



Cheshire Community Resilience Network

Help your community to be prepared

Community Resilience

Guidance Document

This document has been produced by the Joint Cheshire Emergency Planning Team



Cheshire West
and Chester



Cheshire East
Council



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Introduction to

Community Resilience

Welcome to the Community Resilience guidance document. You are here because you are interested in helping your community to become prepared, respond and recover more effectively should an emergency or disaster occur by producing a Community Emergency Plan.

A few things to know before we start!

1. What is Emergency Planning?

Emergency planning is regulated by the Civil Contingencies Act 2004. This act sets out how the Council, Emergency Services and many other agencies work closely together to develop emergency response arrangements for any incidents that may arise. We develop flexible plans through a process called Integrated Emergency Management, which enables all responding organisations to deal effectively with a major incident at any time of day or night 365 days a year. These plans are also exercised on a regular basis.

2. What is the Cheshire Community Resilience Network?

In 2013 the Joint Cheshire Emergency Planning Team re-launched the Community Resilience programme within Cheshire East and Cheshire West and Chester. The aim of this programme is to encourage Town and Parish Councils even interested Community Groups to produce their own Community Emergency Plan. Individuals and communities already do support and help each other during times of need. Those who have spent time planning and preparing are better able to cope. We will continue to progress this work within Cheshire and to build a Community Resilience Network which will be a platform for all to share key information, good practice and lessons learnt.

3. What is the Cheshire Resilience Forum?

The primary response organisations come together under what is called the Cheshire Resilience Forum (CRF) this is made up of the Emergency Services, Local Authorities, Highways England, Environment Agency, NHS and Public Health England. These agencies work together to plan an effective multi agency response to, and recovery from an incident that occurs within the Cheshire area.

For more information please visit:
www.cheshireresilience.org.uk



Introduction to

Community Resilience

The Community Resilience guidance document provides an introduction to Community Resilience, answering frequently asked questions 'FAQ' and also a guide to help your community prepare and put together a Community Emergency Plan in order to provide support to each other during an emergency particular those that maybe vulnerable.



4. DON'T PUT YOURSELF AT RISK

It is important to remember some limitations. In particular, laws and regulations still apply during an emergency. Health & Safety, speed restrictions, insurance, food hygiene and data protection must still be properly observed. No one should carry out any tasks or activities that they are not properly trained and qualified to do. Under no circumstance should anyone be put into any risk as a result of responding to the incident. Individuals and community groups should never do anything which puts themselves or their community at risk.

5. What is Community Resilience?

As we all know, Cheshire is a safe place to live and work, where major emergencies occur very rarely. However, when they do, they may require a combined response from the responding agencies.

Your local emergency responders will always have to prioritise those in greatest needs during an emergency, especially where life is in danger. There will be times when you may be affected by an emergency but your life is not in immediate danger. During this time, individuals and communities may need to rely on their own resources to ensure they are able to cope with the consequences of the emergency. A wide range of events can affect people's health including natural hazards, accidents, and outbreaks of disease. Emergencies can be minor events that threaten the health and wellbeing of local communities or major events that affect the whole population.

Many communities already spontaneously help each other in times of need, but previous experience has shown that those who have spent time planning and preparing for emergencies are better able to cope, and recover more quickly reducing the overall impact on people's lives.



6. Aims and Objectives

The Joint Cheshire Emergency Planning Team will provide key information, a step by step guide to putting your plan together and templates. We will assist and guide you through producing your plan and will notify you prior to the date of renewal. The Government has set out Aims and Objectives for planners to follow for the Community Resilience programme, please find these below:-



Our Aims

To promote and enhance community resilience within Cheshire East and Cheshire West and Chester against all threats and hazards. To clarify the process whereby the Council and its constituent Town and Parish Councils will access, utilise and co-ordinate services, resources and expertise in order to support the various local communities within the area during a major emergency with particular regard to the support and needs of vulnerable people. It invites you to think about:

- Why it is important to be involved and be prepared
- What you can do to make it happen in your community
- The help available to you to do this

Objectives

- To promote and enhance individual and community resilience against threats and hazards posed to the local community.
- To raise awareness and understanding of risk and the local emergency response capability in order to motivate and sustain resilience in the local community.
- To identify and support vulnerable people in a crises.
- To identify and mobilise the council and local community resources, key contacts and expertise in order to effectively mitigate and effects of a major emergency.
- To identify and mobilise additional resources that may be available to the council and Town/Parish Councils via Voluntary agencies and the third sector.



