



**Church
Stretton**
Town Council

Church Stretton and Area Community Emergency Plan

Plan last updated:
26th July 2022,
with minor updates March 2023
Redacted version

Community Emergency Plan – Contents

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1. Introduction

Church Stretton Town Council has a moral responsibility to provide effective emergency arrangements to mobilise people and resources to deal with a range of emergencies in the town and surrounding area.

Major emergencies are dealt with by the emergency services, Shropshire Council, utilities, or outside agencies. This Emergency Plan is designed to provide an initial response and then a supporting role in these circumstances. It is designed to be a “bottom-up” proactive plan, involving an existing raft of trained volunteers and voluntary groups. It especially seeks to protect the frail and vulnerable in the community.

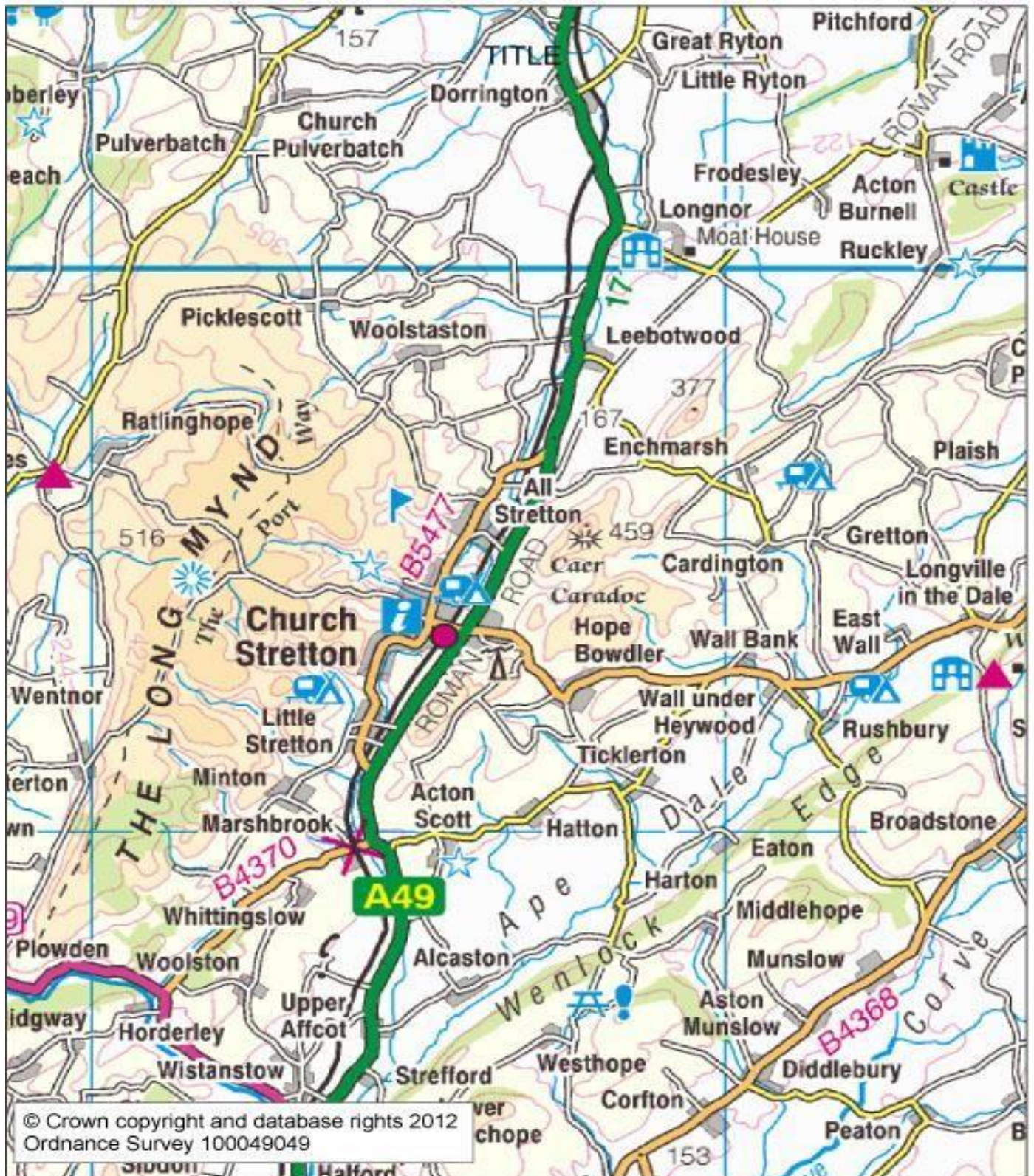
2. Scheduled review of the Plan

This Plan will be reviewed annually in **November of each year** with completion of the review by 1 January of the following year. Details of councillors included in the Plan will also be reviewed each May.

3. Areas Covered by the Emergency Plan

This Emergency Plan covers the Church Stretton town, Little Stretton, All Stretton and the surrounding parishes of Cardington, Rushbury, Acton Scott, Leebotwood & Longnor, Smethcott & Woolstaston and Acton Burnell

Area Map



Shropshire
Council

Emergency Planning Unit
The Shirehall, Abbey Foregate
Shrewsbury, Shropshire, SY2 6ND

4. Local Risk Assessment

RISKS	COMMUNITY IMPACT	MITIGATION ACTIONS	RESPONSE TO INCIDENTS
<p>4.1 Significant disruption to:</p> <p>MAINS POWER SERVICES</p> <p>(Gas or Electricity failure.)</p> <p>Failure of whole or part of GBs national transmission network</p> <p>Damage to Gas pipeline</p>	<p>Residents with no access to power for a prolonged period of time.</p> <p>Residents reliant on electricity or gas for heating and cooking will require support.</p> <p>Cold is a threat to vulnerable people.</p> <p>Knock on effect to communication systems (see below)</p>	<p>Ensure all residents are given help to prepare themselves in advance.</p> <p>CSTC to prepare advice leaflet and website advice.</p> <p>CSTC to sign up for alerts from Power companies.</p>	<p>If necessary, initiate Community Emergency Plan by holding initial meeting to ascertain locations affected and predicted time length.</p> <ol style="list-style-type: none"> 1. Contact Power companies for updates. 2. Identify residents most at risk. 3. Voluntary Community Wardens to check on residents prioritizing those most at risk. 4. Consider opening local Reception Centres if unaffected by power failure.
