

**Beaundesert & Henley In Arden  
Joint Parish Council  
FLOODING, COVID, SCAMS,  
SNOW & UTILITIES LOSS**



**NEED HELP?**  
**01564 33 6 200**  
**JPC HELPLINE**

Welcome to this new edition of the JPC Emergency Plan for Beaudesert & Henley Parishes.

To be clear, emergencies come in all shapes and sizes and whatever we are faced with, **ALWAYS** remember there is someone there to help you so, stay calm, don't panic, and read me.

**IF YOU ARE IN REAL DANGER OR NEED HELP DESPERATELY RING  
THE COMMUNITY HELP LINE**

**01564 33 6 200**

If however, you are just concerned about a certain issue and need guidance, then read on further.

Now, emergencies in Henley are likely to be limited to flooding and general storm damage involving fallen trees or fences blown down, an errant cow or sheep wandering on to the High Street, street lights failing, or, as recently and so tragically illustrated by that Covid blighter, the need to self-isolate or even more extreme, register as a shielded resident. You will know when it is an emergency because it will be publicised on TV, radio, and local social media. But that is of little help if you are stuck on your own or you are looking after vulnerable people.

For simplicity, this little book, breaks emergencies down into easily recognisable groupings





## FLOODING

In the event of flooding likely to affect Henley and surrounds, the Environmental Agency will publish the facts and these can be found on JPC website

[www.henley-in-arden-pc.gov.uk](http://www.henley-in-arden-pc.gov.uk)

If you are concerned and feel vulnerable, ring help line or email:  
[flooding@warwickshire.gov.uk](mailto:flooding@warwickshire.gov.uk)

## SNOW

In the event of sustained snowfall which has effectively isolated Henley and surrounds, the Environmental Agency will publish the facts and these can be found on JPC website

[www.henley-in-arden-pc.gov.uk](http://www.henley-in-arden-pc.gov.uk)

If you are concerned and feel vulnerable, ring help line or email:

[flooding@warwickshire.gov.uk](mailto:flooding@warwickshire.gov.uk)



## EPIDEMICS & PANDEMICS

In the event of large outbreaks of infectious viral diseases watch for Government led advice as well as localised publicity, the facts can be found on JPC website

[www.henley-in-arden-pc.gov.uk](http://www.henley-in-arden-pc.gov.uk)

If you are concerned and feel vulnerable, ring help line, or email  
[covid19@adviceni.net](mailto:covid19@adviceni.net)  
[www.adviceni.net](http://www.adviceni.net)



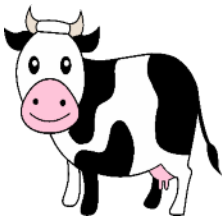


## LOSS OF UTILITIES

In the event of a sustained loss of electrical power, gas or water supplies, the relevant authority will publish emergency measures saying how they are dealing with the problem, localised directives can be found on JPC website [www.henley-in-arden-pc.gov.uk](http://www.henley-in-arden-pc.gov.uk)  
If you are concerned and feel vulnerable, ring help line  
**01564 33 6 200**

## ANIMAL SICKNESS

Henley is set in a rural environment and therefore may be affected by such diseases as Foot & Mouth. Though directives will be published by Defra, it is vital that localised measures are in place to prevent the spread of infection. In an emergency advice can be found on [www.henley-in-arden-pc.gov.uk](http://www.henley-in-arden-pc.gov.uk)  
If you witness any animals straying outside of the protected zones, call local vet on  
**01564 33 6 200**



## SCAMS

If you are receiving unusual phone calls or unannounced callers at your door, report such activities to Warwickshire CC on  
**0808 223 1133**

Or, more worrying approaches, ring Warwickshire Police on  
**101**



Now having got the panicky bits out of the way, take time to read through the more boring stuff, which goes into some detail and hopefully points you in the right direction if you think you need urgent assistance in any emergency likely to occur in Henley and the surrounds.

