

Generic Emergency Plan

for

Name of Site

This template has been produced by Tendring District Council.
It is not an exhaustive template.
There may be additional sections that are specific to your site.

**Written by
XXXXXXXXXXXXXXXX**

Generic Emergency Plan for: *Name of Site*

Distribution List:

Who receives a copy of this plan – internal and external

Organisation	Address	Department
<i>Tendring District Council</i>	<i>Barnes House, 92 Pier Avenue, Clacton on Sea CO15 1NJ</i>	<i>Emergency Planning</i>

Equality and Diversity Statement:

Include your organisations procedure for E&D

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Date	Amendment / Review	Name of Author

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1.0 Introduction

This section should explain the purpose of the plan.

How many people occupy this site: permanent / holiday live in this residence?

1.1 Background

This section should explain why the plan is necessary.

1.2 The Site

This section should give a detailed outline of:

- *the site;*
- *the number of static caravans;*
- *the number of touring pitches;*
- *the number of camping pitches;*
- *the number of gas canisters per pitch;*
- *a layout of the site;*
- *the amenities on site;*
- *number of occupants on site throughout the year staff / customers (spring / summer / autumn / winter)*
- *how numbers of persons on site / occupied pitches are recorded / updated*

1.3 Local Risk Assessment

Enter the potential risks you think may impact your site, an example has been entered for you:

Risk	Impact on Site	What can Site Manager & Staff do to prepare?	What can Site occupants do to prepare?
<i>Strong winds</i>	<i>Blown debris Falling branches</i>	<i>Ensure site is kept tidy; Ensure condition of trees are monitored; Monitor weather forecasts; Make site occupants aware of situation</i>	<i>Ensure the area around their pitch is clear of loose articles; Report anything untoward to the site staff as soon as possible; Follow instruction given by site management and staff</i>

1.4 Local Skills and Resources

Detail skills and resources available on site and that can be called upon in an emergency or the potential for an emergency, an example has been entered for you:

Skills and Resources	Who?	Activation or Contact details	Location
<i>Trained First Aider</i>	<i>Bob Smith</i>	<i>Call out by PA / 07790 123456</i>	<i>Reception</i>

1.5 Key Locations

Notable location on site, such as useful halls, catering, restaurant facilities and offsite, such as alternative accommodation arrangements in the event of evacuation of site, (an example has been entered for you). List where are key stop-cocks, valves, switches etc located for utilities ie water, gas, electric? What hazardous materials are on site, where and how are they stored?

Building	Location	Potential usage in an emergency	Activation or Contact details
<i>Main leisure complex</i>	<i>On site</i>	<i>Muster station for site occupants and staff</i>	<i>By Duty Site manager, PA system and door knocking</i>
Hazardous Material	Location	Storage	Emergency action required
<i>Gas Cylinders</i>	<i>2 per pitch</i>	<i>xxx</i>	<i>xxx</i>
<i>Chemicals</i>			
<i>Oil tanks</i>			

1.6 Emergency Contact List and Casacde

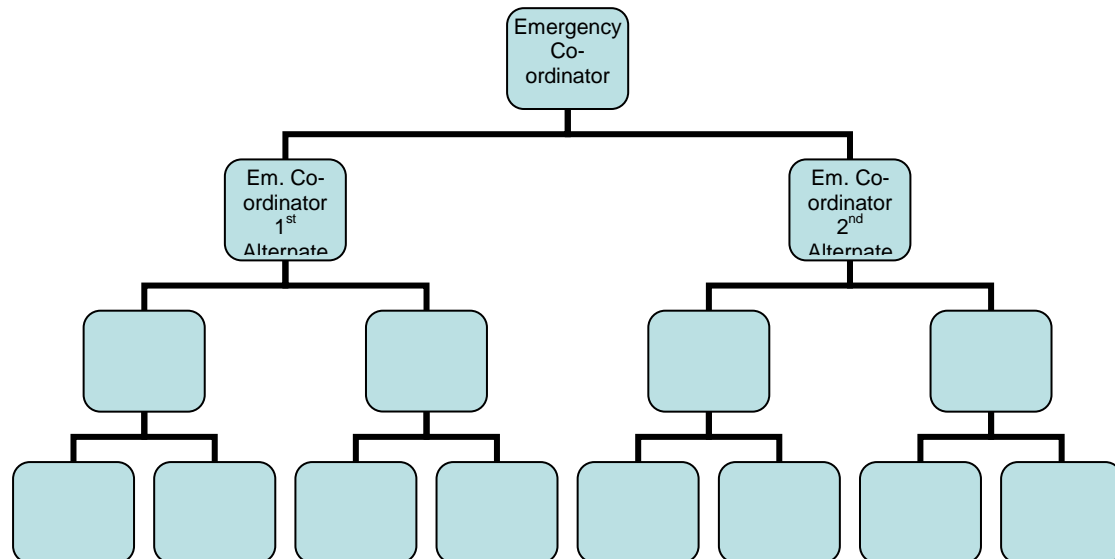
This provides the identity and contact details of the sites emergency response command and control structure. This is useful both for staff, occupants, but also responding organisations such as Fire and Rescue Service and Tendring District Council. Tendring District Council will use these nominated points of contact to call in the event of an emergency or developing situation.