7. Frequently Asked Questions

What are the benefits of Community Resilience?

Volunteering and spontaneously helping each other does not need to be organised by central or local government. Local people who are prepared and able to respond effectively and recover quickly from emergencies show us how successful community resilience can be. This activity is most successful when in partnership with local emergency responders.



Recovery from an emergency can be a complex and long-running process. A resilient community will not only be better prepared to deal with responding at the time of an emergency, but will be better equipped to recover in the longer-term.

How resilient is your community? Your ward, borough, village or street? Your sports club or other community group? And what can you do to help build this resilience? By preparing for risks, your community will be better able to cope during and after an emergency.

How often should a plan be reviewed?

The Community Emergency Plan should be reviewed at least annually and following any training, exercising or response to any real event (s) and even earlier should guidance or any lessons learned have substantial implications for the plan.

Who is responsible for renewing the plan?

The responsibility will rest with the Town/Parish Council with the assistance of the Joint Cheshire Emergency Planning Team.



Frequently Asked Questions

What do I do if I find an error on my plan or if further information is needed?

Any errors found in this document should be reported immediately to the plan owner. If further clarification is needed for any of the contents of this document, please contact the document owner. For further assistance contact the emergencyplanningteam@cheshiresharedservices.gov.uk .

Can I give a copy of the plan to local businesses?

The document is controlled and as such should not be distributed to any third party without express permission of the document owner. Uncontrolled modification of content is prohibited.

When will the Community Emergency Plan be actually needed?

The decision to activate Community Emergency Plans will depend upon various factors such as:

- Type of emergency
- Consequences of the emergency especially for vulnerable people
- Need for support and information
- Whether any emergency rest centres have been set up
- Public demand
- Number of people involved
- Stakeholder involvement and requirements

What happens when we have completed our plan?

Email a copy of your plan to the Joint Cheshire Emergency Planning Team and we will go through your draft and make any recommendations needed. Once all parties are happy with it then we will complete a signing off form for you.



Frequently Asked Questions

How long does it take to write a Community Emergency Plan?

Parish and Town Councils have advised us that it has taken them anywhere between 3-12 months to complete the template, some councils found allocating a small group worked well to completing the plan. Others found challenges in engaging with the community.

What are the insurance issues?

Insurance issues will depend on the activities which are carried out by the Parish or Town Councils. You may find you already have cover under your public liability insurance policies for certain activities. We recommend speaking to your Insurance provide for advice.

What if I don't have the resources to produce a Community Emergency Plan?

The Joint Cheshire Emergency Planning Team recommends that all Town and Parish Councils produce their own Emergency Plan. This is to help pre-identify resources and people that could be used in a Major Emergency where additional support to the Emergency Services is needed. We would suggest contacting your neighbouring Council to prepare a joint plan.

What if my community is too big to manage?

Some council's in the country have taken the approach to divide their community into segments, and assign a Councillor Volunteer to look after each segment.

Is there funding available?

There is no specific funding available for producing a Community Emergency Plan. The Joint Cheshire Emergency Planning Team will notify Councils if any opportunity for funding becomes available.



8. Help your Community Prepare

You can help your community be prepared for an emergency by encouraging them to:-

- To make sure they are adequately insured and to keep their insurance documents in a safe place so they know who to contact in the event of an emergency.
- Advise to sign up to the Environment Agency Flood Warning Service if your community is in a flood risk area. Point them in the direction of the National Flood Forum for more information on flood defence products.
- Encourage people to complete a Household Emergency Life-saving Plan (H.E.L.P)
- Encourage people to prepare an Emergency Grab Bag
- To encourage people to make a 'Community Friend' - this is someone, or some people that can be called during an emergency to provide practical support – such as helping to move furniture upstairs, look after pets, share house keys to look after each others properties and maybe know which valuable and sentimental items should be moved upstairs, check on you if you are poorly and go to the shops and chemist on your behalf. Make sure people know how to respond in an emergency.
- To keep up to date with health checks and flu vaccinations

Check that your community is ready for an emergency, your help and skills in leading your community and helping them to be more resilient and prepared could be vital. Ask them the following:-

- ✓ Do you have a contact person – someone unlikely to be affected by the same emergency – who can keep family and friends informed?
- ✓ Do you have a battery operated portable FM/AM radio?
- ✓ Do you have adequate insurance?
- ✓ Do you have working smoke alarms in your home?
- ✓ Do you have alternative, agreed meeting points?
- ✓ Do you have copies of your most important documents stored somewhere other than at home?
- ✓ Do you have a written list of your valuables, plus photographs or DVD/video?
- ✓ Have you undertaken a basic first aid course?
- ✓ Have you checked if your property is in a flood risk area?
- ✓ Have you thought about arrangements for pets?
- ✓ Have you identified possible exit routes from every room in your home?
- ✓ Teach your children to stay away from potential dangers including open water.