<p>4.2 Significant disruption to:</p> <p>COMMUNICATION INFRASTRUCTURE</p> <p>Damage to telecommunication/ internet Services</p>	<p>Phones and/or broadband lost</p> <p>Mobile phone reception very poor or lost, so few forms of communication available.</p> <p>Power outages knock on effect to landlines.</p> <p>Difficult to contact emergency services.</p>	<p>Ensure all residents are given help to prepare themselves in advance.</p> <p>CSTC to prepare advice leaflet and website advice.</p>	<ul style="list-style-type: none"> • Hold initial meeting to assess problems and seek solutions • Access additional resources including megaphone and local radio • Identify any residents most at risk • Put up notices in town and on shop A boards • Investigate nearest places unaffected by interruption.
<p>4.3 Significant disruption to</p> <p>TRANSPORT INFRASTRUCTURE</p> <p>Adverse weather conditions (Heavy snow/storm, icy conditions and/or road closures)</p>	<p>Roads impassable due to snow/fallen trees etc. Access to town & villages limited.</p> <p>Residents unable to access emergency and other services, e.g. carers, doctors, hospitals, pharmacies.</p> <p>Residents run out of food and other necessities. Injuries due to ice.</p> <p>Non-residents /trapped or stranded</p>	<p>Ensure all residents are given help to prepare themselves in advance. CSTC to prepare advice leaflet and website advice.</p> <p>Ensure grit bins are stocked</p>	<ul style="list-style-type: none"> • Hold initial meeting to assess problems and seek solutions • Access additional resources (local gritting team/SC/volunteer gritting near grit bins • Identify residents most at risk • Voluntary Community Wardens to check on residents, prioritising those most at risk • Facilitate finding short-term refuge and/or evacuation
<p>4.4 FLOODING</p> <p>of homes / roads etc.</p>	<p>Homes flooded.</p> <p>Rescue Services may be required.</p> <p>Need to secure place of refuge.</p>	<p>Ensure all residents are given help to prepare</p>	<p>If necessary, contact emergency services* and initiate Community Emergency Plan</p> <ul style="list-style-type: none"> • Hold initial meeting to assess problems and seek solutions

