 BIGGLESWADE COMMUNITY EMERGENCY PLAN

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| Version: 8  Date Published: 08/08/2022  Review Date: 08/02/2023  Prepared by: Peter Tarrant – Biggleswade Town Clerk & Chief Executive  Signed: | In an emergency or if you are activating your plan please call **07964 111942** and ask to speak to the Emergency Duty Officer for Central Bedfordshire Council. |

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Description and map of the area covered by this community emergency plan:

This is the Emergency Plan for the town of Biggleswade, prepared by Biggleswade Town Council. It is intended to support at local level, the statutory Plans developed at both County and District level.

Biggleswade Town Council commit to working closely with the Central Bedfordshire Council and through them with [Bedfordshire Prepared](https://www.bedfordshireprepared.org.uk/) (the Bedfordshire Local Resilience Forum) to protect our communities and, if necessary, help them recover.

The Council recognises that should an emergency occur, resources of the response and statutory agencies may be stretched and that it is important to put our local resources to optimum use to support our residents, businesses and voluntary groups. This, our first Emergency Plan, concentrates on Biggleswade Town Council’s role and will be developed over time to maximise the available capacity from the wider community.

Emergency planning is an important role for all Bedfordshire’s public authorities, supported and coordinated by [Bedfordshire Prepared](https://www.bedfordshireprepared.org.uk/), a multi-agency group that provides strategic/tactical and operational guidance and support on the planning for the multi-agency response to a major incident. [Bedfordshire Prepared](https://www.bedfordshireprepared.org.uk/) is the principal mechanism for multi-agency cooperation under the Civil Contingencies Act 2004 and its boundaries are based on local policing boundaries. Its common objectives are:

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| * Prevent the incident getting worse * Save life * Relieve suffering * Return to normality as soon as possible * Protect property * Facilitate a criminal investigation and judicial process if necessary |

[Bedfordshire Prepared](https://www.bedfordshireprepared.org.uk/) also has close working relationships with other bodies that deliver vital services, whether in the public (such as the army and government departments), private (gas, water and telecoms suppliers) or voluntary sectors. Among the many areas included in their remit is planning in the event of a terrorist incident, flooding, major fire or pollution incident.

**Category 1 responders** (as defined in the Civil Contingencies Act 2004) commonly referred to as **Category 1**, include all 3 Bedfordshire unitary councils, the Police, Fire and Ambulance Services, hospitals, NHS primary care trusts and the Environment Agency. All may have a vital role to play in an emergency and have a seat at SRF meetings.

**Category 2** **responders** include utility companies, transport providers, such as the Highways England and Network rail and Government bodies, including the Health and Safety Executive.

Central Bedfordshire Council is prepared to help the emergency services deal with major emergencies that affect communities. They also plan how they will help communities to recover from emergencies and get back to normal. They are part of [Bedfordshire Prepared](https://www.bedfordshireprepared.org.uk/). The aim is to ensure mutual support for each Authority in case of emergency. They work with [emergency services partners](https://www.westsuffolk.gov.uk/Emergency_planning/emergencyservicespartnersandlinks.cfm) to plan for a wide range of emergencies and they test their plans during exercises to make sure they are as well prepared as possible.

The Town Council does not have such a duty but has resolved to support the Principal Council by identifying resources which they can deploy if necessary during an incident, which may range from a minor, locally contained incident to a major emergency crossing town and even district/county boundaries.

The Town Council have delegated to the Town Clerk & Chief Executive in consultation with two of: Mayor, Deputy Mayor, or Committee Chairmen, all powers of the Council in the case of a civil emergency, so that necessary decisions can be taken swiftly. There is not a spend limit set for such incidents but is obviously contained within the Council’s budget and reserves.

AIMS AND OBJECTIVES

**THE AIM OF THIS PLAN** is to provide a framework plan that will assist in the local response to an emergency, when assistance from the Emergency Services and other responders is delayed or requires supplementing.

**OBJECTIVES OF THIS PLAN**

• To establish a local emergency management structure which can assist **Category 1** responders, as necessary.

• To coordinate community response and resources - personnel, equipment and emergency accommodation.

* To help the community recover following an incident.

WHAT IS AN EMERGENCY

The formal definition is “An incident arising, with or without warning, threatening or causing death or serious disruption to significant numbers of people, property or the environment, in excess of that which can be dealt with by the public services operating under normal conditions and requiring  
the special mobilisation and organisation of those services and the deployment of local authority staff and resources”. Under the   
Civil Contingencies Act 2004 an emergency is defined as ‘An event or situation which threatens serious damage to:

**• Human welfare • The environment • Security of the United Kingdom**

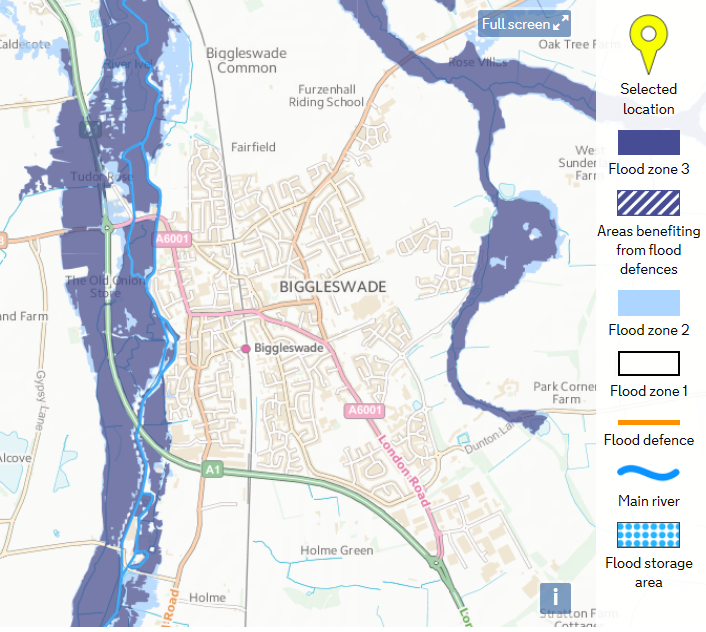
The definition of a Major Incident was amended by the Cabinet Office in July 2016. "An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies.". The new wording has been simplified and is accompanied by notes which confirm that "emergency responder agencies" can mean any **Category 1** or **2** responder and that the incident is one that is beyond the scope of business-as-usual operations.

From initial research, it has been established that there are three recognised levels of emergency (the second and third categories are detailed below):

1. A major catastrophic event in the County or Region, requiring large capacity shelters and support. Such incidents would require very large premises to accommodate and manage large numbers of temporary “refugees”. In this type of incident, the Town Council would be approached as part of a measured, coordinated scheme initiated by a higher tier Authority and would play a minor supporting role.
2. A major emergency at district or county level, or beyond, where the management of the event would be undertaken at that level. Town venues could well be a receiving station for dispersed persons, and selected local people involved in support. If the incident is actually in Biggleswade, the command centre may well be located here.
3. A local emergency within the Town which, though inevitably involving the higher levels of Government for support, needs a high level of local involvement by local people as it is they who are most likely to know who is likely to be at risk and/or in need.

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| **Flooding Hotspot area for Biggleswade (Fluvial and Surface Water Combined)**  [**https://www.getthedata.com/flood-map/biggleswade**](https://www.getthedata.com/flood-map/biggleswade)  **Flooding Hotspot – North Biggleswade Region** |  |
| **Flooding Hotspot – North East Biggleswade Region** |  |
| **Flooding Hotspot – Central Biggleswade** |  |
| **Flooding Hotspot – South East Biggleswade Region** |  |
| **Flooding Hotspot – Overview of Biggleswade** |  |

**Environment Agency – Flood Planes surrounding Biggleswade**



PLAN ADMINISTRATOR

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| --- | --- |
|  | **Name: Peter Tarrant** |
| **Title/Organisation:** Town Clerk & Chief Executive, Biggleswade Town Council |
| **24/7 Emergency contact details:** 01767 313134 Ext 23. |
| **Email:** [town.clerk@biggleswadetowncouncil.gov.uk](mailto:town.clerk@biggleswadetowncouncil.gov.uk); [peter.tarrant@biggleswadetowncouncil.gov.uk](mailto:peter.tarrant@biggleswadetowncouncil.gov.uk) |
| **Address:** The Old Court House, 4 Saffron Road, Biggleswade, SG18 8DL |
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The Plan owner and administrator has the ability to cascade the relevant information that they receive to the rest of the Community Emergency Response Team.

EMERGENCY MANAGEMENT RESPONSE TEAM

In the event of the plan being triggered, the following members of the Town Council have agreed to form part of the emergency team who will help to reduce the effects on the community in the event of an incident.

|  |  |  |
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| **Peter Tarrant** | Town Clerk & Chief Executive | 07940 389 085 |
|  |  |  |
| **Karim Hosseini** | Head of Governance & Strategic Partnerships | 07508 276 445 |
|  |  |  |
| **Jonathan Woolley** | Public Realm Manager | 07947 631 350 |
|  |  |  |
| **Isaac Lord** | Place Shaping Manager | 07399 115 198 |
|  |  |  |
| **Sian van der Merwe** | Project Officer | 07583 905 829 |

These Officers will liaise with Councillors: Mayor, Deputy Mayor and Committee Chairmen.

The role of the Emergency Team is to co-ordinate the activities of the Town Council’s resources and your Community during an emergency by assessing the situation, mobilising the appropriate local resources to support the community and maintaining links with the emergency services, the principal authorities and other responding organisations.

Members of the emergency management response team are required to make themselves available for immediate mobilisation. In recognition of this commitment, each individual will be paid a small standby allowance to be determined by the Town Clerk & Chief Executive.

EMERGENCY MANAGEMENT RESPONSE TEAM – WhatsApp Group

The members of the emergency team have formed an emergency WhatsApp group to aid faster communications. Members of Central Bedfordshire Council Emergency Planning Teams are also members of the group.

All Emergency Team members are also part of the wider Bedfordshire Community Emergency Response Team (“CERT”) WhatsApp Group.

