more in-depth form of registration may be introduced. A template registration form is included at page 19 you may wish to keep a small stock of these forms if you consider it necessary.

## Emergency Feeding

### a. Community Feeding.

The North Yorkshire County Council maintains emergency feedings plans to ensure food is available to victims of an emergency. On very rare occasions communities may find themselves in a situation where an emergency feeding service must be provided without outside support. In the event of a prolonged failure of mains power it may be necessary to set up communal cooking and feeding arrangements using alternative or improvised cooking equipment.

### b. Centralised Facilities

Community Care. If different from the building earmarked as a Reception Centre, details of a community centre, which may provide suitable emergency feeding facilities, should be listed below:

Examples are village halls & community centres.

### c. Premises Earmarked for an Emergency Feeding Centre:

Building: <a href="#">see Reception Centre details above</a>	
Address:	
Tel No:	
Fax No:	
Grid Ref:	
Estimated Capacity:	
Type of Heating:	
Cooking facilities:	
Toilet facilities:	
Washing Facilities:	
Parking Facilities:	
Key holder:	Alternative Key holder:

**d. Alternative Cooking Facilities**

Cooking equipment available for use within the community, which does not rely on mains power supplies, should be listed below (e.g. solid fuel cookers, aga cookers and bottled gas stoves. Contact details should be included at the end)

Equipment	Static/ Portable	Location/ Source
Approx 150 ready cook / self heat meals.	Portable	Knaresborough Fire Station
Camping gas stoves, mess tents etc	Portable	Knaresborough Scouts

## 4.6 Useful maps

Maps could be invaluable during an emergency, you may wish to include maps which recognise various risks within your community or identify locations of resources.

OS Maps for the area will be available in the Emergency Box (see section 1.8) stored within Knaresborough House.

## 4.7 Information regarding neighbouring parishes

(Contact details should be included in section 5)

Parish	Contact	Community Information Point
Scriven	Dr Susan Brown 01423 797593	
Scotton	Dr Keith Rothwell 01423 868006	
Goldsborough / Flaxby	Mrs Sheelagh Fowler 01423 867410	
Farnham	Mr Trevor Hopkinson Acting Clerk Farnham Lodge, Shaw Lane	
Starbeck		
Little Ribston / Spofforth	Mr Harry Ambler 01937 590381	
Follifoot/ Plompton	Mrs C Woodman 01423 879519	
Ferrensby	Mr A Little 01423 340304	

## 4.8 Communication methods

### 1. Mobile telephones

It could be up to the local community, at least in the early stages of an incident, to set up improvised links within the area. This could be with the aid of mobile phones.

#### a. Who is prepared to make use of their mobile phones during an emergency?

Owners should be consulted prior to a list being drawn up and attempts should be made to ensure that more than one network is listed, if available in the region. (Contact details should be included in section 5)

Name	Network

#### b. Which networks work within your community? (ask people within your community which mobile networks work)

Network	Coverage (Good, Average, Poor)
Orange	Good (best for near river)
Virgin Mobile	Good
Vodafone	Good
O2	Good

## 2. Telephone cards

If your council decides to keep an emergency box you may wish it/them to hold a number of pre-paid telephone cards. Telephone cards are pre-paid accounts which can be used on any land line telephone preventing the owner of the phone being charged.

This could prevent problems with mobile phone bill costs and lack of mobile phone reception in areas of your council.

Ensure you buy a card with no sell by date and that the terms and conditions will not affect the card being left unused for long periods of time.

## 3. Public Information

The local radio and television will carry severe weather warnings, advice to the public and emergency telephone numbers. In the event of a power cut a battery operated or car radio could be used to monitor broadcasts.