	Need to support other services Knock-on effect of disruption to the power supply/communication/transport infrastructure – see above	themselves in advance. CSTC to prepare advice leaflet and website advice.	<ul style="list-style-type: none"> • Access additional resources • Identify residents most at risk • Voluntary Community Wardens to check on residents, prioritising those most at risk • Support Emergency Services e.g. refreshment, shelter • Facilitate finding short-term refuge and/or evacuation
4.5 ADVERSE WEATHER E.g. storms/prolonged periods of very cold or hot weather	Significant damage to property causing hazard People in need of refuge Health problems associated with extreme heat/cold Knock-on effect of disruption to power supply/communication infrastructure	Ensure all residents are given help to prepare themselves in advance. CSTC to prepare advice leaflet and website advice.	<ul style="list-style-type: none"> • Hold initial meeting to assess problems and seek solutions • Access additional resources – food delivery and/or portable heaters • Assist in identifying hazards • Identify residents most at risk • Voluntary Community Wardens to check on residents, prioritising those most at risk
4.6 Loss or contamination of WATER SUPPLY	Residents have no drinking/ washing water. Toilets cannot be used	Remind residents in advance of need to keep supply of drinking water in the house via advice leaflet.	Hold initial meeting to assess problems and seek solutions, making contact with Severn Trent Water
4.7 Accidents or incidents in TRAVEL NETWORK	Emergency situation arising from incidents e.g. Train crash (including freight), aviation accident, traffic incident (e.g. A49) Support of emergency services dealing with incident		Alert Emergency Services If necessary, initiate CEP <ul style="list-style-type: none"> • Hold initial meeting to assess problems, seek solutions and access additional resources • Support emergency services • Facilitate finding refuge/evacuation
4.8 OTHER EMERGENCIES <u>Fire</u> including wildfire & emission of smoke <u>Radioactive substance/ pollution/ chemical/ gas emission</u> (eg volcanic emergency overseas) <u>Infectious disease</u> human and animal / Legionella <u>Food chain contamination</u>			All as above

<u>Disrupted fuel supply</u>			
<u>Violent incident</u>			
4.9 PANDEMIC	Residents at risk of infection. Isolation leads to problems with accessing food and supplies		<ul style="list-style-type: none"> • Co-ordinate virtual meetings of local volunteer groups, chamber of trade, shopkeepers, health and social services. • Advice put on CSTC website • Leaflets delivered to vulnerable residents by Voluntary Community Wardens

5. Care Homes and Sheltered Accommodation

5.1 Care Homes	Emergency Arrangements
Caradoc House, Little Stretton	Currently closed.
Field House Care Home	Temporary assembly point at the church. Use of other care homes in the group for temporary accommodation of residents.
Sandford Residential Home	Evacuation to Methodist Hall. Emergency line to Housing Plus Group for failure of gas, water, electricity
Stretton Hall, All Stretton	Use of other care homes in the group for temporary accommodation of residents

These evacuated residents may also be accommodated in the Town Council Reception Centre in the Mayfair Community Centre.

5.2 Sheltered Accommodation	Emergency Arrangements
Ashbrook Court	No information received
Denehurst Court	Clear fire safety procedures. 24-hour alarm cord in each apartment. All vulnerable residents have PCRA's visible to emergency services
Ley Gardens	No information received

6. Vulnerable Individuals in the Community

The Town Council does not hold details of vulnerable individuals in the community. The following organization does have some information on vulnerable individuals:

Mayfair Community Centre / Health & Wellbeing Centre
Easthope Road
Church Stretton
SY6 6BL
Telephone: 01694 722 077

7. Preparing the Community through Preventative Measures

Most households in the area can prepare for more common emergencies such as power cuts and adverse weather conditions. To this end the Town Council has produced an advice leaflet for households and made this information available on the Town Council website.

