

Community Resilience Plan

Coleford Town Council

May 2024
Unrestricted version

AMENDMENTS

Date	Page No.	Reason for amendment	Changed by
20/1/20 10/2/20		Working group review	MC
17/3/20	Appendix 6	Feedback sheet added	MC
12/2/20 17/3/20		Added coordination links: Glos Emergency Team and FoDDC DEPLO and updated general contacts	MC
17/3/20		See separately Community Resilience Plan Testing Toolkit (To do)	Part MC
19/3/20		Team leaders have duplicate copies of restricted version	Office
		Office working during pandemic and how to meet community need (see review later)	NP/AL/CH
17/3/20		Info points at tel boxes	Part JS, rest Office
		Check grab bag, batteries etc	Clerk
19/03/20 20/03/20		Resilience Group Revisions made Master copies established	MC MC/AL/CH
9/20-12/20		Review undertaken and reorganised system (See review summary separately)	Cttee/MC
12/20- 2/21 30/11/23		Gain permission forms for all contact details re GDPR and filed	MC/Clerk
2/21 & 5/21		Master checklist reviewed and updated (excel)	MC
2/21		Volunteer communication, with butties commenced	MC/CH
3/21		Exit strategy approved by Full Council and inserted	
5/21		Appendices 6,7,8 revised and whole draft revision including excel sheets	cttee/MC
30/11/23		Review introduction and clarify incident/resilience and plan enactment	cttee/MC
11/1/24		Add a bleed control kit, and defib map to grab bag	Clerk

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1. INTRODUCTION

Definition of an emergency:

An emergency/major incident is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to day activities.

Other events of community urgency which may not be strictly classified as emergency are also addressed, see Appendix 2

Context:

Gloucestershire County Council, district councils and emergency services have an emergency response structure. Although there is no statutory requirement for a local community to produce a resilience plan, they are encouraged, by county and district councils and emergency services, to develop one. A Community Resilience Plan documents how a community would respond to an emergency situation e.g. while awaiting the assistance of statutory authorities /emergency services, or in support of them. This plan has been developed by the Community Response Group and it covers **Coleford parish: all wards Central, East and Mile End and Broadwell** (ie the same as Neighbourhood Development Plan area). See *Parishonline overview maps and area maps*.

Aim:

To increase resilience within the local community through developing a robust co-ordinated approach that complements the plans of emergency services and statutory organisations.

Objectives:

- Identify the risks to the community and relevant response actions
- Identify vulnerable people / groups in the community
- Identify resources in the community available to assist during an emergency
- Provide key contact details for the Community Response Group, key community resources, the Emergency Services and Local Authorities

2. KEY ROLES WITHIN THE COMMUNITY

There are three elements of roles considered within this plan:

1. **Co-ordination**
2. **Out and About**
3. **Welfare**

Their roles and leads for each area are highlighted in **Appendix 1**

3. POSSIBLE EMERGENCIES

Types of emergencies that would have an impact on our community are:

- Weather:** Snow, flood, gales heat waves
- Loss of services:** Power, water communication
- Events:** Fire, road traffic accident, industrial accident etc
- Pandemic event** Flu, virus

Notes:

- Local resilience plan enhances not replaces emergency services & strategic plan developed by GCC & FoDDC
- More than one event would happen at one time e.g. – snow & loss of power therefore exacerbating any problem.
- A single plan needs to be developed that can be adapted to any situation

4. ACTIVATION OF THE PLAN

This plan will be activated when an emergency has occurred and the emergency services are unable to gain access to the scene, or require additional support e.g. during widespread flooding. It may also be activated if warnings are received, prior to an anticipated event such as severe weather. The decision making process is as follows:

1. The members of the Community Response Group (CRG) who receive a warning will alert other members to the situation and will contact the District Council Emergency Planning Liaison Officer (DEPLO) and other statutory authorities/ emergency services as necessary.
2. The CRG Lead and Co-Leads will make a detailed assessment of the emergency to try and establish its extent and the type of support required. They will communicate with the District Emergency Planning Liaison Officer. If there is time, they will report to a meeting including other CRG members and the Town Council. A decision will then be made about activating the plan. If there is no time for such a meeting, the CRG leads will make the decision in consultation with the DEPLO (or alternative if unavailable).
3. If the Plan is not to be fully invoked (possibly on the advice of the emergency services) but some level of support is required, the Group will decide which part of the plan is appropriate to invoke and how to provide the required support.

