

HOVINGHAM EMERGENCY & FLOOD PLAN

INTRODUCTION

This document mainly deals with flooding in Hovingham and how it should be dealt with; however the document can be used for other 'unknown' emergencies, however unlikely.

Flooding is the most common and widespread natural disaster in the UK. Since 1998 in the UK there has been at least one serious flood every year. Flooding of any home or business can be very costly & distressing to those affected and older people do find it harder to cope. The after effects (water damage, obtaining builders, insurance claims etc) can prove very difficult and last for a long time.

Hovingham is susceptible to flooding, being low lying with hills surrounding the village. Although there isn't a river nearby a fast flowing beck runs through the village. Flood defences in Hovingham have been improved over the years (the dyke bypass scheme was implemented in 2000) and have worked well. However these defences could be insufficient to cope with every future heavy rainfall event. The bypass system is designed for flood levels with a return cycle of 50 years. Should higher flood levels occur, some houses in the village will be flooded.

Hovingham also has a high percentage of elderly people, 31% of the population is aged over 60 years of age, and the national average is 21%. There is also a higher percentage of lone households of a pensionable age.

It is difficult to anticipate the severity of any future flooding in Hovingham and therefore not known what levels of commitment will be necessary. It should also be noted that due to the small catchment area water levels rise quickly and therefore there is not always a great deal of notice before a risk of flooding.

The Environment Agency's early warning service notifies those at risk of being flooded. Using the latest technology their staff monitor rainfall levels 24 hours a day and use this information to forecast the possibility of flooding. If flooding is forecast they will issue one of three different warnings (see Appendix F). These warnings will be either by telephone, text, fax or email. An alternative is for a family member to receive warnings. Up to date information is also available on www.environment-agency.gov.uk/flood. Flood warnings will also be broadcast on TV & local radio.

People at risk should have had notification of this service but are automatically opted in if a flood warning is in place in the area. The system does give householders the opportunity to take precautions.

AIMS & OBJECTIVES.

This document details how the community should respond to an emergency, in particular those caused by flooding. The aim is to:

- ❑ Provide a source of information and raise community resilience.
- ❑ Help implement an effective, robust and coordinated response when incidents occur.
- ❑ Increase community awareness and understanding of actual/potential risks which could impact upon the community, and how to mitigate them.
- ❑ Facilitate a rapid restoration of the community to normality post-incident.

The Environment Agency recommends the appointment of a Flood Warden who would provide direct contact with the Environment Agency Incident Room. To give this position the importance it warrants this position should preferably be held by a Parish Councillor.

The Flood Warden and designated deputy during normal (flood free periods) will raise local awareness and report any maintenance necessary. The Flood Warden/Deputy during emergency circumstances would oversee activities until emergency services arrived and after flooding provide assistance as necessary.

Working together as a community and having a plan has multiple benefits, these include;-

- ❑ Improving communications by making sure the right people are involved at the right time.
- ❑ Prevents different people doing the same thing.
- ❑ Helps share local knowledge and ensures people's concerns are heard.
- ❑ To clarify the responsibility of those involved and encourage the involvement of volunteers.
- ❑ To reduce the damage and distress of flooding by helping those at risk prepare.

Having a plan enables the community take control when outside organisations are unable to attend an emergency incident. Certain groups of people, the elderly or infirm for example, may require assistance. Their needs should be established in advance. It is also important to encourage those who may be at risk from flooding to prepare in advance. Some locations are more vulnerable than others and properties at risk should be indentified.

The overall aim is to reduce risks to people in the locality. However the health and safety of volunteers should not be compromised. At no time must a volunteer be asked to carry out anything which could put them at risk. For example even 6 inches of floodwater can sweep someone off their feet and the temperature of flood water can be dangerously low. Subsequently every volunteer requires expert training on how to assess a situation and when to request help?

Communication is a most important factor and is the key to successful planning; communication methods need to be established.

KEY AREAS.

HOUSEHOLDERS & BUSINESSES – it is important those at risk of flooding are given sufficient warning time and do not panic. The Environment Agency notify those whose property is likely to be flooded, either by telephone, text, fax or email. This service is offered to all those at risk of flooding.

Householders should ascertain if family or friends can offer a place to stay if flooding is threatened. It is also important pets are catered for.

Everyone at risk of flooding should be aware how to turn off their electricity. After floods have receded electricity supplies should be checked before the power is switched back on. Householders should also consider preparing a flood kit. This and other useful suggestions are detailed in Environment Agency booklets.

