Coxhoe and Quarrington Hill Community Emergency Plan

Normally, emergencies affecting the local community will be dealt with by a joint response from the emergency services, local authorities and other responding agencies. However, in extreme conditions such as snow and flooding, there is a possibility that the emergency services and other agencies may be overwhelmed and/or not be able to reach everyone immediately. In such circumstances, the initial response may have to rely on local people.

This plan will enable the community to respond to an emergency/major incident whilst awaiting the assistance from the emergency services.

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1. **Community Emergency Group- Coordinators**

Name	Tel	Email	Co-Ordinator of:
Sophie Taylor	07988283287	clerk@coxhoeparishcouncil.gov.uk	Co-Ordinator's, plan activation, information sharing
Peter King	[redacted]	peter.king@coxhoeparishcouncil.gov.uk	Coxhoe volunteers
Rachel Lowe	[redacted]	rachel.lowe@coxhoeparishcouncil.gov.uk	Quarrington Hill volunteers
Stacy Williams	[redacted]	[redacted]	Coxhoe / Q Hill Volunteers and hubs
Stuart Dunn	07703 351046	chair@coxhoeparishcouncil.gov.uk	Coxhoe Emergency Hub
Julie Slater	[redacted]	[redacted]	Quarrington Hill Emergency Hub

2. **Local Information**

- A1M Nearby
- Quarrington Hill reservoir
- Quarry / mining villages

3. **Local Plans**

- See attached maps (appendix D)

4. **Local Risks**

- Fires (large scales or wildfire)
- Power cuts
- Water main burst
- Heavy snow / extreme cold weather
- Large scale RTC
- Loss of utilities / long term power outages

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5. Community contacts and resources

Volunteers have indicated that they would be prepared to help in the event of an emergency, and what they may be able to offer. The offer of help/ resources/ skills is intended only as a guide to assist the Community Emergency Group in identifying who may be most appropriate to carry out activities.

Any local skills and resources are provided on a voluntary basis and will not replace the work of the emergency services.

Name	Position/ group (if relevant)	Contact details	Offer of help/ resources/ skills	Co-Ordinator
Lindsey Gibson/Mick Lavelle	Active Life		Emergency Hub (Coxhoe)	Stuart Dunn
	QHCC		Emergency Hub (Q Hill)	Julie Slater
Denise Caygill	Coxhoe Primary School		Vulnerable families	
	Cassop Primary School		Vulnerable families	
John Davies	St Mary's Church	[redacted]	Emergency Hub (Coxhoe)	Sophie Taylor
Janice Young	CVH Trustee	[redacted]	Hub / Door Knocking	Stacy Williams
Nick Young	CVH Trustee	[redacted]	Hub / Door Knocking	Stacy Williams
	Coxhoe Chemist		Medication assistance/delivery	
	Coxhoe Surgery		Medical assistance	
Bernadette Knill	Coxhoe Volunteer	[redacted]	Hub / Door Knocking	Peter King
Jasmine Morris	Youth Provision	[redacted]	Vulnerable families	Sophie Taylor

The information in this list is restricted to the Community Emergency Group. It is not for general distribution. Redacted copies of the plan may be made available by deleting sensitive information before distribution.

Local risks within the area may require residents to remain either inside or outside their homes for extended periods. This plan therefore identifies the risks most likely to trigger an emergency situation and sets out how the parish would respond in circumstances requiring quarantine or isolation, or where residents are temporarily unable to access their homes.

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Evacuation / Stranded

Cause	Impact on Community	Actions – Prepare	Actions - Response	Useful Links
Extreme Weather: *Heavy Snow* *Heavy Rain/Flooding* *Heatwave/Wildfire* *High Winds/Storms*	- Housebound residents - Unable to access food/medical supplies - Displaced residents requiring temporary accommodation	- List of people who know vulnerable residents (eg wardens, community leaders) - Ensure temporary hubs can open - Contact volunteers who can deliver food/supplies	- Purchase emergency food ahead of forecasts/warnings - Galvanize vulnerable residents assistance	– Monitor weather: www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings – Check river levels: River and sea levels in England - GOV.UK (check-for-flooding.service.gov.uk) – Monitor road closures: https://www.durham.gov.uk/article/1946/Emergency-road-closures
Infrastructure Failure: *Road Collapse* *Road Accidents (eg A1M)* *Gas Leak* *Power Failures* *Loss of Water Supply*	- Nonresidents requiring temporary accommodation - Some residents displaced needing temporary accommodation	- As above plus: - Find out who is 'self-sufficient' / 4-wheel drives / houses generating power - Residents adopt areas for gritting if severe snow / ice warning	- Contact relevant key responders - Contact volunteers/residents who can keep roads clear	- Monitor road closures: https://www.durham.gov.uk/article/1946/Emergency-road-closures – Check for any utility issues: Electric- Northern Powergrid- www.northernpowergrid.com/ - 105 to report a powercut

