



LOOE TOWN COUNCIL

Community Emergency Plan

Supported by



For activation of this plan follow the No 2 instructions on page 5

Community Emergency

Co-ordinator Looe Town

Council Chairman (Mayor)

Cllr Stephen Remington 01503 262255

Information Classification: CONFIDENTIAL

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1. THE COMMUNITY EMERGENCY PLAN INTRODUCTION

1.1 INTRODUCTION

All major emergencies are dealt with by the Emergency Services, Local Authorities and Voluntary Agencies in a combined and co-ordinated response. In extreme circumstances, such as flooding, storms or landslips, there is a possibility that the emergency services may not be able to reach the scene immediately.

In such circumstances the initial response may rely entirely on local people, but it must be recognised that **community groups are not an emergency service**. They will not be trained, equipped, empowered or resourced to carry out the functions of an Emergency Service. Their response should generally be confined to looking after the welfare of people in their own community or helping to maintain the infrastructure locally (only the designated people in Chapter 8 can undertake this with the correct PPE).

Communities may have access to people or resources that allow them to respond to specific incidents that may affect a particular locality. Although this document is called a Community Emergency Plan it is not a definitive plan but more an aide-memoire containing an overview of the Emergency Services response and details of community self-help facilities available within Looe.

This Community Emergency Plan covers the Looe Parish as shown in the map in Annex A. Street maps for East and West Looe are shown in Annex B and C.

1.2 ASSOCIATED PLANS AND DOCUMENTS

The following associated documents can be downloaded from the emergency information contained in the Looe Town Council website: [Emergency Information – Looe Town Council](#)

- [Incident Impact Assessment \(Hannafore\)](#)
- The plan is in 2 parts, firstly it indicates the feasibility of alternative routes for emergency vehicles to gain access to Hannafore and makes a recommendation for the most feasible route. The plan then includes an ‘incident impact assessment’ which maps the likely impacts, required mitigations and actions from a social, technological, economic, environmental, political, legal and

ethical perspective and documents who would take a lead in the event of an incident.

- [Hannafore-Emergency-Incident-Plan.pdf](#)
- [Looe Town Council Emergency Planning Information - Flooding:](#)
To assist in planning for a flood and includes information from the environment agency.
- [Looe Town Council Emergency Planning Information flooding....](#)
- [Looe Town Council Emergency Planning Information - Snow and Ice](#)
A guide that includes gritting routes and has further Highway's Agency information.
- [Looe Town Council Emergency Planning Information snow and ...](#)
- [Defibrillator Locations in Looe](#)
A list and map of the defibrillator locations in Looe.
- [: 2397.pdf](#)

2. WHAT TO DO IF AN EMERGENCY OCCURS

2.1 CONTACT THE EMERGENCY SERVICES

It is vital that in the event of an emergency affecting all or part of a community the initial reaction is to telephone 999.

STEP 1: **Ring 999**

As soon as possible to inform the Emergency Services and:

- Be Clear and Concise
- Provide - Name, Nature of Incident and Emergency Services Required

STEP 2: First caller to the 999 Operator to Provide an ETHANE report:

- **E**xact location: Address/Street Name/ Postcode/Approximate location.
- **T**ype of Incident: e.g. Fire/Flood/Road Accident.
- **H**azard (if known): Any toxic material/Petrol/Chemicals.
- **A**ccess Routes: Road in the surround area in effected from the incident.
- **N**umber of Casualties (if known): Number, type and severity of casualties (if applicable).
- **E**mergency Services Required (if known): The type of incident will depend on the services that are required. Police/Fire/Ambulance/Local Authority as a minimum.

STEP 3: Contact the plan volunteers

Until help arrives, and without endangering yourself or others, contact the appropriate members of the Community as listed in the plan, in section 5, and ask them to report to the agreed assembly point if appropriate.

STEP 4: Meet at the Coordinators Assembly Point

The Emergency Services may request details of possible assembly points where the services can group together and co-ordinate their actions. The actual choice of an assembly point will depend on the type of emergency and the prevailing conditions such as the weather, flooding, etc. The table below (at Article 3.3) gives suggested assembly points for the emergency services.

3. EMERGENCY SERVICES AND LOCAL AUTHORITY SEQUENCE OF REQUIRED ACTIONS

The Emergency Services initial response and Local Authorities recovery process consists of the following phases:

Emergency Services Actions:

Reaction

Rescue

Retrieval and investigation

Local Authority Actions:

Relief

Remediation

Recover

3.1 EMERGENCY SERVICES ACTIONS (See example at ANNEX H.)

Reaction

The Reaction Phase is coordinated by the Emergency Services.

This is the first phase of the response process. Key activities for the reaction phase include:

- Completing an **ETHANE** report
- Establish rendezvous point(s) for incoming personnel
- Establish a Forward Command Post (FCP). The FCP is the management post for the incident officer (officer in charge at that time) and the central point of contact for all emergency and support services engaged at the scene.
- Establish Inner and Outer Cordons. A cordon is to:
 - Assist in protecting the scene, the public and those working at the scene.
 - Control unauthorised access to prevent unauthorised interference with the scene.
 - Note: The size of the inner cordon is determined by the incident. The outer cordon is to create a safe working area for the emergency services and responding agencies.
- Coordinating initial reports
- Controlling the scene Access Control Point

- Identify and manage Rendezvous Points (RVPs). The RVP is a location to which all police and emergency services personnel attending an incident should be directed.
- Manage initial traffic issues, set up a Traffic Cordon using a one-way system with defined access and exit routes.
- Identify and manage Marshalling Areas. This is an area suitable for accommodating large numbers of vehicles.
- Declaring a major incident, when appropriate.
- Activating the response framework and/or local emergency plans.
- Activating notification cascades to relevant people.
Establishing a command-and-control structure (multi-agency, where appropriate) for the incident.
- Establishing an Airwave communications interoperability plan.
- Activating command support functions.
- Identifying and deploying resources.
- Identifying safe and suitable rendezvous points.
- Considering initial health and safety guidance for responding personnel • Declaring a mobilization.
- Containing measures to prevent escalation of the incident.
- Implementing business continuity management plans, if required.
- Consideration of public health advice.

Rescue

The Rescue Phase is coordinated by the Emergency Services. The priorities in this phase are:

- Emergency services to rescue casualties and survivors.
- Ensure that appropriate medical attention is given as soon as possible.
- Fire and Rescue service to assume responsibility for operations within an inner cordon. Unless for CBRN or counterterrorism incidents, where responsibility lies with the Police.
- Police service and the Fire and Rescue service should be jointly responsible for the Scene Access Control Point and maintenance of the Inner Cordon.
- Providing triage, treatment, stabilisation and transportation of casualties to Receiving hospitals.
- Establish a Survivors Reception Centre.

- Establish a Media Reception Centre. The nominated media spokesperson should talk for all the agencies and deliver messages agreed by the SCG.
- Facilitating access for responding partner agencies.
- The police become responsible for the area within an inner cordon once the rescue is concluded and the area is deemed safe.

Retrieval and Investigation

The Retrieval and Investigation Phase is coordinated by the Police Service.

