

# WESTGATE-ON-SEA COMMUNITY EMERGENCY PLAN

## Introduction

The Town Council works in partnership with other organisations working together to improve the resilience of the Town and to ensure a co-ordinated response to emergencies.

## What is an Emergency?

An event or situation which threatens serious, unexpected damage to human welfare, the environment or security of a place in the UK requiring immediate action.

## AIM OF THE PLAN

To provide resilience for residents of Westgate-on-Sea in case of evacuations from home, national crisis, or emergencies such as:

Flood, snow, or another weather-related emergency

Fire

Serious power failures where people have no other form of heating or cooking

Gas leaks

Homes in a dangerous condition due to falling trees or other hazards

Persons and cars stranded on local roads

Pandemic

## **OBJECTIVES OF THE PLAN**

1. Identify how key persons and resources in the Town will be co-ordinated
2. Identify vulnerable groups and individuals in the Town and make arrangements for giving them assistance
3. Identify how local volunteers will link in with emergency responders and other local authorities
4. Provide an action plan for a local response to any emergencies
5. Provide a sustainable template for community assistance for the vulnerable/elderly during a national crisis

All residents have a responsibility to consider their own safety arrangements and how they would cope in a variety of emergency situations. To assist with this, the Town Council will provide copies of the Kent Resilience Forum's 'What Should I Do In An Emergency' leaflet to be made available to residents.

### **Outline Responsibilities for Other Local Authorities – Taken from Their Websites**

Kent County Council - Most emergencies are completely unpredictable. But we are required by law to prepare an emergency plan so that resources and experienced people are on standby to respond quickly and in the best possible way when a major crisis - of whatever kind - occurs. This is the link to the KCC website for further information in relation to Emergency Planning - <https://www.kent.gov.uk/about-the-council/strategies-and-policies/community-safety-and-crime-policies/emergency-planning>

Thanet District Council - From time to time emergencies occur which require special measures to be taken by the Council. Local Authorities have clear legal obligations and duty of care to provide an effective and robust response to a broad range of emergencies. The Council works in partnership with other organisations as part of the Kent Resilience Forum working together to improve the resilience of Kent and to ensure a co-ordinated response to emergencies. This is the link to the TDC website for further information in relation to Emergency Planning - <https://www.thanet.gov.uk/info-pages/emergency-planning/>

All major emergencies however will be dealt with by the emergency services, local authorities, utilities, and voluntary agencies in a combined response. This plan is not intended to be a substitute for these services' plans and, upon an emergency situation arising, the first action should always be to contact the emergency services by dialling **999**.

The purpose of this plan is two-fold –

- To show how local organisations and community groups can link in with emergency responders and cater for extreme circumstances that might prevent the emergency services from reaching the scene immediately. This plan describes how such an initial response will be co-ordinated.
- To provide a template for a sustainable network of volunteers to provide community assistance to the vulnerable/elderly in times of a national crisis.

### **INITIAL ACTIONS**

If an emergency arises and it is not possible to contact the emergency services straight away or their response may be delayed, the Westgate on Sea Community Emergency Plan should be initiated by contacting the Emergency Co-ordinator.

**Role:**

Town Clerk

**Contact Name:**

Gill Gray

If the Emergency Co-ordinator is not available, contact should be made with one of the Deputy Co-ordinators.

**Role:**

Town Council Chairperson

Town Council Vice-Chairperson

**Contact Name:**

Joanna Cornford

Pauline O'Connor

The Emergency Co-ordinator or one of the Deputies will then contact the following who will form an Incident Response Team:

<b>Role</b>	<b>Contact Name</b>
Town Councillor	Cllr M Pennington
Town Councillor	Cllr T Green

Contact details for the Emergency Co-ordinator, Deputy Emergency Co-ordinators, Incident Response Team members and all other persons mentioned in this plan, including details for relevant organisations can be found at Appendix A. The role and tasks for the Incident Response Team can be found at Appendix B.