Generic Emergency Plan for: *Name of Site*

<i>Picture</i>	NAME:
	TITLE: Site Emergency Co-ordinator
	24hr telephone contact:
	Email:
	Address
<i>Picture</i>	NAME:
	TITLE: Site Emergency Co-ordinator – 1st Alternate
	24hr telephone contact:
	Email:
	Address
<i>Picture</i>	NAME:
	TITLE: Site Emergency Co-ordinator
	24hr telephone contact:
	Email:
	Address

Emergency Cascade Tree:

The Emergency Cascade Tree indicates who is responsible for alerting whom. Roles could be allocated to each team member.



1.7 List of Site Organisations:

Use this space to record information relating to groups associated with the site: residents associations, national company organisation and groups, sector specific groups, an example has been entered for you:

<i>Sunny Retreat Residents Association</i>	<i>Chair: Mr Bob Smith, Address: Contact details:</i>
<i>British Holiday and Home parks Association</i>	http://www.bhhpa.org.uk/members.asp

1.8 Activation and Triggers

Use this space to record how your plan will be activated. You should include details of how the plan will be activated as a result of a call from the emergency services or local authority and also how your site will decide to activate the plan yourselves.

1.9 First Steps in an Emergency

Create a checklist to help you ensure as many aspects as possible have been considered, with the highest priority first (some emergencies require slightly different order of response but this gives an indication of things to do), some examples have been entered for you:

	Task	Allocated to: (team member)	Tick when Completed
1	<i>If life believed to be in danger call 999 – unless alerted already</i>		
2	<i>Ensure you are in no immediate danger</i>		
3	<i>Contact Emergency Co-ordinator or alternate</i>		
4	<i>Provide information to staff</i>		
5	<i>Provide information to site occupants</i>		
6			
7			
8			
9			
10			

1.10 Draft Site Emergency Group First Meeting Agenda

Date:	Time:
Location:	
Attendees:	
1.What is the current situation? <i>Fire</i> <i>Flooding</i> <i>Outbreak of illness</i> <i>Lost child</i> <i>Weather forecast</i>	
Location of Emergency:	
Are there vulnerable people involved? <i>Elderly</i> <i>Families with children</i> <i>Disabled</i> <i>Other special needs</i> <i>Non –English speaking people</i>	
What resources do we need? <i>Food</i> <i>Off-road vehicles</i> <i>Blankets</i> <i>Shelter</i> <i>Alternative accommodation</i>	
2.Establishing Contact with the Emergency Services	
3.Establish Contact with Tendring District Council	
4.What actions can safely be taken? <i>Static / touring pitches – machinery – vehicles (site and public) – equipment</i> <i>moveable items – furniture – food –</i> <i>Buisness critical – computers – data – staff information – databases – paper</i> <i>records (not an exhaustive list)</i>	
5. Who is going to take the lead for the agreed actions?	
6.Any other issues?	

1.11 Evacuation

Describe what arrangements you have in place should you be required to evacuate your site. How are evacuation routes identified? Where are and how are muster points identified? Role call / identification of missing persons? How is the evacuation message cascaded across the site staff and customers?

The reason for evacuation maybe be taken by the site operator, in reponse to an incident on site or under direction from Essex Police, as in the case of coastal flooding. In all circulstances the decision to evacutate is not taken lightly and should be agreed either by the site operators, or will be agreed be agreed by Essex Police and Tendring District Council. Follow the advice given by the responding organisations, it is for your safety.