As soon as the decision has been made that the parish/town is to provide a community response, inform FODDC DEPLO and through them, *Gloucestershire Emergency Support Team* will be informed that the plan is being activated. In 2021, this became Forest Hub and Gloucestershire Hub, but link is through FoDDC.

5. RISK ASSESSMENT

The table in **Appendix 2** shows an analysis of each type of emergency and action to be taken by the community.

6. RESOURCES AVAILABLE WITHIN THE COMMUNITY

Volunteers and other resources

There will be a need to draw upon various skills before, during and after any emergency and the success of this emergency plan rests largely on the goodwill of volunteers. It is important to communicate with volunteers on a regular basis, including when there is no emergency, though this will be with less frequency.

Potential volunteers have indicated what tasks they may be prepared to carry out if an emergency occurs. Buttying is an example of effective resilience. Volunteers are co-ordinated by LEADS, *as below*, and volunteers should report to them to be allocated tasks. Induction training will be offered.

Other resources will also be required according to the emergency and it is important to be able to quickly locate them, using CRG Leads in first instance.

Co-ordination	Out & About	Welfare
Co-ordinate information from other 2 areas, direct resources, link with volunteers, media response.	Work at grass roots to identify, risk assess and address problems out in the community. Lead volunteers.	Identify areas where support is needed, set up places of safety and look after residents and community volunteers.
Volunteers		
Cllr Nick Penny	Paul Kay	Neal Harden
Cllr Marilyn Cox	Cllr Stuart Cox	Cllr C Elsmore
Town Clerk (LJS/ LJ)		

The table in **Appendix 3 & 4 on excel mastersheet** lists volunteers and other resources available and how they might be utilised in an emergency in our community. **This information is restricted i.e. the list should only be held by Community Response Group leads and is not for general distribution.**

7. WELFARE RESOURCES: PLACE OF SAFETY See Appendices 3 & 4

Local Place of Safety

District councils are responsible for setting up a central rest centre during an emergency. However it may be necessary to set up a temporary place of safety within the community as an option e.g. for visitors or for people evacuated from their homes/ accommodation/ cars.

The process for preparing and using the **place of safety** is as follows:

- Key holders are notified to open the hall
- Volunteers are coordinated to set up the hall

- Volunteers collect supplies from the shops and from others who have volunteered supplies of food, drink and pillows (if necessary)
- If necessary, information is relayed to people in the community notifying them that a place of safety has been set up
- Signage is put up to notify people of the location of the place of safety and “open” outside the place of safety
- A book is used to keep records of those entering and leaving the place of safety.
- Volunteers are ready to welcome and care for people as they arrive
- Volunteers are assigned through Leads to tasks as necessary – e.g. caring for specific people, cooking/ serving refreshments
- A short form is completed by people entering the place of safety, to include name, address, telephone number and any special needs/concerns – e.g. if they want to check up on a relative/ property.
- Once people have left the place of safety, a volunteer will check that they are alright (people will have been informed that this is likely to happen).
- Contact details are kept securely in line with Coleford Town Council GDPR policy.

8. COMMUNICATIONS

Communications are vital before, during and after an emergency in order to ensure that warnings and information are received and passed on, responses co-ordinated with emergency services and actions by volunteers within the community co-ordinated 'on the ground'.

The processes for communicating within and outside the community before and during an emergency are as follows:

- a) If necessary, Emergency Services will be contacted by the first person on the scene
- b) Contact with other statutory authorities (receiving warnings, discussion of the situation) or media will be through the Co-ordination lead (or alternative if unavailable)
- c) The person responsible for receiving, checking and passing on warnings from statutory authorities is under the Co-ordination lead and logs actions. This task can be delegated as appropriate.
- d) The Community Response Group holds telephone, email and postal contact details for members of the group and potential volunteers (**Appendix 4 & 6 volunteer sheet**) as not all forms of communication may be available in an emergency.
- e) A system usually starting from Co-ordination will be used to pass on information to CRG Leads and to community members
- f) In addition, the Town Notice board and in the Council Office window, the town council website www.colefordtowncouncil.gov.uk , The Main Place, The Co op, and on the bus shelters in Mile End, Broadwell, Coalway and Sunnybank and will be updated with information.