##### **UK - GDPR - DATA PROTECTION ACT 2018**

Biggleswade Town Council is registered with the Information Commissioner and operate

in accordance with their Information and Data Protection Policy

Community Emergency Response Team Coordinator

|  |  |
| --- | --- |
|  | **Name: Peter Tarrant** |
| **Title/Organisation: Biggleswade Town Council, Town Clerk & Chief Executive** |
| **24/7 Emergency contact details: 07940 389 085** |
| **Email:** [**peter.tarrant@biggleswadetowncouncil.gov.uk**](mailto:peter.tarrant@biggleswadetowncouncil.gov.uk) |
| **Address: The Old Court House, 4 Saffron Road, Biggleswade, SG18 8DL** |

Deputy Community Emergency Response Team Coordinator

|  |  |
| --- | --- |
|  | **Name: Karim Hosseini** |
| **Title/Organisation: Biggleswade Town Council, Head of Governance & Strategic Partnerships** |
| **24/7 Emergency contact details: 07552 169 073** |
| **Email:** [**karim.hosseini@biggleswadetowncouncil.gov.uk**](mailto:karim.hosseini@biggleswadetowncouncil.gov.uk) |
| **Address: The Old Court House, 4 Saffron Road, Biggleswade, SG18 8DL** |
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| --- | --- |
|  | **Name: Jonathan Woolley** |
| **Title/Organisation: Biggleswade Town Council, Public Realm Manager** |
| **24/7 Emergency contact details: 07947 631 350** |
| **Email: Jonathan.woolley@biggleswadetowncouncil.gov.uk** |
| **Address: The Old Court House, 4 Saffron Road, Biggleswade, SG18 8DL** |

|  |  |
| --- | --- |
|  | **Name: Isaac Lord** |
| **Title/Organisation: Biggleswade Town Council, Place Shaping Manager** |
| **24/7 Emergency contact details: 07928 690 657** |
| **Email:** [**isaac.lord@biggleswadetowncouncil.gov.uk**](mailto:isaac.lord@biggleswadetowncouncil.gov.uk) |
| **Address: The Old Court House, 4 Saffron Road, Biggleswade, SG18 8DL** |

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| --- | --- |
|  | **Name: Sian van der Merwe** |
| **Title/Organisation: Biggleswade Town Council, Deputy Administration & HR Manager** |
| **24/7 Emergency contact details: 07583 905 829** |
| **Email:** [**sian.vandermerwe@biggleswadetowncouncil.gov.uk**](mailto:sian.vandermerwe@biggleswadetowncouncil.gov.uk) |
| **Address: The Old Court House, 4 Saffron Road, Biggleswade, SG18 8DL** |

Emergency Equipment (Flood Kit and Boxes)

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| **Location** | **Equipment** | **How to activate it?** |
| Biggleswade Town Centre Office | Key Safe with combination lock | **This can be accessed by anyone who is told the code at the time of an emergency.** |
| Drove Road Cemetery Chapel | Flood Equipment | **Town Clerk & Chief Executive -Peter Tarrant** - **07940 389 085**  **Public Realm Manager - Jonathan Woolley 07947 631 350** |
| Drove Road Works Depot | Generator  Trailer | **Public Realm Manager - Jonathan Woolley 07947 631 350** |
| Century House, Market Square | Defibrillator | **Place Shaping Manager – Isaac Lord 07494 075 022**  **Administration & HR Manager – Helen Calvert - 07485 327 611** |
| Community Centre, Kings Reach | Defibrillator | **Caretaker - Andrew King - 07552 169 069**  **Assistant Caretaker – Tracy Hilton - 07946 342935**  **Administration & HR Manager – Helen Calvert - 07485 327 611** |

Current Emergency Equipment (Flood Kit and Boxes)

| **Product Code** | **Description** | **Quantity** |
| --- | --- | --- |
| 14T6900 | Gloves – Arco Waterproof Cut Control (Red) | **5** |
| 5700080 | Barrier Zebra Tape 500mm red/white | **1** |
| 55F1629 | Flood Road sign (600mm in Mild Steel Frame) | **2** |
| 5568502 | Hydrosnake 145 x 25cm (2 per pack) | **20** |
| 5568501 | HydroSack 60cm x 46 cm (Pack of 2) | **15** |
| 3171850 | Woven Polypropylene Sandbac c/w tie cord 76cm x 33cm (pack of 50) | **2** |
| 31em160 | Clarke Dirty Water Submersible Pump PSV1A (electric and non-compatible with water emergencies) | **1** |
| 5302032 | Arcoflex MDS PVC S&D gm Hose 32mm x 39 mm (30m) | **1** |
| 4200035 | Jubilee Worm Drive Clip M/S 1 25 – 35mm (Box of 10) | **1** |
| 5535804 | Arco Dual Format Sack Truck | **1** |
| 4e6130 | Active Rechargeable LED Spotlight | **1** |
| 466116 | Petzl Tikkina Compact Headtorch | **5** |
| 32C0700 | Clarke CVAC30SSR Wet & Dry Vacuum Cleaner | **1** |
| 56b0030 | Arco Stiff Bassine Brushes Complete (18”) | **2** |
| 3111429 | Bulldog Open Socket Square Mouth No. 2 Shovel with Plastic D-Handle | **2** |
| 56B0032 | Wooden Squeegee 24 inch complete with 54-inch handle | **2** |
| 3172632 | Yellow Road Marking Crayon | **2** |
| 3172621 | Manhole Lifting Keys | **1** |
| 3172143 | Wrecking Bars – 362 | **1** |
| 3172650 | Fleximix buckets – 40ltr | **5** |
| 5661004 | PVC Pour & Scoop Builders bucket Yellow 3 Gallon | **4** |
| 3172001 | Drain Rodding Set | **1** |

Heavy duty equipment stored at the Garage (will need transporting to site)

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| **Equipment** | **Note** | **Training Provided** |
| Bauser | Has its own Motor.  Needs to be transported to site from the Garage/depot facility on the back of the tractor. | **Training for trailer use provided – JW, PM, RC, CR.** |
| Generator | Needs to be transported to site from the Garage/depot facility on the trailer.  Diesel only. Horsepower to be confirmed. | **NO FORMAL TRAINING PROVIDED** |
| Aquasacs | Can’t be reused if water is foul. |  |
| Sandbags | Will be filled and on a pallet at the Garage.  Needs to be transported to site from the Garage/depot facility on the trailer. | **To be loaded by CR and JW using the tractor and pallet forks.** |
| Tractor and Trailer | Trailer Usage. | **Training for trailer use provided – RC, CR.** |
| Petrol | To be stored in jerry cans in the Depot building within safe fuel store equipment. |  |
| Barriers, cones, barrier tape | Currently stored in the Garage/depot. Needs to be transported to site. |  |

Emergency Equipment - Trained BTC Operatives

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| **BTC Staff Member** | **Equipment** | **Training Provided** |
| Jonathan Woolley  Public Realm Manager | Flood Equipment, Defibrillator | **THE DEFIBRILLATOR GIVES THE USER INSTRUCTIONS ON WHAT TO DO** |
| Isaac Lord  Place Shaping Manager | Defibrillator | **THE DEFIBRILLATOR GIVES THE USER INSTRUCTIONS ON WHAT TO DO** |
| Helen Calvert  Administration & HR Manager | Defibrillator | **THE DEFIBRILLATOR GIVES THE USER INSTRUCTIONS ON WHAT TO DO** |
| Andrew King  Caretaker – The Orchard Community Centre | Defibrillator | **THE DEFIBRILLATOR GIVES THE USER INSTRUCTIONS ON WHAT TO DO** |
| Tracy Hilton  Assistant Caretaker – The Orchard Community Centre | Defibrillator | **THE DEFIBRILLATOR GIVES THE USER INSTRUCTIONS ON WHAT TO DO** |
| Carl Rummey  Machine Operative | Flood Equipment | **NO TRAINING PROVIDED** |

INSURANCE

Blevec Emergency Volunteers:

Community volunteers with BLEVEC (Bedfordshire Local Emergency Volunteers Executive Committee) will be covered by insurance under the following circumstances:

* They are a member of and acting on behalf of BLEVEC.
* They have been authorised to act on behalf of Bedfordshire Prepared and are under the direction of a **Category 1 or 2** Responder (This can be remotely).
* They only carry out the actions / activities that they have been authorised to do or agreed by the **Category 1 or 2** Responder.
* They follow the Standard Operating Procedures found here <https://centralbedfordshire.box.com/s/p5iz2zdec59iw2l3v9w78o40os1x42kq>.

The use of motor vehicles is not covered by the local authority’s insurance and it is the responsibility of the individual to ensure that they have adequate and appropriate cover.

Details of the BLEVEC Partnership can be found here: <https://centralbedfordshire.box.com/s/a9m5hklvtktb3ek5m0kzn1on0os002vz>. This includes all health and safety and insurance information.

**Biggleswade Town Council:**

Biggleswade Town Council’s public and professional liability insurance covers Council Members and Officers and volunteers working directly under their control against accidents or any damage they may cause in responding.

**[PUBLIC INDEMNITY INSURANCE: REQUEST TO BE SUBMITTED WITH AVIVA]**

EMERGENCY ROLE & PROCEDURE

The role of the Town Council assisted by the community and BLEVEC emergency volunteers would vary depending on the scale and nature of the incident, but may include:

* Supporting the multi-agency response through the provision of local knowledge, information, intelligence and advice.
* Local town control of certain operations, or provision of a local emergency control centre at the request of the Central Bedfordshire Council or other relevant Cat 1 Responder.
* Use of the council venues and other community facilities as assistance centres.
* Staff to help in the Emergency Control Centre if a shift system became necessary.
* Assisting with warning and informing the community and passing on key messages in liaison with the multi-agency response groups.
* Provision of practical and emotional support and providing leadership in the community in times of high trauma.
* Use of Public Realm staff, vehicles and equipment to supplement other resources.
* Monitoring the local situation e.g. flooding and identifying people in particular need or at risk.
* Deployment of the flood equipment at times of flooding.
* Providing Grit and salt for inclement weather, for use in snow and ice.
* Working in partnership with Central Bedfordshire Council in recovery phase.