Key actions for this phase may include:

- Implementing the forensic strategy for the scene, which is provided by the senior investigating officer
- Recovery in accordance with disaster victim identification (DVI) principles
- Establishing a victim audit area (VAA), as required
- Securing and retrieving evidence from the scene
- Ensuring involvement of key personnel, such as the coroner
- Compiling an ongoing community impact assessment
- Preparing for the handover of lead coordinating agency responsibility

3.2 LOCAL AUTHORITY ACTIONS

Relief Phase

The Relief Phase is the responsibility of the Local Authorities and Supporting Agencies Key actions of this phase include:

- Assessing the needs of survivors and evacuees.
- Providing Rest Centres.
- Providing water, food, clothing and shelter.
- Establishing a Family and Friends Reception Centre.
- Providing public health advice.
- Providing information to the public and businesses.
- Assessing community cohesion issue.

Remediation Phase

The Remediation Phase is to be coordinated by Local Authorities.

The key elements are:

- Providing medium-term and long-term support to survivors and evacuees.
- Making good the area affected.
- Establishing a Humanitarian Assistance Centre.

Developing an action plan for handing back buildings or areas within cordons to the appropriate owners.

- Site clearance.
- Restoring public services.
- Holding public meetings with those affected by the incident.
- Coordinating action by insurers to facilitate recovery.

Recovery

Recovery is to be coordinated by Local Authorities.

Key actions for this phase may include:

- A recovery working group (RWG), generally chaired by an executive member of the Local Authority is established during the response process. The chair of the RWG is expected to sit on the strategic coordinating group (SCG).
- There should be a formal handover from the lead agency to the local authority to clearly mark the change of responsibility. This occurs at a time agreed by the SCG. At this time, the SCG becomes the recovery coordinating group (RCG), absorbing the role of the RWG.
- The recovery process consists of the Relief Phase, Remediation Phase and the Regeneration Phase.
- Before handing over lead coordination agency responsibility, the SCG should be satisfied that:
 - There is no known further risk to life and there are no serious public disorder or crime prevention issues.
 - The local authority is confident in assuming the role. ○ the local authority is satisfied that they have the infrastructure and processes ready to assume the role.

3.3 EMERGENCY SERVICES ASSEMBLY POINTS

Suggested Emergency Services Assembly Points	Location
Looe Community Academy Car Park	<p>Address: Looe Community Academy, Barbican Road, Looe, PL13 1NQ</p> <p>Grid Reference: SX225962 054538</p> <p>What3words: //circus.sunflower.dolphin</p> <p>This is to be endorsed by the Emergency Management Manager as a suitable location.</p> <p><i>If this plan fits the current scenario, if this is not possible then another location will be confirmed.</i></p>

4. ACTIVATING COMMUNITY ACTIONS

4.1 NOTIFICATION OF AN EMERGENCY

Notification of an emergency may come from various sources, from the Emergency Services, Local Authority, local media or the Community itself. It is important to ensure that the Community Emergency Group (Looe Town Council) record details of any incident and activate the required emergency actions.

4.2 NOTIFICATION OF EXPECTED FLOODING

To check the latest flood warning follow the below link for live updates. <https://flood-warning-information.service.gov.uk/warnings> There are three flood warning codes:

- FLOOD ALERT
- FLOOD WARNING
- SEVERE FLOOD WARNING

See Annex F for an explanation of the flood codes and actions to be taken at each warning.

The Looe Town Council Emergency Planning Information – Flooding gives further information on flooding issues. The document can be downloaded from the Looe Town Council website: [Emergency Information – Looe Town Council](#)

4.3 ACTIVATION TRIGGERS

Until help arrives and without endangering yourself or other local people **contact the appropriate members of the community listed in the plan and ask them to report to the agreed assembly point**. When the emergency services or other responders have arrived try to make contact with them, explain who you are and what your role is. The Plan can be activated by the Emergency coordinator based on that person's assessment of the situation. It is easier to stop the plan should events come under control sooner than expected than to not respond at all.

Sometimes full plan activation will not be required, and the plan should also be seen as a resource to solve smaller issues within the community. If details of an incident are received from a source other than the emergency services or local

authority, then those receiving the notification must contact the emergency services to ensure they are aware of the incident. This may require making a 999 call.

5. COMMUNITY EMERGENCY CO-ORDINATOR RESPONSIBILITIES

5.1 CO-ORDINATORS - CO-ORDINATING WITH EMERGENCY SERVICES

On receiving notification of an incident or emergency affecting the Community the Emergency Co-ordinator should contact those people identified to respond. Guidance notes for Co-ordinators are included in ANNEX D. The table below lists the people that have been identified to co-ordinate the local response. The **Looe Town Council Clerk** will provide guidance to the Co-ordinators as required.

AREA/PRIORITY	NAME	TELEPHONE NUMBER/EMAIL
Looe Town Council (LTC) Monday – Friday 0900 -1600	LTC Office	01503 262255 enquiries@looetowncouncil.gov.uk
LTC Town Clerk	Sam White	01503 262255 enquiries@looetowncouncil.gov.uk
Primary Contact LTC Chairman	Stephen Remington	07850 789943 stephen.remington@looetowncouncil.gov.uk
First Alternative LTC Vice-Chairman	Jamie Pearn	01503 263653 jamie.pearn@looetowncouncil.gov.uk
Second Alternatives	Cornwall Cllr Armand Toms	01503 264823 armand.toms@cornwallcouncillors.org.uk
	Chris Harwood	07454567845 chris.harwood@looetowncouncil.gov.uk

	<p>Martin Gregory</p>	<p>01503 272796 martin.gregory@looetowncouncil.gov.uk</p>
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Looe Town Councillors	Simon Barker	01503 262929 simon.barker@looetowncouncil.gov.uk
	Jon Holmes	07940 095322 Jon.holmes@looetowncouncil.gov.uk
	James Lundy	01503 264405 james.lundy@looetowncouncil.gov.uk
	Michala Powell	01503 265677 michala.powell@looetowncouncil.gov.uk
	Jasper Graham-Jones	01752 586176 jasper.graham-jones@looetowncouncil.gov.uk
	Stuart Haresnape	01503262255 stuart.haresnape@looetowncouncil.gov.uk
	James Lundy	07592 165189 james.lundy@looetowncouncil.gov.uk
	Jamie Pearn	07539 720748 jamie.pearn@looetowncouncil.gov.uk

5.2 CO-ORDINATORS - ASSEMBLY POINTS

Co-ordinators should gather at Loe Community Academy.

LOCATION	KEYHOLDER	TELEPHONE NUMBER
Looe Community Academy, Barbican Road, Looe, PL13 1NQ Grid Reference: SX225962 054538 What3words: //circus.sunflower.dolphin	Town Clerk – Sam White Sharon Payne - Deputy Clerk	01503 262 255

5.3 CO-ORDINATOR INCIDENT LOGS

Anyone involved in co-ordinating a response should keep a log of all requests for assistance or actions taken. An example incident log is at ANNEX E.

6. COMMUNICATION

6.1 COMMUNICATING WITH THE COMMUNITY

In an emergency it is important to ensure that the Community is kept informed both during and after the event. The following communication channels should be considered. Depending on the circumstances of the incident, will depend on the best channel(s) to utilize.