8. Help your Community Prepare

Advice for Pet Owners

If you are a pet owner you need to consider what you would do with your pet in the event of an emergency.

For further information visit
www.rspca.org.uk

Consider bringing animals inside which live outdoors to keep them warm and out of danger.



Make sure you have sufficient stock of food and water for your pets if you're unable to leave your home.

If you are evacuated from your home you need to plan for the evacuation of your pet and where it could stay e.g. friends, family or local kennel. Make sure you have the appropriate telephone numbers to hand to arrange this.

If you are asked to evacuate your home in an emergency and quickly make sure you leave plentiful supply of water and leave extra food for your pet.

It would be difficult for Farmers to evacuate livestock during an emergency therefore it is important for them to think in advance of how they could protect their livestock in an emergency.

Flood defences to stop water getting into barns, moving animals to higher ground.
Neighbouring farms that may be able to provide shelter who haven't been affected.

Pet owners may not want to leave their animals behind and may turn up at a shelter with them. If you have assisted the Local Authority (only if required) to provide shelter please consider accommodating for animals.

You could allocate a separate room located near an external door for pets and their owners. You could identify outdoor area for feeding and exercise.

Pet owners are responsible for their animals.

If evacuees have arrived by car they should not leave their pet in their car.



9. Emergency Grab Bag

- ✓ Key documents (Such as passport and driving licence)
- ✓ First aid kit including any medication
- ✓ Wet wipes. Antibacterial hand gel
- ✓ Battery operated radio with spare batteries
- ✓ Notebook and pen/pencil
- ✓ Mobile phone/charger
- ✓ Glasses and contact lenses
- ✓ Toiletries (including nappies and sanitary supplies)
- ✓ Any special items for babies, children, elderly and disabled people
- ✓ Spare set of keys (Home/Car/Office)
- ✓ Bottled water
- ✓ Long life food products such as energy bars
- ✓ Coins/Cash (small denominations and credit/debit cards)
- ✓ Change of clothes and blankets and sensible footwear (if necessary water proves)
- ✓ A torch and batteries or wind up torch
- ✓ Do you have a Household Emergency Life Saving Plan (H.E.L.P)?
- ✓ Have you discussed your plan with your family and friends?
- ✓ Do you know the emergency plan for your children's school/nursery/college
- ✓ Do you know the emergency plan for your place of work?
- ✓ Have you completed a useful contact list?
- ✓ Have you prepared a check list for your 'Emergency Grab Bag' or packed it ready to go?
- ✓ Do you have ICE contact(s) in your phone, wallet or purse? ICE - In Case of Emergency





10. Household Emergency Lifesaving Plan (H.E.L.P)

In the event of a major emergency; it may be some time before the emergency services can help you, making it very important that you and your family have made the necessary preparations to take care of yourselves. As a family or household agree on a plan in advance. Complete the following and keep it safe should you need to use it.



- 
- Plan somewhere to go if evacuated from your property. Family? Friends?
 - Plan somewhere to meet if you cannot contact each other or who you would leave a message with?
 - Put together your emergency grab bag

Knowing what to do in an emergency is vitally important. Consider learning First Aid, it is a valuable skill that can serve many purposes. You should complete and familiarise yourself with the following important numbers:

- 
- Emergency Services: 999 (or 111)
 - Doctors
 - Local Authority
 - School
 - Work
 - Home Insurance
 - Local Police Station

Case study – Ashton Hayes - Cheshire West and Chester, Community Resilience Emergency Plan

“A small group of volunteers, all local people, set up a community resilience group 18 months ago. Membership comprises both former and present Chair of the Parish Council. The group recognises benefits of the community being able to help itself in a major emergency when hard pressed emergency services must priorities those in greatest need, particularly when lives are in danger. The group began with wide ranging discussions on issues ranging from what would constitute a major emergency to how to communicate and engage with local people without sounding alarmist. The Parish Council invited all local groups to attend a meeting to discuss how they would contribute in an emergency and to seek permission for their details to be included in the plan. The feedback received was vulnerable older people felt safer in their homes and less isolated, Strong sense of team work between volunteers, increase community resilience in the village”



Household Emergency Lifesaving Plan (H.E.L.P)

In the event of an emergency and if it is safe to do so 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 and advice from the emergency services will be broadcast.)