Two Whatsapp Groups involving multi-agency and volunteer supporters are currently operational – The Biggleswade Resilience Group and the Beds Community Emergency Response Team including the CBC Emergency Support Duty Officer.

On discovering or being advised of a major civil emergency, the Town Clerk & Chief Executive or other member of EMT will initially contact all persons listed that are needed at any stage. **They must contact the Central Bedfordshire Council Duty Officer on 07964 111942,** [**emergency@centralbedfordshire.gov.uk**](mailto:emergency@centralbedfordshire.gov.uk)**. The Biggleswade Emergency WhatsApp Group can be used for faster communications and activation.**

The Town Clerk & Chief Executive, or nominated member of staff or Councillor will:

* Ensure all relevant persons are contacted by Whatsapp, phone and/or email, advised of the situation and either put on standby or advised of the action required.
* Make contact with Central Bedfordshire Council to offer help and await instructions. Advise them whether operating from own homes or somewhere else.
* Convene any necessary meetings of the EMT, Town Council/Committee and volunteers (Via MS Teams or other videoconferencing software like Zoom to reduce the need to meet physically during COVID).
* Consider welfare issues and take necessary action.
* Deploy volunteers & Public Realm Team in non-critical service areas as required.
* Undertake health and safety risk assessments on the actions to be taken so that risk to staff and volunteers is minimised.
* Advise statutory authorities (e.g. emergency services, HSE etc.) and insurance company as necessary.
* Keep everyone informed.
* Invoke process of determining loss or damage and minimising it.
* Take an active role in any recovery process.
* Attend or take part in the Central Bedfordshire Council Emergency Control Room if activated.

Elected Members have an important role in keeping local communities informed, supporting and counselling them and representing their views and concerns back to statutory authorities and helping to keep calm.

**In Preparation, they will:**

* Review the Emergency Plan six-monthly.
* Provide information on being prepared for emergency situations to our communities.
* Store sharp sand, sandbags and polythene for use in times of flood.
* Keep small amount of grit salt for use council venues & facilities, key amenities and homes of vulnerable people in times of snow and ice.

Local risk assessment

Grading in Terms of Likelihood

|  | **Risk** | **Impact on the community** | **What can you do to prepare?** | **Responsible Officer** |
| --- | --- | --- | --- | --- |
| 1 | Mulberry Close Flooding | * Damage to property. * Contamination. * Blocked traffic routes | * Identify vulnerable properties & advise residents to improve home flood defences. * Leaflet drops to all those living in flood risk areas as identifies on the maps * Town Council to carry stock of sandbags etc. * Assist in distribution of warning signs. * Find out existing or planned flood defences. * Prepare rest centre for evacuees. | * Public Realm Manager – Jonathan Woolley |
| 2 | Major road traffic accident – stranded motorists (A1) | * Blocked streets and gridlock. * Emergency vehicles have access difficulties. * Vulnerable people cut off. | * Help with traffic diversions. * Visit vulnerable people. * Assist with clear up. | * Public Realm Manager – Jonathan Woolley. |
| 3 | Rail/train incident | * High casualty level. * Blocked traffic routes. * Rail services unavailable. * Damage to property. * Contamination. | * Help with traffic diversions. * Provide rest centres for uninjured people. * Assist with clear up. * Help with media. * Support community/counselling. * Assistance with signage/diversions. | * Town Clerk & Chief Executive - Peter Tarrant. |
| 4 | Flooding from river or culverts | * Flooding of local streets/car parks. * Flooding of/damage to properties. * Contamination. | * Identify vulnerable properties & advise residents to improve home flood defences. * Town Council to carry stock of sandbags etc. * Assist in distribution of warning signs. * Find out existing or planned flood defences. * Prepare rest centre for evacuees. * Support community/counselling. * Assistance with signage/diversions. | * Public Realm Manager – Jonathan Woolley. |
| 5 | Terrorist threat at a racing venue or in Town | * High casualty level. * Blocked traffic routes. * Rail services unavailable. * High community trauma. * Very high media attention. * Loss of key amenities. | * Provide rest centres for uninjured people. * Assist with clear up. * Support community/counselling. * Assistance with signage/diversions. * Help with media. * Long term recovery process. | * Place Shaping Manager - Isaac Lord. * Public Realm Manager – Jonathan Woolley. |
| 6 | Major fire | * Moderate casualty levels. * Damaged property. * Displaced people. * Community trauma. * Contamination of area. | * Provide rest centres for uninjured people. * Assist with clear up. * Support community/counselling. * Assistance with signage/diversions. | * Public Realm Manager – Jonathan Woolley. |
| 7 | Gas explosion | * Moderate casualty levels. * Damaged property. * Displaced people. * Community trauma. * Contamination of area. | * Provide rest centres for uninjured people. * Assist with clear up. * Support community/counselling. * Help with heating for vulnerable people. | * Public Realm Manager – Jonathan Woolley. |
| 8 | Aeroplane crash | * Potentially high & widespread casualty level. * Many displaced people. * Blocked traffic routes. * Rail services unavailable. * High community trauma. * Soil contamination. * Very high media attention. * Loss of key amenities. * Loss of communication. * Utilities at risk – water pipes damaged, loss of electricity, loss of communication. | * Provide rest centres for displaced people. * Help with diversions/road closures. * Support community/counselling. * Assist with clear up. * Help with media. * Long term recovery process. | * Town Clerk & Chief Executive - Peter Tarrant. |
| 9 | Severe Cold - Snow and ice conditions | * Blocked traffic routes. * Slip hazard. * Vulnerable people cut off. * Utilities at risk – water pipes damaged, loss of electricity, loss of communication. | * Help vulnerable people who are cut off. * Local gritting. * Volunteer snow and ice clearance at key locations – schools, care homes, sheltered housing etc to keep local services running. | * Public Realm Manager – Jonathan Woolley. |
| 10 | Electricity supply out | * People without power for lengthy period. * Impact on access to amenities after dark. * Loss of amenities/services. | * Provide rest centres for displaced people. * Help with food & warmth for vulnerable people. | * Place Shaping Manager – Isaac Lord. |
| 11 | Water supply damaged or contaminated | * Flooded local streets. * Damage to properties. * People without water supply for lengthy period. | * Help with distribution of warning/diversion signs. * Distribution of bottled water or bowser supply. | * Public Realm Manager – Jonathan Woolley. |

2020 Bedfordshire Community Risk Register Rankings (not including terrorism risks):

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| --- | --- | --- |
| Serious and Organised Crime | High profile cyber-crime incident | Amber |
| Accidents and System Failures | Food supply contamination | Amber |
| Accidents and System Failures | Failure of the national electricity transmission system | Red |
| Accidents and System Failures | Regional failure of the electricity network | Amber |
| Natural Hazards | Fluvial Flooding | Red |
| Natural Hazards | Surface water flooding | Amber |
| Natural Hazards | Poor air quality | Amber |
| Natural Hazards | Volcanic eruption | Amber |
| Natural Hazards | Heat wave | Amber |
| Natural Hazards | Low temperatures and heavy snow | Amber |
| Natural Hazards | Severe Space Weather | Amber |
| Natural Hazards | Storms | Amber |
| Human and Animal Disease | Influenza-type pandemic | Red |
| Human and Animal Disease | The growth and spread of anti-microbial resistance | Amber |
| Human and Animal Disease | Emerging infectious disease | Amber |
| Societal | Public Disorder | Amber |

People and organisations that can help in an emergency (local skills and resources)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Skill/Resource** | **Who has the skill/resource** | **Emergency Contact details** | **Location** | **When might they be unavailable** |
| Emergency Response Supplies Kit – Contents | **PUBLIC REALM MANAGER – TRAINING TBC**  **Carl Rummey – NO TRAINING PROVIDED** | Public Realm Manager – Jonathan Woolley - 07947 631 350  Place Shaping Manager - Isaac Lord – 07399 115 198  Carl Rummey - 07552 169 075 | An emergency box will be kept by the Council at the Old Courthouse, which will contain essential information.  Emergency safety and flood response equipment is stored in the Chapel at Drove Road Cemetery. | There is an expectation that all members of the Emergency Response Team keep their mobile phones on for 24/7 contact and deployment. |
| Emergency Information Points | The Town Council will establish a number of locations to pass information to the community during an emergency which will include the Library and Town Council Information Boards.  The Town Council website and social networking sites will be used to keep people informed of the latest situation.  [www.biggleswadetowncouncil.gov.uk](http://www.biggleswadetowncouncil.gov.uk).  The **Place Shaping Manager** will be responsible for making sure all the Emergency Information Points have the same information to avoid confusion. | Place Shaping Manager - Isaac Lord – 07399 115 198 | * Town Council Notice Board – The Old Court House, 4 Saffron Rd, Biggleswade, SG18 8DL. * Biggleswade Town Library, 1 Chestnut Ave, Biggleswade SG18 0LL. * Century House, Market Square. * Notices deployed throughout the town at local businesses. | **[See above]** |

Organisations and groups that may know vulnerable people that might need extra help in an emergency.