SOCIAL / DIGITAL MEDIA				
Name	Target Audience	Communication Flow	Reach	Additional Information
Social media (incl. X, Facebook, etc.)	All – social media users cover wide range of demographics, however may be particularly useful in accessing young (16-25) users who may not access other info sources.	Two-way flow	Dependent on following, but collectively use with other social media, far reaching.	For wide sharing of information encourage staff to promote messages through their own 'official' or personal accounts. Analyses of social media channels may help determine whether public are taking action on messages put out and how to refine communications.
Website	All	Two-way flow	Dependent on public actively checking webpage.	Specific website(s) or webpages may be set up to collate information to the public* on behalf of residents. This may include surveys or collating public opinions. *only practical for longer term incidents which will last a number of weeks/months.

External – At A Location Site (PA System)	Within the immediate vicinity (local audience only)	Two-way flow	Dependent on public being a vicinity.	Looe Lions Mini Bus External PA
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PRESS AND BROADCAST MEDIA

Printed Media	All (use of daily newspapers may reach lower income groups, and commuters; delivered publications may reach those without internet access)	One Way	Dependent on publication. Cornwall Live (local) – Broadsheets (national).	May be local, regional or national or target specific communities, costs may be incurred for advertisements. Useful for wide dissemination of information for slow time information (recovery phase), Beneficial in contacting potential visitors/tourists to the area.
Radio Stations	All (some stations target specific age or ethnic groups)	One way. Limited two-way communication via interviews or listener input.	Extensive	Most popular listening times between 06:00 – 11:00hrs (peak at 08:00hrs). Local / community radio stations should be considered before national stations, particularly when looking to reach key community groups. (Refer to 5.3 within this plan)

Television	All	One Way	Extensive	<p>In the event of a major emergency, some channels may suspend normal broadcasting to cover the incident.</p> <p>Peak viewing times 18:00-23:00hrs.</p> <p>Difficult to manage expectations and get local/community messages heard.</p>
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TRADITIONAL COMMUNICATION CHANNELS				
Face to face	Specific individuals, communities, vulnerable people	Two-way flow	Limited – moderate (depending on scale of incident and resources available)	May be used for:
				<ol style="list-style-type: none"> 1) Door-knocking (e.g. for urgent evacuations), 2) Information at specific locations (e.g. staff at transport hubs) or through call centres, 3) Contacting and assisting known vulnerable individuals, 4) Specific communities (e.g. business areas, fishing/maritime community), 5) Gathering on-the-ground information (e.g. asking opinions)

Leaflets / booklets / handouts / flyers	Those directly affected and / or unlikely to access digital communication channels	One way	Proportionate to the scale of the incident.	Cost and resource associated with production, printing and delivery. Targeted delivery likely to be most effective as people more likely to take note of information. May be developed in advance for specific situations (e.g. Rest Centre advice).
Interactive signs (e.g. on roads, in transport hubs)	People travelling into the area	One way – limited to commuters	Dependent on placement and through flow of traffic.	Dependent on type and scale of the incident, CORMAC may be approached to acquire visual messaging signs.

COMMUNITY GROUPS AND NETWORKS

Faith groups	Faith communities.	Two-way flow.	Reach can be ascertained from the group themselves.	Devon and Cornwall have faith teams who can be called upon to deliver practical, pastoral and spiritual help to anyone affected by an emergency.
Schools and other educational settings	Children and their parents, students	One Way	Extensive for parents/childcare groups	Local authorities should have contact details for all schools.

6.2 GOOD PRACTICE: SPECIFIC AUDIENCE GROUPS

1. Blind or Partially Sighted: Individuals who are blind or partially sighted may still be able to receive oral communication via radio, television, telephone or in person. Local authorities may have lists of visually impaired individuals who have registered their details. The Royal National Institute of Blind People can provide guidance through their helpline (0303 123 9999) which operates during office hours.

When developing materials at a slower pace (e.g. prior to an incident or during recovery) consideration should be given to making these accessible to individuals who are blind or partially sighted, particularly the elderly and those who may not have access to the internet. Alternative communication such as audio, large print alternatives or braille may be required for blind or partially sighted people.

2. Deaf / Hard of Hearing: Many younger (and some older) people with hearing difficulties will access information through normal communication channels, particularly online and via social media. Those who don't may be more reliant on family, friends and community contacts or networks for information. Considerations for having a sign-language translator for video messages may be considered. Action Hearing Loss operate a helpline during office hours (0808 808 0123 / text phone 0808 808 9000).

3. Older People: Elderly people are less likely to view information which is disseminated via social media and online. They may receive information via television and radio and be more likely to read delivered publications and leaflets. Older people may also be reliant on family, friends and community contacts and networks for information.

4. Non-English Speakers (Residents and Tourist Visitors): Those with limited or no knowledge of English will likely be receiving information through secondary sources or via word of mouth from family, community or faith networks. Using images may be a useful method of delivering messages. The use of an interpretation service may be used if needed (Language Line – 0800 169 2879). The Foreign Office is responsible for liaising with embassies regarding the death or injuries of foreign citizens or students. This is done through Devon and Cornwall Police.

6.3 LIST OF KEY CORNWALL SPECIFIC RADIO STATIONS

Name	License Area	Frequencies	Contact Details
Liskeard and Looe Radio	Cornwall	87.7 FM (East), ONLINE	Via online form at: info@liskeardlooveradio.com
BBC Radio Cornwall	Cornwall (and Plymouth)	103.9 FM	Tel: 01872 275421 radio.cornwall@bbc.co.uk
Radio Plymouth	Plymouth, South East Cornwall and West Devon	106.7 FM	Tel: 01752 389535
Heart (South West)	Cornwall (National)	105.1 FM (East), 107.0 (West)	Travel Line: 03453737777 Switchboard: 01392 444444
Hits Radio (Cornwall Council)			Tel: 01209 313900

7. EMERGENCY BUILDINGS

7.1 REST CENTRE LOCATIONS

A Police led evacuation assembly point is the responsibility of the Local Authority to open, manage and staff, and can be defined as a place where evacuated persons can receive

temporary shelter, warmth and refreshments. Welfare services, basic care, information, and overnight accommodation may be required up to 72 hours from residents being displaced.

The shelter should only be used to provide a place of immediate warmth and the provision of refreshments, the emergency management team should be called to inform the duty officer that a place is being opened, to then work with emergency management team as health and safety must be considered, fire wardens, first aid, registration of individuals (GDPR) and safeguarding. Alternative accommodation may then be sought if a bed is needed for a night or two, however, there may be situations where access to the area is restricted and therefore, a plan B to be worked through with Looe Town Council and other emergency response colleagues.

Cornwall Council Emergency Management Team maintain a list of emergency buildings which can be used as Police led evacuation assembly points. The table below shows the emergency buildings as listed by Cornwall Council. If the pre-determined centres are not suitable for overnight stays there is a strategic centre in Truro that can be opened, transport would be brought into the community if required.

