



Cranleigh Parish Council

EMERGENCY PLAN

February 2019



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CONTENTS

Section		Page
	Details of Parish Emergency Co-ordinators	2
	Contents	3
1	Introduction	4
2	Aim of this plan	4
3	Objectives of this plan	4
4	What is an Emergency?	4
5	Levels of Emergency	5
6	What sort of Emergency?	5
7	Who is responsible for what in an Emergency?	5
8	Parish roles and responsibilities	6
8a	Role of the Parish Emergency Coordinator	6
8b	Responsibilities of the Parish Emergency Coordinator	6
9	Responsibilities of Councillors/ Community Emergency Wardens	6
10	Roles and responsibilities of other agencies	7
11	Response Flowchart	9
12	Response Action	10
13	Activation Arrangements	10
13.1	Initial Contact	10
13.2	Parish Cascade	10
13.3	Parish Emergency Team	10
14	Parish Emergency Control Centre	11
15	Temporary Accommodation	11
16	Communications	12
16	Loss of Communication	12
16.2	Communications beyond the Community	12
16.3	Local and National Radio	12

Appendix A1	Elected representatives of Cranleigh Parish Council	13
Appendix A2	List of Contacts	14
Appendix B	Flowchart indicating points of contact in an emergency. Also appears at section 11.	15
Appendix C1	List of resources – Human Skills	16
Appendix C2	List of resources – Materials	18
Appendix C3	List of resources – Useful Premises	19
Appendix D	Cranleigh Parish Flood Plan	20
APPENDIX E	Who does what during a flood	23
APPENDIX F1	Large scale map of Cranleigh	
APPENDIX F2	Map showing route of: Littlemead brook Holdhurst brook Nuthurst stream Alderbrook stream	
APPENDIX G	Civil contingencies act 2004 – not included – available from: www.opsi.gov.uk	
APPENDIX H	Environment agencies catchment flood management plan – not included – available from www.environment-agency.gov.uk	
APPENDIX I	Templates for an Incident Log and Situation Report	

1. INTRODUCTION

This Plan has been initiated by the Parish Council so that, in the event of an emergency occurring in the settlement of Cranleigh, there is a clear understanding of the roles and responsibilities of the various support agencies, and a plan to enlist local people to help others in the community - including a list of contacts should residents require help in the event of an emergency.

The plan is intended to provide a self-help response, during any emergency affecting the parish community when the normal emergency response by the Emergency Services and County/Borough Councils is delayed because of the scope or nature of the emergency.

2. AIM OF THIS PLAN

To provide a framework plan that will assist in the local response to an emergency, when assistance from the Emergency Services and other responders is delayed.

3. OBJECTIVES OF THIS PLAN

- To establish a local emergency management structure.
- To give an overview of roles and responsibilities.
- To detail cascade call out arrangements.
- To identify available community resources – personnel, equipment and emergency accommodation.

4. WHAT IS AN EMERGENCY?

The formal definition is “An incident arising, with or without warning, threatening or causing death or serious disruption to significant numbers of people, property or the environment, in excess of that which can be dealt with by the public services operating under normal conditions and requiring the special mobilisation and organisation of those services and the deployment of local authority staff and resources”.

Under the Civil Contingencies Act 2004 an emergency is defined as
'An event or situation which threatens serious damage to

- Human welfare
- The environment
- Security of the United Kingdom.'

Surrey County Council has a Contingency Planning Unit that works in partnership with the Emergency services, Waverley Borough Council and voluntary agencies in order to provide a co-ordinated response to a major incident.

The Police have overall responsibility for control and coordination in an emergency situation.

The county and borough councils have specific responsibilities, which include establishing emergency centres, providing temporary accommodation for those made homeless and managing the longer term recovery phase.

The purpose of this document is to provide guidance and information about local resources that may be essential in the event of an emergency within this parish.

This local plan has been drawn up under the auspices of the Parish Council, with help from representatives in the community who could be called upon for assistance. A key element is individual Councillors/community emergency wardens who would be the main contact for each limited geographical area, who would co-ordinate local needs, in communication with a “nerve centre” at the Parish Council office.

A list of Councillors is attached at Appendix A1.

5. LEVELS OF EMERGENCY

From initial research it has been established that there are three recognised levels of emergency:

1. A major catastrophic event in London, or elsewhere in the South East, requiring large capacity shelters and support. Such incidents would require very large premises (far larger than the Village Hall, for instance) to accommodate and manage large numbers of temporary “refugees”. We need not concern ourselves too much with this category as the Parish Council would be approached as part of a measured, coordinated scheme initiated by a higher tier authority.
2. A major emergency at County or Borough level, or beyond, where the management of the event would be undertaken at County or Borough level. Whilst the Village Hall could well be a receiving station for dispersed persons, and selected local people involved in support, this need not be of immediate concern locally, as support services such as Waverley Borough Emergency Assistance Centre staff, Surrey County Council’s Services for Families and other Voluntary Agencies such as the Women’s Royal Voluntary Service (WRVS) would be galvanised into action.
3. A local emergency within the Parish of Cranleigh which, though inevitably involving the higher levels of Government for support (such as the supply of sandbags to deal with flooding), needs a high level of local involvement by local people as it is they who are most likely to know who is likely to be at risk and/or in need.

This Plan concentrates entirely on this third category.

6. WHAT SORT OF EMERGENCY?

Three types of event which could trigger a local emergency:

- Flooding, severe storms.
- Large scale evacuation due to a major event, e.g. major fire, pollution incident.
- A pandemic health threat.

