



Delivering a brighter, greener future for all

WARMINSTER

COMMUNITY

RESILIENCE PLAN

Adopted: December 2023

Contents

Document Details.....	3
Plan distribution list	3
Plan amendment/addition list	3
Introduction	4
Warminster Community Resilience Plan.....	4
Plan Objectives.....	4
Activation of the Plan.....	4
Triggers.....	4
Emergency Meeting Points	5
Activation Procedure.....	5
Initial Community Response Group (CRG) Meeting.....	5
Communications	5
Press and Media.....	5
Evacuation	6
Community Response Group Triggers and Activation.....	7
ACTIVATION GUIDANCE DOCUMENTS AND RESPONSE TOOLS.....	8
Community Response Group (CRG)	9
Key Contact Information	10
Local Risk Assessments	11
Local Skills and Resources Assessment	13
List of community organisations	15
Identified Community Evacuation Hubs.....	16
Community Evacuation Hub – Log Sheet	17
Incident Log Sheet.....	18
Community Response Group (CRG) - Meeting Agenda	19
Appendices.....	20

Document Details

A full review of the Warminster Community Resilience Plan will be carried out annually to ensure that the information contained in the plan is up to date. Any amendments or additions to the plan will need to be listed separately and an updated copy redistributed to those on the distribution list. The next routine review date will be November 2024.

Plan distribution list

Role	Name	Email	Issued on
Town Clerk – Warminster Town Council (WTC)	Tom Dommett	townclerk@warminster-tc.gov.uk	10/1/24
Deputy Town Clerk – WTC	Judith Halls	jhalls@warminster-tc.gov.uk	10/1/24
Parks & Estate Manager - WTC	Stuart Legg	stuart.legg@warminster-tc.gov.uk	10/1/24
Unitary & Warminster Town Councillor	Cllr Bill Park	cllr.parks@warminster-tc.gov.uk	10/1/24
Town Development Officer – WTC	Clare Collier	clare.collier@warminster-tc.gov.uk	10/1/24
Chris Manuel - Community Resilience Lead Officer - Wiltshire & Swindon Local Resilience Forum	Chris Manuel	chris.manuel@wiltshire.gov.uk	10/1/24 Redacted version
Wiltshire Council Emergency Planning		emergencyplanning@wiltshire.gov.uk	10/1/24 Redacted version
Community Engagement, Flood Resilience – Environment Agency	Lisa Milton	Lisa.milton@environment-agency.gov.uk	10/1/24 Redacted version
Flood Resilience Officer – Wiltshire Council	Renate Malton	Renate.Malton@wiltshire.gov.uk	10/1/24 Redacted version
Community Hub Contact	Lee Calver, Warminster Sports Centre	lee.calver@wiltshire.gov.uk	10/1/24 Redacted version
Community Hub Contact	Katie Mines, Warminster School	kmynes@warminsterschool.org.uk	10/1/24 redacted version
Community Hub Contact	David Prior, Warminster Community Centre		10/1/24 Redacted version

Plan amendment/addition list

Date of amendment	Date for next revision	Details of changes made	Changed by

Introduction

The Warminster Community Resilience Plan has been produced by Warminster Town Council (WTC) with the purpose of providing a local co-ordinated response to support statutory authorities and the emergency services to a variety of emergency situations.

The aim of the plan is to increase resilience within the local community by being prepared to respond quickly to and aid recovery from local or wider emergencies through the co-ordination of existing local resources to provide self-help and support for the community in a crisis. By utilising local knowledge and expertise, proactive action can be taken to identify and prioritise risks allowing an efficient and effective response on the ground to support emergency services in reducing the impact to peoples' lives.

Warminster Community Resilience Plan

This plan details how the community would respond in an emergency e.g., while awaiting the assistance of the emergency services/statutory authorities, or in support of them. Types of emergencies might include flooding, adverse weather, prolonged loss of utilities, terrorism attack, railway accident.

It is not the role of the community to take on the responsibilities of these agencies e.g., to save life; to take any risks to themselves; or to cope for hours without agencies' help and support.