Name of Building	Kitchen	Parking	Max Capacity	Hygiene Facilities	Disable Facilities	Contact Detail
Nomansland Memorial Hall, Holland Road, Nomansland, Looe, PL13 1PQ	Cooker, fridge, freezer, microwave, and water heater.	Suitable for cars and buses	120 people	Toilets (male x1, female x2). No showers.	Yes	07792 458340
Looe Community Academy, Barbican Road, Looe, PL13 1NQ	Full Commercial Kitchen Facilities	Suitable for cars and buses	200 people (Sports Hall)	Toilets (male x2, female x2). Showers.	Yes	01503 262625
St Martins Church Hall	Cooker, fridge, freezer, microwave, and water heater.	Suitable for cars and small vans/minibuses	50 People	Toilets (male x1, female x2). No showers.	Yes	01503 263070

8. COMMUNITY ORGANISATIONS WHO MAY OFFER SUPPORT

8.1 COMMUNITY ORGANISATIONS IN LOOE

The following organizations could potentially assist during an emergency situation.

ORGANISATION NAME	CONTACT NAME	CONTACT DETAILS
Looe Harbour Commission	Ms Tina Hicks (Harbour Master)	Tel: 01503 262839
East Looe Town Trust	Ms Jane Day	Tel: 01503 263709
West Looe Town Trust	Mr John Currah	Tel: 01503 263655 (Mon – Thur 0900-1100)
Lions Club of Looe	Mr Martyn Coleman (Secretary) Mr Nigel White (President)	Tel: 0345 833 6719
Looe Boat Owners Association	Mrs Ann Watson (Secretary)	Tel: 01503 262265
Looe Rowing and Pilot Gig Club	Mr Nathaniel Rothweil (Chairman)	Tel: 01503 598932
Looe Sailing Club	Mr Paul Sedgebeer (Commodore)	Tel: 01503 264053
Looe Marine Conservation Group	Gill Bridges	Tel: 01503 263956
Looe Valley Rotary Cub	Mr Philip Evans (Secretary)	Tel: 01503 230363

St Annes Masonic Lodge	Mr Rob Williams (Secretary)	Tel: 015603 263296
Looe Development Trust	Justin Spreckley (chairman)	Tel 01503 220333
Looe Bowling Club	Janet Rowley (Secretary)	Tel 01579 641179

9. RESOURCES AND SKILLS WITHIN THE COMMUNITY

Although resources such as vehicles are listed below, this does not in any way imply that the owners have agreed to the use of their equipment and as such prior agreement with the owners must be obtained.

Road Closure Signs		
Road Closure Signage	Location	Contact Number
Looe Town Council (LTC)	LTC Store, West Looe Store, Quay Road, West Looe, LTC Office, (for closure of Fore Street, East Looe, during flooding)	01503 262255
Vehicles 4x4 Response with appropriate DBS checks		
Devon and Cornwall Police, during an emergency, have a pool of 4x4 volunteers who can be called upon via the Resilience and Emergency Management Officer.		
The use of a vehicle should only be with a person who is trained to drive in adverse conditions and is DBS checked for Safeguarding.		
<u>Tree Cutting of Felling Equipment</u>		
To be used with caution as the cost recovery will unlikely be accepted by Cornwall Council as they already have contracts in place that they would invoke which should be called upon.		
<u>Tree Cutting or Felling Equipment</u>		

Business Name	Type	Contact Number
Looe Tree Surgery	Tree Surgeon	01503 771375
A Line Arb	Tree Surgeon	01503 261054
Dargweeth Tree Management	Tree Management	1503 269233

SUPPORTING ORGANISATIONS

10 SUPPORTING ORGANISATIONS – EMERGENCY CONTACT NUMBERS

Agency	Email	Contact Number
Emergency Services		999 (Emergency Only)
Devon & Cornwall Police	101@dc.police.uk	101 (Non-emergency)
British Transport Police		0800 40 50 40
Cornwall Fire & Rescue	fire@cornwall.gov.uk	0300 1234 232
Cornwall Emergency Management	All Cornwall Fire & Rescue critical control	0203 162 2240 ask for duty emergency management officer who will call back.
Southwestern Ambulance Service		0139 261 500
NHS		111 (Non-emergency)
Maritime Coastguard Agency		01326 310 800
Cornwall Council Emergency Management		0300 1234 100
Environment Agency Floodline		0345 988 1188

National Grid		0800 688 588
National Rail		03457 48 49 50
Southwest Water		0344 346 2020

Useful Websites	
Cornwall Council	www.cornwall.gov.uk and search Emergency Management
Environment Agency	www.environment-agency.gov.uk
BBC Cornwall	www.bbc.co.uk/cornwall
Cornwall Community Resilience Network	http://www.cornwall.gov.uk/default.aspx?page=32004
Cornwall Community Flood Forum	http://www.cornwall.gov.uk/default.aspx?page=31852

11. VULNERABLE GROUPS

11.1 VULNERABLE GROUPS WITHIN THE COMMUNITY

NAME OF GROUP	LOCATION	CONTACT NUMBER	DETAILS OF ANY SPECIFIC REQUIREMENTS
Looe Youth Club	Millpool Centre, The Millpool, West Looe	01503 265947	Young people
West Looe Playgroup Barbican Preschool	The Scout Hut, Downs Road, West Looe	01503 265623	Under 5's
	Barbican Childrens Centre, Trewint Crescent, East Looe,	01503 262948	Under 5's
Hillcrest House Nursing Care Home Rivermead View Care Home	Barbican Court, Rame View, East Looe	01503 263489	Elderly/infirm and Dementia
	Tregertha Court Station Road East Looe	01503 262014	Elderly/infirm
Looe Community Academy Looe Junior Academy	Barbican Road, Sunrising, East Looe,	01503 262625	Young people (11/16 years old)
	Hay Lane, East Looe	01503 262172	Young people (5/10 years old)
Emergency Accommodation and homelessness	Cornwall Council via Cornwall Housing	0300 1234 161	

N.B. Details of individuals who might be defined as “vulnerable” are not named in the emergency plan as it is likely that the plan will be circulated to a range of people. However, Neighbourhood Co-ordinators or their equivalent will keep a secure list of individuals within their area that should be checked during an emergency, as called for by the Emergency Co-ordination.

Members of the community, in particular vulnerable persons, may share personal information. If there is cause for concern, immediately call the police.

If medication is needed urgently, then the person should be asked to call 111. Community members should not be collecting any data on an individual or dealing with medication. If the person is unable to do this, then please call 111 and seek advice. However, if there is an immediate risk to life 999 should be called.

11.2

Please note:

LEVEL 1: MINOR INCIDENT

An event or situation that can be handled using business as usual principles and dealt with at an operational level within service areas.

LEVEL 2: CRITICAL INTERNAL INCIDENT - BUSINESS CONTINUITY

An internal event or situation that is impacting service delivery and requires co-ordination of resources at a tactical level using business continuity management methodology.

LEVEL 3: MAJOR INCIDENT

An event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency. Cornwall Council is an emergency responder agency defined as category one in the Civil Contingencies Act (2004) and associated guidance. A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security. A major incident may involve a single-agency response, although it is more likely to require a multi-agency response, which may be in the form of multi-agency support to a lead responder. The severity of the consequences associated with a major incident are

likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally. The decision to declare a major incident will always be a judgement made in a specific local and operational context, and there are no precise and universal thresholds or triggers.