Members of the Town Council Emergency Response Team will reach out to these organisations to notify them of the emergency and request their assistance.

| **Organisation** | **Emergency contact details and location** | | **Name and role of contact** |
| --- | --- | --- | --- |
| GP SURGERIES | | | |
| Ivel Medical Centre | Chestnut Avenue, Biggleswade, SG18 0RA. | Tel: 01767 312 441 | |
| The Saffron Health Partnership | Saffron Road, Biggleswade, SG18 8DJ. | Tel: 01767 316 346 | |
| GP Surgeries have critical information on vulnerable members of the community. There is a database coding system for various grades of vulnerability which will help to determine who should be helped first. During Lockdown the GP Surgeries provided those lists to various charitable and Communities Services Partnerships who were able to provide assistant to those most in need over the extended period of the lockdown. | | | |
| **EMERGENCY RESPONSE** | | | |
| Biggleswade  Police Station | Station Road, Biggleswade, SG18 8AL | Inspector Louise Bates Tel: 07712424058 | |
| COMMUNITIES SERVICE PARTNERSHIPS | | | |
| Biggleswade Community Safety Group | Amanda Cawthorne  Able to contact members of her group through telephone tree exercise to help mobilise. | | Email: [biggleswadecsg@gmail.com](mailto:biggleswadecsg@gmail.com) |
| Biggleswade Community Agent | Lisa King | | 07534 484750  Email: lisaking[@bedsrcc.org.uk](mailto:gillr@bedsrcc.org.uk)  Lisa is DBS checked. |
| Biggleswade Rural Communities Charity | The Old School, Cardington, Bedford, MK44 3SX | | Tel: 01234 832 612  Contact: Kate Ellis - Head of Community and Wellbeing  Email: [katee@bedsrcc.org.uk](mailto:katee@bedsrcc.org.uk)  Tel: 01234 832617 Contact: Cliff Andrews - Deputy Chief Executive  Email: [cliffa@bedsrcc.org.uk](mailto:cliffa@bedsrcc.org.uk) |
| Biggleswade Good Neighbours | 07771 104 255 | | Contact - Mr John Robinson  Community Volunteers man this contact phone. Please note the phone may not be answered immediately. |
| Biggleswade Chamber of Trade | Able to contact members of their organisation. | | Chairman - Philip Sheldon  Tel: 01767 448188 |
| CARE & NURSING FACILITIES | | | |
| Beaumont Park Nursing & Residential Home | Shortmead Street, Biggleswade, SG18 0AT | | Manager: Sharon Lamb  Tel: 01767 313 131  Email: [Manager@beaumontpark.healthcarehomes.co.uk](mailto:Manager@beaumontpark.healthcarehomes.co.uk) |
| Penrose Court | Delius Road, Biggleswade, SG18 8UA | | Manager: Mary Tolladay  Tel: 01767 777 000  Email: [manager@penrosecourt.com](mailto:manager@penrosecourt.com) |
| Potton House Nursing Home | Potton Road, Biggleswade, SG18 0EL | | Manager: Stephanie Ross  Tel: 01767 317 289  Email: [adultcare@priorygroup.com](mailto:adultcare@priorygroup.com)  Email: [stephanieross@priorygroup.com](mailto:stephanieross@priorygroup.com) |
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| **SCHOOLS AND CHILDCARE FACILITIES** | | | |
| Brambley Tots Day Nursery | Ivel House, Mill Lane, Biggleswade, SG18 8AZ  Up to 60 children on site, up to 22 staff per day.  Electronic copy of their own emergency response plan on Cloud. | | Manager: Jade Thomas  Tel: 01767 313 636  Email: [manager@brambleytots.com](mailto:manager@brambleytots.com) |
| Biggleswade Academy  and The Den (Wrap Around Care for Biggleswade Academy) | Pre-School: 144a London Road, Biggleswade, SG18 8EH  Years Reception – 2: Kitelands Road, Biggleswade, SG18 8NX  Years 3 – 8: Mead End, Biggleswade, SG18 8JU  The Den is run by Multi-Active ([www.multi-active.co.uk](http://www.multi-active.co.uk)). Breakfast from 07:30 to 08:45 Monday to Friday; Afterschool club between 15:15 to 18:00 Monday to Friday. Holiday Club runs from 07:30 to 18:00. | | Mead End: Manager: Ms Spruth  Tel: 01767 660 515 |
| Busy Bees at Biggleswade, Children’s day nursery | The Saxon Centre, Kingsfield Road, Biggleswade, SG18 8AT  Up to 40 children and up to 12 staff on site.  Electronic Copy of emergency response plan on Cloud.  Head Office Telephone number: 01543 678 450 (Poppy Hinton is area manager). | | Manager: Amy Wills  Tel: 01767 313 139  Email: [biggleswade@busybees.com](mailto:biggleswade@busybees.com) |
| Busy Bees Children’s Day Nursery, Bantock Way | Bantock Way, Biggleswade, SG18 8UQ  Up to 85 children and up to 30 staff on site.  Electronic Copy of emergency response plan on Cloud. | | Manager: Sandra Bonfield  Tel: 01767 360 005  Email: [kingsreach.centredirector@busybees.com](mailto:kingsreach.centredirector@busybees.com) |
| Caldecote VC Lower School | Manor Place, Upper Caldecote, Biggleswade, SG18 9DA  57 students, 13 teachers. | | Manager: Mr Lee Pointon  Tel: 01767 316206  Email: [caldecote@caldecoteceacademy.co.uk](mailto:caldecote@caldecoteceacademy.co.uk) |
| Dunton VC Lower School | High Street, Dunton, Biggleswade, SG018 8RN | | Tel: 01767 312 154  Head Teacher: Mrs Nancy Sheehan  School secretary: Mrs A Harrison  Email: [office@duntonschool.co.uk](mailto:office@duntonschool.co.uk) |
| Dunton Village Pre-School | Memorial Hall, Biggleswade Road, Biggleswade, SG18 8RL | | Tel: 01767 315807  Tel: 07941 169841  Manager: Mrs Karen Burton |
| Edward Peake CofE VC Middle School | Potton Road, Biggleswade, SG18 8EJ  Approximately 371 pupils. | | Deputy Head Teacher: Ms Hayley Butchard  Tel: 01767 314 562  **Email:** [info@edwardpeake.beds.sch.uk](mailto:info@edwardpeake.beds.sch.uk) |
| Ivel Valley School  SEND School | School Site: Hitchmead Road, Biggleswade, SG18 0NL | | Office Manager: Nicola Hudson  Tel: 01767 601 010  Email: [admin@ivelvalley.beds.sch.uk](mailto:admin@ivelvalley.beds.sch.uk) |
| College Site: The Baulk, Biggleswade, SG18 OPT | |
| Lawnside Academy | Lawnside, Biggleswade, SG18 0LX  Up to 250 students. | | Head Teacher: Cheryl Johnson  Tel: 01767 312 313  Email: [lsa-office@bestacademies.org.uk](mailto:lsa-office@bestacademies.org.uk) |
| Rainbow Pre-School & Extended Services | West Site:  Nursery Building, St. Andrews C of E Lower School, Brunts Lane, Biggleswade, SG18 0LY  (Manager: Vickie Sharp) | | Head Teacher: Mrs Sue Rolfe  Tel: 01767 310 230  Email: [enquiries@rainbow-preschool.co.uk](mailto:enquiries@rainbow-preschool.co.uk) |
| East Site:  St. Andrews Lower School, Bantock Way, Biggleswade, SG18 8UQ | |
| St. Andrew’s CofE VC Lower School | West Site:  Brunts Lane, Biggleswade, SG18 0LY  Approximately 472 pupils. Urban primary school. | | Tel: 01767 312 311 |
| East Site:  Bantock Way, Biggleswade, SG18 8UQ | | Tel: 01767 312 212  Email: [Office@standrews.beds.sch.uk](mailto:Office@standrews.beds.sch.uk) |
| Stratton Upper School and Community College | Eagle Farm Road, Biggleswade, SG18 8JB | | Principal: Ms Roz Hodges  Tel: 01767 220 000  Email: [Office@stratton.school](mailto:Office@stratton.school) |
| The Lawns Nursery School | The Lawns Early Excellence Centre, The Baulk, Biggleswade, SG18 0PT | | Tel: 01767 312 312  Manager: Julie Coles  Email: [nursery.school@thelawnsbiggleswade.org](mailto:nursery.school@thelawnsbiggleswade.org) |
| **CHURCHES** | | | |
