



WORPLESDON PARISH COUNCIL

EMERGENCY PLAN

March 2026

Amendments

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**Restricted section – to be removed or adjusted prior to distribution as appropriate

1. INTRODUCTION

Definition of an emergency

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

Context

County Councils, district councils and emergency services have an emergency response structure. Although there is no statutory requirement for a local community to produce an emergency plan, they are encouraged, by county and district councils and emergency services, to develop one. A Community Emergency Plan documents how a community would respond to an emergency situation e.g. while awaiting the assistance of statutory authorities /emergency services, or in support of them. This plan has been developed by the Parish Council and it covers the geographical area of Worplesdon.

Aim

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

Objectives

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

2. LEVELS OF EMERGENCIES

From initial research it has been established that there are three recognised levels of emergency:

1. A major catastrophic event in London, or elsewhere in the South East, requiring a large capacity for shelters and support. Such incidents would require very large premises (far larger than a village hall for instance) to accommodate and manage large numbers of temporary 'refugees'. We need not concern ourselves too much with this category as the Parish Council would be approached as part of a measured coordinated scheme initiated by a higher tier authority.
2. A major emergency at County or Borough level, or beyond, where the management of the event would be undertaken at County or Borough level. Whilst some of our Community Centres and Church Halls could well be receiving stations for displaced persons, and selected local people involved in support, this need not be of immediate concern locally, as support services such as Surrey County Council's Services for Families and Royal Voluntary Service would be galvanised into action.

A local emergency within the Parish of Worplesdon, such as localised flooding, which would involve support from the Borough or County Council who would provide emergency rest centres.

This plan concentrates entirely on this third category.

3. WHAT SORT OF EMERGENCY?

We envisage three types of event which could trigger a local emergency:

- Flooding
- Lengthy loss of utilities
- Large scale evacuation due to a major event, e.g. major fire, pollution incident
- A pandemic health threat

Whilst all four would inevitably involve the emergency services and/or the major authorities the knowledge of local people will be vital in mitigating the effects on the local community. Flooding is perhaps the most likely scenario, hence the inclusion of a Worplesdon Flood Plan as an Appendix A to this document.

This document lists the principal actions of each organisation; however, it must be noted that it may not always be possible for all actions to be carried out during all emergencies.

4. RISK ASSESSMENT

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

5. WHO IS RESPONSIBLE, FOR WHAT, IN AN EMERGENCY?

Responding organisations have limited resources so may not be able to provide assistance in all circumstances. **In such cases the owners and occupiers need to be aware that they should make their own arrangements to protect their property from risk, especially flooding.** Many factors may influence the level of response to specific emergencies. Priority is likely to be given to those that are vulnerable when assisting people, and to property which is occupied. The classification of roads may be used in prioritising the response to road flooding; protection of commercial property may depend on the risk of environmental pollution from stored chemicals etc.

6. ROLES AND RESPONSIBILITIES OF OTHER AGENCIES

The Emergency Services will normally provide most of the initial response. They will be supported by the principal authorities (Guildford Borough and Surrey County Council), utility (gas, water and electricity) companies and voluntary organisations. The emergency services' main role will most frequently be to save life. The Fire and Rescue Service is responsible for rescuing survivors. The South-East Coast Ambulance Service (SECAM) is responsible for treating casualties and taking them to hospital. The Police will help coordinate this work.

Police (Phone 101 or 999)

The main roles of the Police are to:

- Let the other emergency services and local authorities know about the incident
- Save lives by working alongside the other emergency services
- Co-ordinate the emergency services and other organisations during the response phase
- Protect and preserve the scene
- Investigate the incident alongside other investigative organisations
- Collect and pass on information about casualties
- Identify those involved

- Restore stability with the aim of restoring normality

Fire and Rescue Service (Phone 999)

The main roles of the Fire and Rescue Service are to:

- Let the other emergency services and local authorities know about the incident
- Save lives by working alongside the other emergency services
- Tackle fires or chemicals which have been spilt and other dangerous situations
- Rescue trapped casualties
- Make sure all personnel involved in the rescue work are safe
- Gather information and carry out hazard assessments
- Help the ambulance service get live casualties away from the scene
- Help the Police recover bodies
- Keep local authority services going in as normal a way as possible
- Restore stability with the aim of restoring normality

Ambulance Service (Phone 999)

The main roles of the Ambulance Service are to:

- Let the other emergency services and local authorities know about the incident
- Save lives by working alongside other emergency services
- Provide a focal point for all NHS and medical resources
- Identify and contact the appropriate receiving hospitals
- Set up a casualty clearing station
- Prioritise casualties so their injuries can be treated
- Prioritise which casualties must be evacuated using appropriate transport
- Restore stability with the aim of restoring normality

Environment Agency (phone 0800 807060)

The main roles of the Environment Agency are to:

- Issue Flood Warnings
- Receive and record details of flooding incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers, adopted critical watercourses and their own structures
- Respond to pollution incidents
- Advise on waste disposal issues

Principal Authorities

The main roles of principal authorities are to:

- Support the emergency services
- Help people in distress
- Co-ordinate the activities of their various departments and other agencies
- Consult with the Police and release information to the media and give advice to the public
- Keep local authority services going in as normal a way as possible
- Restore stability with the aim of restoring normality

These roles are shared between Surrey County Council and Guildford Borough Council.