Householders should be encouraged to consider improvements which would reduce damage to their homes through flooding. These include raising door thresholds, sealing floors, covering air bricks and fitting non return valves to drains & pipes.

If householders are afraid of floodwater reaching their property they can contact Ryedale DC for advice, assistance and to request sandbags. If houses have been flooded the council can supply flood packs with materials useful for cleaning the home. After insurers have been to check the damage the council can arrange for free removal of damaged items.

COMMUNITY RESPONSE TEAM – A Flood Warden, Deputy & Volunteers should be appointed. The Flood Warden directly liaises with the Environment Agency Incident Room, Hovingham Estate

Flood Warden, other agencies and acts as a point of contact. The Flood Warden and designated deputy should promote flood plans and report maintenance issues outside of any flood warning periods.

The Flood Warden and deputy, although volunteers, can also call on other volunteers to assist with tasks and provide support to those who need it. All members of the team should:-

- Reside in the community and have good local knowledge.
- Have full knowledge of this plan and be able to respond quickly and effectively during an emergency. A summary/working document is available and should be issued to and used by the Flood Warden/Deputy
- Be able to activate all or part of the scheme; coordinate the support of the community and speak on behalf of the community during an incident.
- Help identify & support the most vulnerable people.
- Ensure communications are maintained between the Community, Emergency Services and Local Authorities.
- Develop, test/exercise, review and maintain the Plan, ensure it is functional and ensure confidentiality is maintained where necessary.
- Attend post-incident debriefs to ensure lessons are learned and can be used to improve future responses.
- Help coordinate the emergency centre, if one is opened.

The team should meet to discuss the community's resilience arrangements at least 12 monthly, when a full review of the Plan should be carried out to ensure it remains up-to-date, comprehensive and to ensure members of the team are fully acquainted with its contents.

During an incident the Volunteer Community Response Team are expected to work together and form a coordinated response. They should keep in contact with Environment Agency duty officers and emergency agencies and make sure the local community are aware of the situation. Roles within the group can be set to provide structure during an emergency.

The Volunteer Community Response Team should be easily identifiable to both the public and Emergency Services and wear clothing which signifies this. In response to an incident those involved should always be aware of their own Health & Safety and that of others.

RISK AREAS - vulnerable establishments/people and properties should be identified. Escape routes should be planned and key access points and/or alternative routes to the village identified and recorded.

CONTACTS within various agencies, eg Utility Companies, Government Departments and Voluntary Organisations should be identified. It is also important to identify those with special skills in the village, such as doctors, nurses, first aiders, farmers, plumbers, electricians and builders who can be called upon as necessary.

EMERGENCY ACCOMMODATION - in a worse case scenario emergency accommodation should be made available. Its location has been identified – see Appendix S.

EQUIPMENT including sandbags, pumps, generators etc need to be easily obtained following a flood warning being received or in an emergency situation.

TRAINING and possibly 'dry' runs should be organised to test procedures and ensure any strategy would run as smoothly as possible. This will need to be organised in conjunction with the Environment Agency, Emergency Organisations and Ryedale District Council.

FLOOD DEFENCE IMPROVEMENTS & MAINTENANCE - the provision of further flood defences should be evaluated on a regular basis. Present defences should be well maintained with regular inspections throughout the year. For example the stream going through the village is subjected to a ½ yearly examination by the Environment Agency who will endeavour to keep it clear and enable unimpeded water flow through the village. The Environment Agency should be advised when any problems are discovered.

Current flood defences should be looked at annually and improvements evaluated. Also it is necessary to understand the danger of flash flooding which is on the increase. It is a serious threat to life and difficult to protect against. Other dangers include water coming up through drains, along with surges of water when inconsiderate motorists pass through the village at excessive speed creating bow waves.

If improvements are made to a property to make it more resilient to flooding it may be worthwhile the householder advising insurance companies, as this may result in reduced premiums or excesses.

Householders at risk from flooding without insurance should be encouraged to obtain household insurance from a reputable company. However this is entirely the responsibility of the householder/tenant. If householders do not have insurance Ryedale council will provide information on hardship grants etc.

AFTER A FLOOD OR AN EMERGENCY.

Clearing up, depending on the severity of damage can be a worrying period. The recovery and clean up often involves more effort than that required during it. Homes and businesses may need cleaning, disinfecting or repairing, and temporary accommodation may need to be obtained. Cleaning is normally the responsibility of the homeowner but volunteers could be called upon to assist as necessary. Ryedale DC can supply packs with materials useful for cleaning the home. After insurers have been to check the damage the council can arrange for free removal of damaged items.