| Biggleswade Baptist Church | 24 London Rd, Biggleswade, SG18 8EB | | Tel: [01767 312667](https://www.google.com/search?rlz=1C1GCEA_enGB924GB924&ei=WR-QX_vTPIbVgQbbvrewAw&q=CHURCHES%20IN%20BIGGLESWADE&oq=CHURCHES+IN+BIGGLESWADE&gs_lcp=CgZwc3ktYWIQAzIFCAAQyQM6DQguEMcBEK8BEEMQkwI6CwguEMcBEK8BEJECOgQILhBDOgQIABBDOggIABCxAxCDAToICC4QsQMQgwE6CwguELEDEMcBEKMCOgUIABCxAzoCCAA6BQguELEDOgUIABCRAjoHCAAQsQMQQzoKCC4QxwEQrwEQQzoICC4QxwEQrwE6CAguEMcBEKMCOgoILhDHARCjAhAKOgIILjoHCAAQyQMQQzoGCAAQFhAeOggIABAWEAoQHlCh5gFYrP0BYMr-AWgAcAF4AIAB4AGIAd0VkgEGNy4xNS4xmAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab&ved=2ahUKEwjc04qjzsXsAhVdQEEAHRpRBwYQvS4wBHoECAEQKg&uact=5&npsic=0&rflfq=1&rlha=0&rllag=52086670,-262343,358&tbm=lcl&rldimm=1643316917557414074&lqi=ChdDSFVSQ0hFUyBJTiBCSUdHTEVTV0FERVojCghjaHVyY2hlcyIXY2h1cmNoZXMgaW4gYmlnZ2xlc3dhZGU&rldoc=1&tbs=lrf:!1m4!1u3!2m2!3m1!1e1!1m4!1u2!2m2!2m1!1e1!2m1!1e2!2m1!1e3!3sIAE,lf:1,lf_ui:2&rlst=f)  Email: [office@vbbchurch.org.uk](mailto:office@vbbchurch.org.uk) |
| Biggleswade Pentecostal Church | Labour Hall, Crab Ln, Biggleswade SG18 0LN | | Tel: [01767 600061](https://www.google.com/search?rlz=1C1GCEA_enGB924GB924&ei=WR-QX_vTPIbVgQbbvrewAw&q=CHURCHES%20IN%20BIGGLESWADE&oq=CHURCHES+IN+BIGGLESWADE&gs_lcp=CgZwc3ktYWIQAzIFCAAQyQM6DQguEMcBEK8BEEMQkwI6CwguEMcBEK8BEJECOgQILhBDOgQIABBDOggIABCxAxCDAToICC4QsQMQgwE6CwguELEDEMcBEKMCOgUIABCxAzoCCAA6BQguELEDOgUIABCRAjoHCAAQsQMQQzoKCC4QxwEQrwEQQzoICC4QxwEQrwE6CAguEMcBEKMCOgoILhDHARCjAhAKOgIILjoHCAAQyQMQQzoGCAAQFhAeOggIABAWEAoQHlCh5gFYrP0BYMr-AWgAcAF4AIAB4AGIAd0VkgEGNy4xNS4xmAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab&ved=2ahUKEwjc04qjzsXsAhVdQEEAHRpRBwYQvS4wBHoECAEQKg&uact=5&npsic=0&rflfq=1&rlha=0&rllag=52086670,-262343,358&tbm=lcl&rldimm=1643316917557414074&lqi=ChdDSFVSQ0hFUyBJTiBCSUdHTEVTV0FERVojCghjaHVyY2hlcyIXY2h1cmNoZXMgaW4gYmlnZ2xlc3dhZGU&rldoc=1&tbs=lrf:!1m4!1u3!2m2!3m1!1e1!1m4!1u2!2m2!2m1!1e1!2m1!1e2!2m1!1e3!3sIAE,lf:1,lf_ui:2&rlst=f) |
| Church of St. Andrew | 45 Shortmead St, Biggleswade SG18 0AT | | Tel: [01767 312243](https://www.google.com/search?rlz=1C1GCEA_enGB924GB924&ei=WR-QX_vTPIbVgQbbvrewAw&q=CHURCHES%20IN%20BIGGLESWADE&oq=CHURCHES+IN+BIGGLESWADE&gs_lcp=CgZwc3ktYWIQAzIFCAAQyQM6DQguEMcBEK8BEEMQkwI6CwguEMcBEK8BEJECOgQILhBDOgQIABBDOggIABCxAxCDAToICC4QsQMQgwE6CwguELEDEMcBEKMCOgUIABCxAzoCCAA6BQguELEDOgUIABCRAjoHCAAQsQMQQzoKCC4QxwEQrwEQQzoICC4QxwEQrwE6CAguEMcBEKMCOgoILhDHARCjAhAKOgIILjoHCAAQyQMQQzoGCAAQFhAeOggIABAWEAoQHlCh5gFYrP0BYMr-AWgAcAF4AIAB4AGIAd0VkgEGNy4xNS4xmAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab&ved=2ahUKEwjc04qjzsXsAhVdQEEAHRpRBwYQvS4wBHoECAEQKg&uact=5&npsic=0&rflfq=1&rlha=0&rllag=52086670,-262343,358&tbm=lcl&rldimm=1643316917557414074&lqi=ChdDSFVSQ0hFUyBJTiBCSUdHTEVTV0FERVojCghjaHVyY2hlcyIXY2h1cmNoZXMgaW4gYmlnZ2xlc3dhZGU&rldoc=1&tbs=lrf:!1m4!1u3!2m2!3m1!1e1!1m4!1u2!2m2!2m1!1e1!2m1!1e2!2m1!1e3!3sIAE,lf:1,lf_ui:2&rlst=f)  Email: [office@biggleswadeparishchurch.co.uk](mailto:office@biggleswadeparishchurch.co.uk) |
| Kingdom Hall of Jehovah’s Witness | Kingdom Hall of Jehovah’s Witnesses, 5 Shortmead Street, Biggleswade, SG18 0AT | | Tel: 01767317748 |
| The Weatherley Centre Masjid | Eagle Farm Road, Biggleswade, SG18 8JH | | Tel: 01767 315 709 |
| St. Peter’s Roman Catholic Church | 7A Station Rd, Biggleswade SG18 8AL | | Tel: [01767 312013](https://www.google.com/search?rlz=1C1GCEA_enGB924GB924&ei=WR-QX_vTPIbVgQbbvrewAw&q=CHURCHES%20IN%20BIGGLESWADE&oq=CHURCHES+IN+BIGGLESWADE&gs_lcp=CgZwc3ktYWIQAzIFCAAQyQM6DQguEMcBEK8BEEMQkwI6CwguEMcBEK8BEJECOgQILhBDOgQIABBDOggIABCxAxCDAToICC4QsQMQgwE6CwguELEDEMcBEKMCOgUIABCxAzoCCAA6BQguELEDOgUIABCRAjoHCAAQsQMQQzoKCC4QxwEQrwEQQzoICC4QxwEQrwE6CAguEMcBEKMCOgoILhDHARCjAhAKOgIILjoHCAAQyQMQQzoGCAAQFhAeOggIABAWEAoQHlCh5gFYrP0BYMr-AWgAcAF4AIAB4AGIAd0VkgEGNy4xNS4xmAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab&ved=2ahUKEwjc04qjzsXsAhVdQEEAHRpRBwYQvS4wBHoECAEQKg&uact=5&npsic=0&rflfq=1&rlha=0&rllag=52086670,-262343,358&tbm=lcl&rldimm=1643316917557414074&lqi=ChdDSFVSQ0hFUyBJTiBCSUdHTEVTV0FERVojCghjaHVyY2hlcyIXY2h1cmNoZXMgaW4gYmlnZ2xlc3dhZGU&rldoc=1&tbs=lrf:!1m4!1u3!2m2!3m1!1e1!1m4!1u2!2m2!2m1!1e1!2m1!1e2!2m1!1e3!3sIAE,lf:1,lf_ui:2&rlst=f) |
| Trinity Methodist Church | Shortmead St, Biggleswade SG18 0AP | | Tel: [01767 312156](https://www.google.com/search?rlz=1C1GCEA_enGB924GB924&ei=WR-QX_vTPIbVgQbbvrewAw&q=CHURCHES%20IN%20BIGGLESWADE&oq=CHURCHES+IN+BIGGLESWADE&gs_lcp=CgZwc3ktYWIQAzIFCAAQyQM6DQguEMcBEK8BEEMQkwI6CwguEMcBEK8BEJECOgQILhBDOgQIABBDOggIABCxAxCDAToICC4QsQMQgwE6CwguELEDEMcBEKMCOgUIABCxAzoCCAA6BQguELEDOgUIABCRAjoHCAAQsQMQQzoKCC4QxwEQrwEQQzoICC4QxwEQrwE6CAguEMcBEKMCOgoILhDHARCjAhAKOgIILjoHCAAQyQMQQzoGCAAQFhAeOggIABAWEAoQHlCh5gFYrP0BYMr-AWgAcAF4AIAB4AGIAd0VkgEGNy4xNS4xmAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab&ved=2ahUKEwjc04qjzsXsAhVdQEEAHRpRBwYQvS4wBHoECAEQKg&uact=5&npsic=0&rflfq=1&rlha=0&rllag=52086670,-262343,358&tbm=lcl&rldimm=1643316917557414074&lqi=ChdDSFVSQ0hFUyBJTiBCSUdHTEVTV0FERVojCghjaHVyY2hlcyIXY2h1cmNoZXMgaW4gYmlnZ2xlc3dhZGU&rldoc=1&tbs=lrf:!1m4!1u3!2m2!3m1!1e1!1m4!1u2!2m2!2m1!1e1!2m1!1e2!2m1!1e3!3sIAE,lf:1,lf_ui:2&rlst=f) |
| **LEISURE FACILITIES** | | | |
| Biggleswade Cricket Club | The Cricket Field, Fairfield Road, Biggleswade, SG18 0AA  Main attendance: Junior coaching sessions: Friday evenings and Saturday mornings. | | Contact: Gary Waghorn – Chairman  Email: [gary.waghorn@ntlworld.com](mailto:gary.waghorn@ntlworld.com) |
| Biggleswade Football Club | Langford Road, Biggleswade, SG18 9JT | | Chairman: Jeremy Reynolds  Tel: 07719 636170 |
| Biggleswade Scouts / Beavers | Scouts/Beavers/Scouts: Rear of 140/142 London Road, Biggleswade, SG18 8EL  Mainly evenings, from 17:00 – 22:00.  Cub pack: Trinity Methodist church on Thursdays between 18:30 to 20:30. | | Contact: Chris Weells  Tel: 07970 269 896  Tel: 01767 226738  Email: gsl@biggleswadescouts.org.uk |
| Biggleswade Girl Guides / Beavers | Biggleswade Girl Guides  67 High Street, Langford, Beds, SG189RY. | | Contact: Zoe Swinburn / Danielle Ellis  Email:biggleswadedistrictcommissioner@outlook.com |
| Biggleswade Sea Cadets Corps. | 4 Station Road, Biggleswade, SG18 8AL | | Tel: 01767 314 973  Email: [biggleswadescc@outlook.com](mailto:biggleswadescc@outlook.com) |
| Biggleswade Town Bowls Club | Drove Road, Biggleswade, SG18 0HP | | Club President: Martin Endersby  Tel: 01767 223 379  Email: [biggleswadebowls@gmail.com](mailto:biggleswadebowls@gmail.com) |
| Biggleswade Youth Club | 137 Mead End, Biggleswade, SG18 8JU  Biggleswade Youth Club is open on Wednesday 6-8pm (12-18yrs) and on Monday for our additional needs night 5:30-7:30pm (12-25yrs). | | Contact: Matthew Barnes  Tel: 01767 313984Tel: 07702 532329  Email: [matthew.barnes-smith@groundwork.org.uk](mailto:matthew.barnes-smith@groundwork.org.uk) |
| Dreams Theatre School | [Stratton Upper School, Biggleswade SG18 8TR](https://www.bing.com/local?lid=YN1029x9468426214328523687&id=YN1029x9468426214328523687&q=Dreams+Theatre+School&name=Dreams+Theatre+School&cp=52.082454681396484%7e-0.24932600557804108&ppois=52.082454681396484_-0.24932600557804108_Dreams+Theatre+School)  Saturday only – 09:.00 – 13:00 | | Tel: 07731 441 205  Email: dreams-theatre@hotmail.com |
| Saxon Pool & Leisure Centre | [Saxon Drive, Biggleswade SG18 8SU](https://www.bing.com/local?lid=YN1088x198160065&id=YN1088x198160065&q=Saxon+Pool+%26+Leisure+Centre&name=Saxon+Pool+%26+Leisure+Centre&cp=52.08171844482422%7e-0.24540799856185913&ppois=52.08171844482422_-0.24540799856185913_Saxon+Pool+%26+Leisure+Centre)  Opening Hours: Mon to Fri: 06:00 – 22:00, Sat: 07:30 – 18:00; Sun: 08:00 – 21:00 | | Tel: 01767 4331337  Email: [enquiries.saxon@sll.co.uk](mailto:enquiries.saxon@sll.co.uk) |

