



Brent

Community Emergency Response Procedures Template

Community name:

Plan last updated: September 2024

How to use this template:

This template is designed for you to fill in the details of your agreed Community Response Procedures. There are notes in grey italics which are a guide to help you fill the template, and can be replaced with your information. Detailed notes on how to create a plan can be found in the Community Emergency Response Procedures at:

**IF YOU ARE IN
IMMEDIATE DANGER
CALL 999**

Document distribution list.

Name	Role	Phone number/email address	Issued on
<i>Brent Customer Service Emergency line</i>	<i>Brent Emergency Planning</i>	<i>0208 937 1234 Emergency.planning@brent.gov.uk</i>	<i>DD/MM/YY</i>
<i>Mr Jones</i>	<i>Community Group Coordinator</i>	<i>0208 1234 567</i>	<i>DD/MM/YY</i>
<i>Miss Rivers</i>	<i>Local Flood Warden</i>	<i>0208 1234 567</i>	<i>DD/MM/YY</i>

Revision History

Name	Date for next revision	Details of changes made	Changed by
<i>Example: DD/MM/YY</i>	<i>DD/MM/YY</i>	<i>Annex X added.</i>	<i>Community Emergency Coordinator</i>
<i>DD/MM/YY</i>	<i>DD/MM/YY</i>	<i>New Community Emergency Team members added.</i>	<i>Community Emergency Coordinator</i>
<i>DD/MM/YY</i>	<i>DD/MM/YY</i>	<i>Updated volunteer details.</i>	<i>Community Emergency Coordinator</i>

This Household Emergency Plan template has been produced by Brent Council to assist households in preparing for an emergency incident. Brent Council will not be held responsible for any damage, loss or injury to persons or property as a result of using this template. You can amend this template to fit your needs.

Local Risk Assessment

Refer to the Brent Community Resilience Guide for a list of the main Borough risks.

Risks	Impact on community	What can Community Response Team do to prepare?
Fire or gas leak requiring a large evacuation	<ul style="list-style-type: none"> • Large number of people requiring evacuation • Damage to property 	<ul style="list-style-type: none"> • Help emergency responders to identify the elderly, frail or vulnerable for priority evacuations • Encourage your local community to put together a grab bag containing key emergency provisions should they be evacuated
Loss of Utilities	<ul style="list-style-type: none"> • Loss of heating • Loss of power 	<ul style="list-style-type: none"> • Do local residents have wood or coal fires or stoves? • Do any local residents have portable generators – can these be deployed? • Which local residents have gas stoves which can be used for providing hot refreshments?
Heavy Snow and Ice	<ul style="list-style-type: none"> • Vulnerable residences need help with food or medication • Blocked roads or paths with snow and ice • Isolated residents 	<ul style="list-style-type: none"> • Use local resources i.e. 4x4s to help residents collect prescriptions or food stuffs • Visit elderly or vulnerable to check on welfare i.e. heating etc • Use community volunteers to help clear/ grit pavements and side roads

Local skills and resources assessment

Skill/resource	Who?	Contact details	Location
<i>Example: Trained first aider</i>	<i>Sandy Smithe</i>	<i>Tel: Mobile: Website:</i>	<i>17 Chase Road</i>
<i>4x4 owner/driver</i>	<i>Bob Johnson</i>	<i>Tel: Mobile: Website:</i>	<i>Garages to rear of High Street</i>
<i>Water/food supplies</i>	<i>Village Shop</i>	<i>Tel: Mobile: Website:</i>	<i>2 High Street</i>
<i>Gas Stove</i>	<i>Janet Biggins</i>	<i>Tel: Mobile: Website:</i>	<i>2 Smith Street</i>

