

Revised by Tewkesbury Town Council July 2016

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TEWKESBURY TOWN COUNCIL

EMERGENCY RESPONSE PLAN

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TEWKESBURY TOWN COUNCIL EMERGENCY RESPONSE PLAN

Information:

The Tewkesbury Town Council Emergency Response Plan has been created as a result of the flooding disaster in Tewkesbury on the 20th July 2007.

This plan identifies the manner in which the Town Council will respond to a major incident. It is intended that the plan will have a general application but, given the extreme vulnerability of Tewkesbury to flooding, there will be an added emphasis to addressing this particular problem that can and undoubtedly will continue to occur at regular intervals in the future.

It is not the role of the Councillors to take upon themselves the duties of those members of the emergency and statutory services who are trained to address particular aspects of a major incident.

The Town Council can and indeed should, have a significant role in facilitation and working closely with those services.

It is therefore necessary that what is intended is accepted by other agencies and that this plan links with other emergency plans both statutory and voluntary.

Tewkesbury Town Council Emergency Response Plan Red Folder

Containing the following information is stored in the left hand cupboard in the front of the Town Hall Reception area – along with the portable radios:

- i. Copy of Tewkesbury Town Council Emergency Response Plan.
- ii. Tewkesbury Borough Council Emergency Response Plan.
- iii. Gloucestershire County Council Emergency Response Plan.
- iv. Information/enquiry log sheets.
- v. 3 x Helpdesk signs with directional arrow for display on either side of front door and inside.
- vi. 1x Helpdesk sign for information desk.
- vii. 6 x signs “Working on behalf of Tewkesbury Town Council” to allow access to areas controlled by Police for Councillors carrying out mobile duties.

This plan is to be reviewed and updated by the Environment & Amenities Committee each year following the inauguration of the Town Mayor and Deputy Mayor.

For distribution to:

- i. Tewkesbury Town Councillors.
- ii. Tewkesbury Borough Council.
- iii. Gloucestershire County Council.
- iv. Tewkesbury Police Station.
- v. Officer in Charge Tewkesbury Fire and Rescue Service.
- vi. Officer in Charge Tewkesbury Ambulance Station
- vii. All named persons and organisations.

Method:

The situation of the Town Hall in the High Street is particularly suited as a location from where the co-ordinating role of the Council in the event of a major incident can take place.

It is important that access to the building can be easily achieved. The following should therefore be adopted:

- a. The Town Mayor and Deputy during his or her tenure of office should be in possession of keys that give access to all areas of the Town Council building. The Town Clerk will ensure they are provided as soon as possible following the Mayor Making Ceremony held in the month of May each year.
- b. The Town Clerk, who is already in possession of such means of access, should in his or her absences ensure that the keys are left with a member of staff.
- c. The Town Council IT facility is available for use at all times and that any password is available to nominated individuals.

The first Councillors accessing the building should immediately decide who will be responsible for co-ordinating the response of the Town Council to any incident and should be the main point of contact with other agencies involved (**until such times as the Town Mayor arrives to resume the co-ordination**).

During normal working hours the Town Clerk and staff will be on the premises. He or she should utilize the facilities of the offices available i.e. those of the Town Clerk and the Reception/Office staff. He or she will identify the roles or duties of other Councillors and/or available Town Hall staff.

It is imperative that all information in relation to the incident is recorded when or soon after it is received.

During the evenings and at weekends, in the event of a key holder not being contactable, a key safe is located at the front of the Town Hall. This will enable entry to the Town Hall (and Watson Hall).

Further contact details for other key holders are as follows:

Role:	Name:	Tel:
Patrol & Protect		
24 Hour Key Holding		

Contact details for Councillors with key holders annotated on following page. Key holders will be told the Key Safe number and will divulge if necessary.