Key locations identified as places of safety - assistance centres

| **Building** | **Location** | **Potential use in an emergency** | **Emergency contact details (key holder)** |
| --- | --- | --- | --- |
| The Old Court House | 4 Saffron Road, Biggleswade, SG18 8DL | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Contact: Peter Tarrant – Town Clerk & Chief Executive  Tel: 07490 389 085 |
| The Orchard Community Centre | Sullivan Court, Biggleswade  SG18 8SZ | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event.\ | Contact: Andrew King – The Orchard Caretaker  Tel: 07552 169 069 |
| Biggleswade Baptist Church | 24 London Rd, Biggleswade, SG18 8EB | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Tel: [01767 312667](https://www.google.com/search?rlz=1C1GCEA_enGB924GB924&ei=WR-QX_vTPIbVgQbbvrewAw&q=CHURCHES%20IN%20BIGGLESWADE&oq=CHURCHES+IN+BIGGLESWADE&gs_lcp=CgZwc3ktYWIQAzIFCAAQyQM6DQguEMcBEK8BEEMQkwI6CwguEMcBEK8BEJECOgQILhBDOgQIABBDOggIABCxAxCDAToICC4QsQMQgwE6CwguELEDEMcBEKMCOgUIABCxAzoCCAA6BQguELEDOgUIABCRAjoHCAAQsQMQQzoKCC4QxwEQrwEQQzoICC4QxwEQrwE6CAguEMcBEKMCOgoILhDHARCjAhAKOgIILjoHCAAQyQMQQzoGCAAQFhAeOggIABAWEAoQHlCh5gFYrP0BYMr-AWgAcAF4AIAB4AGIAd0VkgEGNy4xNS4xmAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab&ved=2ahUKEwjc04qjzsXsAhVdQEEAHRpRBwYQvS4wBHoECAEQKg&uact=5&npsic=0&rflfq=1&rlha=0&rllag=52086670,-262343,358&tbm=lcl&rldimm=1643316917557414074&lqi=ChdDSFVSQ0hFUyBJTiBCSUdHTEVTV0FERVojCghjaHVyY2hlcyIXY2h1cmNoZXMgaW4gYmlnZ2xlc3dhZGU&rldoc=1&tbs=lrf:!1m4!1u3!2m2!3m1!1e1!1m4!1u2!2m2!2m1!1e1!2m1!1e2!2m1!1e3!3sIAE,lf:1,lf_ui:2&rlst=f)  Email: [office@vbbchurch.org.uk](mailto:office@vbbchurch.org.uk) |
| Trinity Methodist Church | Shortmead St, Biggleswade SG18 0AP | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Tel: [01767 312156](https://www.google.com/search?rlz=1C1GCEA_enGB924GB924&ei=WR-QX_vTPIbVgQbbvrewAw&q=CHURCHES%20IN%20BIGGLESWADE&oq=CHURCHES+IN+BIGGLESWADE&gs_lcp=CgZwc3ktYWIQAzIFCAAQyQM6DQguEMcBEK8BEEMQkwI6CwguEMcBEK8BEJECOgQILhBDOgQIABBDOggIABCxAxCDAToICC4QsQMQgwE6CwguELEDEMcBEKMCOgUIABCxAzoCCAA6BQguELEDOgUIABCRAjoHCAAQsQMQQzoKCC4QxwEQrwEQQzoICC4QxwEQrwE6CAguEMcBEKMCOgoILhDHARCjAhAKOgIILjoHCAAQyQMQQzoGCAAQFhAeOggIABAWEAoQHlCh5gFYrP0BYMr-AWgAcAF4AIAB4AGIAd0VkgEGNy4xNS4xmAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab&ved=2ahUKEwjc04qjzsXsAhVdQEEAHRpRBwYQvS4wBHoECAEQKg&uact=5&npsic=0&rflfq=1&rlha=0&rllag=52086670,-262343,358&tbm=lcl&rldimm=1643316917557414074&lqi=ChdDSFVSQ0hFUyBJTiBCSUdHTEVTV0FERVojCghjaHVyY2hlcyIXY2h1cmNoZXMgaW4gYmlnZ2xlc3dhZGU&rldoc=1&tbs=lrf:!1m4!1u3!2m2!3m1!1e1!1m4!1u2!2m2!2m1!1e1!2m1!1e2!2m1!1e3!3sIAE,lf:1,lf_ui:2&rlst=f) |
| Stratton Upper School and Community College | Eagle Farm Road, Biggleswade, SG18 8JB | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Principal: Sam Farmer  Tel: 01767 220 000  Email: [Office@stratton.school](mailto:Office@stratton.school) |
| Ivel Valley School | School: Hitchmead Road, Biggleswade, SG18 0NL | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Office Manager: Nicola Hudson  Tel: 01767 601 010  Email: [admin@ivelvalley.beds.sch.uk](mailto:admin@ivelvalley.beds.sch.uk) |
| College Site: The Baulk, Biggleswade, SG18 OPT |
| Rugby Club | The Clubhouse, [Langford Road](https://www.google.co.uk/search?sxsrf=ALeKk03ITszGpwwyVZsoySIaXC1L3OVFhg:1603362297703&q=biggleswade+rugby+club+langford+road&stick=H4sIAAAAAAAAAOPgE-LSz9U3MKmKLzE3V-LWT9c3LEnLtsiySNJSzii30k_Oz8lJTS7JzM_Tzy9KT8zLrEoEcYqt0ovyS_NSFrGqJGWmp-ekFpcnpqQqFJWmJ1UqJOeUJinkJOalp-UXpSgU5Sem7GBlBAD0GLijagAAAA&sa=X&ved=2ahUKEwjio82B_sfsAhUJesAKHdocCAMQmxMoATAaegQIDxAD), [Biggleswade](https://www.google.co.uk/search?sxsrf=ALeKk03ITszGpwwyVZsoySIaXC1L3OVFhg:1603362297703&q=Biggleswade&stick=H4sIAAAAAAAAAOPgE-LSz9U3MKmKLzE3V-IEsQ1LipPztJQzyq30k_NzclKTSzLz8_Tzi9IT8zKrEkGcYqv0ovzSvJRFrNxOmenpOanF5YkpqTtYGQH_p4rPTwAAAA&sa=X&ved=2ahUKEwjio82B_sfsAhUJesAKHdocCAMQmxMoAjAaegQIDxAE), [SG18 9RA](https://www.google.co.uk/search?sxsrf=ALeKk03ITszGpwwyVZsoySIaXC1L3OVFhg:1603362297703&q=SG189RA&stick=H4sIAAAAAAAAAOPgE-LSz9U3MKmKLzE3V-LWT9c3LCkwrLQsKtdSzii30k_Oz8lJTS7JzM_Tzy9KT8zLrEoEcYqt0ovyS_NSFrGyB7sbWlgGOe5gZQQAhkUOe00AAAA&sa=X&ved=2ahUKEwjio82B_sfsAhUJesAKHdocCAMQmxMoAzAaegQIDxAF) | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Tel: [01767 312463](https://www.google.com/search?q=biggleswade+rugby+club+contact+address&rlz=1C1GCEA_enGB924GB924&oq=biggleswade+rugby+club+contact+address&aqs=chrome..69i57.7102j0j7&sourceid=chrome&ie=UTF-8)  Contact: David Tysom - Chairman  Email: [Biggy@biggleswaderugby.co.uk](mailto:Biggy@biggleswaderugby.co.uk) |
| Cricket Club | Fairfield Rd, Biggleswade SG18 0BS | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Tel: 07772 438150  Contact: Matt Twig - Treasurer  Email: [twiggycricket1972@gmail.com](mailto:twiggycricket1972@gmail.com) |
| Bowls Club |  | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Tel: 01767 223379  Contact: Martin Endersby – President |
| Flutters Bingo Hall | [Station Road, Biggleswade SG18 8AL](https://www.bing.com/local?lid=YN1088x247388004&id=YN1088x247388004&q=Flutters+Bingo&name=Flutters+Bingo&cp=52.08504104614258%7e-0.2619670033454895&ppois=52.08504104614258_-0.2619670033454895_Flutters+Bingo)   |  |  | | --- | --- | | Thursday | 11 am - 5 pm  5 pm - 10:30 pm | | Friday | 5 pm - 10:30 pm | | Saturday | 11 am - 5 pm  5:30 pm - 10:30 pm | | Sunday | 5 pm - 10:30 pm | | Monday | 5 pm - 10:30 pm | | Tuesday | 11 am - 5 pm  5 pm - 10:30 pm | | Wednesday | 5 pm - 10:30 pm | | Assistance Centre or Incident Room.  Temporary habitation/shelter for members of the community affected by the event. | Tel: 01767 312230  Email: [info@fluttersbingo.co.uk](mailto:info@fluttersbingo.co.uk) |
| Biggleswade Masonic Centre | St. Andrews Rooms, St. Andrews Street, Biggleswade, SG18 8BA | Assistance Centre or Incident room  Temporary habitation/shelter for members of the community affected by the event. | Tel: 01767 318024 |
| The Weatherley Centre, Masjid | Eagle Farm Road, Biggleswade, SG18 8JH | Temporary habitation / shelter for members of the community affected by the event. Grand Hall has capacity for 350 people. | Tel: 01767 315709 |
| Biggleswade Conservative Club | St Andrew's St, Biggleswade SG18 8BA | Temporary habitation / shelter for members of the community affected by the event. Main hall is the Concert Room | Tel: [01767 312225](https://www.google.com/search?q=biggleswade+conservative+club&rlz=1C1GCEA_enGB924GB924&oq=biggleswade+conservative+club+&aqs=chrome..69i57j0i457j0j0i22i30l5.4350j0j4&sourceid=chrome&ie=UTF-8) |
| Dan Albone Car Park & Common Lands | Hill Ln, Biggleswade SG18 0BL | Open facility for use for erecting emergency outdoor tenting for an Assistance Centre or Incident Room. | Landlord: Fen Reeves |
| The Lakes Football Field | Adjacent 3 Hawesmere Close, Biggleswade, SG18 8QH | Open facility for use for erecting emergency outdoor tenting for an Assistance Centre or Incident Room | Biggleswade Town Council. |
| Eagle Farm | Eagle Farm Road SG18 8JH | Open facility for use for erecting emergency outdoor tenting for an Assistance Centre or Incident Room | Biggleswade Town Council |