Plan Objectives

- To identify emergency risks to the community and relevant Warminster Town Council / community response actions that can be taken to support emergency services.
- To list community organisations that can identify vulnerable people / groups in the community.
- To identify resources available in the community to assist during an emergency.
- To provide contact details for the Community Response Group (CRG); key community resources; the emergency services; statutory authorities.
- To keep records of the actions taken and decisions made during the emergency.
- To support residents and businesses to recover from the emergency.

Activation of the Plan

This plan will be activated when an emergency has occurred or if warnings are received prior to an anticipated event. It will also be activated when emergency services need support or are not able to attend immediately e.g., in severe weather.

In the event of an emergency, this plan will be activated by the [Warminster Community Response Group \(CRG\)](#). The CRG will assess the situation, ring emergency services, and consult with the Wiltshire Council Emergency Planning Team. The CRG will then put all or part of the Plan into effect as appropriate.

Triggers

- Call from a category 1 responder (e.g., Emergency Services, NHS, Environment Agency, Wiltshire Council) or category 2 (e.g., utility companies, Network Rail) responders.
- Flood alert or other notification from the Flood Warning System (FWS).
- Severe weather warning from the Met Office.
- Local information. (Verify that incident has occurred).

Emergency Meeting Points

The CRG Emergency meeting points (EMP) will be as follows:

Primary EMP will be at	Warminster Civic Centre, Sambourne Road, Warminster, BA12 8LB.
Secondary EMP will be at (to be used if the primary EMP is not accessible)	Warminster Hub, First Floor, Central Car Park, Warminster, BA12 9BT.
The CRG may call a virtual meeting if they feel that this is the right response.	Remote virtual meeting online.

Activation Procedure

- [CRG Chair](#) (page 9) to contact emergency services (999) and follow any advice given. Establish communication link and provide local knowledge.
- CRG Chair to contact Wiltshire Council Emergency Planning and follow any advice given.
- Record advice and actions from the emergency services and Wiltshire Council – use [incident log sheet](#) (page 18).
- Contact other members of the CRG and agree if the Warminster Community Resilience Plan is to be activated.
- Using the skills, people, and resources in this plan, decide what response can safely be actioned to support the work of the local emergency responders as per the advice given.

Initial Community Response Group (CRG) Meeting

The [template meeting agenda](#) (page 19) is to be used for the first meeting in an emergency situation. It is important to make sure that everyone is safe and working in a co-ordinated way.

Communications

- If communications are disrupted and landline/mobile communication is not possible, the CRG will make use of 2-way radios. Radios will be located at the Civic Centre. If required, staff and radios will be strategically positioned to maintain communications and relay information to the CRG/emergency services. Radio range varies depending on location. There are 12 radios with a range of approx. 1.5 miles.
- It may be necessary to consider door knocking as an option to communicate with the public.
- All information delivered to the community must be consistent and accurate.

Press and Media

- All communications with the press and/or media should be dealt with by the [CRG Chair](#) (page 9) in conjunction with the emergency services and/or Wiltshire Council.