<i>Sandbags</i>	<i>Builders Merchants</i>	<i>Tel: Mobile: Website:</i>	<i>3 Dun Avenue</i>
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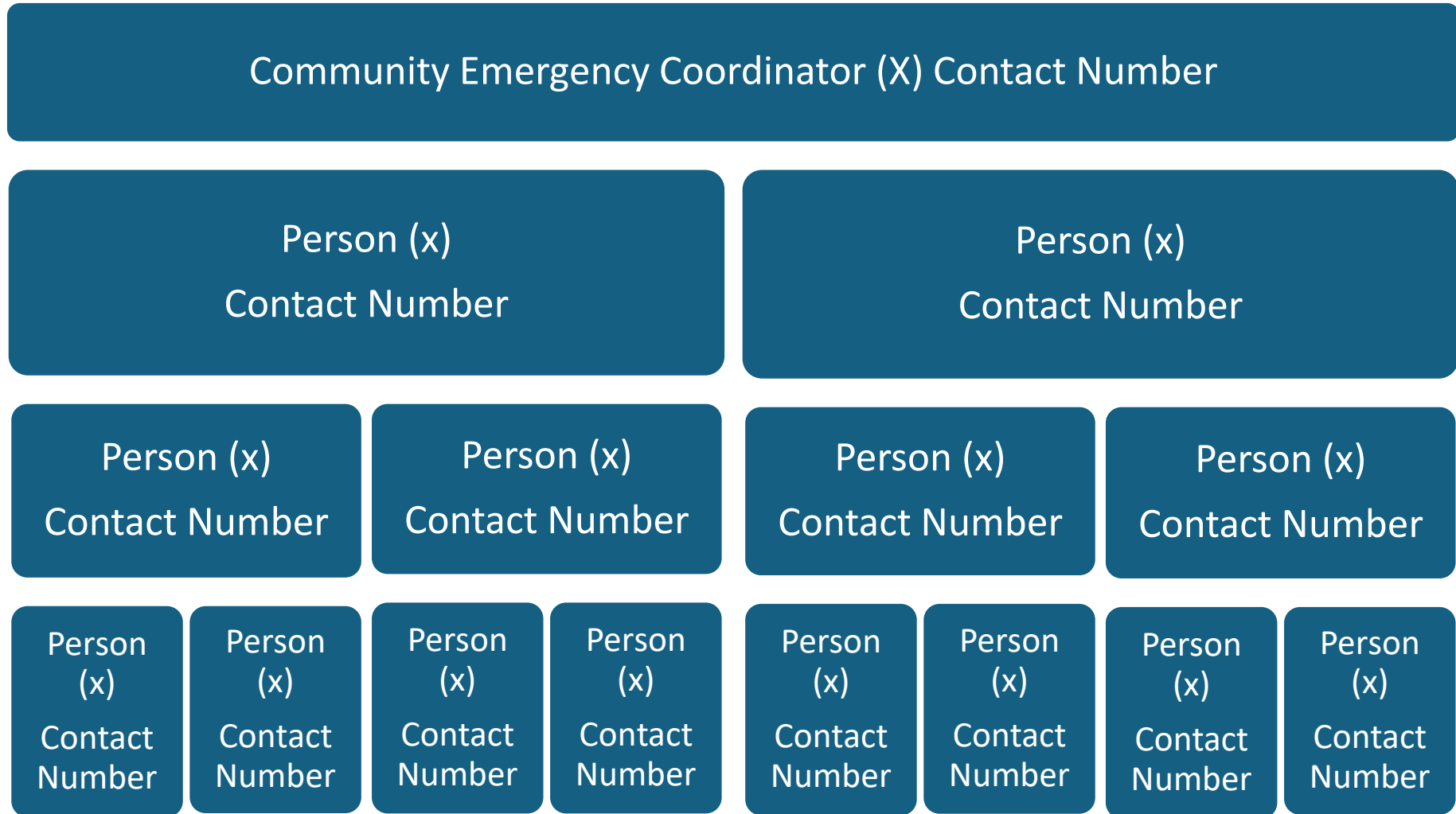
Key Locations

Building	Location	Potential usage in an emergency	Contact details
<i>Example: Church Hall</i>	<i>West Street</i>	<i>Temporary Pre-Evacuation Centre</i>	<i>Derrick Xavier Head Librarian</i>
<i>Village Hall</i>	<i>1 Church Square</i>	<i>Temporary Pre-Evacuation Centre/ safe place</i>	<i>Colin Dickson Volunteer Warden – 07749 8557xx</i>
<i>Old Hill Farm</i>	<i>Green Lane</i>	<i>Livestock/pets safe place</i>	<i>Farmer Giles – 07766 2345xx</i>
<i>Nursery</i>	<i>North Road</i>	<i>Safe Place/ Hot Drink & Welfare</i>	<i>Susan Swing (owner) 08811 5678xx</i>