Contact details for statutory authorities, emergency services and key local contacts and leads can be found in **Appendix 4 and on excel master sheets.**

The following publications and instructions have been made available to members of the community:

- Gloucestershire Prepared <https://glosprepared.co.uk/>
- News updates on Coleford Town Council website
- Virus update *Gloucestershire County Council* gloucestershire@public.govdelivery.com
- Virus update: business update *Forest of Dean District Council* media@fdean.gov.uk
- GOV.UK for restrictions and updates <https://www.gov.uk/coronavirus>

9. RECORDING ACTIONS AND OBTAINING FEEDBACK

During an emergency, volunteers will be assigned the tasks of logging actions, using the logging sheet in **Appendix 5**. This enables actions to be captured and evaluated. Notices boards will be erected in operational centres a section for problems, solutions etc will be available so they can be recorded at the time. Feed back sheets will be provided for all volunteers and clients to complete after the event to highlight good practice and identify areas of improvement **Appendix 7a,b,c**.

Appendix 8 log shows information from butties re actions on monthly basis. NB some volunteers report by email. Summary reports of reviews will be kept.

10. TESTING THE PLAN

The plan will be tested to assess effectiveness and give feedback. This will be done annually by 1 July with review after. Any significantly revised plan can be tested by a desktop exercise.

Scenarios for test to be varied, and changed to give range of emergency and location within the parish, see section 3.

After any event, where relevant and safe, walk/drive around to assess further risk to CTC land and property.

11. EXIT STRATEGY (especially Covid or similar viral situation)

When restrictions are lifted by Central Government, or through Forest of Dean/Gloucestershire, the CRG Lead and Co-Leads will make an evidenced assessment of the emergency to try and establish its extent and any REMAINING need for support in the parish. They will communicate with the District Emergency Planning Liaison Officer and Forest Hub/Gloucestershire Hub or other pertinent partners. They will report findings to a meeting including other CRG members and Town Council. The nature of any continued support is to be described and agreed, and other people stood down*.

* Pathway to guide any continuation:

- Assessment made as noted
- Gain permission from clients to pass on info if help still required, and this is to happen via FoDDC Community Wellbeing Service 01594 812447 or 812339 community.wellbeing@fdean.gov.uk
- Ask volunteer members eg butties if they wish to continue longer term
- Consider budget implications if necessary/longer term

12. LIST OF PLAN HOLDERS

There are two versions of this Emergency Plan – a restricted version and an unrestricted version. The distribution of the restricted version is limited as it contains contact details of potential volunteers. The unrestricted version contains only contact details of emergency / statutory services and key leads within the community.

Formal copies of the Emergency Plan are held by the following:

Person	Unrestricted (U) or Restricted ® version of plan	Form – paper / electronic
Laura-Jade Schroeder (Town Clerk)	R	E/P
Nick Penny	R	E
Stuart Cox	R	E
Neal Harden	R	E
Clive Elsmore	R	E
Marilyn Cox	R	E
Coleford Library	U	P
Coleford Police Station	U	P
DEPLO/ Forest of Dean District Council(Forest Hub)	U	E
Gloucestershire Civil Emergencies Team	U	E

13. PLAN REVIEW AND MAINTENANCE

In order to keep this plan up to date, contact lists will be revised as personnel changes occur. In addition, the plan will be reviewed annually in May or within 3 months of an event occurring by Coleford Town Council and the Community Response Group to ensure that it adequately reflects the needs of the community.

Any changes to the plan will be noted on the Amendments page (page 1) and new versions of the plan distributed to formal holders of the plan. It is the responsibility of the plan holders to ensure that they retain and use the most up to date version of the plan.

See also separate summary reports of reviews.

APPENDIX 1: Key roles for Coleford Resilience

a) Key tasks for Coleford Co-ordination leads

CO-ORDINATION- KEY ROLES	
BEFORE	<ul style="list-style-type: none"> ▪ Lead development of the Emergency Plan <ul style="list-style-type: none"> ○ Get people involved in its development ○ Prioritise emergencies for local area ○ Draw together the Emergency Plan ○ Let people know about the plan ▪ Link with Statutory Authorities ▪ Arrange for Emergency Plan to be adopted by the Parish/ town Council ▪ Identify training needed and request training ▪ Identify/arrange community preventative measures ▪ Check designated school for key worker children and arrange support if needed ▪ Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required
DURING	<ul style="list-style-type: none"> ▪ Main contact points for authorities to issue warnings ▪ Pass on warnings to the community ▪ Call emergency services 999 and put plan into action ▪ Be at the 'centre' to monitor the situation and co-ordinate actions ▪ Link with media through Town Council Office ▪ Arrange communications within the community ▪ Co-ordinate with the 2 other elements ('Out and About' and welfare) and monitor that the work is being done ▪ Communicate with Emergency services and statutory authorities ▪ Keep logging sheet of incidents, actions and costs ▪ Capture lessons learned ▪ Review master digital sheets
AFTER	<ul style="list-style-type: none"> ▪ Lessons learned summary ▪ Arrange immediate debrief following the emergency ▪ Arrange any necessary support and counselling with statutory and voluntary agencies ▪ Report back to parish/ town council, other statutory authorities as appropriate and to the community ▪ Review the plan in light of the experience ▪ Adjust the Resilience Plan as necessary and publicise/ distribute new versions ▪ Thank volunteers and celebrate resilience