Appendix B.

8. The Community Emergency Action Group

In the event of an emergency causing activation of this Plan, actions will be coordinated by the Community Emergency Action Group.

Roles within this Group are:

- 8.1 **Community Emergency Coordinator:** Mayor or Deputy Mayor.
Overall responsibility for mobilising the community in the event of an emergency.
- 8.2 **Deputy Community Emergency Coordinators:** Two nominated Councillors.
Support to the above
- 8.3 **Mayfair Chief Officer:**
Responsible for operations of the Mayfair Community Centre/Health & Wellbeing Centre (the main emergency reception centre) as defined in this Plan.
- 8.4 **Mayfair Care Services Manager:** Support to the above
- 8.5 **Communications Coordinators:** Chair of Town Council Communications Committee and representative of a local Charity.
Website management plus management of Voluntary Community Wardens and the Telephone Tree.
- 8.6 **Publicity Coordination:** Town Council Communications Committee.
Keeping the local population updated and liaising with press and media

The following organisations will be asked to join the Group as appropriate

Church Stretton Medical Centre
First Responders
Vine and Co
Co-op Supermarket
Church Stretton Food Bank

9. Operational Headquarters

The base will be either the Town Council Office or the Silvester Horne Institute:

Church Stretton Town Council Office	Silvester Horne Institute
60 High Street	60 High Street
Church Stretton	Church Stretton
SY6 6BY	SY6 6BY

Tel: 01694 722 113

Tel: 01694 722 113

Mobile for **use only if landline is down**: 07961 281 581

10. Activation of Plan

Some emergencies, such as bad weather, can be predicted in advance. In this case the Community Emergency Group can make some preparations and agree to meet in person, or virtually, on the anticipated day to review their plan of actions.

Notification of other emergencies may come via various routes - from the emergency services, local authority or the community itself.

On receiving notification of an emergency, any member of the Community Emergency Group should contact the other Community Emergency Group members and the Group will decide whether to activate the Plan. They will then, as required

- i Confirm the availability of Silvester Horne Institute as an Emergency Headquarters (if unavailable, Town Council Offices will be used)
- ii Gather at the Operational Emergency Headquarters or meet remotely
- iii Open an incident log and ensure that all future actions are logged - [Appendix E](#)
- iv Contact relevant emergency numbers ([see section 13](#))
- v Activate the Telephone Tree (Communications Coordinator) – [Appendix I](#)
- vi Activate the Voluntary Community Wardens (Communications Coordinator) – [see Appendix I](#)
- vii Alert Church Stretton Medical Practice, which may need to activate its own emergency procedures
- viii Alert Community First Responder via “999” (Ambulance)
- ix Contact relevant volunteer organisations - [Appendix F](#)
- x Call an emergency meeting - [Appendix E](#)
- xi Set up Reception Centre if needed ([See Appendices D & E](#))
- xii Staff the telephones

11. Temporary Places of Safety within Church Stretton Town

11.1 Major Emergency - Church Stretton Leisure Centre

In the event of a major emergency in the Church Stretton area, Shropshire Council has designated the Sports Leisure Centre in Shrewsbury Road as an evacuation centre. A request for it to be opened can be made to:

Shropshire Council Civil Resilience Team 01743 251 785 or 07582 005327

11.2 Reception Centre West of A49

Mayfair Community Centre / Health & Wellbeing Centre
Easthope Road
Church Stretton
SY6 6BL
Telephone: 01694 722 077

Estimated capacity:	100 downstairs. Also rooms upstairs and in Health & Wellbeing Centre
Wheelchair accessible	Yes
Cooking facilities:	Good kitchen. Gas cookers require electricity to start
Toilet facilities:	13 regular + 2 accessible toilets plus 5 regular + 5 accessible in Health & Well Being Centre
Parking Facilities;	Large Public carpark in Easthope Road (opposite Mayfair)
Space:	Sitting and dining areas, several rooms including care rooms and Nursery
Furnishings:	Armchairs, dining chairs and tables
Key holder access:	Staffed all day weekdays. Keyholder details in Appendix G

11.3 Reception Centre East of A49

Church Stretton Methodist Church Hall
Watling Street South
Church Stretton
SY6 7BG
Telephone: 01694 724 923 or 01694 724958

Estimated capacity:	50
Wheelchair accessible:	Yes
Cooking facilities:	Six burner cooker with oven, plus fridge and microwave

Toilet facilities: 2 + 2 accessible toilets

Loop amplification for the hard of hearing

Parking Facilities; On-street parking.