If you find yourself in the middle of an emergency, your common sense and instinct will usually tell you what to do. However, it is generally important to:



- Try to remain calm, reassure others and think before acting
- Make sure 999 has been called if people are injured or if there is a threat to life
- Do not put yourself or others in danger
- Follow the advice of the emergency services

You should check on your neighbours – they may need YOUR help.



- NEIGHBOURS TO THE LEFT AND RIGHT
- Name
- Home No
- Mobile No



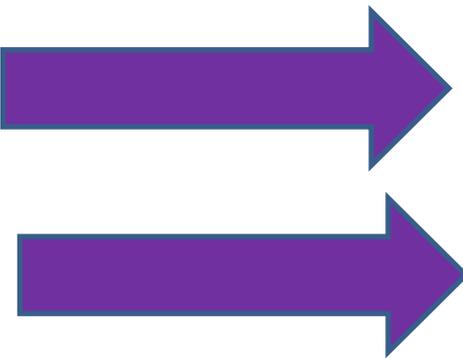
Household Emergency Lifesaving Plan (H.E.L.P)

Don't forget about your pets and their equipment, such as carrier, collar, lead and pet food. If possible, take pets with you as the emergency may last a long time.

Should you leave via car, make sure you take your Household Emergency Life-saving Pack and emergency grab bag with you and listen to local radio to find out which roads are open.

Should you be evacuated do you know how to turn the following off?

- Electric
- Gas
- Water



Who will be responsible for picking the children up if you were unable to?

- First Choice
- Contact number
- Second Choice
- Contact number

When you are told that it is safe to return home, open windows to provide fresh air before arranging for gas, electricity and water supplies to be reconnected

For further information visit the Cheshire Resilience Website at www.cheshireresilience.org.uk



11. Community Risks

If you are able to let people in your community know what's happening and advise people to be aware of the situation use the following advice in severe weather conditions.

High Winds

- Secure loose objects such as ladders and garden furniture
- Close and securely fasten doors and windows, including garages
- Park vehicle in a garage or in a place clear of buildings, trees and fences
- Stay indoors if possible
- If you need to go outside, do not walk or shelter close to buildings or trees
- Don't carry out repairs whilst the storm is in progress
- Do not drive unless your journey is essential and avoid exposed routes.

Industrial

- If you live close to an industrial site, you might receive information from the site(s) in your area advising you of the actions to take in the event of an accident.
- Go into a house or building straight away and stay indoors until you hear an all-clear message
- Close all external doors, turn off ventilation and central heating systems.
- Close all windows and curtains
- Tune into your local radio station to receive information and instructions
- Do not ring the emergency services unless you have a medical emergency, the lines need to be kept clear
- Co-ordinate with any instructions given by the emergency services



Heat Waves

- Try and plan your day to stay out of the heat, keep rooms shaded and, where possible use a fan.
- If you must go out, stay in the shade, wear a hat and loose fitting clothing
- Drink plenty of fluids
- Don't leave animals unattended in cars in warm weather
- Don't leave children in cars in warm weather
- Seek medical help if you suffer from heat exhaustion or heat stroke. Remain somewhere cool.
- sponge yourself with cold water and drink plenty of fluids.



Community Risks

Ways you can prepare for flooding

- Move your car to higher ground
 - Empty furniture drawers and cupboards. Place the contents and
 - Furniture you can move upstairs
 - Keep your valuables and sentimental items on the first floor or on the top shelf of a cupboard.
 - Fasten plastic bags round the legs of wooden furniture to help minimise absorption of water
 - Turn off gas and electricity mains
 - Put plugs in sinks and weigh them down to prevent backflow from the drains. Weigh down the loo seat to.
 - Bring caged pets inside, move all pets along with food and water, bedding and litter trays upstairs.
 - Take food and drink and any medication upstairs with you
- prepare an **Emergency Grab Bag**
- Make sure any valuable or sentimental items and important documents are safe
 - Check your Insurance cover
 - Agree how you and your family will contact each other if there is a flood



Health impacts of flooding

The **instant health** impacts of flooding can include drowning, injuries, hypothermia, and insect bites. In the **medium-term**, infected wounds, complications of injury, poisoning, poor mental health, communicable diseases, and starvation are indirect effects of flooding. In the **long-term**, chronic disease, disability, poor mental health, and poverty-related diseases including malnutrition are some of the potential impacts.