Whilst all three would inevitably involve the emergency services and/or the major authorities, the knowledge of local people will be vital in mitigating the effects on the local community. Flooding is perhaps the most likely scenario, hence the inclusion of a **Cranleigh Flood Plan** as an appendix (D) to this document.

7. WHO IS RESPONSIBLE, FOR WHAT, IN AN EMERGENCY?

This document lists the principal actions of each organisation. However, it must be noted that it may not always be possible for all actions to be carried out during all emergencies.

Responding organisations have limited resources so may not be able to provide assistance in all circumstances. In such cases, the owners and occupiers need to be aware that they should make their own arrangements to protect their property from risk, especially flooding.

Many factors may influence the level of response to specific emergencies. Priority is to be given to those that are vulnerable or at high risk when assisting people. The classification of roads may be used in prioritising the response to road flooding; protection of commercial property may depend on the risk of environmental pollution from stored chemicals etc.

8. PARISH ROLES AND RESPONSIBILITIES

8a. Role of the Parish Emergency Co-ordinator

The role of the Parish emergency co-ordinator is:

- To advise and help local community preparations for the response to an emergency.
- Assess local problems that may arise in the event of abnormal circumstances such as a major incident or a natural disaster occurring.
- Identify vulnerable local residents such as the elderly who may require assistance.
- To determine the capabilities of the community to care for itself during an emergency in the absence of support from the emergency services and county/borough authorities.
- To prepare and maintain the Community Emergency Resources Register.

Role of the Parish emergency co-ordinator *during* a major incident.

- Assess the situation within the community.
- If isolated, co-ordinate some immediate self help recovery.
- To report the local situation to Waverley Borough Council during office hours 8.45am – 5.15pm 01483 523333 and outside office hours 01483 523200
- To organise such local resources as are available within the community.
- To provide local knowledge to the emergency services or other organisations, as and when they are able to respond to the incident.

8b. Responsibilities of the Parish Emergency Co-ordinator

- To ensure that Councillors are aware of their role should an emergency occur.
- To ensure that the local community is aware of the Parish Council's Emergency Plan and that residents are aware of Councillors' contact details.
- To ensure that all those involved in the cascade call out system are aware of what action they have to take.
- To maintain the Community Emergency Resource Register with the aid of the Councillors.
- To liaise with the Borough's Emergency Planning & Resilience Officer to identify suitable training that may be available to emergency volunteers.

9. RESPONSIBILITIES OF COUNCILLORS

- To assist the Parish Emergency Co-ordinator in identifying other community volunteers.
- To take part in exercises arranged to test the cascade call out system and working of the register.
- To assist the Parish Council in dealing with any emergency which may affect the community.

10. ROLES AND RESPONSIBILITIES OF OTHER AGENCIES

The Emergency Services will normally provide most of the initial response. They will be supported by the local authorities (Borough and County Councils), Environment Agency, utility (Gas, water and electricity) companies and voluntary organisations. The emergency services' main role will most frequently be to save life. **If there is any risk to life at all contact 999.** The Fire and Rescue Service is responsible for rescuing survivors. The Ambulance service is responsible for treating casualties and taking them to hospital. The Police will help co-ordinate this work.

Police (phone 101)

- Inform other emergency services about the incident.
- Co-ordinate the emergency services and other organisations during the response phase.
- Protect and preserve the scene.
- Investigate the incident along side other investigative organisations.
- Collect and pass on information about casualties.
- Identify those involved.
- Restore stability with the aim of restoring normality.

Fire and Rescue Service (phone 03456 009 009)

- Inform other emergency services about the incident.
- Rescue.
- Respond to all emergency incidents as required.
- Assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant.
- Tackle fires or chemicals which have been spilt and other dangerous situations.
- Make sure all personnel involved in the rescue work are safe.
- Gather information and carry out hazard assessments.
- Help ambulance service get live casualties away from the scene.
- Help Police recover bodies.
- Restore stability with the aim of restoring normality.

Ambulance Service (phone 999)

- Inform other emergency services about the incident.
- Provide a focal point for all medical resources.
- Identify and contact the appropriate receiving hospitals.
- Set up a casualty clearing station.
- Prioritise casualties so that their injuries can be treated.
- Prioritise which casualties must be evacuated using appropriate transport.
- Restore stability with the aim of restoring normality.

Environment Agency (phone 0800 807060)

- Issue Flood Warnings.
- Receive and record details of flooding incidents.
- Monitor the situation and advise other organisations.
- Deal with emergency repairs and blockages on main rivers, adopted critical watercourses and their own structures.
- Respond to pollution incidents.
- Advise on waste disposal issues.

Surrey County Council (phone 0345 600 9009)

- Co-ordinate emergency arrangements and voluntary agency support.
- Support the emergency services and district/borough councils.
- Help people in distress e.g. through the provision of a trauma support service.
- Maintain safe conditions on the roads excluding those managed by the Highways Agency or private roads.
- Put flood warning signs on the highway.
- Organise road closures and traffic diversions.
- Clear blockages on highway drainage systems.
- Clear road side gullies.
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system.

Waverley Borough Council (phone 01483 523333)

- Co-ordinating role for emergencies in own area as a key responder under the Civil Contingencies Act 2004.
- Support emergency services.
- Initiate Emergency accommodation plan.
- Emergency assistance — e.g. provision of sandbags, emergency accommodation and welfare assistance.
- Clear blocked ordinary watercourses NB. The arterial watercourses through Cranleigh are largely maintained (managed by the Environment Agency).
- Provide environmental advice, street cleaning etc.
- Environmental health issues — pollution and public health issues.
- Blocked road channels and gullies due to litter and leaf fall.
- Warn and inform the public regarding emergencies.
- Emergency planning support to the Parish Council.