## INTRODUCTION

This plan is a joint development by the JPC, CSW Resilience Office, and Warwickshire County Council. It seeks to clarify just what local authorities need to do in a civil emergency. How they should be prepared to respond effectively to an emergency in this area.

Nearly all emergencies affecting the local community will be dealt with routinely by a joint response from the emergency services, Local Authorities and Utility companies.

However, in unexpected and extreme conditions such as snow and flooding, there is a possibility that the emergency services and other agencies may be overwhelmed and not be able to reach the area affected immediately.

In such circumstances, the initial response will rely entirely on local people within communities. This plan will assist the community to respond to a major incident or emergency, whilst awaiting the assistance of the Emergency Services and the Local Authority.

## THE AIM OF THE PLAN

The plan has been designed to enable your Parish Council to identify the immediate actions they should consider during an emergency. These actions may assist the community in reducing the impact of an emergency until further assistance is available.

Provide a framework for Parish/Town councils to deal with the initial impact of an emergency on the local community, particularly when outside assistance from the emergency services and Local Authorities is delayed.

## OBJECTIVES

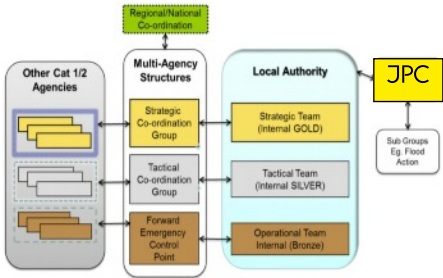
- Support community resilience.
- Identify resources in the community available to assist during an emergency.
- Identify local people and local organisations who may be able to assist during an emergency.
- Identify vulnerable people in the community and develop arrangements to assist them.
- Provide relevant and timely local information throughout the emergency.
- Provide appropriate contact details for the Parish/Town council, key community resources, the emergency services and Local Authorities.
- Establish local co-ordination arrangements for dealing with the impact of the emergency at the local level.
- Identify and commission places of safety for the public.
- Provide local intelligence to responders.

# WHAT IS AN EMERGENCY?

An emergency will mean different things to different communities. The Civil Contingencies Act 2004 defines an emergency as event or situation which threatens serious damage to-

- Human welfare in a place in the United Kingdom
- The environment of a place in the United Kingdom
- The security of the United Kingdom or of a place in the United Kingdom.

## Response Structure



Once an emergency has occurred, the lead agency (e.g. Police, Fire and Local Authority etc.) with partners will deal with the affected local community, for the duration of response

## THE JPC ROLE IN AN EMERGENCY

The JPC will act as a focal point within the local community and act as a direct line into the community for the Local Authority and the CSW Resilience Team.

The JPC will provide an initial response within the community and on-going support to responders, by:

- Providing "local knowledge" to responding agencies
- Establishing a co-coordinating link with Parish/Town councillors and local voluntary groups as necessary
- Supporting information exchange and instructions to the local community ( e.g. liaising with local groups)
- Providing information about vulnerable persons during an emergency i.e. the elderly and the infirm.
- Ensuring that any premises owned by the Parish and Town council which may be required for emergency use are available, e.g. the village hall
- Acting as a conduit for responders to assist and organise local help, when required. This may include places of safety

Further information can also be obtained from -

CSW Resilience Officer  
Coventry City Council  
LGF The Council House  
Earl Street  
Coventry CV1 5RR  
02476 834332  
[cswprepared.org.uk](http://cswprepared.org.uk)



## PLANNING GUIDANCE

On a day-to-day basis, the link for the parish on emergency planning issues is to the CSW Resilience Team. The Resilience Team will assist the Parish/Town council in the development of their emergency plan and in ensuring they are regularly updated in the following way:

- Supporting Parish/Town councils with advice on the production of their emergency plans
- Sharing of information within the plans
- Reminders for updating plans

## ACTIVATION PROCESS

This plan will be activated when the Henley community needs immediate help and support in response to an emergency. It may be activated independently or in relation as a result of a sudden impact or notification of potential and imminent danger to our residents.