Flooding

Are you in a flood risk area?

- Visit the Environment Agency website to identify if you live in a flood risk area.
- Sign up for free flood warnings
- Visit the Environment Agency website to seek information about flood preventions or contact your Local Authority Flood Prevention team.



Community Risks

Snow and Ice

Carry an Emergency Grab Bag for your car: - suitable winter clothes and a blanket or sleeping bag, mobile phone, radio, torch and extra scraper. Water and snacks, tow, chine or rope and jump lead.

Inform a friend, family member or work colleague of your intended travel arrangements and expected arrival time.

Wear hat and gloves

Watch out for sign of hypothermia such as uncontrollable shivering, slow or slurred speech, drowsiness and memory loss.

Don't drive unless you absolutely need to.



Case Study – Vicar of Frampton on Severn

“I saw the impact of flooding on neighbouring communities and recognised the risks to our community. The village had previously experienced the Foot & Mouth Disease outbreak in 2001. I championed the benefits of producing a community emergency plan for the area. The Parish Council went on to recruit a group of residents who produced an emergency plan using local knowledge and expertise.”

Signs of the effects of cold weather

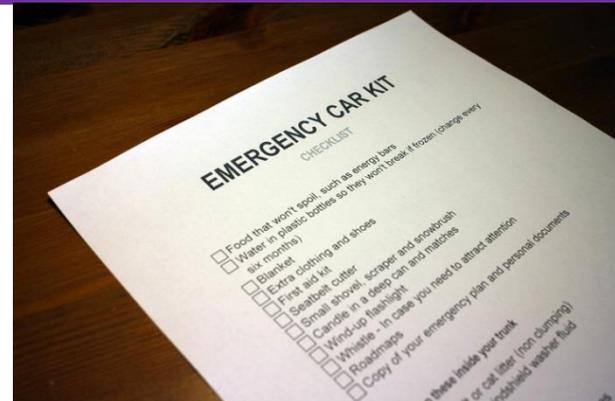
In the event you do break down or become stationary for a prolonged period of time on your journey watch out for signs of hypothermia, uncontrollable shivering, slow or slurred speech, drowsiness and memory loss.



12. Preparing for Travel

Emergency Grab Bag for your car – All seasons

- A set of spare winter clothes (especially extra socks, hat and gloves)
- Wellies or waterproof footwear
- Blanket or sleeping bag
- Mobile phone and charger
- Radio
- Torch
- Spare batteries
- Shovel
- Windscreen scraper
- Bottled water and snacks
- Tow chain or rope
- Jump lead
- List of contact numbers
- Prescription medication (*it is essential that you and your passengers have sufficient medication with you are faced with an incident which may delay your journey e.g. traffic delays, snow fall*)



Before you travel

There are a number of actions you can take to become more prepared. Check the MET office website or Environment Agency website for predicted weather forecast and severe weather implications on the area you may be travelling to. Check the Highways England website for road closures and delays. In the event of severe weather we are always advised not to drive unless you absolutely need to.



13. In the Event of an Emergency

In the event of an Emergency dial 999 if necessary.

Follow advice from emergency services and responding organisations, make sure that your own family is safe and your house is secure.

Tune into the local TV/ radio station and listen for public advice messages.

Pass on any public advice messages to your community.

Consider asking for additional members of the community (volunteers) to help with the response.

Make contact with your fellow coordinators.

Co-ordinate offers of support where you can. Pay attention to people that might be made vulnerable during an emergency.

Remember in the event of flooding flood water will probably contain sewage, which can cause disease. Always wash after coming in contact with floodwater with hot water and soap. Keep contaminated footwear and clothing away from children.

Do not allow children to play in the floodwater -as well as the risk of disease manhole covers may have dislodged under the pressure of the floodwater creating a drowning risk. If you need to walk through floodwater consider using a pole (brush handle) to test the ground in front of you.

Try to assess the impact of the emergency on your community and assess whether there is any support that you or other community volunteers can provide.