Cranleigh Parish Council (phone 01483 272311)

- Creation of a Flood Plan, with emergency contacts.
- Flood warning dissemination (by local agreement with Environment Agency).
- Appointment of “flood wardens” for each local area.
- Identification of vulnerable groups – e.g. elderly or disabled.
- Assist with distribution of sandbags from district council stockpiles.
- Assist the Borough Council to warn and inform the public regarding emergencies, at local level.
- Pass information regarding local issues and needs to key responders, via the Borough Council.
- Cranleigh Parish Council is the riparian owner of the critical watercourse through Snoxhall Fields. It has a duty to maintain the banks & channel, and to clear storm debris in flood conditions, throughout its length.

Thames Water (phone 0800 316 9800)

- Emergency over pumping or tankering at sewage pumping stations.
- Clearing blockages in public sewers.
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.

Electricity, Gas and Telecommunication Companies

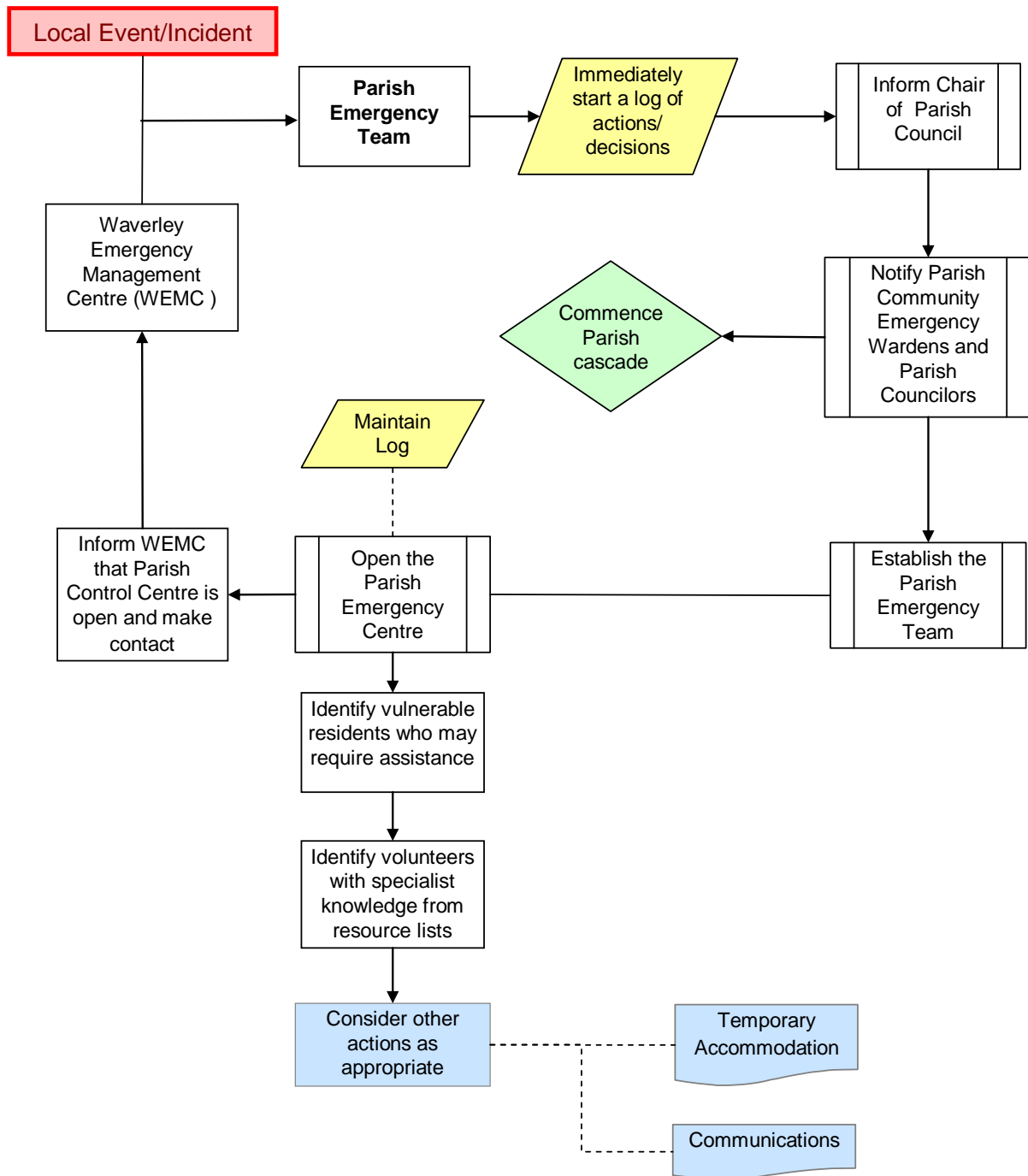
- Gas – National Grid (phone 0800 111999).
- Electricity - problems with high voltage towers, overhead electricity lines or substations –National Grid (phone 0800 404090).
- Electricity – power supply - UK Power Networks (phone 105).
- Attend to emergencies relating to their service at properties putting life at risk as a result of flooding.
- Attend to flooding emergencies at their own serviced installations.

11. COMMUNICATIONS PROCEDURE.

(ALSO APPENDIX B)

RESPONSE FLOWCHART

The flowchart below shows the contact points necessary in the event of an emergency.



12. RESPONSE ACTION

A central register of sources of voluntary assistance is attached at Appendix C1, C2 and C3.

Provided volunteers would be working under the sole control of the Parish Council and with any hand tools owned by the volunteers or the Parish Council, they would be covered under the Parish Council's Insurance Policy. However, this does not extend to material damage to the tools themselves which, if owned by the volunteer, should be covered (if required) under their own policy.