Insurance companies should be contacted as soon as possible by householders to get their approval, before making any arrangements for repairs. In most cases the insurance company will send out a loss adjuster to look at the property and advise what repairs etc are covered by the policy. In rented properties the landlord should be contacted along with the insurance company.

Bogus builders, electricians etc who may take advantage of an emergency situation need to be avoided. Quotes should be obtained from reputable firms. A list of local businesses for reference is available in the local newsletter.

Environment Agency staff will carry ID cards which should be seen before access is given to homes.

Electricity should not be touched by unqualified persons until it has been checked. Oil heating should also be checked before being turned on.

CONCLUSION

Continued success of any plan/scheme depends upon the information within it being kept up to date. It must be relevant to evolving community needs, and appropriate people having a thorough working knowledge of its contents.

This plan should be tested and validated yearly and relevant training undertaken where necessary.

- The contact lists should be checked annually.

- ❑ The whole Scheme should be reviewed each year by the Parish Council to see if it remains up-to-date and valid.
- ❑ The Flood Warden and volunteers willing to be involved should be appointed on a yearly basis.
- ❑ Training and activation of the Plan should be performed on an annual basis.
- ❑ Where an incident occurs, this should trigger a post incident review of the plan to take account of what actually occurred and lessons learned.

Please note – As previously stated this document mainly focuses on flooding, as it is anticipated this would be the most likely emergency to be dealt with. However the document can be used in other emergency situations therefore the appendices have been split into 2 sections; those dealing solely with flooding and those that can be used in other emergency situations.

APPENDICES

FLOODING

APPENDIX	TITLE
Appendix A	Record of Annual Review
Appendix B	Distribution List
Appendix C	Record of Amendments
Appendix D	Flood Warden & Deputy: Appointments & Roles
Appendix F	Plan Activation
Appendix H	Areas at risk of flooding
Appendix J	Actions to be taken when flooding occurs?

ALL EMERGENCY SITUATIONS.

APPENDIX	TITLE
Appendix M	Vulnerable Establishments
Appendix N	Vulnerable People
Appendix Q	Incident Log
Appendix R	Community profile
Appendix S	Emergency centre
Appendix T	Community Resources & People with special skills.
Appendix V	Ministers of religion
Appendix X	Contact details of useful organisations

APPENDIX A. RECORD OF ANNUAL REVIEW.

The plan should be reviewed on an annual basis by the Parish Council to ensure it remains up-to-date, relevant and fresh so if necessary it can be activated and applied instinctively, perhaps without even having to resort to looking at all the documentation.

Conducting an annual review is a good way to identify areas where further training may be needed.

DATE	REVIEWED BY	POSITION	SIGNATURE

APPENDIX B. DISTRIBUTION LIST

Organisations that have a copy of this document. All should be informed when there are any significant amendments to the Scheme to ensure that all out of date information is destroyed.

NAME	ADDRESS	CONTACT INFORMATION
Parish Clerk	Hall Farm, Hovingham, York. YO62 4LF	01653 628364
North Yorkshire County Council [Emergency Planning Unit]	County Hall Northallerton DL7 8AD	Telephone: 01609 532246 / 533056 Fax: 01609 780733 emergency@northyorks.gov.uk
The Environment Agency	Coverdale House Aviator Court Amy Johnson Way Clifton Moor York YO30 4GZ	01904 8725897
Phil Long Head of Environment Ryedale District Council	Ryedale House Old Malton Road, Malton, North Yorkshire YO17 7HH	01653 600 666 ext 461 phil.long@ryedale.gov.uk
Hovingham Estate	The Estate Office Hovingham Hall YO62 4LX	01653 628357

APPENDIX D. FLOOD WARDEN & DEPUTY: APPOINTMENTS & ROLES

NAME	POSITION	ADDRESS	CONTACT NO
MARK WILSON	FLOOD WARDEN	WORSLEY ARMS FARM HIGH STREET HOVINGHAM	01653 628235
DAVID RICHARDSON	DEPUTY FLOOD WARDEN	MARTINS COTTAGE HIGH STREET HOVINGHAM	01653 628227
JOHN ANDERSON	DEPUTY FLOOD WARDEN	THE COTTAGE BROOKSIDE HOVINGHAM	01653 628611

Who are flood wardens?

Flood wardens play a vital role in delivering a truly effective flood warning service. They form an important link between the Environment Agency and communities at risk of flooding. Flood wardens are volunteers and responsible for activating this plan either in part or fully.