#	NAME	ADDRESS	EMAIL	PHONE
1	A L CARTER (Adele)	2 Blenheim Villas, Mount Pleasant Road, Tewkesbury GL20 5PA	adelecartertc@gmail.com	
2	C M CODY (Cate)	In Tewkesbury Borough	catecodytowncouncillor@gmail.com	
3	K M POWELL (Ken)	88, Carrant Road Tewkesbury GL20 8AD	Ken.powell.elecman1945@talktalk.net	Home: 295031 Mob: 07816 932004
4	A P RUDGE (Andy)	10 Nelson Street, Tewkesbury GL20 5QF	cllr.andyrudge@gmail.com	Mob: 07494 236744
5	T WALKER (Terry)	1 Trinity Street, Tewkesbury, GL20 5LH	print@squareoneservices.co.uk	Mob: 07412 399040
6	P J ALDRIDGE (Pete)	5 Pyke Road, Newtown, Tewkesbury, GL20 8DU	capa1@talktalk.net	Home: 296679 Mob: 07721 750514
7	K V BRENNAN (Karen)	The Chalet, Spa Gardens, Tewkesbury, GL20 8DR	karen5brennan@talktalk.net	Home: 290318 Work: 01684 438385
8	V D SMITH (Vernon)	Cherry Trees, Station Lane, Tewkesbury, GL20 5DB	vernon.smith@gloucestershire.gov.uk	Home: 274248 Mob: 07966 430525
9	C A DANTER (Chris)	31 Barton Street Tewkesbury, GL20 5PR	chrizoe@btinternet.com	Home: 293234 Mob: 07798 910366
10	H C DAVIS (Helen)	In Tewkesbury Borough	davishelen21@gmail.com	
11	H BOWMAN (Hilarie)	22 Barton Street, Tewkesbury GL20 5PR	hilarie.bowmanttc@gmail.com	
12	J E RAYWOOD (Joanne)	2 Ten Acre Cottages, Lincoln Green Lane, Tewkesbury, GL20 7DN	jeraywood@gmail.com	Home: 292544
13	S F RAYWOOD (Simon)	2 Ten Acre Cottages, Lincoln Green Lane, Tewkesbury, GL20 7DN	simon.raywood@hotmail.co.uk	Home: 292544
14	M G SZTYMIAK (Mike)	5 Twixtbears, Tewkesbury, GL20 5BT	councillor.sztymiak@tewkesbury.gov.uk	Home: 299743 Work: 07814 391188

Individual Responsibilities:

To ensure a co-ordinated response by the Town Council to a major incident a Councillor should take the role of Lead Councillor (**until such time as the Town Mayor arrives to resume co-ordination**).

He or she should take responsibility for:

1. Identification of the responsibilities and role of other Councillors.
2. Opening communications with the other agencies – Police, Fire and Rescue, Tewkesbury Borough Council, Gloucestershire County Council.
3. Determining the structure being put in place – the location and composition of the Gold, Silver and Bronze controls and identifying the role of the Town Council in this context.
4. Ensuring that in addition to the land-line contact, the Town Council IT facility is operational and as at 3, making immediate contact with relevant agencies.
5. Ensuring that all actions and information received by the Town Council is logged and acted upon as necessary by tasking an individual with this responsibility.
6. Ensuring adequate information is posted on the front doors of the Town Hall so that members of the public are aware of the function the Town Hall and Council is assuming.
7. Ensuring a helpdesk is established near the front doors of the Town Hall as the first point of contact for the public.

Dependent upon the length and duration of an emergency it is essential that continuity of effort is maintained. To this end the Lead Councillor (Town Mayor) should at an early stage assess the likely need of personnel to carry out the roles described and to as far as possible or prudent, continue the day-to-day activity of the Council.

Communications:

The importance of appropriate and adequate communications cannot be over emphasised, they are a fundamental requirement for any organisation addressing or reacting to a major incident.

The following are presently available to the Town Council:

- i. **Land lines** – two dedicated lines, one for public use. It is only in exceptional circumstances that telephone systems become inoperative but there could be a situation where this basic means of communication fails.
- ii. **IT** – this is invaluable as a means of instant contact with other agencies and as a way of recording information. However, for obvious reasons this must be kept as secure as possible.
- iii. **UHF Hand held radios** – the most instant and effective means of personal communication. Four Motorola CP040 Portable Radios with single unit rapid chargers with a base unit clip on antenna are available from the Town Hall for Councillors to use as links with each other and the co-ordination centre based at the Town Hall.

Emergency Accommodation:

In the event of a major incident the provision of bedding, clothing, food etc is the responsibility of Gold Command however, within Tewkesbury Town Centre area there are a number of premises that could be used for immediate and safe provision. These are listed below.

It is important that the Lead Councillor at the Town Hall is kept fully informed of use and availability in order to keep the public fully informed.

Refuge Premises:

The premises listed below are available for use in the event of a major emergency. They vary with regard to facilities available so their suggested use is also indicated.