All calls upon the voluntary sector must be made via either the Flood Coordinator or the Parish Emergency Team.

13. ACTIVATION ARRANGEMENTS

The lead borough for this parish is:

Waverley Borough Council

The Bury, Godalming, Surrey, GU7 1HR

Tel. No: **01483 523333**

Out-of-hours Emergency No: **01483 523200**

The Waverley Borough Council Emergency Management Centre (WEMC) will contact the Parish Emergency Co-ordinator in the first instance who will activate the Parish Contact Cascade and if necessary call an ad hoc meeting of **the Parish Emergency Team (the Clerk, Chairman of the Council and Vice Chairman of the Council)**.

The Parish Emergency Team will co-opt volunteers with specialist knowledge when they have been identified, e.g. trained first-aiders.

Depending on the situation, the following procedure will be followed:

13.1 Initial Contact

The Borough Council (Emergency Centre) will contact ONE named person on the Parish Contact Cascade about the incident, ideally starting with the Parish Emergency Co-ordinator.

They will;

- a. Give as much information as possible.
- b. Advise on a course of action, if appropriate.
- c. Request advice on the local situation, if appropriate.

For locally developing emergencies, the Parish Emergency Co-ordinator will initiate the Parish cascade and notify Emergency Services, then the Borough Council with information about the incident numbers as above.

13.2 Parish Cascade

The person contacted will:

- a. Activate the Parish Cascade by calling the next person on the list who will contact the next and so on, skipping a name in the case of non-availability.
- b. Convene, if necessary, a meeting of the Parish Emergency Team.

13.3 Parish Emergency Team

The Parish Emergency Team will:

- a. Comply, if possible, with any advice or request from the Borough Council or Emergency Services.
- b. Establish a communications link with the Borough Emergency Management Centre and maintain it for the duration of the emergency. This link will normally be established at the parish emergency centre.
- c. Consolidate and disseminate information to residents and outside organisations.
- d. In the event of the village becoming isolated, undertake co-ordination of effort to sustain the local community

14. PARISH EMERGENCY CONTROL CENTRE

A building should be identified that is capable of being used as a 24-hour parish emergency centre. It should preferably have a central location and be well known to local residents. Consideration should be given to communications e.g. telephone, fax, and computer links. The accommodation should include cooking, washing and toilet facilities.

The address of the Parish Emergency Control Centre (PECC) is:

Parish Council Office
Village Way
Cranleigh
Tel: **01483 272311**

Keyholders: Beverley Bell
Susan Simmonds
Louise Glazier
Nick Barnett

It will be necessary to prepare an incident box containing Ordnance Survey maps, copies of the electoral roll and other useful items to the Emergency services. Remember the role of the Parish Council is to be available to assist the Emergency services as required but not impede their operations.

15. TEMPORARY ACCOMMODATION

(In the event of people being made homeless or needing shelter)

The borough/district councils in Surrey have responsibility for opening and managing rest centres, supported by Surrey County Council's Services for Families and voluntary organisations. Each borough/district council has identified suitable premises. For Cranleigh, Waverley has identified and holds details for:

Rest Centre	Tel Number	Address	Capacity (sleep)
Rowleys Centre for the Community	01483 277155	Victoria Road, Cranleigh	56 (30)
Cranleigh Leisure Centre	01483 274400	Village Way, Cranleigh	150 (100)
Cranleigh Village Hall	01483 272311	Village Way, Cranleigh	250 (30-40)

Waverley Borough Council will arrange transport to take evacuees to the Rest Centre where they will be given practical and emotional support. The local Clinical Commissioning Group will provide medical support and access to pharmacy services. Surrey County Council's Child Protection Unit will support Waverley Borough Council and assist with arranging transport for evacuees to rest centres etc. as required.

While at the Rest Centre, the police and local authorities will gather specific information, which will be recorded on rest centre registration forms. Social Services (Services for Families) are responsible for making sure that this process is carried out and that an initial assessment of each individual is made to identify any extra support that may be needed. The police will either fax or take the forms to Casualty Bureau, if invoked, to be processed.

Role of the Police Casualty Bureau

Often during major incidents the police will set up a Casualty Bureau to specifically deal with missing persons, survivors, evacuees and witnesses involved, or believed to have been involved, in the incident. It is not a general information bureau and is designed to register information and details rather than provide general information on an incident.

The police will provide a number of telephone lines, but depending on the volume of calls, you may experience a delay in getting through. Make a note of the reference number given and quote this when speaking to staff at the Casualty Bureau.

When casualties or survivors are identified, the enquirer is told as soon as practicable following their call, but bear in mind that this can take a while. If you have contacted the Casualty Bureau number to report a missing person and then subsequently locate them, make sure that you call the Casualty Bureau back to let them know. This will allow the police and other organisations to focus on finding those people that are still missing.

The Casualty Bureau telephone number will be different for every incident. If one has been established the number will appear on the homepage of this website; it will also be broadcast on news bulletins.

However in the event that normal arrangements are delayed the Parish may have a church hall or similar which can be used to give emergency shelter to those who have to leave their homes during an emergency. An alternative could be a school, scout/guide accommodation, barn or outbuilding.

The following items may be required if available:

Blankets	First aid equipment	Radio
Space heaters	Crockery	Toilet
Camp beds	Cutlery	Waste disposal bags
Fire fighting equipment	Care of pets	Bottled water and food.

16 COMMUNICATIONS

16.1 Loss of communications

If telephones are affected by the emergency, communications within the community should be considered using couriers carrying written or verbal messages if safe to do so.