Leads and contact details: Co-ordination

Name	Surname	Address	Tel (landline and mobile)	Email
Nick	Penny	14 Hampshire Gardens GL16 8HU	M: 07801 650977	musicindustryservices@hotmail.co.uk
Marilyn	Cox	43 Coalway Rd Coleford GL16 7HQ	01594 834519 07748 306877	marilyn550@btinternet.com
Laura-Jade	Schroeder	4, Mushet Walk, Coleford GL16 8BQ	01594 832103	ctcoffice@colefordtowncouncil.gov.uk

b) Key tasks for Coleford 'Out and About' leads

OUT AND ABOUT – KEY ROLES	
BEFORE	<ul style="list-style-type: none"> ▪ Liaise with Coordinating element ▪ Draw up and maintain list of volunteers and resources 'on the ground' ▪ Carry out risk assessments ▪ Organise information to be distributed to volunteers on risk assessment/ safety ▪ List, source (and store) resources in advance of emergency ▪ Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required
DURING	<ul style="list-style-type: none"> ▪ Assess, prioritise and communicate events on the ground to the co-ordinators and welfare groups ▪ Monitor and prioritise protection /recovery ▪ Liaise with and inform Statutory Authorities (including Emergency Services) about any vulnerable members of the community. ▪ Support Emergency Services if and when directed ▪ Collect and deliver prescriptions and food ▪ signpost to Butty system ▪ Link via Coordination to Forest Hub if complex ▪ Record all activities (photograph, camcorder, log sheet)
AFTER	<ul style="list-style-type: none"> ▪ Lessons learned summary ▪ Reflection/debrief within the group using records of the emergency. ▪ Draw up lessons learned to feed into the review and adjustment of the Resilience Plan ▪ Care of volunteers – ▪ Remove signage etc ▪ Maintain amenities

Leads and contact details: Out and About

Name	Surname	Address	Tel (landline and mobile)	Email
Stuart	Cox	43 Coalway Rd Coleford GL16 7HQ	01594 834519 077676 94866	Stuart.cox50@btinternet.com

c) Key tasks for Coleford Welfare leads

WELFARE- KEY ROLES	
BEFORE	<ul style="list-style-type: none"> ▪ Have knowledge of people who may need help and support in the community ▪ Equip potential community place (s) of safety ▪ Put a system in place for receiving food / drink and other resources for the rest centres ▪ In the plan, check that people are not missed out when an emergency occurs
DURING	<ul style="list-style-type: none"> ▪ Welfare of volunteers ▪ Contact and reassure members of the community during an emergency ▪ Direct resources/ support to members of the community, as required, via the co-ordination lead ▪ Close coordination with out and about ▪ Collect and deliver prescriptions and food ▪ signpost to Butty system ▪ Link via Coordination to Forest Hub if complex/ vulnerable including Emergency Services, if required ▪ Co-ordinate and staff a community place of safety if it is required ▪ Maintain records of people attending the place of safety ▪ Support and comfort distressed members of the community at the place of safety ▪ Arrange and provide basic sustenance ▪ Arrange and support sleeping arrangements if necessary ▪ Use logging sheet to keep accurate record of actions taken during the emergency
AFTER	<ul style="list-style-type: none"> ▪ Lessons learned summary ▪ Survey residents after the event to gain feedback and check recovery ▪ Reflection/debrief within the group using records of the emergency. ▪ Make people aware of health and wellbeing services available to them and how to access them

Leads and contact details: Welfare

Name	Surname	Address	Tel (landline and mobile)	Email
Neil	Harden	13 Greenfield Rd, Coombs Park Coleford GL16 8BY	01594 834722 07971 656266	nealharden68@gmail.com
Clive	Elsmore	Woodside, Union Rd Bakers Hill Coleford GL16 7JP	H: 01594 833814 07465 407451	eileenandclive@hotmail.co.uk