Can your residents pre-arrange to stay with relatives or friends who live outside of the flood zone, in the event of an evacuation? This will relieve the burden on the Local Authority and enable those who have no other option. Does their home insurance cover you for alternative accommodation?

1.12 Actions Agreed with Local Authority in the event of an Evacuation

What does your Fire Plan say about evacuation? What alternative accommodation arrangements do you already have? Are your more permanent residents required to have another home (primary residence?)

- *Map of evacuation route*
- *Distance to a point of safety*
- *Arrangements at point of safety*

1.13 Alternative Arrangements for Staying in Contact if Usual Communications Have Been Disrupted

Use this space to record details of alternative communications within your local area, should usual method of communications be disrupted, This could include owner / locations of long distance walkie-talkies. It could identify if you are lcoated in a poor mobile phone signal area for all or specific networks.

1.14 Self Help

What self help arrangement advice do you share with the occupants on site?

- *Make a grab bag;*
- *Make sure your residents know what to do on receipt of each level of warning;*
- *Know where and how to turn off utilities such as water, electric, gas;*



1.15 Insurance

Does your business insurance provide you with adequate cover? Will they arrange alternative accommodation for you / your customers? Have you got copies of your insurance documentation and contact details?

Do your customers have appropriate insurance cover? Are they covered for alternative accommodation? Do they have copies of their insurance documentation and contact details?

1.16 Pets

Are pets allowed on site? If so, remind residents to include their pets in their emergency planning arrangements.

SECTION 2: FIRE PLAN (or other appropriate site plans)

Insert the details from your Fire Plan or other plans that you have for the site here, some information in it will be relevant for your Generic Emergency Plan, there is no point re-inventing the wheel.

SECTION 3: FLOODING

*If your site is in a known **EA Flood Warning Area**, complete the following section; If your site experiences **surface water flooding** complete the following section;*

3.0 Introduction:

Use this space to explain the flood risk to this site.

Use this table to identify the Environment Agency Flood Warning Areas your site is located within and record the data, including the Quickdial code.

<i>EA Flood Warning Area</i>	<i>(delete areas that are not appropriate for your location)</i> <i>Area Description</i>	0845 9881188 <i>select option 1 enter quick dial code from list below</i>
054FWCDV4B5	Tidal Stour Estuary	111020
051FWCDV4B6	Waterside properties at Mistley and Brantham	111015
051FWCDV4B7	Manningtree Town	111010
054FWCDV4B8	River Stour upstream of Cattawade Barrage	111025
051FWCDV4B9	Parkeston Quay and the Ramsey River	111030
051FWCDV4B10	Harwich Town, Dovercourt and Bathside Bay	111035
051FWCDV4B11	Hamford Water	111040
051FWCDV4B12a	Walton on the Naze	111045
051FWCDV4B12b	Holland Marshes	111045
051FWCDV4C1a	The Coast from Clacton to Lee Wick	111101
051FWCDV4C1b	Tidal River Colne at Point Clear and Saint Osyth Creek	111101
051FWCDV4C1c	Tidal River Colne from Brightlingsea to the Colne Barrier	111101

3.1 Warning Arrangements

This section should state that the operators and residents of the site are registered on the Environment Agency Floodline Warning Direct, including the phone number, and quick dial codes, obtainable from the Environment Agency. Explain how the operator will promote and engage with residents to ensure those on site are registered.

Flood Warning Codes



FLOOD ALERT

Meaning

Flooding is possible
Be prepared.

General advice

- Be prepared to act on your flood plan.
- Prepare a flood kit of essential items.
- Monitor local water levels and the flood forecast on our website.



FLOOD WARNING

Meaning

Flooding is expected.
Immediate action required.

General advice

- Move family, pets and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.



SEVERE FLOOD WARNING

Meaning

Severe flooding.
Danger to life.

General advice

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

WARNING NO LONGER IN FORCE

Meaning

No further flooding is currently expected in your area.

General advice

- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible.

3.2 What Action will be taken on receipt of each code:



FLOOD ALERT
FLOODING IS POSSIBLE. BE PREPARED.

Describe the action to be taken on receipt of this Warning.



FLOOD WARNING
FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

Describe the action to be taken on receipt of this Warning.



SEVERE FLOOD WARNING
SEVERE FLOODING. DANGER TO LIFE.