				Gas- Northern Gas Networks- www.northerngasnetworks.co.uk/ - 0800 040 7766 Water- Northumbrian Water- www.nwl.co.uk/ - 0345 717 1100

Quarantine / Isolation

Cause	Impact on Community	Actions – Prepare	Actions - Response	Useful Links
Public Safety: *Police Incidents* *Crime/Terrorism* *Missing Persons* *Posing Risk*	- Fear or confusion among residents - Disruption to normal routines - Potential lockdown of certain areas	- Maintain contact list for Durham Constabulary and local emergency services - Establish communication channels (social media, noticeboards) - Identify safe meeting points and hub locations	- Follow police guidance - Use community alert systems to share verified updates - Support vulnerable residents with welfare checks	Durham Constabulary UK Government Terrorism Advice (gov.uk)
Environmental: *Weather (unsafe travel)* *Fires (pollution)*	- Restricted movement - Risk of accidents - Isolation of	- Identify priority routes for gritting - Train volunteers in safe gritting	- Activate volunteer gritting team - Communicate safe travel advice	Monitor Weather: www.metoffice.gov.uk /weather/warnings-and-advice/uk-warnings

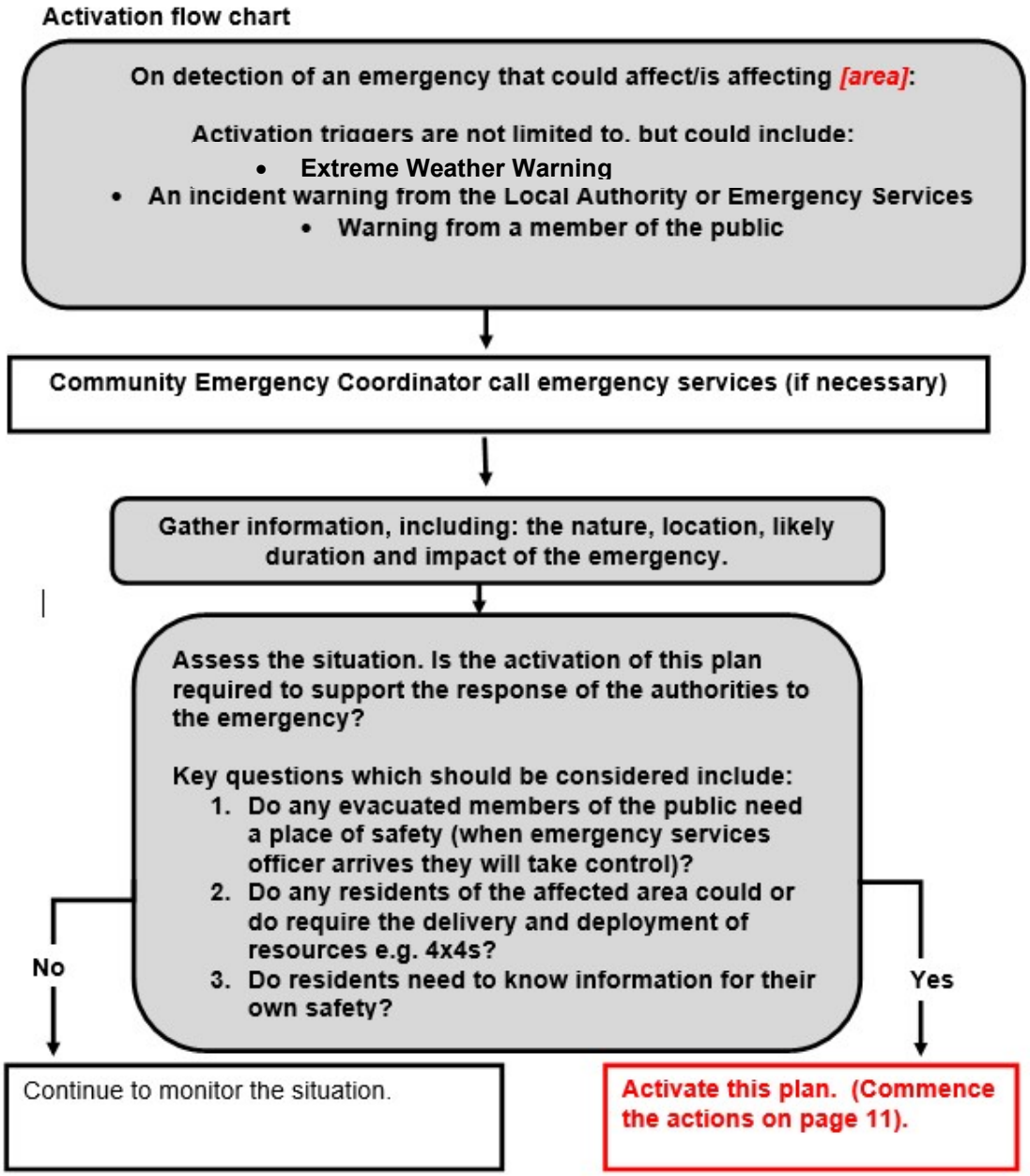
Subsidence	vulnerable residents - Air quality issues - Health risks - Property damage - Damage to roads - Disruption to utilities	practices - Ensure grit bins are stocked - Identify high-risk areas - Liaise with County Durham & Darlington Fire and Rescue Service - Promote fire safety awareness - Map historic mining areas - Liaise with Durham County Council engineers - Maintain emergency contact list for utilities	- Check on isolated residents - Alert residents via social media - Support evacuation if required - Provide masks or shelter for vulnerable people - Report incidents promptly - Support affected households - Coordinate emergency hubs	– Check river levels: River and sea levels in England - GOV.UK (check-for-flooding.service.gov.uk) Monitor road closures: https://www.durham.gov.uk/article/1946/Emergency-road-closures – Check the Fire Severity Index regularly here: www.metoffice.gov.uk/public/weather/fire-severity-index/