APPENDIX 2

Coleford: Assessment of risk and actions, before, during and after an emergency

Type of Emergency	Effect of emergency Where & who might be affected	Level of seriousness	What could be done by the community before, during & after.	What resources might be available to help in the community (and what extra resources might be needed)
Heavy Snow/Ice	<p>Effect Town centre cut off. Roads impassable FoDDC unable to operate Town Council unable to operate Workers unable to get home Deliveries to shops stopped Footpaths dangerous No medical support Schools/ college shut Children unable to get home Limited Public transport Sledging accidents Cancellation of burials Police unable to reach central station.</p> <p>Who Whole Parish for food supplies Elderly Sick Drug users</p> <p>Where Town centre footpaths & hilly areas Elderly estates Kingsmead, Poolway Sarnedge Road etc Nursing Homes The Coombs Angus Buchanan Rec – sledging</p>	<p>Low ranging to high depending on time span</p>	<p>Before Develop a plan Appoint Snow Wardens Stockpile grit for pavements Ensure grit bins are appropriately placed Identify suppliers willing to provide food parcels Identify farmers with tractors Identify 4 wheel drive owners Identify local doctors & nurses & midwives Produce information sheet with contact numbers Identify media sources for information giving Identify vulnerable people Identify holding possible temporary morgues</p> <p>During Set plan in motion Ensure workers leave prior to snow becoming impassable Snow warden to arrange clearing of crucial footpaths Set emergency helpline for elderly, sick & rural Set up media co ordination for information giving Set up food parcels if and when necessary Send out appeal for key helpers Erect signs for areas that are dangerous/ inaccessible for sledging</p> <p>After Review operation make changes Update contact sheet & information</p>	<p>Snow wardens FoDDC staff redirected to snow clearance Homeowners/landowners/shop keepers to clear own area Supermarkets & food suppliers Local farmers Local GPs nurses etc Local Vicars Local press Councillors</p>

Type of Emergency	Effect of emergency Where & who might be affected	Level of seriousness	What could be done by the community before, during & after.	What resources might be available to help in the community (and what extra resources might be needed)
Flash Flooding	<p>Effect Polluted water into homes & businesses Newland Street cut off Evacuation of homes & businesses</p> <p>Who & Where Residents & Businesses of Cinderhill, Newland Street, Market Place & St Johns St.</p>	Low ranging to medium depending on time span	<p>Before Develop a plan Stockpile supply of sand bags Identify Flood Warden</p> <p>During Set plan in motion Issue weather warning if received Notify flood Warden Distribute sand bags Contact water pump supplier Evacuate elderly, sick, young (subject to expected water level) Issue media info</p> <p>After Remove sand bags Issue Welsh water claim forms (if sewage contamination) Review operation make changes Update contact sheet & information</p>	<p>Local GPs nurses etc Local Vicars Local caterers voluntary & professional Local press Councillors Local School & Community Centres Local Bus companies SPP Pumps hold pumping equipment</p>
Forest Fire	<p>Effect B4226 & B4432 closed A4136 closed Part of parish cut off Five Acres High School evacuated Injured people/ walking wounded Industrial estates possible explosions Damaged properties Evacuation of neighbouring homes & business People confined to their homes Removal of all vehicles</p> <p>Who Whole Parish Elderly Sick</p> <p>Where Broadwell, Milkwall, Mile End,</p>	Low Ranging to High if it nears properties.	<p>Before Implement plan Connect with Forestry Commission person/ Fire Service to seal off Forest Identify holding areas with sleeping, cooking facilities in all parts of the parish Identify local caterers Identify local doctors & nurses & midwives Identify local vicars & priests Identify local coach or bus owners Produce information sheet with contact numbers Identify media sources for information giving Identify holding area for press</p> <p>During Set plan in motion Set up holding areas Issue press information</p> <p>After Review operation make changes Update contact sheet & information</p>	<p>Local GPs nurses etc Local Vicars Local caterers voluntary & professional Local press Councillors Local School & Community Centres Local Bus companies</p>