They should ensure, if appropriate, flood warning messages reach the local community and are then acted upon. They will update the Environment Agency about the situation on the ground and have a direct line through to their Area Incident Room.

What do flood wardens do?

During a flooding event:

- Keep Environment Agency duty officers informed of water levels
- Make sure local people are aware of the situation and encourage them to take action
- Help identify and support the most vulnerable people in the community
- Co-operate with emergency services
- Put this flood action plan into place and keep a log of events and actions taken
- Take photographs of flooding
- Report flooding or issues such as blockages likely to lead to flooding

At other times:

- Help to raise awareness of flooding issues within the local community
- Report issues such as blockages of bridges or damage to flood defences to the Environment Agency
- Encourage local people to register for a free flood warning service and ensure people are aware of Floodline and know their quickdial code
- Promote self help within the community

What are flood wardens not expected to do?

- Help residents move their belongings

- Help the Environment Agency or Local authority staff operate or repair flood defences
- Enter floodwater - remember just 15cm (6") of water can sweep someone off their feet

APPENDIX F: PLAN ACTIVATION

Due to the various circumstances and conditions that can lead to flooding one existing alert system cannot be solely relied up on to adequately trigger a timely response.

This plan aims, by using a number of systems, to be flexible and ensure a response can be triggered regardless of type of flooding, be it from over topping of streams, surface water or ground water.

All plan activation systems should be used simultaneously with the highest threshold for the risk of flooding taking priority. None of the systems act as a primary method, which should be relied up on more than the others.

Environment Agency - Flood Warning Service

WARNING		ACTION TO BE TAKEN
 <p data-bbox="204 909 419 943">FLOOD ALERT</p>	<p data-bbox="520 748 973 853">Flood Alert – flooding is possible and people should make some preparations and remain vigilant</p>	<p data-bbox="1015 748 1485 965">Flood warden & volunteers should liaise with the Environment Agency re water levels and possible blockages. Make sure properties at risk, especially those with the most vulnerable, are aware.</p>
 <p data-bbox="188 1200 467 1234">FLOOD WARNING</p>	<p data-bbox="520 1032 979 1173">Flood Warning - Flooding of homes and businesses is expected and people should act to reduce the impact of flooding</p>	<p data-bbox="1015 1032 1485 1424">Flood warden/Deputy should;-</p> <ul style="list-style-type: none"> <li data-bbox="1062 1066 1485 1099">❑ Activate all flood volunteers. <li data-bbox="1062 1111 1485 1173">❑ Contact the Environment Agency. <li data-bbox="1062 1184 1485 1319">❑ Check properties liable to flood first and advise those at risk to consider moving families, pets & cars. <li data-bbox="1062 1330 1485 1364">❑ Help those most vulnerable. <li data-bbox="1062 1375 1485 1424">❑ Call the Local Authority and Emergency Services.
 <p data-bbox="212 1592 419 1655">SEVERE FLOOD WARNING</p>	<p data-bbox="520 1438 986 1579">Severe Flood Warning - Severe flooding is expected. There is extreme danger to life and property. <u>Act now!</u></p>	<p data-bbox="1015 1438 1485 1872">Flood warden/Deputy should;-</p> <ul style="list-style-type: none"> <li data-bbox="1062 1471 1485 1505">❑ Activate all flood volunteers. <li data-bbox="1062 1516 1485 1579">❑ Contact the Environment Agency. <li data-bbox="1062 1590 1485 1653">❑ Identify and support those most vulnerable. <li data-bbox="1062 1664 1485 1727">❑ Co-operate with the Emergency Services. <li data-bbox="1062 1738 1485 1832">❑ Put the Flood Plan into operation and log events/actions. <li data-bbox="1062 1843 1485 1872">❑ Take photographs.

Severe weather reports from the media (Met Office National Severe Weather Warning Service)

If reports from TV, radio, on-line information etc activate the Flood Plan as above. The Flood Warden should call the Environment Agency/Local authority for more information & advise flood volunteers to stay alert?

Reports of flooding from residents, Parish Council, Emergency Services etc

If reports of flooding from local sources are provided this should activate the plan.