16.2 Communications beyond the community

Passing messages via amateur radio operators and asking them to relay messages to the Police may be an option. Waverley Borough Council can liaise with SCC Child Protection Unit regarding mobilising RAYNET (Radio Amateurs Emergency Network).

16.3 Local and national radio

Consider maintaining a listening watch on local and national radio and television channels for information. A roster may be instigated as necessary.

0800 to 1200 hours
 1200 to 1600 hours
 1600 to 2000 hours
 2000 to 2400 hours
 2400 to 0400 hours
 0400 to 0800 hours

Local radio stations are:

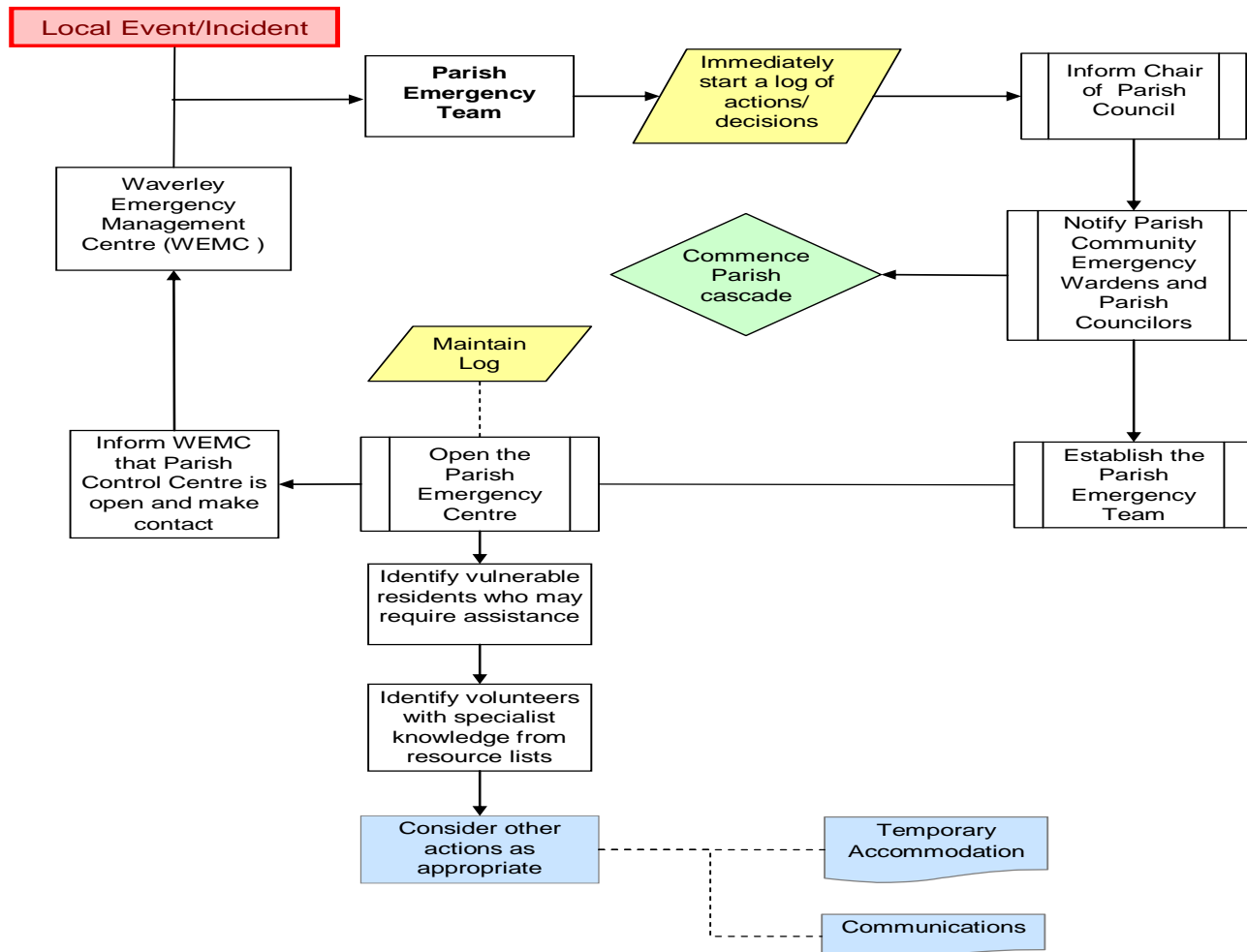
BBC World Service	92-95 FM and 198 kHz long wave
BBC Surrey	104.0 & 104.6 FM
Eagle	96.4 FM

ELECTED REPRESENTATIVES OF CRANLEIGH PARISH COUNCIL

WARD	NAME	ADDRESS	TEL. NUMBER
East (5)	Councillor Rosemary Burbridge	26 Cromwell Place Cranleigh Surrey GU6 7LF	01483 273277 rosemary.burbridge@cranleigh-pc.gov.uk
	Councillor Richard Cole	43 Glebe Road, Cranleigh, Surrey, GU6 7AS	01483 276332 richard.cole@cranleigh-pc.gov.uk
	Councillor Brian Freeston	4 Mount Road Cranleigh Surrey GU6 7LT	01483 277832 brian.freeston@cranleigh-pc.gov.uk
	Councillor Kate Fernandes	20 Horsham Road Cranleigh Surrey GU6 8DW	01483 273407 kate.fernandes@cranleigh-pc.gov.uk
	Councillor Rowena Tyler	51 Horsham Road Cranleigh GU6 8DT	01483 548223 rowena.tyler@cranleigh-pc.gov.uk
Elmbridge (1)	Councillor James Betts	Willows, Grove Road Cranleigh GU6 7LH	07717744908 james.betts@cranleigh-pc.gov.uk
North (1)	Councillor Mary E Foryszewski	Paddock Lodge Guildford Road Cranleigh GU6 8PG	01483 273020 mary.foryszewski@cranleigh-pc.gov.uk
West (4)	Councillor Steve Jeacock		steve.jeacock@cranleigh-pc.gov.uk
	Councillor George Worthington	6 Waverleigh Rd Cranleigh GU6 8BZ	07531253546 George.worthington@cranleigh-pc.gov.uk
	Councillor Angela Richardson	Mulberry Court Ockley Road Ewhurst GU6 7QF	07801 599388 angela.richardson@cranleigh-pc.gov.uk
	Councillor Dave Nicholas	Springfield 32 Horsham Road Cranleigh GU6 8DW	07884266614 dave.nicholas@cranleigh-pc.gov.uk
Rural (1)	Councillor Elizabeth Townsend	15 Mount Road Cranleigh Surrey GU6 7LT	01483 277283 chairman@cranleigh-pc.gov.uk