Describe the action to be taken on receipt of this Warning.

**WARNING
NO LONGER
IN FORCE**

Describe the action to be taken on receipt of this Warning.

3.3 Flood Mitigation

This section should identify what flood mitigation measures have been purchased to protect the site and when they will be deployed.

ie: airbrick covers, flood boards, sandbags

3.4 What can you do? Checklist ✓

- ✓ Can you move valuable or irreplaceable items to a first floor, or at least off the ground?
- ✓ Roll up carpets / rugs
- ✓ Consider moving your car to higher ground, if you are not going to use it to self evacuate.
- ✓ Lift and hang curtains over poles
- ✓ Place important documentation in waterproof bag
- ✓ Any large or loose items in your garden move or weigh them down.
- ✓ Monitor Local TV and Radio Stations for further information
- ✓ Know where and how to turn off your: Electricity, Gas, Water

SECTION 4: RECOVERY

4.0 When is it safe to go back?

The responding organisations will be providing updates on the situation and notification when it is safe to return to your site. Follow their advice.

4.1 How do we recover?

- √ *Do not start the clean-up until the threat of further impact, such as flooding, has passed;*
- √ *Don't throw anything away until told to do so by your insurer;*
- √ *BEFORE you start, check with your insurance company if it is OK to start cleaning;*
- √ *Confirm what services your insurance company will pay for;*
- √ *Use a permanent marker to mark on the wall the height of the flood water in each affected room / location;*
- √ *All surfaces that have been covered by flood water will be contaminated, wear waterproof, gloves, boots and a face mask;*
- √ *Household products are sufficient to clean and disinfect your property;*
- √ *DO NOT attempt to reconnect your utilities yourself. Liaise with your utility provider;*
- √ *DO NOT use vegetables and fruit from affected vegetable beds;*
- √ *Use mains pressure garden hose for washing down, not high pressure hose lines;*
- √ *As soon as possible, ask your insurance company when a loss adjuster will visit ;*
- √ *Ask your insurance company if they will pay for repairs that will make your property more flood resilient for the future;*
- √ *Keep records: date, time, name of person you spoke to and what was agreed;*
- √ *Keep receipts;*
- √ *Take photos and video of your damaged property;*
- √ *Make a list of your damaged property;*

SECTION 5: Awareness, Training and Review

5.0 Awareness

Explain how you are going to make sure all the residents of the property are aware of this plan?

5.1 Staff Training

Explain how your staff will be trained in these procedures and maintain their skill level.

5.2 Review

Explain how often the plan will be tested / reviewed / updated.

SECTION 6: Emergency Contact List (*examples added*)

<i>Police</i>	<i>If Life in danger</i>	<i>999</i>	
	<i>Routine</i>		
<i>Fire</i>	<i>If life in danger</i>	<i>999</i>	
	<i>Routine</i>		
<i>Ambulance</i>	<i>If life in danger</i>	<i>999</i>	
	<i>Routine</i>		
<i>HM Coastguard</i>	<i>Emergency</i>	<i>999</i>	
	<i>Routine</i>	<i>01255 675518</i>	<i>24/7</i>
<i>NHS</i>			
<i>Tendring District Council</i>	<i>Emergency Contact</i>	<i>01255 222022</i>	<i>24/7</i>
	<i>Routine EP</i>	<i>01255 686319/971</i>	<i>eplanning@tendringdc.gov.uk</i> <i>www.tendringdc.gov.uk</i> <i>twitter: @tendringdc</i>
<i>Environment Agency</i>	<i>Emergency</i>	<i>0845 9881188</i>	<i>www.environment-agency.gov.uk</i>
<i>Met Office</i>			<i>www.metoffice.gov.uk</i>
<i>Insurance Company</i>			
<i>Electricity provider</i>			
<i>Water Provider</i>			
<i>Sewage provider</i>			
<i>Gas Provider</i>			
<i>Teleophone Provider</i>			
<i>Your Head Office</i>			

SECTION 7: Flood Warning Information Sign



Flood action!

In the event of a flood warning



Gather your family and leave the caravan



Report to your assembly point at

.....



Do not walk or drive through floodwater

Six inches can knock you off your feet, two feet can float your car



In an emergency call 999

Park/Site manager:

For flood advice phone the Environment Agency's
Floodline **0845 988 1188**