12. LOCAL RISKS OR HAZARDS MOST LIKELY TO RESULT IN PLAN ACTIVATION AND THEIR RAG RATING

Risk or Hazard	Associated Risks	Potential Actions
Major Fire to Woodland/Moors.	<p>Large-scale fires involving areas of forestry, woodland or heathland, caused by either accidental or deliberate ignition. The fire will destroy areas used for timber production, agriculture and leisure. It may affect remote communities consisting of single or groups of dwellings, leisure facilities, transportation and environmentally sensitive locations.</p> <p>Members of the public in the immediate area of the fire are at risk of injury due to burns and smoke inhalation during the early stages of the incident. Responders (including all blue light and local authorities) will be exposed to a degree of risk of injury due to burns and smoke inhalation during the whole of the response phase of the incident. There is the potential for loss of life.</p> <p>In addition to direct burning the production of large volumes of smoke capable of being blown over large areas could affect areas some distance from the actual fire location.</p>	<p>Community Actions could include:</p> <ul style="list-style-type: none"> • Call the Fire and Rescue Service immediately. • Tell the operator where the fire is – provide a nearby postcode/ address or if possible, use the What3Words (https://what3words.com/). Never attempt to fight the fire yourself • If possible, send someone to the closest access route to guide the fire service to the fire (if safe to do so). Ideally, they should be clearly visible with torch and high visible clothing. • Clear access routes to the fire site by stopping/directing traffic • Move livestock if necessary or be prepared to move them in case the fire spreads. • Make yourself known to the fire crews

Prolonged Low Temperatures, Heavy Snow and/or Ice	Consequences <ul style="list-style-type: none"> • Disruption to essential services; particularly transport, energy and communications. • Damage to electricity and telephone lines. • Power & Water failure. • Fatalities and casualties, particularly among vulnerable groups (e.g. the elderly). • Risk of road traffic collisions / accidents. • Economic disruption to business such as food production 	<p>Winter Maintenance Plans are in place for many organisations i.e. salt spreading routes.</p> <p>Community Actions could include:</p> <ul style="list-style-type: none"> • Encourage the elderly and vulnerable to register with public utility companies who will attempt to prioritise them if their services are affected by the weather. • Plan journeys with the weather in mind (emergency food & water, blankets, clothes). <p>Further Resources Government public information campaigns such as 'Get Ready for Winter' give tailored advice, particularly for vulnerable people.</p>
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Pandemic Type Diseases (Influenza & Covid)	<p>The impact will be widespread, but the greatest impact will be on health and social care services. Health and social care services will play a critical role in any pandemic and are likely to come under intense pressure compared to other sectors, even in a relatively mild pandemic. Further pressures will arise due to staff sickness and an increased demand from the public. In moderate or more severe influenza pandemic all health and social care services will be stretched, (in particular intensive care) and there will be the need to reduce or cease non-urgent activity in order to make the maximum capacity available to meet the health care needs of those who are severely ill as a result of the influenza virus.</p>	<p>Community Actions could include:</p> <ul style="list-style-type: none"> • Supporting and checking up on vulnerable people. • Encouraging the use of NHS 111 phone number • If in doubt, visit your GP. • Particularly vulnerable people will include: <ul style="list-style-type: none"> ○ Babies or children, ○ Over 65yrs, ○ Pregnant ladies, ○ People with long term medical conditions – for example diabetes or a heart, lung, kidney or neurological disease. ○ People with weakened immune systems <p>Further Resources NHS – Flu: https://www.nhs.uk/conditions/flu/</p>
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<p>Major Flooding including flash flooding, or breach of local dams</p>	<ul style="list-style-type: none"> • Drowning and injuries of people, pets and livestock • Major damage to property, businesses, vehicles and surrounding land • Environmental damage to wildlife habitats • Closure or washing away of roads, bridges, railway lines • Loss of (and possible damage to) telephone, electricity, gas and water supplies – scale of loss will be in accordance with the scale of the flooded area. • Overloading of and damage to storm water flow and sewerage systems. • Pollution/health risks from sewerage systems, chemical stores, fuel storage tanks • Evacuation and potential rescue and temporary/long term accommodation needs <ul style="list-style-type: none"> • Loss of normal supply of water 	<p>Community Actions could include:</p> <ul style="list-style-type: none"> • Provide filled sandbags. • Evacuate where necessary. • Provide safe environment and support for vulnerable people. • Provide temporary accommodation if required. • Assist with post-incident support and clean up. <p>Useful websites could include:</p> <p>Cornwall Community Flood Forum: http://www.cornwall.gov.uk/default.aspx?page=31852</p> <p>Environment Agency: www.environment-agency.gov.uk Met-Office: http://bit.ly/MetOfficeWeatherAPP</p>
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Failure of Electricity Network	<p>Common risks will include:</p> <ul style="list-style-type: none"> • Failure of the traffic lights systems. • Failure of fuel stations to operate, i.e. pumps unable to operate. • Failure of non-battery-operated TV and Radio. • Failure of house electricity-based lighting and heating. • Failure of street lighting and security systems. • Failure of electronic tills. • Care of the vulnerable. <p>Increase in property fires caused by: candles and oil lamps; portable space heaters such as portable gas fires, paraffin heaters;</p> <p>Increase in the use of coal fires; householders leaving on cooker rings and electric fires which when the power is restored cause a fire because of their proximity to flammable material.</p> <p>Potential failure of pumping stations waste and fresh water.</p> <p>Increased risk of water contamination on private water supplies.</p> <p>Crime may increase in unlit streets and houses. Fire</p>	<p>Community Actions could include:</p> <ul style="list-style-type: none"> • Provide local support until power restored. • Ensure that vulnerable people at risk are evacuated to safe powered environment or are provided with alternative power sources. • Ensure that environments are adequate and safe to remain. • Provide accommodation elsewhere if necessary. <p>Further resources</p> <p>Western Power: https://powercuts.westernpower.co.uk</p> <p>Power Cut Preparation: www.powercut105.com</p> <p>If a power-cut occurs ring 105. It's free of charge and will put you through to your local network operator who can give you help and advice.</p>
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	<p>alarms may spuriously operate during power cuts which could reduce their effect and encourage burglaries. Increase in the number of food poisoning cases, if power cuts are for greater than 12 hours, caused by: foodstuffs in refrigerators warming up; Inadequate heating of food; Food defrosting and refreezing in deep freezers.</p> <p>Potential for loss of power supplies to telephone exchanges, water and sewage treatment and pumping stations where they do not have alternative power supplies (generators).</p>	
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Malicious Threats / Terrorism	<p>Terrorism threat levels: Threat levels are designed to give you an indication of the likelihood of a terrorist attack in the UK. They do not have any set expiry date, but are regularly subject to review in order to ensure that they remain current. There are 5 levels of threat set by the Joint Terrorism Analysis Centre and the Security Service (MI5).</p> <p>LOW: <i>An attack is unlikely.</i></p> <p>MODERATE: <i>An attack is possible, but unlikely.</i></p> <p>SUBSTANTIAL: <i>An attack is a strong possibility.</i></p> <p>SEVERE: <i>An attack is highly likely.</i></p> <p>CRITICAL: <i>An attack is expected imminently.</i></p>	<p>You can also report suspicious activity by contacting the police in confidence on 0800 789 321.</p> <div data-bbox="968 393 1348 752"> <p>IN THE RARE EVENT OF a firearms or weapons attack</p> <p>RUN HIDE TELL</p>  <p>RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...</p> <p>HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...</p> <p>TELL the police by calling 999.</p> </div> <p>Further Resources</p> <p>Report Suspicious Activity: http://bit.ly/ActionCountersTerrorism</p> <p>Action Counters Terrorism Video: http://bit.ly/ActionCountersTerrorism2</p> <p>Stay Safe video: http://bit.ly/VIDEOstaysafe</p> <p>Youth Video, RUN HIDE TELL: http://bit.ly/VideoYouthRunHideTell</p>
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Major Air Quality Incident		<p>Community Actions could include:</p> <ul style="list-style-type: none"> • If concerned ring the free Air Quality helpline on: 0800 556677 <p>Further Resources</p> <p>Daily pollution forecast: http://uk-air.defra.gov.uk/forecasting</p> <p>Met Office Advice: www.metoffice.gov.uk/guide/weather/air-quality DEFRA</p> <p>Air Quality Plan: http://uk-air.defra.gov.uk/library/</p>
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13. ENCOURAGING COMMUNITY RESILIENCE