Hovingham

No. of people / properties at risk	No. of vulnerable properties at risk	Key vulnerable infrastructure
37	10	See key infrastructure log
Properties most at risk from Hovingham Beck overflowing - Properties around Hall Farm, Brookside and Church Street		
Flooding History		
<p>Oct 2000 Extensive flooding within Hovingham</p> <p>Nov 2000 Extensive flooding within Hovingham but less than 30 October 2000</p> <p>Aug 2004 Flood levels reach threshold of Ford View; the Old Medical Centre (Helmsley Road) flooded.</p> <p>The autumn floods of 2000 appear to have been the most significant in terms of both property and land flooding. Sixteen properties were flooded, including the Grade I Listed Building, Hovingham Hall</p>		
Flood Defences / Alleviation Measures		
<p>Local residents have undertaken a significant amount of work to the channel since the flood of October 2000. The most significant being the construction of a flood diversion channel from Hovingham Beck to Spring Beck. The works were completed on the 1 January 2001.</p>		
Designated Venue for Emergency Shelter		
Worsley Arms Hotel Main Street Hovingham YO62 4LA	<p>Telephone 01653 628234</p> <p>For other information see Appendix S</p>	

APPENDIX H: AREAS AT RISK OF FLOODING.

Identifies and records locations at risk of flooding. The table records:-

- ❑ The specific location of specific location of properties at risk.
- ❑ Shows risk rating from **1 – High Risk** to 4 - Low Risk or property on Environment Agency register to receive a flood warning.

Risk Rating	Location	Post Code	Receive Environment Agency warnings?
1	Urrard House, Hovingham	YO62 4LQ	Yes
1	The Willows, Hovingham	YO62 4LQ	Yes
1	The Birches, Hovingham	YO62 4LQ	Yes
1	Ford View, Brookside, Hovingham	YO62 4LG	Yes
1	The Cottage, Brookside, Hovingham	YO62 4LG	Yes
1	Coatesworth House, Brookside, Hovingham	YO62 4LG	Yes
1	8 Hall Farm Cottages, Hovingham	YO62 4JS	No
2	Northfield House, Brookside, Hovingham	YO62 4LG	Yes
2	Beck Cottage, Market Square, Hovingham	YO62 4JX	Yes
2	Lavender Cottage, Brookside, Hovingham	YO62 4LG	Yes
1	Spa Cottage, Brookside, Hovingham	YO62 4LG	Yes
1	Trout Cottage, Brookside, Hovingham	YO62 4LG	Yes
1	Harwood Cottage, Brookside, Hovingham	YO62 4LG	Yes
1	The Bakery, Brookside, Hovingham	YO62 4LG	Yes
1	7 Hall Farm Cottages, Hovingham	YO62 4JS	No
2	Stepping Stones, Brookside, Hovingham	YO62 4LG	Yes
2	Beckside Cottage, Brookside, Hovingham	YO62 4LG	Yes
2	Brook House, Market Square, Hovingham	YO62 4JX	Yes
2	Chestnut Cottage, Market Square, Hovingham	YO62 4JX	Yes
2	Hall Farm, Main Street, Hovingham	YO62 4LF	Yes
2	Hobbs Cottage, Brookside, Hovingham	YO62 4LG	Yes
3	Oldfields Cottage, Brookside, Hovingham	YO62 4LG	Yes
3	Pelican Cottage, Brookside, Hovingham	YO62 4LG	Yes
3	Bridge Cottage, Brookside, Hovingham	YO62 4LG	Yes
3	The Corner House, Main Street, Hovingham	YO62 4LG	No
3	Fangdale Cottage, Main Street, Hovingham	YO62 4LG	No
3	Brinkburn Barn, Brookside, Hovingham	YO62 4LG	Yes
3	Brinkburn, Brookside, Hovingham	YO62 4LG	Yes
3	Souters Cottage, Brookside, Hovingham	YO62 4LG	Yes
3	Sycamore Cottage, Brookside, Hovingham	YO62 4LG	Yes

3	West Winds, Brookside, Hovingham	YO62 4LG	Yes
3	Pasture House, Brookside, Hovingham	YO62 4LG	Yes
3	1 Hall Farm Cottages, Hovingham	YO62 4JS	No
3	2 Hall Farm Cottages, Hovingham	YO62 4JS	No
3	3 Hall Farm Cottages, Hovingham	YO62 4JS	No
3	4 Hall Farm Cottages, Hovingham	YO62 4JS	No
3	5 Hall Farm Cottages, Hovingham	YO62 4JS	No
3	6 Hall Farm Cottages, Hovingham	YO62 4JS	No
3	Hovingham Hall, Church Street, Hovingham	YO62 4LU	Yes
3	1 The Lodge, Hovingham Hall, Church Street, Hovingham	YO62 4LX	Yes
3	2 The Lodge, Hovingham Hall, Church Street, Hovingham	YO62 4LX	Yes
3	East Flat, Hovingham Hall, Church Street, Hovingham	YO62 4LX	Yes
3	South Flat, Hovingham Hall, Church Street, Hovingham	YO62 4LX	Yes
3	Estate Office, Hovingham Hall, Church Street, Hovingham	YO62 4LX	Yes
3	The Old Vicarage, Church Street, Hovingham	YO62 4JY	Yes
4	Park House, Park Street, Hovingham	YO62 4JZ	Yes
4	McConnell Thomas Deli, Park Street, Hovingham	YO62 4JZ	Yes
4	Medical Centre, Back of Worsley Arms Hotel, Hovingham	YO62 4LA	Yes