Type of Emergency	Effect of emergency Where & who might be affected	Level of seriousness	What could be done by the community before, during & after.	What resources might be available to help in the community (and what extra resources might be needed)
Power and /or utility cuts for significant time	Cross-over of utility companies within our area, need to check boundaries/ appropriate contacts	medium	Use places of safety Address issues for vulnerable people through recommending them to be on utilities' lists	Link to power company info by phone/web Coordinate links to practical heaters/tools etc locally See maps on parishonline and in office Signs by places of safety saying in use.
Gas main explosion	Effect Town centre cut off. FoDDC evacuated Workers unable to get home St John School shut Children unable to get home Public transport disrupted Injured people/ walking wounded Damaged properties People confined to homes Who & Where Town centre residents , Fairways, High Nash, Victoria Road & adjoining streets , Newland Street	High	Before Develop a plan Identify holding areas with sleeping, cooking facilities in all parts of the parish Identify local caterers Identify local doctors & nurses Identify local vicars & priests Identify local coach or bus owners Produce information sheet with contact numbers Identify media sources for information giving Identify holding area for press During Set plan in motion Set up holding areas Issue press information After Review operation make changes Update contact sheet & information	Local GPs nurses etc Local Vicars Local caterers voluntary & professional Local press Councillors Local School & Community Centres Local Bus companies
Fire at any premise in town centre	Effect Town centre cut off. FoDDC evacuated Workers unable to get home Deliveries to shops stopped St John School shut Children unable to get home Public transport disrupted Injured people/ walking wounded Damaged properties People confined to homes Who & Where Town centre residents , Fairways, High Nash, Victoria Road & adjoining streets , Newland Street	High	Before Develop a plan Identify holding areas with sleeping, cooking facilities in all parts of the parish Identify local caterers Identify local doctors & nurses & midwives Identify local vicars & priests Identify local coach or bus owners Produce information sheet with contact numbers Identify media sources for information giving Identify holding area for press During Set plan in motion Set up holding areas Issue press information After Review operation make changes Update contact sheet & information	Local GPs nurses etc Local Vicars Local caterers voluntary & professional Local press Councillors Local School & Community Centres Local Bus companies

Type of Emergency	Effect of emergency Where & who might be affected	Level of seriousness	What could be done by the community before, during & after.	What resources might be available to help in the community (and what extra resources might be needed)
Swine/Bird Flu epidemic	<p>Effect High number of deaths Overload undertakers Insufficient morgue space Insufficient doctors</p> <p>Who & Where Whole parish Elderly Sick Young</p>	Low	<p>Before Develop a plan Identify holding possible temporary morgues Identify 4 wheel car owners Identify local doctors & nurses Identify local vicars & priests Produce information sheet with contact numbers Identify media sources for information giving</p> <p>During Set plan in motion Set up holding areas Issue press information</p> <p>After Review operation make changes Update contact sheet & information</p>	Local GPs nurses etc Local Vicars Local caterers voluntary & professional Local press Councillors Local School & Community Centres Spare capacity in cemetery
Foot & Mouth/animal disease	<p>Effect Restricted areas Burning pyres & incinerators Restricted movement of animals Influx of Media</p> <p>Who & Where Whole parish Farmers & livestock keepers</p>	Low	<p>Before Develop a plan Identify pig & dairy farmers Identify local vicars & priests Identify pyre & incinerator sites Produce information sheet with contact numbers Identify media sources for information giving</p> <p>During Set plan in motion Issue press information</p> <p>After Review operation make changes Update contact sheet & information</p>	Local GPs nurses etc Local Vicars Local caterers voluntary & professional Local press Councillors Local School & Community Centres
Road/house collapse/ due to mines	<p>Infrastructure affected and access Evacuation of numbers of people</p>	Medium NB traffic lights at Glos Rd may be higher risk	Local knowledge for routes redirected Emergency services have own system, add local knowledge as needed Info sharing locally	Coordination team direct in house