13.1 EMERGENCY BAG

An emergency bag is useful, especially if you have to leave home quickly/stay outdoors without power for a few days. The bag should be small enough to comfortably carry and checked regularly to ensure it has everything you need, and items like torches work.

Some suggested items are:	
Household emergency plan	Medication
Important document (including insurance details)	Essential keys
Torch and spare batteries	Toiletries
Battery powered radio and spare batteries	List of useful contact numbers
Candles / Matches	A copy of this plan
First Aid Kit	Mobile charger
In case you are unable to leave the house, you should have:	
Bottled Water	Ready to eat food (tinned)
Bottle / Tin Opener	Candles and batteries
In case you are stuck in your car, you should have:	
Bottled Water	Blankets
Torch and spare batteries	Mobile charge or adapter

14. PLAN DISTRIBUTION LIST

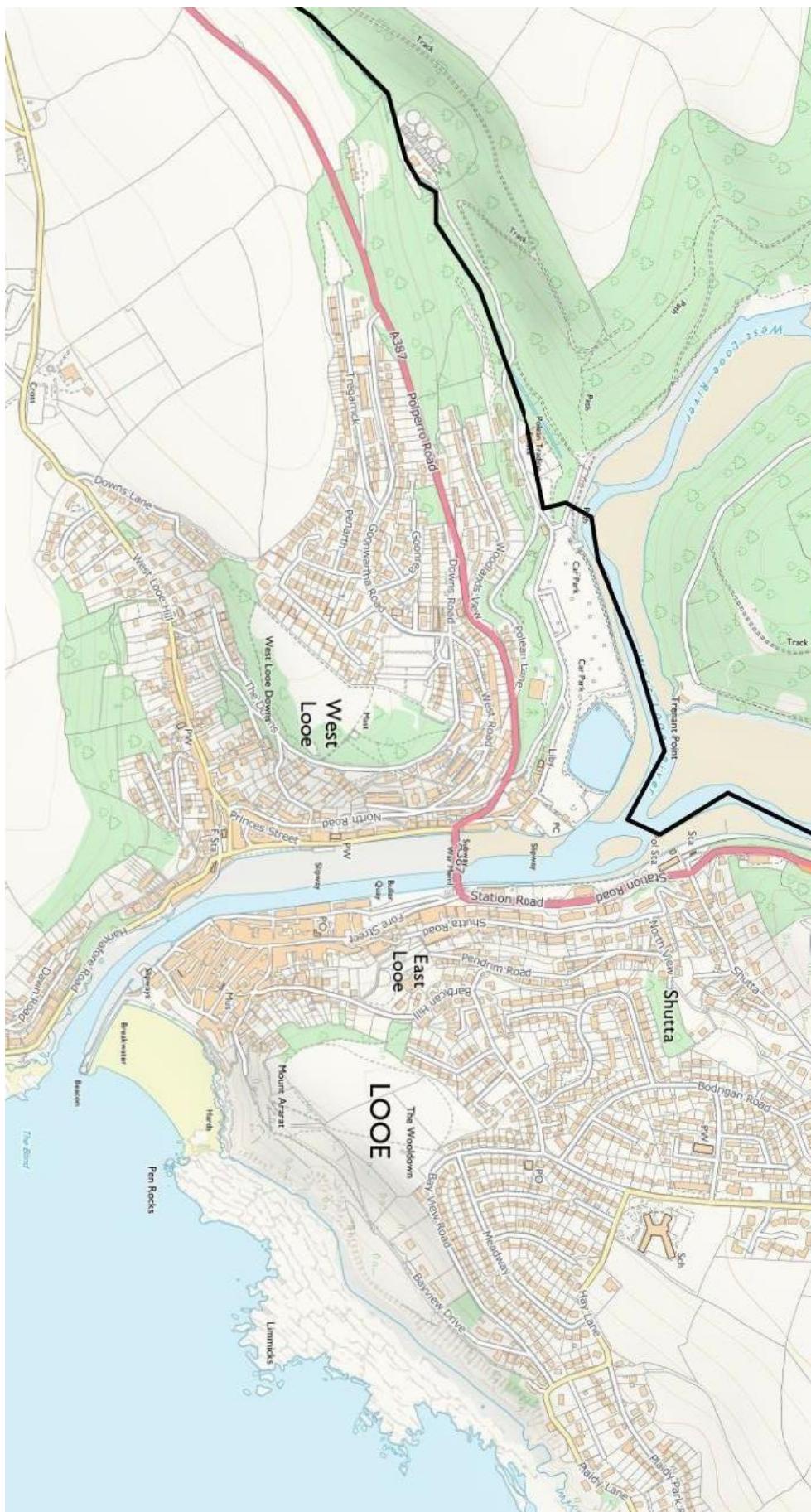
- Looe Town Council
- Looe Town Councillors
- Cornwall Council Emergency Management Office
- Police (Looe)
- Fire Station (Looe)
- Doctors (Looe) Old Bridge Surgery
- Coastguard (Looe)
- RNLI (Looe)
- Community Organisations