APPENDIX J: ACTIONS TO BE TAKEN WHEN FLOODING OCCURS?

Initial Actions by the Flood Warden or Deputy

On receipt of information that may require the Community Resilience Scheme to be activated - **DO NOT PANIC**, and **DO NOT OVERREACT**. Take time to fully assess the situation and how you are going to proceed.

If there is any potential risk to life then '999' emergency services must be called.

If not then call the police on 0845 60 60 247

Under no circumstances should you put yourself or others at risk!

IMPORTANT NOTES:-

- Ensure you regularly update the community with non-confidential, approved information.
- If you have to travel or go anywhere always ensure someone knows where you are going, approximately how long you will be away, and have a contact number by which to call you.
- Do not put yourself or others at risk.
- If Emergency Services are on site- work with them - do not obstruct them.

No	Suggested Considerations	Checklist (Tick)	Remarks/Action Take
FLOOD WARDEN/DEPUTY - INITIAL ACTIONS			
1	Do you need to assemble a volunteer team?		
2	Consider what actions are necessary.		
3	Consider allocating jobs/roles.		
4	Is the incident large-scale? Do you need to establish a rota system for the volunteers		
5	Agree action plan, and inform & agree this with police, local Authority and other agencies if present.		
6	Keep an eye on the incidents development, be flexible & adapt to changing circumstances.		

INFORM AND LIAISE			
7	Inform and liaise with:- <ul style="list-style-type: none"> <input type="checkbox"/> Emergency Services. <input type="checkbox"/> Local Authority. <input type="checkbox"/> Environment Agency what actions may be being taken by them, how you may assist & any advice they can provide?		
8	Can neighbouring parishes assist?		
9	Consider creating frequent reciprocal updates with liaising organisations.		
LOG BOOK			
10	Start a log book to record: <ul style="list-style-type: none"> <input type="checkbox"/> Any decisions you make. <input type="checkbox"/> Actions taken. <input type="checkbox"/> Messages- who you speak to and what was discussed. 		
ACTIONS AND RESOURCES			
11	Consider what actions you may be able to take to mitigate the incident- eg sandbagging, opening assessment centre, roadblocks.		
12	Consider what resources may be of use & where to acquire them?		
13	Consider contacting other community members who need to be alerted: <ul style="list-style-type: none"> <input type="checkbox"/> Volunteers/ Skilled people <input type="checkbox"/> Key holders etc 		
EMERGENCY CENTRE?			
14	Would opening an Emergency Centre be worthwhile/required?		
15	Consider what preparations would be required to open an Emergency Centre.		

APPENDIX M: VULNERABLE ESTABLISHMENTS

Known establishments/organisations that may be particularly vulnerable during an emergency. Vulnerable because they deal with children, the elderly, other vulnerable individuals or because particularly at risk of isolation.

Priority for assistance indicated on a scale of 1-3:

- 1**= Must contact (visit if it is safe to do so).
- 2**= Should contact (visit if safe to do so).
- 3**= Contact if time allows.

Where unable to visit or contact a vulnerable establishment ensure the emergency services are notified so they are kept informed.

ESTABLISHMENT	CONTACT NO	PRIORITY
SCHOOL	01653 628358	1
HOUSING ASSOCIATION PROPERTIES	N/A	1
FLOODING – PROPERTIES LISTED IN APPENDIX H	N/A	1 and 2

APPENDIX N: VULNERABLE PEOPLE.

Knowing where vulnerable people live is an important part in the process and having the ability to act quickly in an emergency. Lists are subject to stringent controls under the Data Protection Act and consequently very sensitive.

However the Volunteer Community Response Team need to be aware where persons who fall into this category live, so that they are able to act quickly and as circumstances dictate. However it is imperative although they are aware any list remains confidential.