7. ACTIVATION ARRANGEMENTS

The lead borough for this Parish is:

Name: Guildford Borough Council

Address: Millmead House, Millmead, Guildford, GU2 4BB

Telephone: 01483 505050

Emergency No: 01344 949371

Borough Safety and Emergency Planning Adviser.

Parish Council

The Parish Council will:

- a. Comply, if possible, with any advice or request from Guildford Borough, Surrey County Council, Surrey Police, Defra, or COBRA.
- b. Consolidate and disseminate information to residents and local organisations.
- c. Refer to Appendix 5 – for the full list of names, addresses and telephone numbers of all Parish Councillors, the Parish Clerk and Administrative Assistant.

8. TEMPORARY ACCOMMODATION

In the event of people being made homeless or needing shelter the Borough/County Councils in Surrey have responsibility for opening and managing Rest Centres, supported by Surrey County Council's Services for Families and voluntary organisations (British Red Cross - 0808 196 3651). Each Borough Council has identified suitable premises.

NHS Surrey Heartlands Clinical Commissioning Group will provide medical support and access to pharmacy services.

While at the Rest Centre, the police and local authorities will gather specific information, which will be recorded on rest centre registration forms. Social Services department of Surrey County Council are responsible for making sure that this process is carried out and that an initial assessment of each individual is made to identify any extra support that may be needed. The police will either email or take the forms to the Casualty Bureau to be processed.

9. COMMUNICATIONS

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

Contact details for statutory authorities, emergency services and key local contacts and leads can be found in **Appendix 3**.

Loss of communications

If telephones are affected by the emergency, communications within the community should be considered using written or verbal messages.

Local and National radio

Residents should tune into local and national radio and television channels for the latest information. Local Radio Stations are:

- BBC2 National radio 88.91 MHz FM
- Radio Woking 195.9 MHz FM
- BBC Surrey 104 – 104.6 FM

10. RECORDING ACTIONS AND OBTAINING FEEDBACK

During an emergency, volunteers will be assigned the tasks of logging actions, using the logging sheet in **Appendix 4**. This enables actions to be captured and evaluated.

11. PLAN REVIEW AND MAINTENANCE

This plan will be reviewed every calendar year to ensure that it adequately reflects the needs of the community.

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

APPENDIX 1
Risk assessment and actions before,
during and after an emergency

NAME OF COMMUNITY:

Emergency scenario	Details – where and what?	Actions

APPENDIX 2
Summary of resources available –
volunteers, skills and other resources

This information is restricted i.e. the list should only be held by Community Response Group leads and is not for general distribution.

VOLUNTEERS

Forename	Surname	Tel	Email/ Postal address	Skills / tasks willing to do	Resources available

OTHER RESOURCES

Local resource	Contact person(s)	Telephone/address/email	In an emergency, how could it be used?

APPENDIX 3
List of key contacts for emergencies

CONTACT/ NAME	TELEPHONE	WEB ADDRESS AND/OR POSTAL ADDRESS
Emergency Services	999	
Guildford Borough Council		www.guildford.gov.uk
Emergency	01344 949371	
Flooding and Sandbags	01344 949371	
General Number	01483 505050	
National Gas Emergency	0800 111999	www.nationalgrid.com
Thames Water		www.thameswater.co.uk
Burst water main	0800 316 9800	
Sewage Flooding	0800 316 9800	
Environment Agency		www.environment-agency.gov.uk
General Enquiries	08708 506 506	
Flood Line	0845 988 1188	
Surrey County Council		www.surreycc.gov.uk
General Enquires	03456 009 009	
County Highways (Emergency response)	0300 200 1003	
Affinity Water	0345 357 2402	www.affinitywater.co.uk
Parish Council		www.worplesdon-pc.gov.uk
Parish Clerk - Mrs Gaynor White	01483 300094	clerk@worplesdon-pc.gov.uk
Assistant Clerk - Mrs Victoria Fear	01483 300094	admin@worplesdon-pc.gov.uk
Fairlands Ward Councillors		
Brigitte Ahier	07852 533932	cllr.brigitte.ahier@worplesdon-pc.gov.uk
Sally Busby	01483 676101	cllr.sally.busby@worplesdon-pc.gov.uk
Saffina Ellahi	07939 013515	cllr.saffina.ellahi@worplesdon-pc.gov.uk
Nigel Mitchell (Chairman)	01483 232538	cllr.nigel.mitchell@worplesdon-pc.gov.uk
Bob McShee	01483 825907	cllr.bob.mcshee@worplesdon-pc.gov.uk
Jacobs Well Ward Councillors		
Mike Price	01483 571971	cllr.mike.price@worplesdon-pc.gov.uk
Jonathan Snowball	07788 916962	cllr.jonathan.snowball@worplesdon-pc.gov.uk
Vacancy		
Perry Hill Ward Councillors		
Geoff Burch	07710 094113	cllr.geoff.burch@worplesdon-pc.gov.uk
Vacancy		
Beth Nagle	01483 232036	cllr.beth.nagle@worplesdon-pc.gov.uk
Wood Street Village Ward Councillors		
Nuala Crampin	07775 297938	cllr.nuala.crampin@worplesdon-pc.gov.uk
Curtis Riley	07539 435401	cllr.curtis.riley@worplesdon-pc.gov.uk
Richard Watson	07769 312496	cllr.richard.watson@worplesdon-pc.gov.uk
Terry Wright	07931 766770	cllr.terry.wright@worplesdon-pc.gov.uk