Venue:	Key holder:	Provision:
George Watson Memorial Hall, Barton Road (Main town refuge hall)	Tewkesbury Town Council 01684 294639	Sleeping availability Refreshments
Scout Hut Oldbury Road	[REDACTED]	Food and refreshments
Salvation Army Citadel Station Road	[REDACTED]	Sleeping availability Refreshments
Baptist Chapel Station Road	[REDACTED]	Sleeping availability Refreshments
Tewkesbury Abbey Church Street	[REDACTED]	Sleeping availability Refreshments

Useful information for the public:

Organisation:	Contact details:
Tewkesbury Borough Council (emergency out of hours)	01684 293445
Police (non-emergency)	0845 090 1234
Fire & Rescue (non-emergency)	01452 753333
County Council Social Care (emergency out of hours)	01452 614194
Gloucestershire Highways	08000 514 514
Environment Agency	General Enquiries: 08708 506506 Floodline: 0845 988 1188 www.environment-agency.gov.uk
National Flood Forum	01299 403055 www.floodforum.org.uk
Association of British Insurers	02076 003333 www.abi.org.uk/floodinfo
NHS Direct	0845 4647 www.nhsdirect.nhs
Gas leaks	0800 111999
Electricity faults	08457 331331

Gaining access to the Town Hall:

Colours denote relate to the colour coded keys contained within the emergency plan key box which is kept with the emergency plan in reception (on the left hand side of the room) for your convenience.

- i. **Front Entrance:** The front entrance to the Town Hall outside of hours is a locked entrance atrium with an alarm fob situated left of the automatic doors. Keys can be accessed from a box situated to the right of the outside door, which is opened by the code [REDACTED]. Two keys are used to unlock the front door (**one chubb and one yale**), plus a fob to deactivate the alarm.
- ii. **Automatic Doors:** The automatic doors can be opened manually even when the automatic mechanism is disabled. To set the doors to remain open you can turn the key in the control mechanism situated behind you on your left as you pass through the double doors. If the key has been removed, then a **yale key** on the chain can be used to open it.
- iii. **Corn Exchange and Court Room:** Access through to the reception side door can be gained without passing through any other locked doors. These other doors can be left open and secured by a door wedge for ease of access to other attendees.
- iv. **Reception:** The side door is secured by a **single yale key** which also opens the Clerk's side door. This is contained in a box to the left of the door accessed by the code [REDACTED]. The reception hatch is furthermore secured by a bolt located on the underside of the wooden shelf located to the right of the hatch (from the perspective of someone inside). The door into the office is secured by a **chubb key**, permitting access into the main office and store cupboard.
- v. **Store Cupboard:** Should you require more keys; the store cupboard contains a cabinet of labelled duplicate keys for the premises located to your right on the wall as you enter the room. This includes keys to the Mayor's Parlour, Council Chamber, upstairs Kitchen, back door, and garden gate. Access to the Clerk's office can also be obtained via a chubb key located in the box.
- vi. **Upstairs:** Access to the council chamber is obtained via up to **2 chubb keys**, although the chamber might not have both locks drawn. The same keys permit access back into the Kitchen. The Mayor's Parlour is likewise secured by a **single chubb key**.
- vii. **Rear Entrance:** Access through the back is via a **chubb key** in the external door lock and a **chubb key** in the metal gate.

Gaining access to the Watson Hall:

The key to the Watson Hall key box is kept with the emergency plan in reception (in the bottom drawer) for your convenience.

Front Gate: The code for the padlock at the Watson Hall is [REDACTED]

Front Entrance: Keys for the front entrance to the Watson Hall can be accessed from the key box situated to the right of the outside door, which is opened by the code [REDACTED]. The code for the door is then [REDACTED] and the alarm can be turned off by using the alarm fob attached to the keys. The alarm board is through the first door to the right inside the building.

All keys for doors in the Watson Hall are in a secure key safe in the white top cupboard in the front office (doors to right after entry). A key for this cupboard is on the Emergency key set and tagged as "Cupboard for key safe WHall". The code for the black key safe on the back of the cupboard door is [REDACTED] then turn the round knob to the right

Rear Gate: The code for the padlock to open rear gate is [REDACTED]

EMERGENCY LOG SHEET – Number

Date	Time	Event	Action	Initials