Type of Emergency	Effect of emergency Where & who might be affected	Level of seriousness	What could be done by the community before, during & after.	What resources might be available to help in the community (and what extra resources might be needed)
Major smash at Glos Rd traffic lights	Infrastructure affected and access Evacuation of numbers of people	Medium	Local knowledge for routes redirected Emergency services have own system , add local knowledge as needed Info sharing locally	Coordination team direct in house
Assistance required under FoDDC emergency plan from Coleford for neighbouring parishes	Community awareness and organisation to implement part of the Community Emergency Plan	Low	During Set part of plan in motion Set up emergency facilities for elderly, sick & rural Set up media co ordination for information giving Set up food parcels if and when necessary Send out appeal for key helpers Erect signs for areas that are dangerous/ inaccessible After Review operation make changes Update contact sheet & information	Tourist info Centre contact lists Coleford Food bank Places of Safety – halls
Pandemic flu/virus	Council preparedness Community preparedness	Medium Low, much higher at 5/21	Office substitution “business as usual” strategy Gov.UK link Forest hub delivery listing Food/essential supplies deliveries Self isolation Neighbour awareness, buddies & volunteers Street wardens Publicity to slow down “panic buying” Help with home education Info points, flyers, social media, website, printing Forest Hub linkages to community wellbeing and Glos Adult Help desk	https://www.nhs.uk/conditions/coronavirus-covid-19/ http://glosprepared.co.uk/ Good hygiene practice wash your hands regularly with soap and water clean surfaces regularly to get rid of the virus use tissues to cover your mouth and nose when you cough or sneeze place used tissues in a bin as soon as possible If you have flu symptoms: Do not go into work; call your manager. If you become ill at work, inform your manager and go home. If your children show flu symptoms keep them at home. Local GPs, nurses, local press Local caterers voluntary & professional Volunteer list with councillors, local churches, local schools, and others Appendix 3,4,excel (restricted) Foodbank Capacity in cemetery

Other events

Type of event needing urgent response	Effect of emergency Where & who might be affected	Level of seriousness	What could be done by the community before, during & after.	What resources might be available to help in the community (and what extra resources might be needed)
Death of a senior royal personage	Emotional response Expectations of Council response	High	Focus by Council, Information point, Mayor speech Civic service/ event Community condolence book in Town Council custody Flag at half mast Minute's silence Social media release for arrangements locally	Condolence Book Access to chairs for people queuing Volunteers to help with process and people's security First aid List of contacts for local organisations Tree planting or similar
Missing vulnerable people	Community concern and wanting to act	medium	Activate part of plan Coordination via out and about team and with FoD DEPLO and SARA/ Contact Police & appropriate Authorities	Resilience volunteer list Local knowledge

APPENDIX 3

For remaining summary of resources available to Coleford – volunteers, skills and other resources – see restricted version.

APPENDIX 4

Coleford: key contacts for emergencies

See also sheet 5 digital master

CONTACT/ NAME	TELEPHONE	WEB ADDRESS AND/OR POSTAL ADDRESS
Emergency Services	999	
Police (non emergency)	101	www.gloucestershire.police.uk
NHS 111 Service	111 (24hr) When medical help required but not 999 emergency	https://111.nhs.uk/
Gloucestershire County Council:		www.gloucestershire.gov.uk
Emergency only	08000 921 776	
Enquiries	01452 425 000	www.gloucestershire.gov.uk
Gloucestershire Civil Emergencies Team	01452 888765	
Gloucestershire Highways	08000 514 514 (24 hour)	www.gloucestershire.gov.uk/transport Social media @GlosRoads
Forest of Dean District Council	01594 810000	District Emergency Liaison Officer (DEPLO)
Forest Hub link	1594 812609	
NHS Glos	08454 221500	www.glospct.nhs.uk
Severn Trent Water	0800 783 4444 (24hr)	www.stwater.co.uk/ Interactive map of latest incident info https://www.stwater.co.uk/in-my-area/check-my-area/
Dŵr Cymru (Welsh Water)	0800 052 0130 (24hr) Water Emergencies 0800 085 3968 (24hr) Sewerage Emergencies	www.dwrcymru.com Interactive map of latest incident info www.dwrcymru.com/en/In-Your-Area.aspx
Gas Leaks any supplier	0800 111 999 (24hr)	www.nationalgrid.com
Gas Distributor Wales and West Utilities	0800 912 2999	www.wvutilities.co.uk
Power Cut any supplier	105	
Western Power Distribution	0800 6783 105 (24hr) or 105	www.westernpower.co.uk Loss of supply interactive map http://www.westernpower.co.uk/Power-outages/Power-cuts-in-your-area.aspx
Environment Agency		
General Enquiries	03708 506 506 (Mon-Fri 8am-6pm)	https://www.gov.uk/government/organisations/environment-agency
Incident Hotline	0800 80 70 60 (24hr)	
Floodline	0345 988 1188 (24 hour)	
Coleford Town Council	01594 834103 OOH:07754 015292	ctcoffice@colefordtowncouncil.gov.uk www.colefordtowncouncil.gov.uk
Coleford Community Response Group leads		See pages 11.12.13

Appendix 6 Volunteer sheet

COLEFORD Town Council's Resilience Plan volunteer 2024/25

Could you please complete this form and send/bring it back to us at the office 4, Mushet Walk or by email below. Please give us your permission to keep your contact details. As this appears to be a longer term emergency than we first thought, and is ever changing, we undertake to be more active in communicating how things are going, checking back with you, and to be available online/telephone for your queries/comments.