Emergency Contact List

<i>Photo (optional)</i>	<i>Example: Name: Paul Flemming</i>
	<i>Title & Area : Community Emergency Coordinator for (area)</i>
	<i>24hr telephone contact: 07700 7785xx</i>
	<i>Email: xx@xx.xx</i>
	<i>Address: 2 Brook Road</i>
<i>Photo (optional)</i>	<i>Name:</i>
	<i>Title:</i>
	<i>24hr telephone contact:</i>
	<i>Email:</i>
	<i>Address:</i>

Sample Call Cascade Tree



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

List of Community Organisations

These may be able to help you to identify vulnerable and isolated persons and/or aide in the establishment of a Community Volunteer Response Group

(See the guidance for Data Protection info)

(Use this space to record details of organisations active in your local area that may be able to help you identify vulnerable people in an emergency or help you in preparing and responding to an incident).

- *Utilise any existing community networks and connections and enhance these to develop your Emergency Response Volunteers*
- *Consider organised volunteer networks who may be able to assist in providing welfare in temporary evacuation centres, have first aid training or be aware of local vulnerabilities for e.g. WRVS, WI, Faith Groups, Brent CVS, Neighbourhood Watch Groups, Local Community Action Groups*
- *To make these procedures effective try to involve as many interested parties as possible in the planning process. Consider holding a local Community Response Volunteer group meeting where individuals can come together. Brent Borough Emergency Planning will aid you where possible.*

Activation Triggers

(Use this space to record details of how your procedures will be activated. You should include details of how the procedures will be activated as a result of a call from the Borough/District Emergency Planning Officer, and also how your community will decide to activate the plan yourselves, if the emergency services are unavailable).

***In any emergency, having and activating these procedures is no substitute for calling 999 and informing Brent Borough Council that you are in danger
0208 937 1234***

In most cases, your response will be activated at the behest of Brent Borough Emergency planning department; however, there are preparatory mitigation measures your Community Response Team can take on their own accord.

It is good practice to debate and agree on a set of triggers:

- 1. To activate your preparatory response such as information distribution or mitigation measures (semi-regularly)*
- 2. To activate a further response such as undertaking a localised evacuation to a welfare point until you can be alleviated by the Emergency Services or Brent Council (these triggers and suggested activities should first be discussed with Brent Emergency Planning) (hopefully never)*

Suggested triggers for activation of Preparatory/ Mitigation/ Resilience Measures:

- Have we received information about any potential risks?*
- Have you received any Severe Weather Warnings? What is the local media saying?*
- Is heavy snow and ice predicted?*
- Have we received official communications from the Emergency Services or Emergency Planning Officer that an evacuation is happening or required?*
- Is more than 50% of the community without power or utilities?*
- What can we safely accomplish without the help of the Emergency Services or the Brent Emergency Planning?*

First Steps When Responding

Follow the instructions below when the plan is activated.

	Actions	Complete
1	Call 999 (if necessary) and follow any advice given.	
2	Ensure you are in no immediate danger.	
3	Start writing a log containing any decisions you made and who you spoke to/what was said.	
4	Contact Brent Council for advice.	
5	Contact the Community Response Team and meet to discuss the situation. Consider inviting other key personnel (including local emergency responder representatives if possible). Use first meeting agenda.	
6	Contact other members of the Community that need to be alerted: - Those specifically under threat - Volunteers and key holders that may be needed <i>(Contact initially may be to inform them of the emergency or inform them of current Emergency Service advice regarding any action to be taken).</i>	
7	Agree actions and ensure each member of the Community Response Team (and volunteers) know what they are doing. Record these decisions on the Log Sheet provided. These notes need not be overly detailed.	
8	Meet regularly to see how the situation is developing, actions are progressing and whether you need to reprioritise tasks or move resources around.	

Draft Community Response Team First Meeting Agenda

Date:

Time:

Location:

Attendees:

1. What is the current situation?

You might want to consider the following:

Will this have an effect on any persons considered vulnerable?

What actions can we undertake to prepare or mitigate against the potential risk?

What resources do we need?

- Welfare?
- Off-road vehicles?
- Shelter?