Health/Biological: *Animal Disease* *Flu Outbreak*	- Illness among residents - Disruption to services	- Promote vaccination and hygiene – Identify local health contacts - Prepare isolation support plans	- Follow NHS and DEFRA guidance - Support isolated residents with food and medicine deliveries	– Monitor the APHA website for any updates: https://www.gov.uk/government/organisations/animal-and-plant-health-agency
Infrastructure: *Transport Disruption* *Fuel Shortages* *Telecom Failures*	- Reduced mobility - Communication breakdown - Supply chain	- Maintain list of alternative transport options - Encourage car	- Share verified updates - Use local radio and noticeboards - Coordinate essential	– Electric- Northern PowerGrid- www.northernpowergrid.com/ - 0800 66 88 77

	issues	-sharing and fuel conservation - Identify community communication hubs	deliveries	– Gas- Northern Gas Networks- www.northerngasnetworks.co.uk/ - 0800 040 7766 – Water- Northumbrian Water- www.nwl.co.uk/ - 0345 717 1100

Coxhoe and Quarrington Hill Community Emergency Plan

6. Plan Activation

This plan will be activated by the Community Emergency Group. The group will meet in person or communicate remotely to assess the situation, call emergency services, and consult with the local authority if necessary.



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7. Places of safety and Community Response Hub locations

The local authority is responsible for setting up Emergency Assistance Centres (EACs) during an emergency, which are run by local authority staff and may be used for a range of purposes, depending on the situation. Many schools, churches and community buildings are designated EACs.