Thank you for your help and your time so far.

Laura-Jade Schroeder

Clerk 01594 832103

ctcoffice@colefordtowncouncil.gov.uk

Marilyn Cox

Coordination Team 01594 834519 Cllrmarilyncox@outlook.com

1 Your name, and contact details..... address, tel and email if possible please

I give my permission to keep these on file for Resilience purposes only. (Please tick if you agree).

2 Area(s) of Coleford you can work in

3 Would you be happy to be a "butty" with someone who needs help? This means being their first contact if they need help with shopping/ fetching medicines/ whatever. If you can't always do it, or not at the time needed, then please contact Chris in the office to arrange for a substitute on that occasion. Similarly, if the situation is more complex, ring in as we have access to expert help if required.

Yes/No

4 How else would you like to help?

- a. Shopping
- b. Collect/deliver prescriptions
- c. Walk dogs
- d. Other

5. What constraints would you like us to know about? (times, transport, whatever)

6. What specific skills/ qualifications do you have which may be of particular use? E.g. DBS

Appendix 7a Client review

How did COLEFORD Town Council's Resilience team help you during Covid19?

We have been working with our residents to help them during Covid 19. We are now reviewing how this worked, and it would be useful if you could give us your opinion. We want to improve our Resilience Plan just in case, for any incident locally. Please tell us what went well, and what recommendations you have to improve things. Thank you.

Your name, and contact details if you wish (not necessary unless you want us to get in touch with you)

1 Area of Coleford you live in

2 How did you find out about us?

3 How did you get in contact?

4 How did we help you, with which tasks? Roughly how often....

5 What went well? Please consider communication, time taken, effectiveness of service, or anything else you wish to mention

6 How might the service be improved? Give three key things you'd like to see improved.

A

B

C

7 How did it make a difference for you, and would you use it again if brought in at another time?

8 Is there anything else you'd like to tell us?

01594 832103 ctcoffice@colefordtowncouncil.gov.uk

Appendix 7b Client organisation review

How did COLEFORD Town Council's Resilience team help you during Covid19?

We have been working with our residents and agencies to help them during Covid 19. We are now reviewing how this worked, and it would be useful if you could give us your opinion. We want to improve our Resilience Plan just in case, for any incident locally. Please tell us what went well, and what recommendations you have to improve things. Thank you.

1. Please supply your organisation name, a contact name and their details

2. How did Coleford Resilience team work with you to give additional capacity?

3. Was there any confusion/ conflict with your existing provision?

4. Did you recommend people to contact us at all?

5. Was it useful to have one volunteer collecting/delivering for multiple clients or not?

6. Were you aware with all our volunteers that they were coming to help through the Town Council resilience plan?
Did they get fast tracked?
Were all staff aware of the system you had in place with us and happy to work it?

7. Please give three suggestions for improvements
A

B

C

8. Would you be interested in continuing to work with us if we became a Coleford group who might offer this type of support if needed, not necessarily in emergency situations?

9. Is there anything else you might like to tell us?

01594 832103 ctcoffice@colefordtowncouncil.gov.uk

Appendix 7c CRG Team review feedback

How did you help with COLEFORD Town Council's Resilience Plan during Covid19?

We are now reviewing how this worked, please give us your comments as volunteers. We want to improve our Resilience Plan ready for any incident locally. Please tell us what went well, and what recommendations you have to improve things. Use the page overleaf if you wish.

We will come back to you when we have a summary of collated responses for the next stage. Thank you for your help and your time so far.

1 Your name, and contact details.....

I give my permission to keep these on file for Resilience purposes only. (Please tick if you agree).

2 Area(s) of Coleford you worked in

3 How did you find out about us?

4 How did you get in contact?

5 How did you help people, with which tasks? Please count/calculate number of actions when you helped with: prescriptions; shopping; dog walking; other tasks (please specify)

6 What went well? Please consider communication, time taken, effectiveness of service, relationships, or anything else you wish to mention

7 How might the service be improved? Give three key things you think would make a difference.

A
B
C

8 How did volunteering make a difference for you? Will you volunteer again?

9 Would you be interested in being part of a Coleford group who might offer this level of support if needed, not necessarily in emergency situations?

10 Is there anything else you'd like to tell us?

01594 832103 ctcoffice@colefordtowncouncil.gov.uk