Suggested ways to communicate with the community in an emergency

|  |  |  |
| --- | --- | --- |
| **Target group** | **Communication type** | **Name of contact to activate this** |
| Residents | The Town Council website [www.biggleswadetowncouncil.gov.uk](http://www.biggleswadetowncouncil.gov.uk) | Helen Calvert – BTC Administration & HR Manager  Alison Dennis – BTC Administrator |
| Residents | The Town Council Facebook Page and subsequent sharing to local Facebook Pages – “We love Biggleswade!!”, various Facebook Marketplace Groups.  BBC Three Counties Radio – 95.5 FM, 103.8 FM, 104.5 FM & Heart Home Counties 103.3FM 96.6FM  BigglesFM | Helen Calvert – BTC Administration & HR Manager  Karen Saunders – BTC Administrator  Alison Dennis – BTC Administrator  Sian van der Merwe – BTC Deputy Administration & HR Manager |
| Business owners | Email distribution list | Isaac Lord – Place Shaping Manager |
| Flood Risk Properties | Door Knocking  Leaflet drops |  |

Activation triggers (Step 9 of the guidance)

|  |  |
| --- | --- |
| **No.** | **Trigger** |
| 1 | We become aware of an emergency situation or event affecting our community (for example: utility disruption, flooding, severe weather etc). |
| 2 | We are contacted by the Local Authority, duty Emergency Planning Officer. |
| 3 | We receive an alert or warning that will affect our area. |
| 4 | In the event the Council determines to activate the plan, without a request from the Emergency Services, or an Emergency Planning Officer, then the Council are acting under either the Town Council’s insurance policy or partners under that of their own organisation.  Self-activation may be in response to events like snow and ice. Where this is the case, the Council will contact Central Bedfordshire Council at the earliest opportunity. |
| 5 | For more serious or wide-spread emergencies, Town Council will normally be coordinated by Central Bedfordshire Council in response to a request for support from the emergency services.  If the Council receive a call for assistance from an Emergency Planning Officer or the Emergency Services, any activities that you will be asked to carry out will be designed to help support the local authority part of that response. This will usually take the form of welfare/shelter arrangements away from the direct scene of the emergency. It could also include things like local knowledge, or the location of known vulnerable persons. In this scenario, it is likely that the Council will be working alongside other voluntary organisations that also assist during the response. e.g. the Royal Voluntary Service (formerly the WRVS), British Red Cross etc.  Any information received must be given out and communicated to people in a coordinated and controlled manner via the local authority. It must not be given at the scene in a way that will impede the work of the emergency services. N.B. If an Emergency Control Centre (ECC) has been opened it is likely to be at Priory House (Shefford). |

First steps in an emergency – Advice received from Central Bedfordshire Council

|  |  |  |
| --- | --- | --- |
| **No.** | **Action** | **Tick** |
| 1 | Call 999 in a life-threatening emergency (if not already alerted) or 101 (non-emergency number) |  |
| 2 | Ensure you are in no immediate danger |  |
| 3 | Contact Central Bedfordshire Council duty emergency planning officer: this can be done through the Biggleswade CERT WhatsApp Group   * inform them and pass on information * receive any information and instruction * establish if there is anything specific, they want you to do * invite them to attend any Community Emergency Response Team meeting you may hold (although they may not be able to attend in all circumstances). |  |
| 4 | Contact your Community Emergency Response Team members and if possible meet to assess and discuss the situation (if you cannot physically meet you may want to take advantage of technology such as WhatsApp, Skype or telephone conferencing e.g. [www.powwownow.co.uk](http://www.powwownow.co.uk)). Use Community Emergency Response Team (first emergency meeting agenda) below. |  |

Community Emergency Response Team Meeting (first emergency meeting agenda) - Advice received from Central Bedfordshire Council

|  |
| --- |
| **Date:** |
| **Time:** |
| **Location:** |
| **Attendees:** |
| **1. What is the current situation?**   * Location of the emergency. Is it near: a school, a vulnerable area, a main access route? * Type of emergency: Is there a threat to life? Has electricity, gas or water been affected? * Are there any vulnerable people involved? Elderly, Families with children, People with specialised health needs or equipment * What resources do we need? Food, Off-road vehicles, clean drinking water, blankets, shelters   **2. How can we support the local authority and emergency services?**  **3. Do we need to use or activate any particular local skills and resources – use the assessment above?**  **4. Do we need to contact any organisations to help identify or assist vulnerable people – use the assessment above?**  **5. Do we need to open any of our locations as a place of safety / assistance centre – use the assessment above?**  **6. Do we need to communicate any messages to the community and how – use the assessment above?**  **7. What actions can safely be taken and who is going to take the lead for agreed actions?**  **8. Agree who will update the BLLRF Emergency Log with impact information, actions you are taking and any requirements** – [www.bllrf.org.uk](http://www.bllrf.org.uk) (your Community Emergency Coordinator will have been provided a Username and Password)  **9. Recovery considerations?** Once the immediate actions have been completed and the situation starts to improve, start thinking about the recovery phase and the role the Community Emergency Response Team can play in helping the community return to their day-to-day life. You may also look on the emergency as an opportunity to regenerate your area (use the recovery issues checklist below)  **10. Any other issues?**  **11. Agree the time of the next meeting, if necessary -** If possible, meet regularly to see how the situation is developing, actions are progressing and whether you need to reprioritise tasks or resources. |



**INITIAL ACTIONS OF THE EMT**

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| --- |
| **IN AN EMERGENCY DIAL 999**  **Inform Central Bedfordshire Council on 07964 111 942 and ask to speak to the Emergency Duty Officer to inform them the plan is being activated.**  Tune into BBC Three Counties Radio – 95.5 FM, 103.8 FM, 104.5 FM & Heart Home Counties 103.3FM 96.6FM and listen for updates on the emergency. Follow any emergency services advice issued.  Notify your Emergency Response Team and request that they meet at the nominated location if safe to do so and instigate the call cascade as necessary.  Gather as much information about the situation as possible and decide which local resources should be mobilised to support the community.  Consider whether you can work effectively from your current location, or whether you need to move to an alternate location. Arrange for the Incident Room to be opened as appropriate. Keep a log of all communications, relevant times, actions taken, instructions given and information received. It will be important at the subsequent De-brief.  Arrange for contact to be made with the vulnerable members of the community as appropriate and arrange for advice / assistance to be offered.  Arrange for the community resources/organisations to be made available as necessary.  Consider asking for additional members of the community (volunteers) to help with the response, using pre-identified community coordinators already. The type of support that would be welcomed changes from emergency to emergency but might include:   * Helping people move valuable and sentimental items upstairs. * Helping deploy any flood protection products they might have. * Providing some immediate shelter if people have had to leave their homes. * Looking after pets. * Providing lifts to family and friends. * Doing basic household tasks such as shopping.   Check your e-mail system regularly.  Tell your community that your emergency team is functioning and if appropriate maintain a presence in the area(s) affected.  Establish contact with neighbouring Parish / Town Councils and ask for / offer support, if appropriate,  Ensure that any members of your community engaged in the response are not putting themselves at risk. Make sure they are acting lawfully (e.g. not speeding), carefully and are not carrying out tasks and activities that they are not qualified to do. |

  
**FLOOD SPECIFIC ACTIONS**

|  |
| --- |
| **Areas of Biggleswade can be subject to flooding from the River Ivel and the Pix Brook.**  **Inform Central Bedfordshire Council on 07964 111 942 and ask to speak to the Emergency Duty Officer to inform them the plan is being activated.**  If you are in an area that receives flood warnings, dial **Flood line on 0845 988 1188** or look on the Environment Agency website.  Refer to the “Flood Specific Response Measures” table. Implement any agreed actions as appropriate. Mobilise the pre-identified resources and make offer of support to those that may be vulnerable.  Wherever possible, advise residents to:   * Put any flood protection products they have into place. * Move cars to higher ground. * Make sure any valuable or sentimental items and important documents are safe. * Empty furniture drawers and cupboards. Place the contents and any furniture you can upstairs. Fasten plastic bags round the legs of wooden furniture to help minimise absorption of water. * Be prepared to turn off mains gas and electricity. * Be prepared to evacuate if necessary and in the unlikely event:    + Grab ‘Go bag’ and check contents.   + Turn off electricity, gas and water supplies and unplug appliances   + Take their mobile phone and charger.   + Take some spare clothes.   + Take prescribed medication with them.   + Take cash and credit cards.   + Lock all doors and windows.   + If they leave by car, take bottled water, a duvet or blankets and tune into the local radio for emergency advice and instructions. * Put plugs in sinks and weight them down to prevent backflow from the drains. Weigh down the loo seat too. * Bring caged outdoor pets inside, move all pets with food, water, bedding and litter trays upstairs. * Always wash their hands/arms/legs after coming into contact with floodwater with hot water and soap. * Keep contaminated footwear and clothing away from children. * Never allow children to play in floodwater, as well as the risk of disease **manhol**e covers may have dislodged under the pressure of floodwater creating a drowning risk.   Try and provide support to residents in carrying out these actions.  Fill and deliver sandbags/polythene as appropriate. |

Recovery issues checklist - Advice received from Central Bedfordshire Council

Although most activity by the Town Council and community in an emergency occurs in support of the emergency services and other agencies that assist in the response, the Town Council and community have a role to play in the recovery phase.