### **FOLLOW UP ACTIONS**

#### **Primary Assembly Point**

All Councillors and residents who are willing and able to help in the emergency will be contacted and asked to go to:

Town Council Office  
78 St Mildreds Road  
Westgate on Sea  
CT8 8RF

If the Town Council Office is inaccessible, they should go to:

The Westgate on Sea Community Centre  
Lymington Road  
Westgate on Sea  
CT8 8ES

### **Liaison with Emergency Responders**

The Emergency Co-ordinator or Deputy will ensure that they or another nominated person is nominated to be a liaison officer with a senior officer from the emergency services to ensure that an effective two-way flow of up to date information is passed between local volunteers and emergency responders. This liaison may be in person or by phone if the senior officer from the emergency services is not at the scene for any reason.

### **Town Resources and Skills**

The Emergency Co-ordinator or Deputy will assess if residents with skills or training such as doctors, nurses and first-aiders may be relevant to the emergency and arrange for them to be contacted based on the local knowledge of Councillors or any other person. The Emergency Co-ordinator or Deputy will also assess if resources such as four-wheel drive vehicles, lifting equipment or chainsaws may be relevant to the emergency and arrange for contact to be made with any appropriate providers. A list of potentially key persons and resources is kept by the Town Clerk.

### **Vulnerable Groups and Individuals**

The Emergency Co-ordinator or Deputy will consider arranging for the following vulnerable groups to be contacted to assess their needs:

<b>Group</b>	<b>Contact Name</b>	<b>Contact Telephone Number</b>
St Crispins School	Louise Davidson	01843 832040
St Saviours School	Nick Bonell	01843 831707
Chartfield School	Louise Shipley	01843 831716
Ursuline School	Julie Smith	01843 834431
St Michaels Care Home	Millie Parton	01843 834917
Eaton Lodge Care Home	Maria Kallis	01843 832184
The Chilterns, Baycourt Nursing Home	Lisa Kay Rowland-Hall	01843 832628
Roxburgh House Care Home	Pauline Maddison	01843 832022

The West Gate Care Home	Louise Vickers	01843 831585
Ocean Swell Care Home	Denise Rose	01843 832362
Gordon Lodge Care Home	Dorothy Boardman & Tina Yates	01843 831491
Lourdes Community	Anita Skinner	01843 833242
Windsor House Care Home	Ayotunde Olufemi-Jotham	01843 836055
Piggy Bank Nursery	Joe Fairbairn	01843 835000
Cheeky Monkeys Nursery	Donna Davis	01843 836742

Contact will also be made with the Westgate Surgery to assist with helping to identify vulnerable individuals known to Councillors or any other person (for example the disabled, elderly, housebound and parents with young children) and appropriate arrangements will be made to give them assistance where required.

#### **INCIDENT HANDLING**

During the emergency, a log of all requests for assistance and actions taken must be kept. This will ensure that all actions are addressed effectively and potentially provide emergency responders with useful information. Log forms for this purpose will be kept in a secure location in the Town Council Office.

#### **TEMPORARY SHELTERS**

In the event of there being persons (including casualties) requiring temporary shelter, one or more of the following premises should be considered:

<b>Building</b>	<b>Address</b>	<b>Key Holder Name</b>
United Reform Christchurch	Westgate Bay Ave, Westgate-on-Sea CT8 8SN	Gillian Whittingham
Westgate-on-Sea Community Centre	Lymington Rd, Westgate-on-Sea CT8 8ES	Bronwen Wood

In exceptional circumstances, the following premises can also be considered:

<b>Building</b>	<b>Address</b>	<b>Key Holder Name</b>
Westgate Library	Minster Rd, Westgate-on-Sea CT8 8BP	Sue Fordham
The Pavilion	Sea Rd, Westgate-on-Sea CT8 8QW	Liz Shrubsall
St Saviours Church	Westgate Bay Ave, Westgate-on-Sea CT8 8NX	Christine Attwood

### **EMERGENCY SUPPLIES**

The following supplies will be available for use on a 24/7 basis in an emergency cupboard in the Westgate on Sea Community Centre. Supplies will also be kept in Town Council office in case the Westgate on Sea Community Centre is unavailable for any reason:

Kettle suitable for use on gas stove

Teabags

Powdered milk

Instant coffee

Instant hot chocolate mix

Tins of soup

Tin openers

Blankets

Towels

Flannels or wet wipes

Log sheets

Additionally, items such as cups, saucers, plates, and tea towels are kept in the kitchen and would be available for emergency use.