### Local Radio Stations

Station	Frequency	
	FM	AM
BBC Radio York	103.7 / 104.3 / 95.5	
BBC Radio Leeds	92.4 / 95.3	774
Stray FM	97.2	

#### 4. Radio in the community

- (1) Citizen's Band (CB) Radio, there may be a number of CB Radios available within any community and these could be used to form a localised communications network.
- (2) Radio Amateurs possess equipment that has a longer range than CB Radio. They may be knowledgeable and resourceful people and could be of great assistance in setting up a local or area communications network. (Contact details should be included in section 5)

Name [Raynet: Radio Amateurs Emergency Network  
Zone 2 - Yorkshire & Humberside](#)

Contact via: [Mike Higlett G6WTM, Controller Nidderdale RAYNET Group.](#)

24 hour emergency contact: [0141 621 2121 \(NB: check website for local contact details first\)](#)

[www.raynet-uk.net](http://www.raynet-uk.net)

#### b. Other radios

Many organisations use vehicle borne radios while conducting their business. It may be possible to use such radios to pass messages for onward transmission by the base station to the local authority. Examples of such organisations are:

- Taxi firms
- Public utilities engineers
- Local authorities (environmental directorate)
- National park rangers

#### 5. Couriers

Consideration should be given to passing messages by courier. There is less chance of a misunderstanding if a message is written down. Couriers should be briefed to pass the message into the hand of the addressee and ask if they should wait to take a reply.

#### 4.9 Ministers of religion / faith leaders

Ministers of religion are familiar with the problems of care within the community. They are experienced in leadership, organisation and counselling the sick and bereaved. They could have knowledge of religious customs and the requirements of ethnic minorities. (Contact details should be included in section 5)

Due to Data-protection issues we ask that you use a pro-forma to ensure volunteers who allow their personal details to be used understand where this information will be kept

Denomination: [Methodist](#)

Name: [Park Grove. Minister: Rev. Jackie Betts](#)

Denomination: [Methodist](#)

Name: [Gracious Street. Minister: Rev. David Ely](#)

Denomination: [Anglican](#)

Name: [St. John the Baptist. Rector: Rev. Elizabeth Sewell](#)

Denomination: [Anglican](#)

Name: [Holy Trinity. Priest: Father Tony Callan-Travis](#)

Denomination: [Roman Catholic](#)

Name: [St. Mary's. Priest: Father George Corrie](#)

Denomination:

Name: [Knaresborough United Reformed Church. Minister: Rev. Bob Jones](#)

Denomination:

Name: [River of Life Church. Tam & Mandy Robb](#)

Denomination:

Name: [Religious Society of Friends. Contact: Steven Bonner](#)

Denomination:

Name: [Plymouth Brethren.](#)

Denomination:

Name: [Churches Together in Knaresborough.  
Contact: Mrs Mary-Jo Mainwring-Taylor](#)

## 4.10 Voluntary organisations

### Introduction

This section lists members of local and national organisations who may have skills, which may be useful either during an emergency or to aid recovery in the aftermath.

They can provide a structured source of assistance, with local knowledge, and could assist with a variety of tasks, e.g. first aid, food preparation, carrying messages and visiting the elderly. (Contact details should be included in section 5)

<b>Organisation</b> Name <a href="#">RNLI</a>	<b>Skills/Tasks</b> <a href="#">Inshore / offshore water rescue</a>
<b>Organisation</b> Name <a href="#">St. John's Ambulance</a>	<b>Skills/Tasks</b> <a href="#">First aid, emergency response</a>
<b>Organisation</b> Name <a href="#">Womens Royal Voluntary Service</a>	<b>Skills/Tasks</b> <a href="#">Practical community support</a>
<b>Organisation</b> Name <a href="#">British Red Cross</a>	<b>Skills/Tasks</b> <a href="#">First aid, emergency response</a>
<b>Organisation</b> Name <a href="#">Age Concern</a>	<b>Skills/Tasks</b> <a href="#">Community support for older people</a>
<b>Organisation</b> Name <a href="#">Knaresborough Old People's Welfare Association</a>	<b>Skills/Tasks</b> <a href="#">Community support for older people</a>

## 4.11 Resources in the community

### People who could need special help in an emergency

(Contact details should be included in section 5)

This section lists people in the parish who may require special help e.g. the elderly, the handicapped and the infirm, especially if they live in a remote area. As an example – when severe weather is forecast, they may need help to secure their property against the elements, and they may appreciate a check visit after the event. Try to ensure that they are visited by people they know if possible. The degree of priority for assistance should be indicated on a scale of 1 to 3 (1 – Must visit, 2 – should visit and 3 – visit if time allows)