However, it may be necessary to set up a temporary community run place of safety e.g. for stranded travellers or people evacuated from their homes. Or set up a community response hub whereby the community runs a hub in circumstances such as a widespread power outage or if the area is cut off. In our community, the main places of safety/ hub locations are:

Building	**Location**	**Potential use in an emergency**	**Contact details of key holder**
Coxhoe Village Hall	Front Street East Coxhoe DH6 4DB	Place of safety Temporary hub Overnight if required	Stuart Dunn - 07703 351046 Stacy Williams - [redacted]
Quarrington Hill Community Centre	Front Street South Quarrington Hill DH6 4QQ	Place of safety Temporary hub Overnight if required	Julie Slater - [redacted]
Active Life Centre	Linden Grove Coxhoe DH6 4DW	Place of safety Temporary hub	Mick Lavelle– [redacted]
St Mary's Church	Church St Coxhoe DH6 4DD	Place of safety Temporary hub	John Davies - [redacted]

The Community Emergency Group will contact the key holder and other volunteers as necessary.

Coxhoe and Quarrington Hill Community Emergency Plan

8. Community Emergency Group Coordinator Actions

BEFORE	▪ Lead the development of the Community Emergency Plan. ▪ Lead the advertising of the Community Emergency Plan within the community. ▪ Identify training needed and request training. ▪ Identify/arrange community preventative measures. ▪ Create a 'grab bag' containing the plan and any appropriate equipment which may be required. ▪ Have knowledge of people who may need help and support in the community. ▪ Put a system in place for receiving food / drink and other resources for a potential community hub/rest centre.
DURING	▪ Main contact for authority to issue warnings about potential incidents. ▪ Gather any information available to assess the situation, such as weather reports and details of the affected area. ▪ Pass on warnings to the community. ▪ Contact the Community Emergency Group and discuss the need for a local Community Coordination Point. ▪ Put plan into action and contact relevant authorities. ▪ Email the CCU Duty Officer ccuenquiries@durham.gov.uk to make them aware of plan activation. They will endeavor to respond but this is not always guaranteed. ▪ Be at the 'centre' to monitor the situation and coordinate actions. ▪ Arrange communications within the community. ▪ Communicate with Emergency Services and the CCU. ▪ Keep log sheets of incidents, actions and costs. ▪ Contact and reassure members of the community during an emergency. ▪ Communicate the needs of vulnerable people to Statutory Authorities, including Emergency Services, as required. ▪ Coordinate 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 if possible. ▪ Use logging sheet to keep accurate record of actions taken during the emergency. ▪ Monitor the development of incident response and maintain regular reports and contact with the CCU Duty

	Officer if required.
AFTER	▪ Arrange immediate debrief following the emergency. ▪ Review the plan in light of the emergency. ▪ Adjust the Community Emergency Plan as necessary and publicise/ distribute new versions. ▪ Survey residents after the event to gain feedback and check recovery. ▪ Make people aware of health and wellbeing services available to them and how to access them.

9. Community Emergency Group Actions

BEFORE	▪ Attend Community Emergency Group meetings. ▪ Help to develop the Community Emergency Plan. ▪ Help to advertise the Community Emergency Plan within the community. ▪ Help to identify training needed and request training. ▪ Help to identify/arrange community preventative measures. ▪ Have knowledge of people who may need help and support in the community. ▪ Help to put a system in place for receiving food / drink and other resources for a potential community hub/rest centre.
DURING	▪ Help the Community Emergency Coordinator to carry out their tasks. ▪ Help to pass on warnings to the community. ▪ Keep log sheets of incidents, actions and costs. ▪ Help to contact and reassure members of the community during an emergency. ▪ Communicate the needs of vulnerable people to the Community Emergency Coordinator to pass onto the relevant authorities. ▪ Help to staff a community place of safety if it is required. ▪ Help to maintain records of people attending the place of safety. ▪ Help to support and comfort distressed members of the community at the place of safety. ▪ Use logging sheet to keep accurate record of actions taken during the emergency.
AFTER	▪ Attend the debrief following the emergency. ▪ Help to review the plan in light of the emergency. ▪ Help to adjust the Community Emergency Plan as necessary and publicise/ distribute new versions.

	▪ Help to survey residents after the event to gain feedback and check recovery. ▪ Help to make people aware of health and wellbeing services available to them and how to access them.

10. Information Gathering:

Gather any information available to assess the situation, such as weather reports and details of the affected area.