In emergencies, people who are not normally vulnerable can become so during the emergency and should be considered as potentially vulnerable and a priority for support and the deployment of resources. These include:-

- ❑ The elderly who may not be mobile or have specific medical needs.
- ❑ Those who may be physically/mentally disabled.
- ❑ Those with learning difficulties.
- ❑ Parents and other individuals looking after very young children.
- ❑ Those unable to see or have a severe visual impairment.
- ❑ Those unable to hear or have a severe hearing impairment.
- ❑ Those reliant upon oxygen, medication, insulin etc.

In an emergency these people may for instance:-

- ❑ Need help obtaining medicine/supplies.
- ❑ Need help to secure their property,
- ❑ Appreciate a check visit after the incident.

In the event of an emergency, it is vital the community is encouraged to report details of vulnerable people in their area to the Volunteer Community Response Team. The information should include contact details for the vulnerable person(s).

IMPORTANT NOTE:

- ❑ Do not assume that someone else has already dealt with a particular vulnerable individual/household. Instead ensure you consult with colleagues dealing with the vulnerable to ensure no one is accidentally overlooked. This includes keeping the Emergency Services informed about the vulnerable you are unable to help, and those who you are unsure whether they have already received assistance.
- ❑ Any information obtained about vulnerable individuals is extremely sensitive and should have restricted access. During an Incident any information collected dealing with identifiable vulnerable individuals should be kept secure and destroyed after the incident has ended.

APPENDIX R : COMMUNITY PROFILE

1.1 Community Area

Area covered by this Scheme:- Village of Hovingham
Area Grid Reference:- SE 667 754 GB

1.2 Population

Resident Population:-	350
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1.3 Key Access Routes

The key routes for accessing the community are:

- B1257 from Helmsley
- B1257 from Malton
- Unspecified road from Brandsby
- Unspecified road from Terrington Bank Top

1.4 Becks within the Area

- Hovingham Beck runs through the community:

APPENDIX S: EMERGENCY CENTRE

Incidents/emergencies may necessitate the need to provide individuals with shelter and food, or where people may be temporarily housed. This need can be met by setting up an assessment centre providing temporary accommodation where people can be kept warm, fed and safe for up to 48 hours.

These details are especially of use to the Emergencies Services and Local Authorities as greater knowledge of the local area and what assets can potentially be used can save time and lives in an emergency.

The following building has been earmarked as an appropriate emergency centre.

PREMISES	
BUILDING: Worsley Arms Hotel	
ADDRESS: Main Street, Hovingham	CONTACT NUMBERS: Tel no: 01653 628234 Fax no: 01653 628130
FACILITIES	
ACCOMMODATION FOOD WARM DRINKS TOILETS WASHING PARKING	
KEY HOLDERS	
PRIMARY KEY HOLDER TONY FINN Tel 01653 628234	ALTERNATIVE KEY HOLDER Although the hotel is closed at 2300 hours someone is always on duty.

APPENDIX T: COMMUNITY RESOURCES & PEOPLE WITH SPECIAL SKILLS @ 08/03/2016.

Pre-identification of people within the community with particular knowledge, resources, skills, and experience and also may be able & willing to help out in an emergency is essential.

Listed below are individuals who have agreed can be contacted in an emergency. This list should be maintained (with their consent) detailing the type of experience, knowledge and skills that they may be able to provide, as well as their contact details. Skills include:

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> Doctors/ Nurses | <input type="checkbox"/> Fire Fighters | <input type="checkbox"/> Engineers |
| <input type="checkbox"/> First Aiders | <input type="checkbox"/> Mechanics | <input type="checkbox"/> Plumbers |
| <input type="checkbox"/> Vets | <input type="checkbox"/> Farmers | <input type="checkbox"/> Electricians |

It is extremely important anyone volunteering understands during an incident they should:-

- not to endanger themselves or others
- assess the risk prior to any activity they undertake
- ensure their contact details are kept up-to-date
- be prepared to act quickly
- AND ensure they inform the Flood Warden of any change to their status**

NAME	SKILL (S)	CONTACT LANDLINE (all 01653 prefix unless shown differently)	CONTACT MOBILE
Fiona Amer	Medic	628144	07725 523581
Tim Amer	Medic	628144	07522 690612
Alec Quarton	Electrician	628730	0796 0754935
Oliver Quarton	Plumber	628994	07824 663448
Robert Wainwright	Farmer	628364	
Dave Sleightholme		628098	07808 316255
Andrew Jones		628560	07796 837060
Carl Biggins		628850	07912 666964
Ann Chapman		627171	

APPENDIX V: MINISTERS OF RELIGION.