**Do not assume that somebody has already taken action!**

**It is better that the initial response is duplicated rather than no response is given at all!**

### 1. DETERMINE THE LEVEL OF THE EMERGENCY

#### Major

The nature and extent of the emergency is such that the number and type of casualties/persons involved requires more than a normal level of response

#### Minor

A more localised incident where normal procedures are more likely to be adequate

## 2. MAKE CONTACT

Major: multi-agency response needed, call **emergency** services: **999** and activate emergency plan

Minor: emergency: 999 and relevant emergency services and key contacts

## 3. FOLLOW INSTRUCTIONS

Given by the emergency authorities supported by information included in this plan

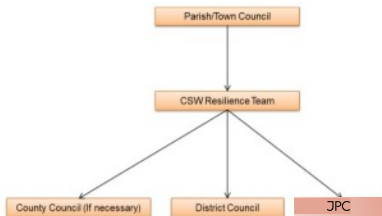
## 4. TAKE APPROPRIATE FURTHER ACTION

Until the emergency services arrive

The Parish Council may be asked to support responders during any incident of any scale.

Upon activation the parish emergency committee will assemble

## NOTIFYING PARTNERS



## PLAN SHOWING AREAS OF FLOOD RISK



This indicates typical flooding areas which may change in shape and location according to conditions - seek updates  
[www.henley-in-arden-pc.gov.uk](http://www.henley-in-arden-pc.gov.uk)

## LOCAL SAFETY MUSTER POINTS

MEMORIAL HALL - STATION ROAD

PRIMARY SCHOOL - ARDEN ROAD

CHURCH HALL - BEAUDESERT LANE

BAPTIST CHURCH HALL - HIGH ST

GUILD HALL - HIGH ST

ST JOHNS CHURCH - HIGH ST

ST NICHOLAS CHURCH  
BEAUDESERT LANE

BAPTIST CHURCH - HIGH ST

**IF THERE IS NEED TO MUSTER THE JPC  
WILL CALL & TELL YOU WHERE**

# WARWICKSHIRE COUNTY COUNCIL

Flood, Risk Management  
[flooding@warwickshire.gov.uk](mailto:flooding@warwickshire.gov.uk)

Traffic & Safety Team  
[trafficandsafety@warwickshire.gov.uk](mailto:trafficandsafety@warwickshire.gov.uk)

Street Lighting Team  
[streetlighting@warwickshire.gov.uk](mailto:streetlighting@warwickshire.gov.uk)

Network, Utility Works & Temporary Traffic Signals  
[streetworks@warwickshire.gov.uk](mailto:streetworks@warwickshire.gov.uk)

Countryside Recreation  
[paths@warwickshire.gov.uk](mailto:paths@warwickshire.gov.uk)

Permanent Traffic Signals  
[signal@warwickshire.gov.uk](mailto:signal@warwickshire.gov.uk)

Forestry Team  
[forestry@warwickshire.gov.uk](mailto:forestry@warwickshire.gov.uk)

Parking Civil Enforcement including on-site parking features  
[civilenforcement@warwickshire.gov.uk](mailto:civilenforcement@warwickshire.gov.uk)

Bridge Maintenance  
[bridges@warwickshire.gov.uk](mailto:bridges@warwickshire.gov.uk)

Severn Trent Water  
[customercare@severntrent.co.uk](mailto:customercare@severntrent.co.uk)

Minor maintenance  
[customerservicecentre@warwickshire.gov.uk](mailto:customerservicecentre@warwickshire.gov.uk)

Development Team  
[highwayconsultation@warwickshire.gov.uk](mailto:highwayconsultation@warwickshire.gov.uk)

Highway Policy  
[policy@warwickshire.gov.uk](mailto:policy@warwickshire.gov.uk)