What / Where / When / Who / Why (i.e. ETHANE)

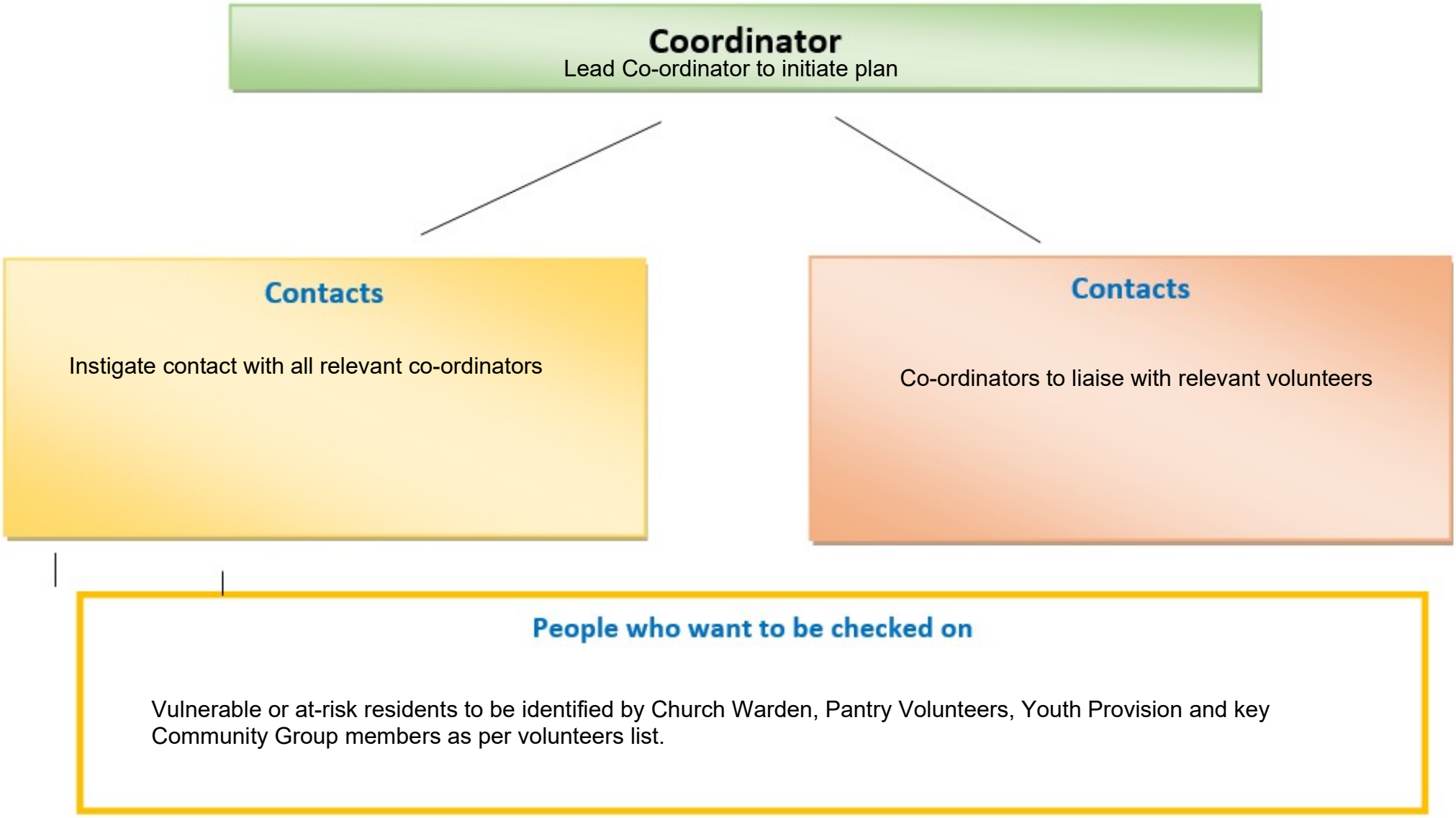
E - Exact Location (postcode/address etc. would be helpful)
T - Type of Incident (Flooding/Severe Weather (i.e. snow) etc.)
H - Hazards present or suspected (have any man-hole covers been dislodged/trees been blown-down/power cables exposed etc.)
A - Access-routes that are safe to use (avoiding Front Street)
N - Number, Type, Severity of casualties (if known)
E - Emergency Services present and those required (if appropriate)

11. Emergency Contacts and Communications

11.1 Telephone Tree

The phone tree works, with Sophie Taylor at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.