APPENDIX A2 – CONTACTS

ORGANISATION		TELEPHONE [OFFICE HOURS]	EMERGENCIES/24 HOURS	WEBSITE ADDRESS
EMERGENCY SERVICES				
AMBULANCE SERVICE		0300 123 0999	999 OR 112	
FIRE & RESCUE		03456 009 009	999 OR 112	
POLICE		101	999 OR 112	
ENVIRONMENT AGENCY	Main switchboard	03708 506 506	0800 807060	www.environment-agency.gov.uk
FLOODLINE	To report flooding	0345 988 1188	24 hour line	
NHS DIRECT		111	24 hour line	www.nhsdirect.nhs.uk
NATIONAL FLOOD FORUM	Advice on flood defence.	01299 403 055		www.floodforum.org.uk
UTILITIES				
ELECTRICITY		0800 404090	0800 404090	www.ukpowernetworks.co.uk
POWER CUTS		105	105	www.ukpowernetworks.co.uk
GAS	National Grid	0800 111999	0800 111999	www.nationalgrid.com
TELECOMMUNICATIONS	BT	150		www.bt.com
WATER	THAMES	0800 714 614	0800 714 614	www.thameswater.co.uk
AUTHORITIES				
SURREY COUNTY COUNCIL		08456 009009		www.surreycc.gov.uk
WAVERLEY BOROUGH COUNCIL (WBC)		01483 523333	01483 523200	
ADJACENT PARISH COUNCILS				
ALFOLD	Beverley Weddell	01483 200314		clerk@alfoldparishcouncil.co.uk
BRAMLEY	Cathy Victor	01483 894138		bramleyparish@gmail.com
EWHURST		01483 267646		clerk.epc@btinternet.com
DUNSFOLD	Celeste Lawrence	01483 200980		dunsfoldparishclerk@btconnect.com
WONERSH	Lisa Davison	01483 892601		clerk@wonershparish.org



APPENDIX B
RESPONSE FLOW CHART

APPENDIX C1 a

LIST OF RESOURCES – HUMAN SKILLS			
	Nearest base	Emergencies / 24 hours	Telephone Office hours
EMERGENCY SERVICES			
Ambulance Police Fire and Rescue	Guildford Guildford Cranleigh	999 or 112 999 or 112 999 or 112	101 03456 009 009
DOCTORS	Medical Centre 18 High Street, Cranleigh		01483 273951
NURSES	Health Centre 18 High Street, Cranleigh		01483 273951
FIRST AID TRAINING	St Johns Ambulance Leisure Centre		08700 104950
VOLUNTARY ORGANISATIONS	Additional list attached		
DENTISTS	Cranleigh Dental Centre 234 High Street.		01483 268999
	Kelsham Dental Practice The Common, Cranleigh		01483 274552
	Warren House Dental Practice 92 High Street, Cranleigh		01483 274664

LIST OF RESOURCES – HUMAN SKILLS			
	Nearest Base	Emergency / 24 hours	Telephone Office hours
VETS	Brookmead Horsham Road	.	01483 274242
	Yew Tree Veterinary Centre Horsham Road		01483 275665
	Shotter and Byers Equine Smithbrook Kilns		01306 627706
PHARMACISTS	Alphega Cranleigh Pharmacy High St		01483 274323
	Boots Village Chambers, High St		01483 274207 0845 125 3758
	Boots Midas House, Village Way		01483 273274

LIST OF RESOURCES – MATERIALS			
	First name Address	Skills Occupation	Telephone number
Stennett Plant Hire	Guildford Rd Cranleigh	Heavy Plant Hire, pumps, generators	01483 275038
Jewsons	High St Cranleigh	Building materials, sandbags etc.	01483 273511
BP	213 Epsom Road Guildford	24 hour petrol	01483 459449
Tesco	Broadbridge Heath	24 hour shop	0345 677 9355

APPENDIX C3

LIST OF RESOURCES – USEFUL PREMISES		
Location	Type of premises	Key holder contact details
Snoxhall Pavilion Snoxhall Fields	Sports pavilion with cooking facilities, showers, toilets, broadband.	Cranleigh Parish Council 01483 272311
Village Hall High Street	Hall with cooking facilities, showers, toilets, broadband.	Cranleigh Parish Council 01483 272311
Youth Centre Snoxhall Fields	Hall with cooking facilities, toilets, broadband.	Cranleigh Parish Council 01483 272311
Cranleigh Arts Centre	Hall with cooking facilities and toilets	01483 278000
St Nicolas/ St Andrews Church Rooms	Hall with toilets	Elise Whittington 01483 273620
Rowleys Centre for the Community	Hall with cooking facilities and toilets	Gary Lee 01483 277155
Cranleigh Leisure Centre	Hall and small rooms with cooking facilities, showers, and toilets.	Sean Murphy 01483 274400