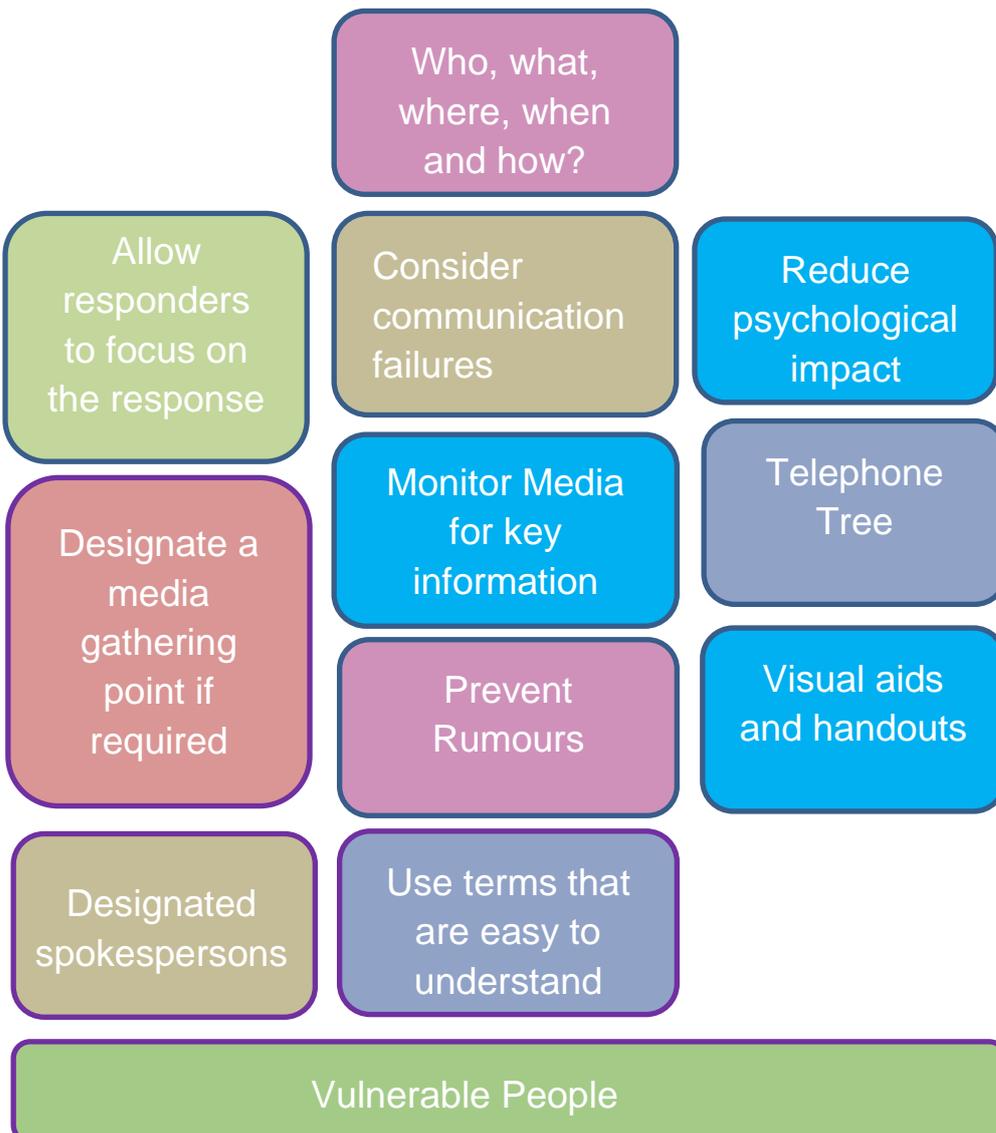
If people are advised to evacuate their homes or are advised to evacuate, try and remind people of items listed in an emergency grab bag.





14. Warning and Informing

Communication with partners, media and the public is an essential part of emergency response. People fear what they don't understand therefore it is important that honest, accurate and timely information is shared. In Cheshire there is a Joint Communications and media framework document has been produced by Cheshire Resilience Forum (CRF). It is important that all media communications is coordinated through the CRF. Key areas to consider:-





15. Recovering from an Emergency

All agencies will be under pressure to restore any services interrupted as a result of an incident especially from those not directly affected by the incident. Whilst the public will accept and make allowances for a period of disruption whilst the response is on-going; expectations will rise as time progresses, and there will be pressure to restore services to demonstrate that the Local Authority and other agencies/organisations involved are coping and that “life” is returning to “normal”.