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11.2 WhatsApp

A WhatsApp group may be set up instead off or in addition to a telephone tree to enable community members to distribute messages.

11.3 Community members who may like to be 'checked on' in an emergency

List held by *[name of who holds list]*.

Remember to abide by GDPR regulations when collecting, storing, sharing and deleting this information. *[Name of who holds list]* will act as the designated data controller for the information. All information collated, will be collated with consideration to the Equality Act 2010.

11.4 Communications

Some emergencies may lead to communications being hampered such as loss of mobile phone signal, online network coverage or charge and landlines being cut off. For these reasons you should not rely solely on mobile phones or landlines as primary sources of communication. Other ways of communication could include:

- Always maintaining visual contact with other volunteers or emergency services where possible (wearing a high vis vest will make this easier).
- Inform someone else where you are and what you will be doing at all times
- Provide whistles to volunteers.
- Door knock residents if phones are out of use (see Appendix B for door knocking checklist).

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12. Key Responder Contacts

Name/Organisation	Telephone:
Emergency Services	999
Police non-emergency enquiries Anti-terrorism hotline Crime stoppers	101 0800 789 321 0800 555 111
Fire and Rescue Service - non-emergency enquiries	0345 305 8383
Civil Contingencies Unit email for activation notification Civil Contingencies Unit telephone number for office hours enquiries	ccuenquiries@durham.gov.uk 03000 264654
Health - non-emergency enquiries	111
Gas emergencies	0800 111 999
Electricity emergencies	0800 66 88 77
Emergency water leaks and sewerage	0345 717 1100
Social Care Direct - for concerns about someone's welfare	03000 267 979
Durham County Council Customer Services	03000 26 0000
Northern Powergrid general enquiries: For power cuts, 24 hour emergency number:	0800 011 3332 0800 66 88 77
Northern Gas Networks	0800 040 7766
Durham County Council Environment, Health and Consumer Protection	03000 261 016
Believe Housing	0300 111 999 and email any additional information (e.g., photographs) and contact details to hello@believehousing.co.uk

Bernicia Homes	0344 800 3800 (including emergency 24 hour)
Livin	0800 587 4538

13. Plan Sharing

This plan will be shared with the following:

- Civil Contingencies Unit
- Local Resilience Forum (LRF) via Resilience Direct

It is the responsibility of the community emergency group to ensure the plan is shared accordingly with the groups stated above.

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14. APPENDIX A: Incident Log Template

Log Number	Time	Log Entry	Action/Remark

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15. APPENDIX B: Door Knocking Checklist

Volunteers must always try to work in pairs when door knocking and health and safety/ risk assessments need to be considered before doing so. The following table should be used when door knocking residents to gather information about their wellbeing. Remember to abide by GDPR regulations when collecting, storing, sharing and deleting this information. *[Name of data controller]* will act as the designated data controller for the information.

Date and time:

House No	Street	Any response	Full Name	Mobile No	Email	Phone / internet	Access to food	Able to stay Warm

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16. APPENDIX C: Personal Preparedness and Vulnerable Persons Registers

Grab Bag

It's a good idea to have a grab bag prepared and ready in your home. This could be a backpack which is full of useful and important items that you may need if you were evacuated from your home due to an emergency. Suggested items to include are as follows:

- Important documents (insurance, ID etc.)
- Medication
- Contact numbers
- Non-perishable snacks
- Wind up torch
- Power bank
- Phone charger
- Toiletries
- Money
- Games for children
- Pet items

Personal and emergency contact list

It is a good idea to have a list of personal contact numbers written down and stored in your grab bag. This is in case your mobile phone runs out of battery. It is also useful to have a list of emergency contacts.