For Data Protection reasons, we have elected not to include this data here. Information on those who need special help in an emergency will be sought from:

- Community Care Register
- Age Concern
- Knaresborough Old People's Welfare Association
- Neighbourhood Watch

Name	Priority

### People with Special Skills

(Contact details should be included in section 5)

This section lists people with specialist knowledge or practical skills who may be of help to the community and who do not appear in other parts of the plan e.g. people with medical training, people who are proficient in a foreign language.

Name	Knowledge/ Skill

## Community Emergency Scheme

The community response to any emergency will depend entirely upon the circumstances, as will the type and amount of resources that may be required. The following list is offered as an aide-memoir. You could note local sources of supply against individual items and a number of items that they fold. Some equipment may require specialist skills / training and the use of appropriate safety equipment.

Item Repair/ Recovery Equipment	Source
Cutting Equipment	<a href="#">Paul Yates Hire Centre</a>
Power Saws	<a href="#">Paul Yates Hire Centre</a>
Winches	<a href="#">Paul Yates Hire Centre</a>
Building Tools	<a href="#">Travis Perkins, Manse Lane</a>
Nails	<a href="#">Travis Perkins, Manse Lane</a>
Timber	<a href="#">Travis Perkins, Manse Lane</a>
Boarding	<a href="#">Travis Perkins, Manse Lane</a>
Tarpaulins	<a href="#">Travis Perkins, Manse Lane</a>
Polythene sheeting	<a href="#">Travis Perkins, Manse Lane</a>
Bricks	<a href="#">Travis Perkins, Manse Lane</a>
Cement	<a href="#">Travis Perkins, Manse Lane</a>
Sand	<a href="#">Travis Perkins, Manse Lane</a>
Generators	<a href="#">Paul Yates Hire Centre</a>
Rope (Polyprop)	<a href="#">Travis Perkins, Manse Lane</a>
Tarpaulins	<a href="#">Travis Perkins, Manse Lane</a>
Fuel	<a href="#">Local petrol / diesel stations</a>
Solid Fuel	<a href="#">Local service stations, DIY</a>
Gas Cylinders	<a href="#">Paul Yates Hire Centre, local camping &amp; garden centres</a>
Lighting Equipment	<a href="#">Paul Yates Hire Centre</a>
Electric Cable	<a href="#">Paul Yates Hire Centre</a>
Heating Equipment	<a href="#">Paul Yates Hire Centre</a>
Transport	<a href="#">Harrogate Borough Council</a>
Snow Clearing Equipment	<a href="#">Harrogate Borough Council</a>
Water containers	<a href="#">Yorkshire Water</a>
Water Bowsers	<a href="#">Yorkshire Water</a>
Battery Charging Equipment	
Portable water pumps	<a href="#">Paul Yates Hire Centre</a>
Sandbags	<a href="#">Harrogate Borough Council</a>
Contact number for further supplies of sandbags	<a href="#">Harrogate Borough Council</a>
People with available resources for livestock/pets.	<a href="#">Veterinary surgeries, RSPCA</a>

## Section 5 Contact details

### 5.1 Introduction

The last section of the community emergency scheme should include the most up to date contact details for those who will be involved in the response and recovery to an emergency.

The first part holds the contact details of various national organisations and public numbers have already been added. The second part should hold the contact details of the various local individuals who have agreed to be included within the scheme.

Although you should review both section 4 and section 5 annually, the large percentage of details included in section 4 will remain the same year in year out. To assist with your ability to review and amend this document all the contact details are kept within this section of the scheme, and it is these details that you will need to ensure are current and up to date. You may find it helpful to complete this sections but always remember to forward a copy of the amendments to all plan holders.

### 5.2 List of plan holders

Due to the data protection act we recommend that you keep copies of the plan to a minimum, we suggest that:

- You keep one copy within your community.
- One copy be sent to NYCC Emergency Planning Unit who will retain a copy and send it to the appropriate local authority