2. What information/advice have you received from the Council, emergency responders or local media channels?

3. How can we support the emergency response?

4. What actions can safely be taken?

5. Who is going to take the lead for the agreed actions?

6. Any other issues?

7. Provide frequent situation reports to the District/Borough Emergency Planning Officer.

Agreed Response Actions When Trigger Are Met

(Use this space to record details of the actions you can take to help your local authority in responding to a potential risk in your community)

For example:

Trigger 1 Actions:

- *Door knocking and the delivery of emergency response or preparedness actions for e.g. helping to deploy residential flood protection*
- *Salting and gritting of pavements and side-roads and/or helping to clear pavements of snow*
- *Checking on the welfare of elderly or vulnerable residents who may need assistance for e.g. shopping for resources, collection prescription etc.*
- *Clearing debris from drainage ditches to alleviate or reduce potential flood risks*
- *Identify those who need help or extra assistance and make these people known to the Emergency Services and/or Local Council when they are conducting any evacuation*

Emergency Contact Arrangements

[Use this space to record details of alternative communications within your local area should usual methods communications be disrupted. This could include the owner/locations of long distance walkie-talkies or details of your local Radio Amateurs' Emergency Network (RAYNET) group, Shop Safe/Pub Watch if available]

Communication with Emergency Responders

Type	Where available
Written	<i>e.g. email updates</i>
Verbal	<i>Telephone, face to face, short-wave radios</i>
Visual	<i>Face to face</i>

Appendix B. Draft Letter Residents

Dear Resident

Re: Community Response Procedures

We are writing to let you know that we are producing some Community Response Procedures.

Emergency planning and response in the UK is driven by The Civil Contingencies Act 2004. The Act places a statutory responsibility on the Emergency Services and Local Authorities to undertake emergency preparedness and response activities. In nearly all cases, emergency incidents are dealt with by the emergency services, local authorities and the major utilities.

However, there are circumstances, where community groups are able to help coordinate vital preparedness and resilience building activities or assist in the provision of basic welfare in the outset of an incident prior to activation of the emergency services and local authority. There is no statutory responsibility for local community groups to prepare or plan against local risks. However it is good practice for communities to identify local risks and agree simple procedures as to how they may mitigate or respond to these.

Appropriate mitigation and preparedness techniques prior to a potential incident such as putting in simple flood protection measures or helping to salt and grit side roads and pavements can alleviate or even remove the potential for an emergency incident.

As part of these procedures, we are looking to set-up a 'Community Response Team' of volunteers who would be willing to assist us in preparing for and responding to potential risks in our local area. We are particularly keen to hear from members of our community who have resources, equipment or skills (e.g. 4x4 vehicles, tractors, chain saws, trained medical staff), but any assistance you can offer would be gratefully received.

If you would like to volunteer, please could you complete the reply slip on page two of this letter and return it to us at the above address. On receipt, a member of the Community Response Team will contact you to discuss how best you can help. We are requesting this information on an entirely voluntary basis, so please feel free to ignore this letter if you do not wish to be involved.

Additionally, one of the priorities of the Community Response Team will be to provide whatever support it can to those members of our community who may be more vulnerable than others and who may need additional assistance in an emergency. With this in mind, we are looking to maintain a list of 'Vulnerable Persons/Groups' in our Community Response Procedures.

Should you wish your details to be included, please complete the relevant section of the attached reply slip. There is no need for you to disclose any sensitive personal information and please be assured that, in accordance with the Data Protection Act (1998), the information will be handled in the strictest confidence and will only be used in an emergency situation by the Community Response Team, the emergency services or other key responders.

If you would like any further information, or an opportunity to discuss things in more detail, then please feel free to contact us on the details below.

Yours faithfully

[Insert Name, Position Held and Contact Details]

Self-Help Plan Reply Slip

Community Response Team

I would like to volunteer to join the Community Response Team.
Please enter any particular skills, equipment and resources you may have in the tables below.

Experience / Qualification	Name	Contact Details
Equipment / Resources	Name	Contact Details

Vulnerable Persons/Groups

I would like the following details to be included in the 'Vulnerable Persons/Groups' section of the Self-Help Plan.

Name of person/centre/ accommodation	Address	Contact Details

Signed declaration

[Please ensure that each person named above signs the declaration below]

I give my consent for the above details to be made available to those responding to an emergency affecting our community. I understand that, in accordance with the Data Protection Act (1998), the information will be handled in the strictest confidence and will only be used in an emergency situation.

Signatures				
Print Name				
Date				