Household emergency plan

Every household should have a household emergency plan. A template can be found on the Durham County Council website: https://www.durham.gov.uk/emergencysafety

Vulnerable Persons Registers

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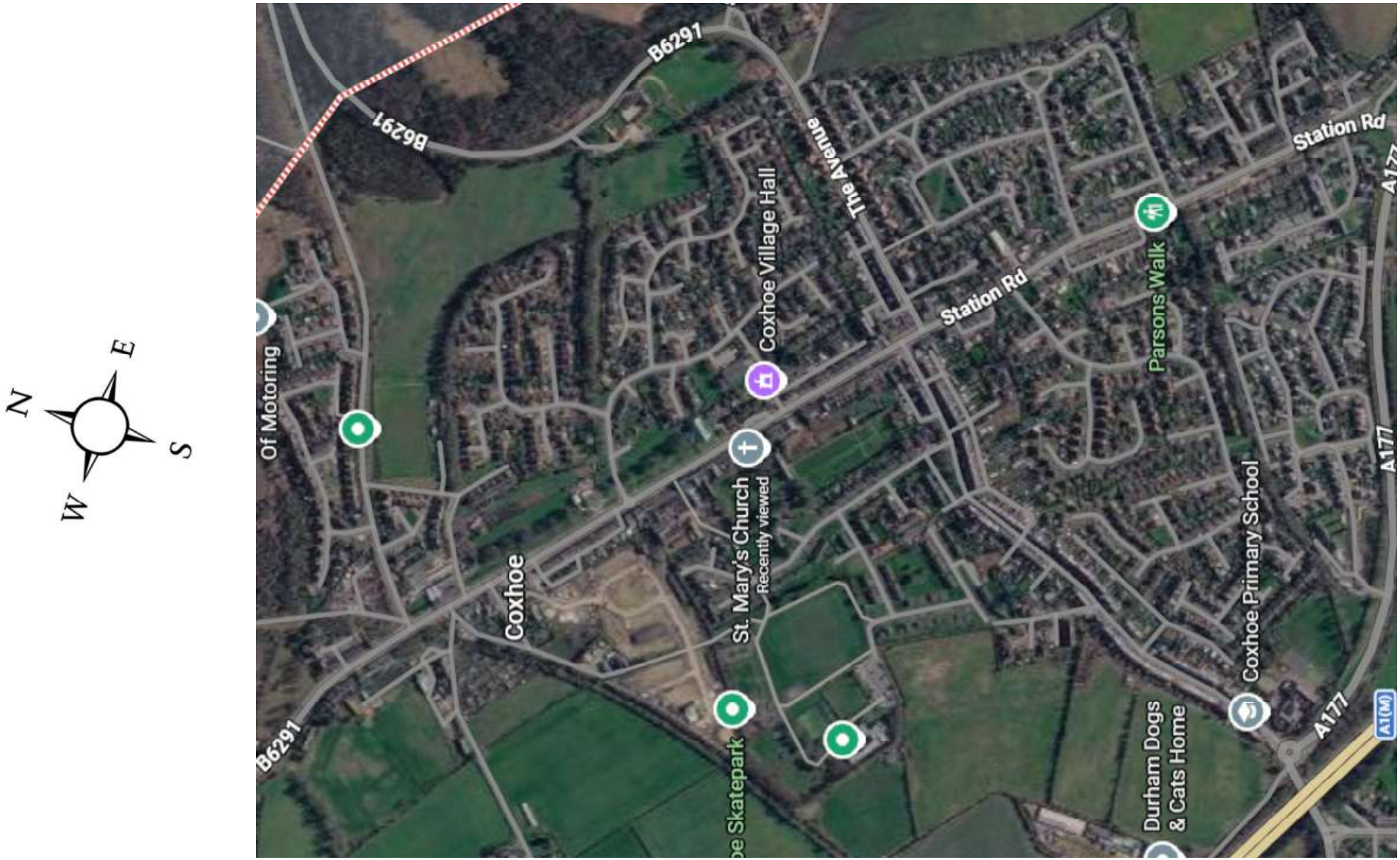
Utility companies each have their own vulnerable persons register so it is a good idea to sign up to all of them to ensure you are on their priority service list in an incident if you feel it necessary.

- Northern Powergrid Priority Services Membership: https://www.northernpowergrid.com/care
- Northern Gas Networks Priority Customers: https://www.northerngasnetworks.co.uk/network-supply/priority-customers/
- Northumbrian Water Priority Services:
- https://www.nwl.co.uk/priority

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17 APPENDIX D: Local Maps

COXHOE



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Quarrington Hill