FLOOD PLAN

CRANLEIGH PARISH COUNCIL FLOOD PLAN

This Flood Plan has been created so that, in the event of flooding in the settlement of Cranleigh, there is a clear understanding of the roles and responsibilities of the various support agencies, and a list of contacts should residents require help in the event of an emergency. It should be read in conjunction with the Cranleigh Parish Council Emergency Plan, and its Appendices, as below:-

Appendix A 1	–	List of Councillors
Appendix B	–	Flowchart for contacts in an emergency
Appendix C1,2,& 3	–	List of volunteer equipment owners
Appendix E		Who does what during a flood
Appendix F1		Large Scale Map of Cranleigh
Appendix F2		Map showing Littlemead Brook, Holdhurst Brook, Nuthurst Stream, Alderbrook Stream

The plan has been drawn up under the auspices of the Parish Council, with help from representatives in the community who could be called upon to provide assistance. A key element is the appointment of “Councillors/Area wardens” who would be the main contact for each limited geographical area, who would co-ordinate local needs (e.g. provision of sandbags, assistance for the elderly, etc.) and report to the overall Flood Coordinator or the Parish Emergency Planning Coordinator. Please see Appendix A for contact names and telephone numbers.

1. FLOOD RISK AREAS

A map is attached to this document (Annexes F1 and F2). This identifies potential risk areas, as identified by the Environment Agency, This note identifies a number of events, any one of which could cause flooding to a greater or lesser extent in parts of Cranleigh

1.1. Holdhurst Brook

- a) Avenue Road / Longpoles Road
- b) Orchard Gardens & Bax Close
- c) Horsham Road
- d) Nightingales / Waverleigh Road & Brookside
- e) Fortune Drive

1.2. Littlemead Brook

- a) Littlemead Industrial Estate – There is a specific Flood warning Area.

1.3. Nuthurst Stream

- a) Wyphurst Road/ Peregrine Close
- b) East View Cottages/St James Place

1.4. Alderbrook Stream

- a) Guildford Road, Rowly

2. POSSIBLE FLOOD CAUSES, THEIR PREVENTION, AND ACTION TO BE TAKEN IN THE EVENT OF AN EMERGENCY

2.1. Blockage or Collapse of a culvert To prevent a blockage occurring, the riparian householders should monitor the culverts and bridges, and clear them of any accumulating debris if they can, with the help, if necessary, of Waverley or the Environment Agency. The trash screens protecting the culverts are co-ordinated by WBC & should be regularly cleared of debris. Note that this is particularly important all along the stream at a time of prolonged or torrential rainfall, when one of the three chief coordinators identified at Appendix A should also be informed as soon as possible of any accumulation of debris that could either block one of the culverts or bridges, or float onwards and cause problems further downstream.

NB. Cranleigh Parish Council is the riparian owner of a critical section of the Littlemead Brook through Snoxhall Fields (including adjacent to the Band Room) and effective maintenance of the banks & approaches to the culverts at Lucks Green and Knowle Lane is critical to the control of flood risk upstream.

If at any time a blockage is causing, or threatening to cause, a blockage, one of the three chief coordinators identified at Appendix A should be warned as soon as possible. If neither can be contacted, phone the **Environment Agency direct on 0845 988 1188**.

2.2. Prolonged rainfall threatens or overloads a culvert or a bridge

One of the three chief coordinators identified at Appendix A will arrange to receive the Environment Agency's Floodline Warnings, so that they are alerted to monitor the situation, either themselves or through "community emergency wardens"; this includes watching for debris being brought downstream by rising water levels. The Environment Agency has Flood warning messages on their website. Each Parish Emergency Co-ordinator should sign up to receive flood warning messages by contacting Floodline on **0845 988 1188**, this is free of charge.

3. LOCAL FLOOD ACTIONS

3.1. With careful planning, local flood action can reduce, or possibly reduce, the impact of flooding. Sensible precautions should be taken to avoid risk to life by rising flood waters, and exposure to health risks, for instance due to pollution of the foul sewer system. **It is the responsibility of individual householders to take whatever preventive measures they consider necessary to avoid damage to their property in the event of a flood.** Local action could include placing of plastic sheeting and boarding across openings, blocking air bricks, laying of sandbag walls or temporary defence systems and moving valuable or perishable items (including insurance policies and other personal documents) upstairs or otherwise out of reach.

A series of advisory leaflets may be obtained from the Environment Agency, limited material (Floodpact) is available for the Parish Council Offices. Information is also available on the:

- Waverley website www.waverley.gov.uk/emergency/flooding.asp.
- The National Flood Forum website www.floodforum.org.uk . Contact number **01299 403055**
- Environment Agency website www.environment-agency.gov.uk/subjects/flood.

• 3.2. Property Owners

- When you renew your insurance policy each year, ensure that it is adequate for flood damage.
- Move to a safe area if life is at risk.
- Prevent water from entering property if possible.
- Switch off electricity and gas supplies at mains.
- Move valuable possessions above areas liable to be flooded.
- Move vehicles to higher ground, but in a place which is unlikely to hinder emergency vehicles or be a nuisance to local residents.

4. FLOOD WARNINGS

4.1 The Environment Agency's Local Flood Warning Plans provide details of flood warning arrangements for specific areas. However, we understand that at present this is restricted to only where automatic sensors have been installed. The EA will issue Flood Watch messages from these when

- Flooding of low-lying land is expected;
- Flood Warnings when flooding of homes and businesses is expected;
- Severe warnings when there is extreme danger to life and property; and
- All-Clear messages when earlier warnings are no longer in force in the area.