It is not possible to define precisely the extent and nature of their post-incident activity, since this will vary with the severity and nature of the emergency. It is likely, however, that community activity will be in one or more of the following categories:

* Looking after the welfare of the emergency services and agency workers e.g. feeding, sleeping, laundry, rest facilities etc.
* Caring for and supporting the on-going needs of those local people affected by the emergency.
* Memorial services, memorials, gardens of remembrance.
* News sheets, information boards, staffing information points.

The above will be co-ordinated by Central Bedfordshire Council.

It is important that the community considers these activities in advance and decides/agrees the need for community involvement and whether a member or section of the community should be tasked with preparing and inserting guidance in this Plan.

**Recovery Process**

It may be necessary following a major civil emergency to work with the principal council in aiding recovery. After a very serious incident, Central Bedfordshire Council may establish a Community Recovery Committee, which is a group drawn from the local community to reflect community concerns and assist in informing the community. It will most likely assist in Impact Assessment of the affected community. Town Council elected representatives would be included in the membership. Its role would be non-executive.

An important role would be engaging with the Business Community and taking their concerns to the principal council’s main Recovery Coordinating Group.

Town Councillors, as well as other community leaders have an important role to play in assisting the recovery process:

* A focus for community concerns
* Identifying problems and vulnerabilities of their community
* Knowledge of local personalities and resources
* Enhancing local community liaison
* Visiting people affected and giving reassurance
* Consultation on re-builds or modernisation
* Assisting with the media in getting messages to the community (following established policy guidelines)
* Assisting with VIP visits
* Liaising with elected representatives (Central Bedfordshire councillors, MP, MEP)

Recovery may take months or even years and these roles may be a long-term priority.

The Town Council will need not only to help with damage assessment but use local knowledge to draw up a Recovery Action Plan and to give each action a priority rating of:

Essential

Important or

Desirable

This will need to be done with the myriad of partners who will be involved in the recovery process.

The Place Shaping Manager to update contact information and amendments to the Plans in liaison with Central Bedfordshire Council and review the Emergency Plan following the Debrief.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Short term considerations** | **Tick** | **Medium term considerations** | **Tick** | **Longer term considerations** | **Tick** |
| Continually assess the impact and identify your community’s needs and priorities |  | Support to affected businesses |  | Bereavement and trauma support services (for Children and Adults) |  |
| Basic needs for your community are provided |  | Commemorations: books of condolence, testimonials and memorials |  | Commemorating Anniversaries |  |
| Support to vulnerable people in the community |  | Work and livelihood support (jobs and benefits advice) |  | Assist with forming support groups Legal support (short, medium and longer-term legal support such as in court cases, criminal investigations, inquests and inquiries) |  |
| Getting the community involved: Community and business meetings, workshops, surveys etc |  | Community cohesion |  | Making the community better prepared and more resilient should an emergency happen again |  |
| Accommodation requirements, repairs, household contents |  | Environmental impacts and making it better for the future |  | Helping and supporting community partnerships to maintain a high level of volunteer interest over a longer period |  |
| Waste management |  | Education, schools and childcare |  | Soil contamination, commercial cleaning of Publicly accessible lands |  |
| Animal/Pet health and welfare |  | Religious advice and support |  | Long-term homelessness and lack of provision of housing by overarching authority due to high uptake of housing post-COVID-19 |  |
| Financial support (in terms of access to emergency funds, insurance advice and claims, benefit packages, compensation etc) |  | How can this be used as an opportunity for regeneration and improve our community |  |  |  |
| VIP visits and management |  | Identify lessons |  |  |  |
| Use of the media to benefit the community |  | Funeral support |  |  |  |
| Infrastructure damage and repair – how can you make it better for the future |  | Disaster appeals funds |  |  |  |

Debrief - Advice received from Central Bedfordshire Council

“Debriefing” is a conversation that revolves around the sharing and examining of information after a specific event has taken place. A ‘Hot Debrief’ should take place by the key people involved in an incident immediately after the incident has passed & a “cold “debrief should be held after the dust has settled and things are getting back to normal. This should be open to anyone involved in the incident. It enables you to record what went well, what could have been better and what you can do to learn from this experience to improve things next time. **It is not about who is at fault**.

This is where notes made during the emergency prove really useful.

EMT will hold de-briefs as soon as possible after the event and pass on information to Central Bedfordshire Emergency Planning Officer, or Bedfordshire Prepared, as required.

TYPICAL DEBRIEF AGENDA

1. Notification/Alerting Issues.

2. Warning - Responding Agency and Public Issues.

3. Command and Control Issues.

a. Training

b. Capability

c. Equipment

4. Communications Issues.

5. Media Response Issues.

6. Recovery Issues.

7. Recommendations.

Plan distribution list - Advice received from Central Bedfordshire Council

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Contact details** | **Issued on** |
| Bedfordshire Local Resilience Forum (BLRF). | Your local emergency responders | Tel: 0300 300 4145  [bedfordshireprepared@centralbedfordshire.gov.uk](mailto:bedfordshireprepared@centralbedfordshire.gov.uk) |  |
| Central Bedfordshire Council. | Emergency Planning Officer | Tel: 07391 862334 (Available on WhatsApp)  [emergency@centralbedfordshire.gov.uk](mailto:emergency@centralbedfordshire.gov.uk) |  |
| A public copy will be available on the Web site – this version will not include personal contact details. | Town Council Office, to EMT members | Tel: 01767 313 134  [enquiries@biggleswadetowncouncil.gov.uk](mailto:enquiries@biggleswadetowncouncil.gov.uk) |  |
| Printed copies. Each member of the Emergency Response Team will have a printed copy. | Town Council Emergency Response Team Members |  |  |
| Councillors will have a copy via the Constitution. |  |  |  |

Plan review schedule (Step 11 of the guidance)

|  |  |  |
| --- | --- | --- |
| **Date of last review** | **Date of next review** | **Reviewed by** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Appendix:** **Before an Emergency (general advice)**

***Help the Community Prepare***

Many households will have received a Self-help Emergency Guidelines Fridge Magnet (Z-Card) You can help your community be prepared for an emergency by encouraging them to follow the advice contained in that document and to complete the telephone numbers that they may need in the event of an emergency. You can:

* Encourage all members of your community to make sure they are adequately insured and that they review their insurance.
* Make sure that people are signed up to the Environment Agency Flood Warning Direct Service if your community is in a flood risk area. Point them in the direction of the National Flood Forum for more information on flood defence products and to local surveyors and architects for advice on their effectiveness.
* Encourage people to prepare a Go Bag including,
  + Key documents (such as passport, driving licence, your personal emergency contact list and insurance details).
  + First aid kit including any medication.
  + Wet wipes and/or antibacterial hand gel.
  + Battery operated radio with spare batteries or wind-up radio.
  + Notebook and pencil/pen.
  + Mobile phone/charger.
  + Glasses/contact lenses.
  + Toiletries (including nappies/sanitary supplies).
  + Any special items for babies, children, elderly and disabled people.
  + Spare set of keys (home/car/office).
  + Bottled water/energy bars.
  + Coins/cash (small denominations) and credit/debit cards.
  + Change of clothes and blankets and sensible footwear (if necessary, waterproofs).
  + A torch and batteries or a wind-up torch.
* Encourage people to complete a household emergency plan which can be found on the Environment Agency website <https://www.gov.uk/government/publications/personal-flood-plan>
* Encourage people to make a “Community Friend” – this is someone, or some people, that can be called during an emergency to provide practical support – such as helping move furniture, look after pets, share house keys to look after each other’s properties and maybe know which valuable and sentimental items should be moved upstairs, check on you if you are poorly and go to the shops and chemists on your behalf.
* Make sure people know how to respond. In an emergency, people should go in, stay in and tune in to their local radio station for further instructions and updates – unless there is a fire, or any other threat to staying in the property, or unless they have been advised otherwise by the Emergency Services.
* Check that your community are ready for an emergency – ask them the following questions:  
  + Do you have a household emergency plan?
  + Have you discussed your plan with family and friends?
  + Do you know the emergency plan for your children’s school/nursery/college?
  + Do you know the emergency plan for your place of work?
  + Have you completed a personal emergency contact list?
  + Have you prepared a check list for your ‘go bag’, or packed it ready to go?
  + Do you have ICE contact(s) in your phone, wallet or purse?
  + Do you have a contact person – someone unlikely to be affected by the same emergency - who can keep family and friends informed?
  + Do you have a wind up or battery-operated portable FM/AM radio?
  + Do you have alternative, agreed meeting points?
  + Do you have working smoke alarms in your home?
  + Do you have adequate contents and buildings insurance?
  + Do you have copies of your most important documents stored somewhere other than at home?
  + Do you have a written list of your valuables, plus photographs or DVD/video?
  + Have you undertaken a basic first aid course?
  + Have you checked if your property is in a flood risk area?
  + Have you thought about arrangements for pets if you need to leave your home?
  + Have you identified possible exit routes from every room in your home?

The Environment Agency has flooding specific information for communities in flood risk areas. Call 0845 988 1188 for more information.

**Make sure that you are prepared:**

* Make sure that you have your own household plan and go bag up to date and ready
* Buy a wind-up torch, wind up radio and wind-up mobile phone charger
* Let people know you are willing to act as a co-ordinator during an emergency
* Look at Biggleswade Town Council Community Emergency Plan  
    
  You might be able to make contact with another community co-ordinator from another Neighbourhood Watch group; someone who is unlikely to be affected by the same emergency and who might be able to act as a runner to pass you radio alerts if you lose power.