Public Transport Operations  
[passengertransport@warwickshire.gov.uk](mailto:passengertransport@warwickshire.gov.uk)

## THE JPC



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**PARISH CLERK - RAY EVANS**

**01564 637 607**

## CHECK LIST

- Where and how to turn off water, gas and electricity supplies in your home
- The emergency procedures for your children at school
  - The emergency procedures at local workplaces
- How you will stay in contact in the event of an emergency
- If any elderly or vulnerable residents might need your help
  - How to tune into a local radio station
  - Where fire hydrants are in the village

If you are at home and an emergency happens, try to gather together:

- A list of useful phone numbers, appears earlier in this plan
  - Home and car keys
- Toiletries, sanitary supplies and any regularly prescribed medication,
  - A battery radio, with spare batteries
- A torch with spare batteries, candles and matches
  - A first aid kit
  - Your mobile phone
  - Cash and credit cards
  - Spare clothes and blankets



## LOCAL POLICE

There are a dedicated team of officers who are there to look after our residents and will be happy to help you. But remember they are busy folk and so make sure your call is worthwhile and vital before contacting them -

SGT 1284 Angus Eagles  
angus.eagles@warwickshire.pnn.police.uk

PC 427 Sue Blundell  
sue.blundell@warwickshire.pnn.police.uk

PCSO 6273 Aadila Hussain  
aadila.hussain@warwickshire.pnn.police.uk

PCSO 6330 Sanjay Singh  
sanjay.singh@warwickshire.pnn.police.uk

PCSO 6350 Taylor Brooke  
taylor.brooke@warwickshire.pnn.police.uk

PCSO 6336 Mark Lucas –  
mark.lucas@warwickshire.pnn.police.uk

Alcester Police Office Phone Number – 01789 444816  
Not to be used for emergencies or priority calls. Always  
report incidents on 101

Online reporting services are also available on our website  
[www.warwickshire.police.uk](http://www.warwickshire.police.uk)



## MEDICAL ADVICE & HELP



Henley Medical Centre 01564 79 33 33

Henley Pharmacy 01564 79 26 45

Henley Vets 01564 79 24 44

## VOLUNTEERS & EMERGENCY SERVICES

The JPC have been given permission to provide contact details of emergency services. These include local plumbers, electricians, roofing specialists, TV aerial engineers, fencing erectors, builders and sewage works engineers. It must be understood that the JPC do not in any way endorse such services and any work contracted by you will be subject to risk which the JPC cannot underwrite. For information on this service please email the clerk -

[clerk@henley-in-arden-pc.gov.uk](mailto:clerk@henley-in-arden-pc.gov.uk)



## WHERE TO FIND PUBLIC NOTICES

Electronic and hardcopy public notices can be found at the following locations: -

### HARD COPY

All Town Public Notice Boards  
The Heritage Centre  
Community Library  
The Coop  
One Stop  
Henley Focus  
The Clerk - 179 High Street



### ELECTRONIC

JPC Website  
JPC Facebook  
Henley Matters Facebook  
Henley Express



## USEFUL NUMBERS

Warwickshire County Council 01926 410 410  
CSW Resilience Team Duty Officer 024 7683 4333  
Highways Emergencies 121 704 8001  
District & Borough Council [Flooding] 024 7683 2673  
Health & Community Protection 01926 412 515  
Severn Trent **Emergencies Only** 0800 783 4444  
Western Power 0800 6783 105  
Environment Agency 0800 80 70 60  
National Grid **Emergencies Only** 0800 111 999  
British Telecom  
From a Landline 0800 100 400  
From a Mobile 0330 123 4151  
Mental Health Issues - [www.inspirewellbeing.org](http://www.inspirewellbeing.org)



**YOUR HENLEY - YOUR JPC**

[www.henley-in-arden-pc.gov.uk](http://www.henley-in-arden-pc.gov.uk)