Space: Hall and Church

Furnishings: Stacker chairs and trestle tables in Hall. Kindergarten equipment

Key holder access: Keyholder details in [Appendix G](#)

12. Temporary Places of Safety outside Church Stretton Town

Name of Hall	Capacity	Kitchen	Post Code
Acton Scott Village Hall	80	Y	SY6 6QN
All Stretton (Smethcott & Woolstaston) Village Hall	130	Y	SY6 6JR
Cardington Village Hall	80	Y	SY6 7JZ
Little Stretton Village Hall	50	Y	SY6 6RE
Picklescott Village Hall	100	Y	SY5 8DF
Rushbury Village Hall	180	Y	SY6 7HJ
Ticklerton Village Hall	120	Y	SY6 7DQ

Key holder access: Keyholder details in [Appendix G](#)

13. Emergency Contact List

Service	Contact telephone
Air Ambulance	0800 840 2040 or 999
British Red Cross	0344 871 1111
British Transport Police	0800 405 040
Church Stretton Medical Practice	01694 722 127
DEFRA helpline (Department for Environment, Food & Rural Affairs)	03459 335 577 (Office hours) 0207 7270 8960 (24 hours)
Electricity Power Failure (Western Power)	0800 678 3105
Environment Agency Flood Line	0345 988 1188
First Responder	999 (ask for Ambulance First responder)
Lowland Rescue	999 (via Police)
Network Rail	03457 114 141
NHS - non major emergency	111
Paramedic	999 or 111
Police emergency	999
Police General	0300 333 3000
Police non major emergency	101
RAYNET Jason Bull (national voluntary communications service run by licensed radio amateurs)	0121 505 5537 07787 414033(m)
Severn Trent Water	08000 783 444 08000 783 338
Shropdoc (out of hours)	111
Shropdoc dental (out of hours)	111
Shropshire Ambulance Service	999
Shropshire Council Civil Resilience Team Leader	01743 251 785 07582 005327
Shropshire Council Civil Resilience	0345 678 9000
Shropshire Fire and Rescue Service Control.	01743 260 200 (24 hours)
Watch manager	Stevan Paige 07977 056 868

14. Volunteer Community Wardens

Each street and road within Church Stretton and Little Stretton will be assigned a volunteer community warden where this is practicable within the number of volunteers. The roles of these volunteers are outlined in [Appendix C](#).

All Stretton has its own published plan with similar coverage of roads and streets in the village. Contact data is within Confidential [Appendix J](#)

The parish councils included in this plan are encouraged to set up similar systems in their parish and to send details to be included in this Plan.

Appendix A

Members of Community Emergency Action Group

- **Community Emergency Coordinator:** Cllr Andy Munro (Mayor) or Cllr Sheila Davies (Deputy Mayor)

Overall responsibility for mobilising the community in the event of an emergency.

- **Deputy Community Emergency Coordinators:** Cllr Colin Carson & Cllr John Luck

Support to the above

- **Mayfair Chief Officer:** Nicola Daniels

Responsible for operations of the Mayfair Community Centre/Health & Wellbeing Centre (the main emergency reception centre) as defined in this Plan.

- **Mayfair Care Services Manager:** Helen Crumpton

- **Communications Coordinators:** Cllr Helen Stowell (Chair of Town Council Communications Committee) and Guy Sjogren.

Website management and management of Community Wardens, Telephone Tree.

- **Publicity Coordination:** Town Council Communications Committee.

Keeping the local population updated and liaising with press and media

Contact details for all the above are in [Confidential Appendix J](#)

Appendix B:

Leaflet for Households on Preventative Measures

WHAT'S IN YOUR EMERGENCY KIT?