ANNEX A: LOOE PARISH AS COVERED BY THIS PLAN

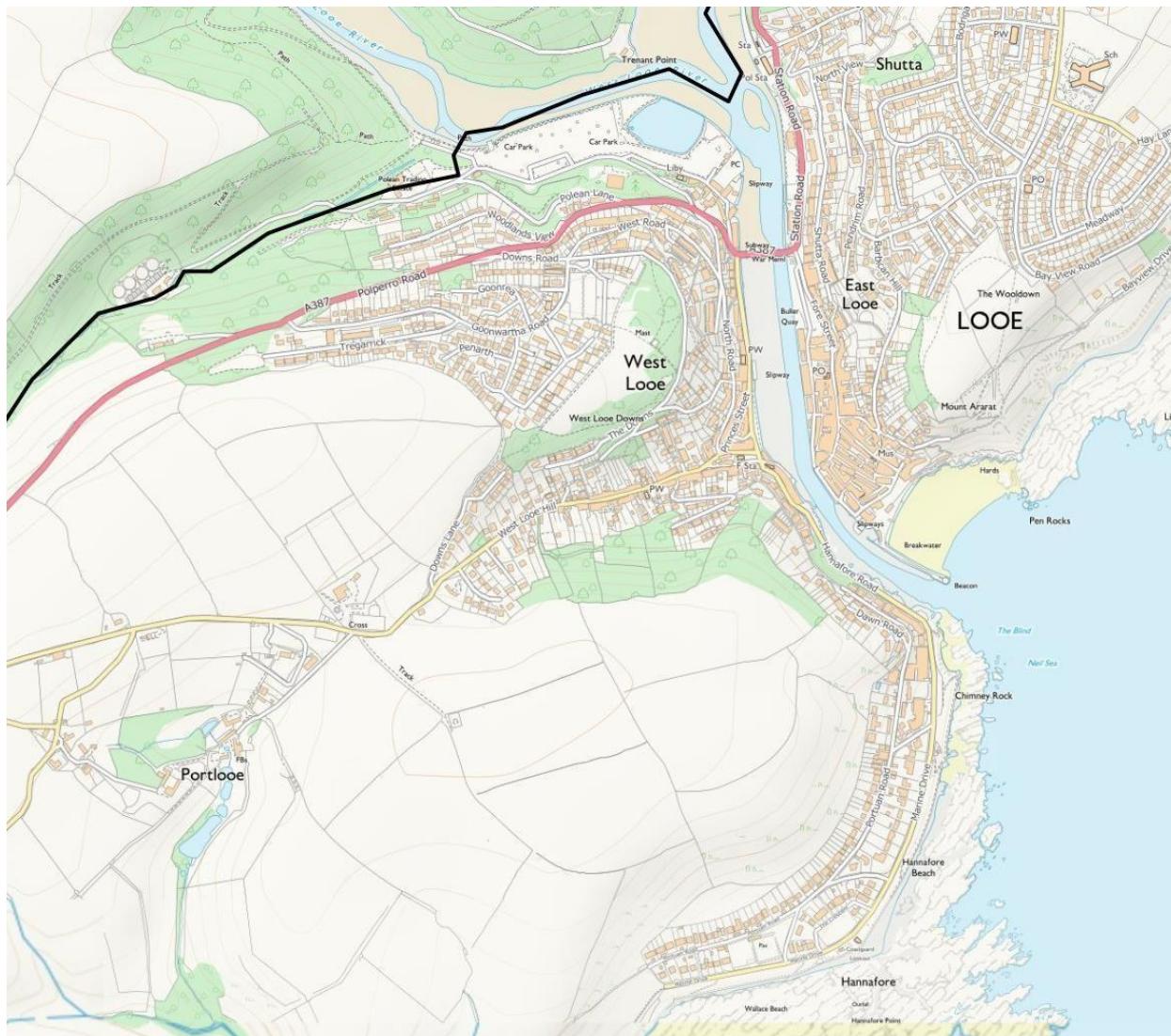


The Looe Parish Boundary is shown in black.

ANNEX B: MAPS OF EAST AND WEST LOOE



ANNEX C: WEST LOOE AND HANNAFORE



ANNEX

D: GUIDANCE FOR CO-ORDINATORS

The primary purpose of the co-ordinators is to gather information quickly and pass it through the communication matrix and **IT IS NOT** to cover the role of the Emergency Services **unless** specifically directed by a member of the Emergency Services to carry out delegated tasks.

In the event of an incident the co-ordinator contacted is, in the first place, to ensure that the Emergency Services (on **999**) have been contacted and provided with as much detail as possible.

The Co-ordinator is to put him/herself at the disposal of, and under the direction of, the Emergency Services but calling for local support until responsibility for addressing the incident has been handed over to the Authorities so minimising the risk of escalation.

The Co-ordinator is to maintain an incident log and make this available for any subsequent reports or investigation.

Before withdrawing from the scene of an incident the Co-ordinator is to liaise with the person in charge (Incident Commander - Police).

ANNEX

E: INCIDENT LOG TEMPLATE

Nature of incident.....

Co-ordinator Name.....

Date.....

Sheet No.....

No.	Time	Name	Information	Done

ANNEX

F: FLOOD WARNING CODE

The flood warning service has three types of warnings that will help you prepare for flooding and take action.

FLOOD ALERT



What it means

Flooding is possible. Be prepared.

When it's used

Two hours to two days in advance of flooding.

What to do

If you haven't already done so, you should:

[check your flood risk](#) [sign up for flood](#)

[warnings](#)

keep up to date with the [latest situation](#) - call Floodline on [0345 988 1188](#) or follow @EnvAgency and #floodaware on Twitter for the latest flood updates

have a bag ready with vital items like insurance documents and medications in case you need to leave your home check you know how to turn off your gas, electricity and water mains supplies plan how you'll move family and pets to safety

FLOOD WARNING



What it means

Flooding is expected. Immediate action required.

When it's used

Half an hour to one day in advance of flooding.

What to do

A flood warning means you need to act: flooding is expected. You should do all the actions for a flood alert but also: move vehicles to higher ground if it's safe to do so move family and pets to safety

move important items upstairs or to a safe place in your property, starting with cherished items and valuables, then furniture and furnishings

turn off gas, electricity and water supplies if it's safe to do so; never touch an electrical switch if you're standing in water

if you have property protection products such as flood barriers, or air brick covers, use them now

keep track of the [latest situation](#)

SEVERE FLOOD WARNING



What it means

Severe flooding. Danger to life.

When it's used

When flooding poses a significant threat to life. **What to do** follow advice from the emergency services and evacuate if you're told to do so

make sure you have an emergency kit including a torch, spare batteries, mobile phone and charger, warm clothes, important numbers like your home insurance, water, food, first aid kit and any medicines and babycare items you may need alert neighbours and offer help if it's safe to do so

avoid driving or walking through flood water: just 30cm (1 foot) of fast flowing water could move your car and even shallow moving water can knock you off your feet

keep your family and pets away from floodwater – it may contain heavy debris, sharp objects, open manhole covers, sewage and chemicals

wash your hands if you've been in contact with flood water which may contain toxic substances

ANNEX G: GLOSSARY

Community Resilience: Communities and individual harnessing local resources and expertise to help themselves during an emergency, in a way that complements the work of the emergency services.

Community Risk Register: An assessment of local risks that have been identified within a Local Resilience Forum area. It is written, maintained and published by the Local Resilience Forum.

Emergency: An event or situation which threatens serious damage to human welfare in a place in the United Kingdom; the environment of a place in the United Kingdom; or the

security of the United Kingdom or of a place in the United Kingdom. Emergencies can also affect you at home, for example house fires, broken down boilers, burst pipes etc.

Local emergency responders: Organisations that respond to emergencies in your area. They include the fire, police and ambulance services, Local Authority, Coastguard, Environment Agency and other organisations.