Residents can register to receive flood warnings by contacting Floodline on **0845 988 1188** or by visiting the Environment Agency website.

4.2 During a flood, information is available from the Environment Agency's web-site: www.environment-agency.gov.uk or the Environment Agency's overall Floodline service: **0845 988 1188**. Floodline uses QuickDial numbers to speed up access to local flood information, related to geographic areas.

The quickdial numbers for the Cranleigh Areas are
173322 Littlemead Brook at Cranleigh and Littlemead
173323 The Cranleigh waters near Cranleigh and Littlemead.

The Agency will also arrange to call all those who have registered with them, when a potential flood is likely to put them at risk. Copies of the application form can be obtained from the Environment Agency.

5. FLOOD TRIGGERS

Following periods of heavy rain it will be necessary to monitor trash screens more regularly to make sure they are clear of debris. When the EA has indicated imminent floods there will need to be consideration given to assisting vulnerable groups to undertake tasks like moving valuables to higher levels etc.

5.1 Flood action should automatically be triggered by the Environment Agency, but would additionally be triggered by one of the three Coordinators listed at Appendix A, in consultation with each other, based on information which they may have received (eg. from Street Wardens).

5.2 Whilst EA are now responsible they do not currently have the technical facilities in place to provide automatic warnings. Until this situation is rectified, local trigger points will need to be adopted.

5.3 Residents in known areas of flooding, will need to be especially vigilant and trigger the alarm, through their street warden, when water threatens their properties. However, without any obvious current flood alleviation routes, action may be limited to individual damage limitation. The street warden may need to call on the coordinators, however, for assistance from the Volunteer Force.

ALL SUCH TRIGGER LEVELS MUST BE REPORTED TO ONE OF THE COORDINATORS LISTED AT APPENDIX A, WHO WILL BE RESPONSIBLE FOR MOBILISING LOCAL EFFORTS AND LIAISING WITH OTHER AUTHORITIES.

WHO DOES WHAT DURING A FLOOD

Environment Agency

- Issue Flood Warnings
- Receive and record details of flooding incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers, arterial watercourses in Cranleigh and own structures
- Respond to pollution incidents
- Advise on waste disposal issues
- Issue warnings when there is a risk of flooding occurring; alerting those who have registered, in areas where the service can be provided.

County Council

- Co-ordinate emergency arrangements
- Maintain safe conditions on the roads
- Put flood warning signs on the highway
- Organise road closures and traffic diversions
- Clear blockages on highway drainage systems - blocked road channels and gully gratings, storm debris
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system
- Assist with providing transport for evacuees to rest centres.

Borough/District Council

- Co-ordinating role for own area
- Flood warning dissemination (by local agreement with Environment Agency)
- Emergency assistance (Civil Contingencies Act 2004) — Provide sandbags to houses at imminent danger of flooding
- Clear blocked watercourses (Land Drainage Act powers) NB Arterial watercourses in Cranleigh are managed by the Environment Agency
- Environmental health issues — pollution
- Blocked road channels and gully gratings — routine street cleaning only.
- Emergency planning support groups
- Waste and debris removal

Parish Council

- Flood warning dissemination (by local agreement with Environment Agency)
- Own riparian clearance through Snoxhall Fields

Fire and Rescue Service

- Rescue
- Respond to all emergency incidents as required
- Assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant

Water Companies

- Emergency over pumping or tankering at pumping stations
- Clearing blockages in public sewers
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems

Electricity, Gas and Telecommunication Companies

- Attend to emergencies relating to their service at properties putting life at risk as a result of flooding
- Attend to flooding emergencies at their own serviced installations

Large Industrial Companies

- Protect own premises and installations
- Source of resources which could be hired

Property Owners

- Move to a safe area if life at risk
- Prevent water from entering property if possible
- Switch off electricity and gas supplies at mains
- Move valuable possessions above areas liable to be flooded
- Consider developing flood plans, moving their vehicles to a higher level
- Call 999 if there is a need to be evacuated
- Only switch of gas and electricity if the property is not flooded and it is safe to do so
- Collect together essential items such as medication, blankets, baby food, nappies, torch and batteries, bottled water and food when there is a risk of flooding.

APPENDIX F1 Large scale map of Cranleigh – Copy in the EMERGENCY PLAN file in the Parish Council office.

APPENDIX F2 Map – Copy in the EMERGENCY PLAN file in the Parish Council office.

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Showing route of:
Littlemead Brook
Holdhurst Brook
Nuthurst Stream
Alderbrook Stream

APPENDIX G Civil Contingencies Act 2004 – Copy in the EMERGENCY PLAN file in the Parish Council office or available from:

www.opsi.gov.uk

APPENDIX H Environment Agencies Catchment Flood Management Plan and Flooding Minimising the Risk – Copies in the EMERGENCY PLAN file in the Parish Council office or available from:

www.environment-agency.gov.uk

INCIDENT EVENT LOG – TEMPLATE

LOCATION:

DATE:

TIME	ACTION	BY WHOM
Log Keeper Name:		Signature:

DO NOT DESTROY THIS LOG IT WILL BE IMPORTANT WHEN ANALYSING THE RESPONSE TO AN EMERGENCY. IT MUST BE RETAINED FOR LEGAL PURPOSES.

SITUATION REPORT – TEMPLATE

Council name	
Name & role	
Contact details	
Time & date	

Parish overview	
Casualties	
Hazards	
Roads	
Vulnerable people at risk	
Summary of emergency service activity	
Current parish tasks	
Resources available	
Resources needed	