Create your emergency kit before you really need it.

Be prepared to stay at home for a few days.

Be prepared in case you need to evacuate.

Use an old bag and start filling it with items that are important to you and your family.



Household Emergency Plan

A household emergency could occur for different reasons
e.g. loss of electricity or water, flooding, damage to your home or impassable roads

Have you thought how you and your family would manage if such an emergency happened?
In an emergency, please lookout for any neighbour who might need a hand.

You can use this template or make one that suits your family circumstances.

Important Numbers

Emergency services	999	Non-Emergency	101
NHS 24	111	Floodline	0345 988 1188
Electric	0800 6783 105	Gas	0800 111 999
Water	0800 783 444		

YOUR Important Numbers e.g. Childcare, Insurance, Doctor, Vet

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If it's not safe to go out, the advice is usually to:

GO IN (go indoors and close all windows and doors)
STAY IN (stay indoors)
TUNE IN (to local radio, TV or the internet - where public information will be broadcast.)

Your local radio station: **BBC Radio Shropshire 96 FM**

If you have to leave your home, agree two meeting places with friends and relatives. One near home and one further away.

Near.....

Far.....

Appendix C

Volunteer Community Wardens – Roles

There are small teams of volunteer wardens to assist in designated areas close to where they live. Volunteer wardens will be contacted by the Community Emergency Action Group via a telephone tree when an incident has triggered the Emergency Plan and their support to a specified area is needed.

Each team is provided with a list of properties /streets and decides between them which properties they will each cover. Their role will include:

- Knocking on doors to check whether residents are in need of help
- Carrying out simple tasks for vulnerable residents e.g. collecting prescriptions, shopping for small items e.g. milk, bread
- Signposting people to other services for assistance e.g. telephone/online grocery shopping and delivery
- Contact the Emergency Plan HQ (based at the Silvester Horne Institute) or the emergency services if a resident is in need of more substantive help, e.g. provision of hot food and drinks, risk of hypothermia, needs to be moved elsewhere (warm place, hospital)

Having a small team for each area means there are other wardens to cover if one of the volunteers is not able to help e.g. on holiday, unwell. Volunteers need to have suitable clothing for walking in inclement weather.

Appendix D:

Reception Centre Registration Form

No	Time in	Time out
Name		
Address		
Nature of Problem		

Appendix E:

Incident Log

Date	Time	Issue	Action Taken	Actioned by

Appendix F:

Volunteer Organisations in the Community

Organisation	Contact person	Telephone
Age UK	Shrops Area	01743 233123
All Stretton Village Society	C Crump	01694 723 823
British Red Cross		0344 871 8000
Chamber of Trade	S Wright	01694 722 237
Churches Together	L Richards	01694 722 068
Civic Society	C Simmonds	01694 724 117
Climate Care	D Howard	01694 722 904
Country Women's Guild	M Scott	01694 725 772
Good Neighbours	Office	01694 724 242
Guides	J Hurst	01694 771 622
Home from Hospital		01584 878 046
Inner Wheel	A Tipper	01694 771 808
Lions Club	B Dawson	01588 831 508
Mayfair Community Centre	N Daniels	01694 722 077
Neighbourhood Watch		0800 555 111
Probus (S.Dale)	A Stockbridge	01694 722 317
Rotary Club	P Stokes - Smith	01694 723 189
Royal British Legion	L Mackey	01694 724 992
Salvation Army		01743 355 183
Scouts	T Davies	01694 723 477
St Johns Ambulance		0344 770 4800
Womens Institute All Stretton	H Hathaway	01694 722 537
Womens Group Church Stretton	J Moores	01694 722 940
Womens Institute Church Stretton Marmaladies	C Greswell	07803 581 580
Womens Institute Rushbury & Cardington	K Smith	01694 771 554

CONTENT OF CONFIDENTIAL APPENDICES

Confidential Appendix G

Key Holder Details

Confidential Appendix H

Volunteer Community Wardens
and their allocated locality housing

Confidential Appendix I

Telephone Tree

Confidential Appendix J

Contact Details of Community Emergency Action Group