In an emergency, ministers of religion or faith leaders can provide valuable support, advice and resources the community can draw upon. They are familiar with the problems of care within the community and are experienced in leadership, organisation and counselling the sick and bereaved.

Below is a list of faith/religious individuals who have volunteered to be contacts during an incident:

Denomination	Contact Name	Contact Details
Church of England	Reverend Beryl Bowes	01653 628663
Methodist	Reverend Graham Sellars	01653 694689
Roman Catholic	Dom Edgar Miller	01439 766416

APPENDIX X: CONTACT DETAILS: USEFUL ORGANISATIONS

This section shows all the numbers which may prove critical in an emergency. Listed below are organisations that have knowledge and skills.

Voluntary organisations and local charities are also included as these can provide invaluable help, support, resources and advice during, or after an incident. They usually have certain specialties which they deal with, such as children, the elderly, first aid, food preparation, caring for the elderly.

ORGANISATION	ROLE	CONTACT NO.
<i>Emergency Services: For Emergencies dial '999'</i>		
North Yorkshire Police	Protection of life.	Non-emergency: 0845 6060 247 Emergency: 999
North Yorkshire Fire and Rescue	Rescue of people trapped by fire, wreckage or debris.	Non-emergency: 01609 780 150 Emergency: 999
Ambulance Service	Medical Treatment.	999
<i>Local Authorities</i>		
North Yorkshire County Council	Manage recovery process- helping return the community back to normality following an incident, including: <ul style="list-style-type: none"> • Education • Highways • Social Services • Trading Standards 	08458 72 73 74 Switchboard: 01609 780 780
Ryedale District Council	Manage recovery process- helping return the community back to normality following an incident, including: <ul style="list-style-type: none"> • Waste/Refuse collection • Emergency planning • Planning issues 	Switchboard: 01653 600666 Out of Hours: Emergency:
<i>Utilities</i>		
Electricity (NEDL)	Maintain and ensure safe electricity supply. Disconnect cables that constitute a danger to life and property.	NEDL: 0800 668 877 Emergency: 08457 331 331
Water Company (Yorkshire Water)	Maintenance of water supplies and sewage disposal arrangements. Repair water mains, and availability of emergency water supply.	Enquiries: 08451 24 24 24 Leakages: 0800 573 553 Emergencies: 08451 24 24 29
Telephones (British Telecom)	Maintenance and operation of National Telecommunications systems. Provision of increased facilities to meet emergency requirements	Faults and Emergencies: 0800 800 151
<i>Governmental Departments</i>		
DEFRA	Problems which concern farmers, the countryside, the environment, food and rural economy.	Helpline: 08459 33 55 77
Environment Agency	Supervision of measure to combat	General: 08708 506 506

	<p>pollution of rivers, streams and inland waterways or contamination of supplies:</p> <ul style="list-style-type: none"> • Chemical or oil spillages • Pollution incidents • Flooding information 	<p><i>Report an Incident:</i> 0800 807 060</p> <p><i>Floodline:</i> 08459 88 11 88</p> <p><i>River Level Info:</i> 0906 619 7722</p>
<i>Voluntary Organisations</i>		
Woman's Royal Voluntary Service	<p>Trained in emergency service provisions such as assessment centres, emergency feeding and other welfare services.</p>	<p><i>(9am-5pm):</i> 029 2073 9000 <i>(5pm-9pm):</i> 07714 898 526</p>
St John Ambulance	<p>Trained first aides, ambulances and additional medical supplies. Assist at assessment centres</p>	08700 10 49 50
British Red Cross	<p>Trained to provide a range of services during an incident including:</p> <ul style="list-style-type: none"> • Welfare and comforting casualties, survivors, relatives etc. • Transport of the disabled • Medical loan equipment • First aid centres. • Tracing and messaging service. 	0844 871 8000
RSPCA	<p>Help protect animals and prevent cruelty.</p> <p>Help farmers and livestock owners facing severe animal welfare problems due to the extreme weather conditions.</p>	<p>General Advice Line: 0300 1234 555</p> <p>Farm Animal Welfare Hotline: 0300 123 8424</p>
Age UK	<p>Provision of care for the elderly and specific elderly care at assessment centres.</p>	0800 00 99 66
The Samaritans	<p>Experienced, listening/ support service for people suffering deep emotional stress. 24 hour service, every day of the year.</p>	08457 90 90 90