## **Volunteer Policy and Procedures/Protocols**

The Town Council has an adopted Volunteer Policy that is regularly reviewed in line with current best practice guidance to ensure it is protecting the volunteers and the corporate body.

In the event of a local and/or national crisis that requires volunteers from the community the Town Council as the corporate body will delegate the authority to implement, oversee and run the volunteers for the Emergency Plan to the Town Clerk. The Town Clerk will report daily to the Chairperson and/or Vice-chair on the situation and provide an update to Members at regular intervals.

A Risk Assessment and Volunteer Booklet will be produced which outlines the protocols for volunteers for any Community Support Network involvement. The basic principles and procedures will be relevant to the situation/incident at the time and will be suitably endorsed and supported by the appropriate Government authorities, agencies, and executives.

A register of Volunteers will be formed and with the permission of the volunteer details will be recorded and maintained including current DBS checks.

In times of crisis the Town Council will actively seek to support all parts of the community to its utmost capacity and within its delegated powers and financial limits.

**CONTACT LIST – APPENDIX A**

Name	Position	Organisation	Telephone No	Email
Gill Gray	Town Clerk	WoSTC	07487 494450	townclerk@westgateonsea.gov.uk
Cllr J Cornford	Chairperson	WoSTC	07896 092324	jcornford@westgateonsea.gov.uk
Cllr P O'Connor	Vice- chairperson	WoSTC		p.oconnor@westgateonsea.gov.uk
Cllr M Pennington	Town Councillor	WoSTC	07710 030278	mpennington@westgateonsea.gov.uk
Cllr T Green	Town Councillor	WoSTC	07914 412965	tgreen@westgateonsea.gov.uk
Bronwen Wood	Keyholder	WOSCCA	07756 535298	woscca@hotmail.co.uk
Gillian Whittingham	Keyholder	United Reform Christchurch	01843 296809	Gandc_1@hotmail.co.uk
		Kent County Council	03000 414141	
		Thanet District Council	01843 577000	
		Kent Police	101 or 999	
		KFRS	01622 692121 or 999	
		SECAMB	0300 1230999 or 999	
		Environment Agency	0370 850 6506	

		HM Coastguard	01304 210008	
Jake Angell	PCSO	Kent Police	101	
TBC	Community Warden	Kent County Council	07969 583922	
		QEQM Hospital	01843 225544	
		NHS Direct	111	
		Westgate Surgery	01843 831335	
		Boots Chemist	01843 831167	
		Paydens Chemist	01843 831186	
		National Grid Gas & Electric	020 7004 3000	
		Southern Water	0330 303 0368	
		Openreach	0800 023 2023	
		SE Rail	0800 783 4524	
		Stagecoach	01738 442 111	

## **ROLE AND TASKS FOR INCIDENT RESPONSE TEAM – APPENDIX B**

The role of the Incident Response Team for the Town Council is to work in collaboration with other authorities, agencies to provide support for the community of Westgate on Sea. To coordinate resources and manage the response using a network of other volunteers from the community whilst providing a central control contact that can be trusted in the time of crisis by residents.

The following is a list of tasks, this is not exhaustive but should be used as a guide:-

- Maintain regular communication with other local authorities and agencies
- Ensure intel is shared with emergency responders
- Provide local press/media with press releases when required and appropriate
- Coordinate the services of volunteers to support the needs of the community
- Liaise with local businesses and community groups including the vulnerable residents to offer advice and information
- Share updates and relevant information in a timely manner with the community in a variety of mediums
- Assess the situation and the resources required for the incident
- Maintain logs for actions taken and record requests for assistance
- Contact key holders for any shelters identified as required for a particular incident
- Maintain emergency supplies and review requirements during and following an incident