Local Resilience Forum (LRF): A group formed in police area boundaries of England and Wales by key local emergency responders and specific supporting agencies for the purpose of fulfilling their duties under the Civil Contingencies Act 2004.

National Risk Register: A report produced by the Cabinet Office which outlines the Government's assessment of significant potential risks to the United Kingdom.

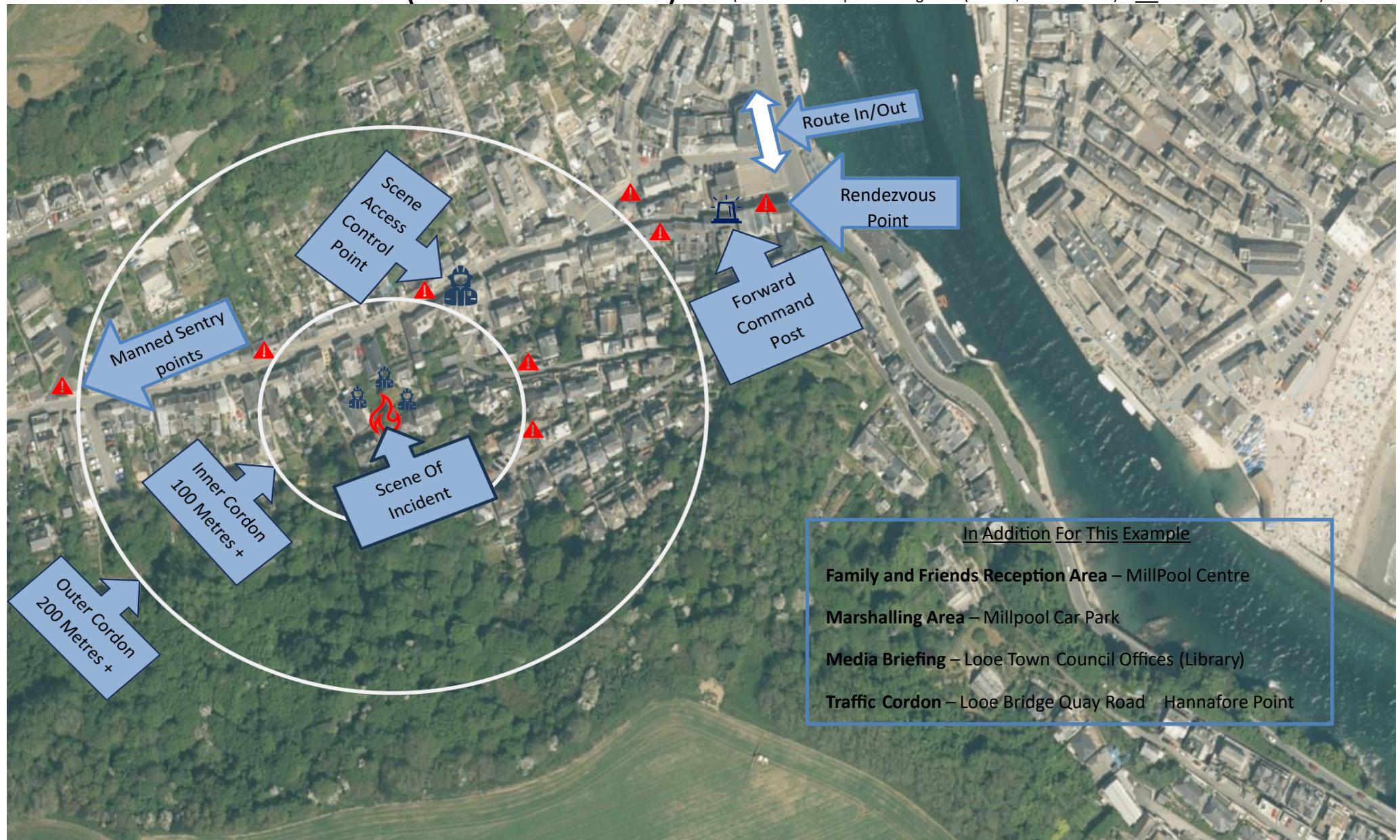
Rest Centre: A building designated by a local authority for the temporary accommodation of evacuees. This may include overnight accommodation.

Risk: A measure of the likelihood and impact of a potential emergency

ANNEX

G: INCIDENT CONTROL EXAMPLE (WITH TERMINOLOGY)

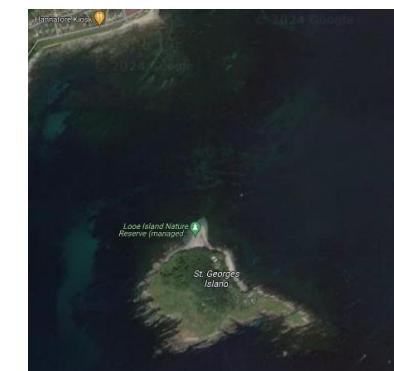
(Note: This example of a Large Fire (Houses/Wooded Area) is not based on a real incident)



ANNEX

H: LOOE/ST GEORGES ISLAND MAJOR INCIDENT GUIDANCE

A major incident on Looe Island will require Emergency Services to be transported by Boat or Helicopter (no dedicated landing site). At low tide boats from Looe restricted to RNLI Life Boat. Outside of low tides small boats within the harbour can be utilized for portable equipment and personnel. Journey time is approximately 25 minutes by boat from Looe Harbour.



ANNEX

I: ACTIONS REQUIRED FOR SUSPECTED UNEXPLODED ORDNANCE

Occasionally suspected unexploded ordnance may be found by members of the public on either land or at sea. It is the responsibility of the Explosive Ordnance Disposal (EOD) diving groups to provide Military Aid to the Civil Powers. This includes conventional munitions disposal (as well as Second World War ordnance).



EOD assistance will render safe and/or dispose of all unexploded ordnance or explosives of either UK or foreign origin, including Improvised Explosive Devices (IEDs). For the Looe area the assistance is usually provided by the local Royal Navy (RN) Clearance Diving Unit (CDU) based at Devonport. The RN CDU is tasked for all maritime EOD incidents by the civil police.

RN CDUs have responsibility for all EOD on the coastline up to the High-Water Mark in tidal waters, in RN ships/submarines, RFAs, civilian vessels, offshore installations at sea or in port and on or near Naval property.

DISPOSAL OF HAZARDOUS UNEXPLODED EXPLOSIVE ORDNANCE

When finding Suspected Unexploded Ordnance assistance is sought from the relevant EOD unit by the Police.

IMMEDIATE ACTIONS ON FINDING A SUSPECT DEVICE

1. Dial 999 ask for the Police
2. Provide:
 - a. Nature of the incident – What you see and suspect
 - b. Your details – Name, Contact Information and Location.
 - c. A description of the object found – Object (Location, Size, Condition, Body Colour and or Markings). If safe to do so take a picture of the suspected device.
3. Ensure:
 - a. Object is secure (will not move). If at sea object to be lashed to prevent unnecessary movement.
 - b. That you move to a safe distance and try to prevent other personnel from approaching the device.
 - c. That you await the arrival of the Police (Coastline) or further communication with instructions from Police or EOD teams (at sea). Identify yourself and provide further details as requested.