A major incident is likely to have a profound effect upon a community and extend far deeper than the replacement of bricks and mortar. The wishes and involvement of the community will be an essential consideration in any action.

- ✓ Recovery is the process of restoring and rebuilding the community and managing the expectations of those affected in the aftermath of an incident.
- ✓ The recovery period can be labour intensive and may stretch organisations to extraordinary levels.
- ✓ Recovery is not solely about the physical reconstruction and restoration of the amenities and the environment; there may be a significant impact on the socio-economic environment.
- ✓ The aim of the recovery phase is to reach a point where additional demands on services due to the incident have been reduced to the level at which they were before the incident occurred.
- ✓ Recovery is the spiritual, emotional and welfare of a community being restored.
- ✓ Recovery also includes the physical and mental welfare of the workforce involved in the response phase.



Case Study – Chelmsford Borough Council

“We approached the local Parish Councils and encouraged them to appoint a liaison officer for emergency planning and set up a Community Emergency Group of local volunteers. Volunteers have helped compile a parish emergency plan, and assist with information gathering (e.g. the number of single storey properties within a flood zone), helping us achieve better quality information via local knowledge. Volunteers also assisted with the initial emergency response pending arrival of Council resources.”



Recovering from an Emergency

Considerations

- Establishing a Recovery Co-ordinating group.
- Encouraging community representation.
- The local authority may activate its own Recovery Working Group structure to consider:
 - The need to identify priorities.
 - Strategies for delivering normal services
 - Re-allocation of senior staff responsibilities
 - Establishing specialist sub-groups for long term recovery
 - Long term pressures on housing
 - Implications of, and solutions to, any lack of resources
 - Implementing mutual aid arrangements
 - Comprehensive liaison
 - Focus for decisions on appeals, memorials and anniversaries
 - Assistance to local business



Case Study – Birmingham Communities and Neighbourhoods Resilience Group

“As volunteers, we liaise with statutory services and local emergency responders to drive community resilience forward. We work in partnership with the Birmingham Resilience Team to put on workshop events to raise awareness of Safe side, West Midlands Fire Service’s state-of-the-art, scenario-based facility that inspires people to think and act safely. We work with non-emergency organisations to maintain resilience in other places, for example in Residents Associations and with the management companies or concierge providers for tower blocks,”



16. Identification of Vulnerable People

Emergencies can make anyone vulnerable and make life more difficult for those people who are already vulnerable. Your local emergency responders will need to help those in most need first, and it would assist them if the Community Emergency Group had an understanding of those in their community who might be vulnerable in an emergency and where they live. Think about how you can share this information with the local emergency responders if an emergency occurs. Local organisations will also have a good idea of the people or communities who are vulnerable. You may want to consider maintaining a list of these organisations. They might include voluntary groups like the British Red Cross, Samaritans, St. John Ambulance or faith communities.



Other legislation may interact with responsibilities under the Civil Contingencies Act - in particular the Disability Discrimination Act.⁵ In relation to this guidance, most of these responsibilities are most likely to apply to information dissemination or warning and informing (W&I) campaigns, for example:

- Ensuring that W&I methods meet the needs of sensually impaired people.
- Ensuring adequate wheelchair access at sites planned for use as emergency rest and reception centres.

Identify the needs of vulnerable persons, including those who may have difficulty understanding warning and informing messages, need to be taken into consideration.



17. Roles and Responsibilities

This is an overview of the roles and responsibilities of all responding agencies which may help you during the planning and response phase. Your community should know what local emergency responders are able to do for you in an emergency and vice versa.



Cheshire Police - www.cheshire.police.uk

- Protection and preservation of the scene.
- Investigation of the incident.
- Protection of life and property

Cheshire Fire and Rescue - www.cheshirefire.gov.uk

- Rescue of trapped casualties
- Tackling fires and released chemicals
- Ensuring safety of responding personnel
- Hazard assessment
- Rescue from water

North West Ambulance - www.nwas.nhs.uk

- Prioritising casualties for treatment
- Identify and activate receiving hospitals

Cheshire East - www.cheshireeast.gov.uk and
Cheshire West and Chester Council –
www.cheshirewestandchester.gov.uk

- Working with Police, Fire and Ambulance, NHS and the Environment Agency in the response to an emergency.
- Media management (along with the emergency services)
- Managing traffic along with the Police and Highways England.
- Setting up rest centres for people who have been evacuated from their homes.

The Environment Agency -
www.gov.uk/government/organisations/environment-agency

- Issuing of flood warnings to the public and implementation of flood defences in England.
- Providing flood line services.
- Dealing with emergency repairs and blockages on main rivers and own structures.
- Responding to pollution incidents.

Public Utility Companies

- Ensuring continuity of supply.
- Repair services disrupted by emergency events e.g. flooding.
- Provide alternative means of supply during disruption.
- Advise local authorities and the communications media when disrupted services will be reinstated.



18. What does a Resilient Community look like?

Communities in the UK involved in preparing for emergencies show some or all of the following features:

- Are aware of the risks that may affect them (both nationally and locally) and how vulnerable they are to such risks. This helps motivate them to personally take action to prepare for the consequences of emergencies.
- Work in partnership to complete the work of the local emergency responders and other organisations before, during and after an emergency
- Use existing skills, knowledge and resources to prepare for, and deal with, the consequences of emergencies.





19. Communicate with your Community

Facebook

Facebook is a hugely popular free social networking site. The benefits of Facebook is that it is easy to use, easy to connect with people and share information and a great way of organising and inviting people to events. It also has the added bonus that people can 'Like' your page which means they will then be kept up to date with your latest posts on your page.

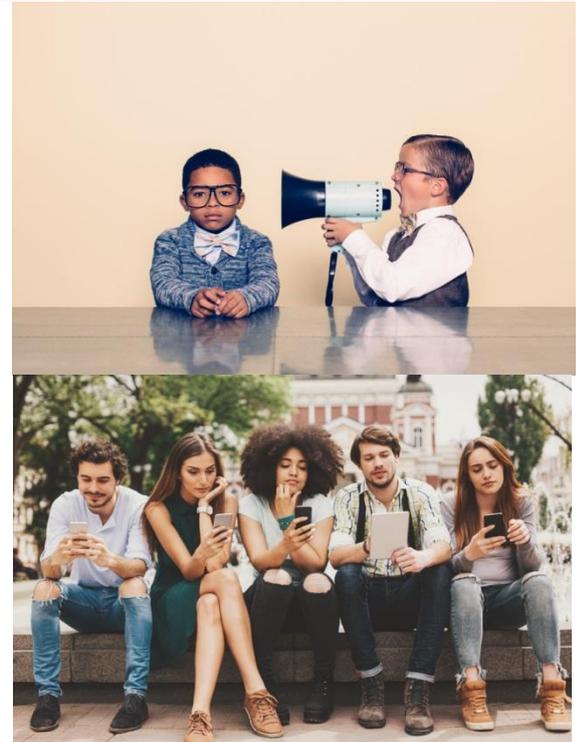
Google Translate

Google Translate translates words and phrases between more than 50 languages. With this application, iPad, iPhone, iPod touch or Android device becomes a 'universal translator'. It can help tackle translation problems within your community.

Twitter

Twitter is an information network that connects you to the latest stories, ideas, opinions and news. You can simply find the accounts you find interesting and follow the conversations

Communication is an important factor to the success of a Community Emergency Plan - not only to promote Community Resilience but to listen to your local community's needs. Things like email, text and social media could help you say more to your key audiences, and get their views in return.





Cheshire Community Resilience Network

Help your community to be prepared

20. Where do I begin?

How the Government will help

- Work to remove the barriers which prevent participation such as concerns about liability and insurance
- Provide toolkits, templates and checklists to help you - improving these based on your feedback
- Listen to your feedback on our toolkits and information
- Help put you in touch with the right people and provide ways for you to communicate with local emergency responders and other communities
- Give you up-to-date and accurate information about risk
- Set up relevant web pages to communicate and share information with you.
- Champion your work nationally and listen to, and learn from, your good practice.
- The Government's Strategic National Framework on Community Resilience sets out in more detail the Government contribution to enhancing and building individual and community resilience.



The Joint Cheshire Emergency Planning Team (JCEPT) has produced a Community Resilience pack to help you implement Community Resilience within your community. The JCEPT will be able to assist you and answer any queries you may have.

To contact:-

Joint Cheshire Emergency Planning Team
Tel:01244 973869
emergencyplanning@cheshiresharedservices.gov.uk