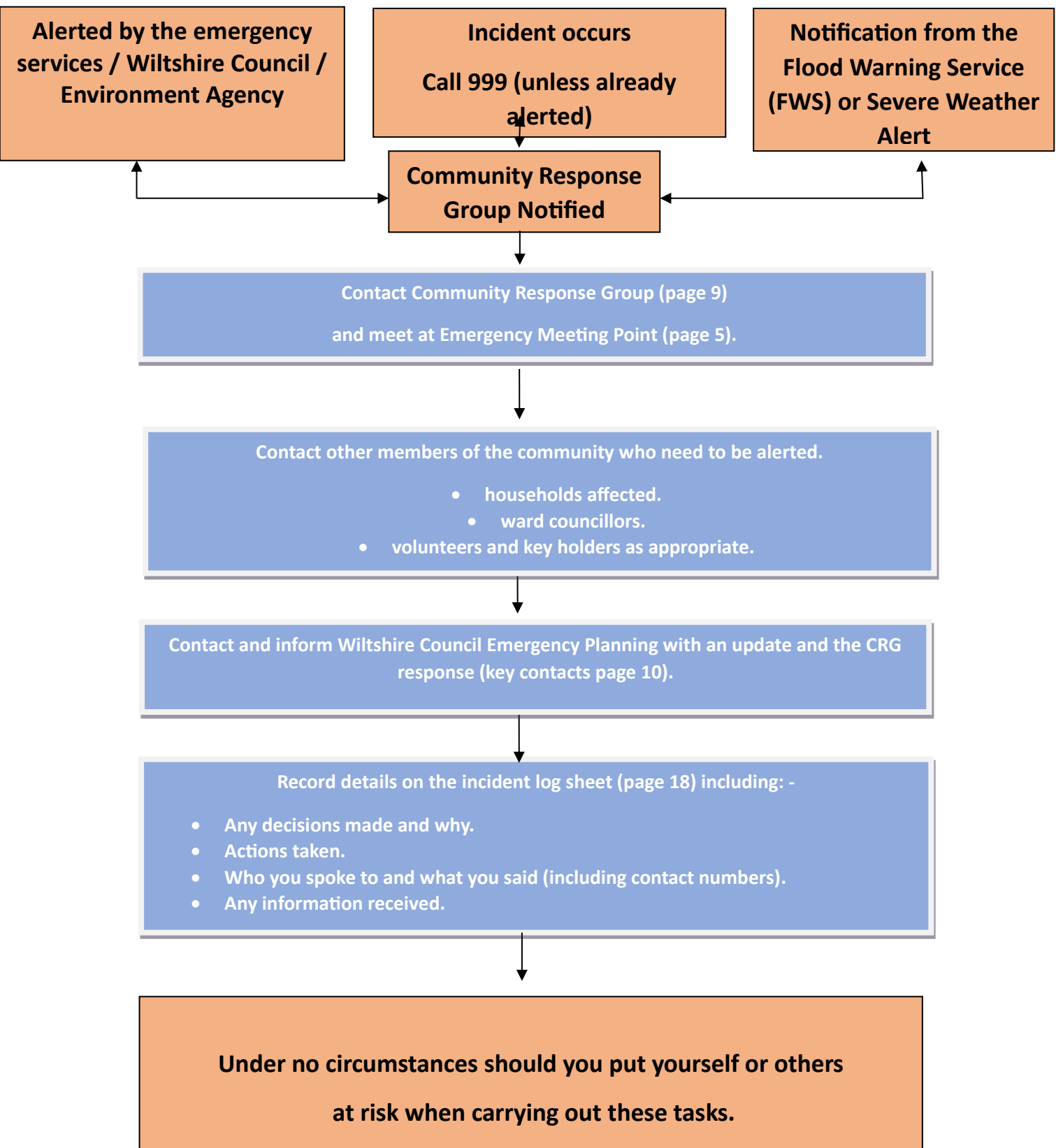
Evacuation

- A number of sites, organised by Warminster Town Council, have been identified as [Community Evacuation Hubs](#) (see page 16). These sites can be used when members of the public need to be quickly evacuated from their homes.
- A record of people using the Community Evacuation Hubs will need to be kept. [See Community Evacuation Hub – Log Sheet template](#) (page 17).
- Depending on the emergency situation, it may be necessary for Wiltshire Council/Emergency Services to set-up and run Rest Centres. Local volunteers will be welcome to assist with feeding, welfare, and staffing of Rest Centres.
- Local volunteers may be able to assist with door knocking and the delivering of emergency messages.

Actions to be taken by CRG/the community to support the evacuation of residents:

- Help police/statutory authorities with door knocking.
- Advise emergency services re those who might need extra help to leave their home.
- Maintain contact with emergency services liaison officers and affected groups/individuals.
- Nominate person/people to be a single point of contact and/or commander, (usually the first on scene but can be handed over).

Community Response Group Triggers and Activation



COMMUNITY RESPONSE GROUP ACTIVATION GUIDANCE DOCUMENTS AND RESPONSE TOOLS

Community Response Group (CRG)

Role	Name	Mobile numbers 24hrs	Office hours Email/landline
CRG Chair (WTC Clerk)	Tom Dommett	Private mobile: 07505437169	Direct line: 01985 804662 townclerk@warminster-tc.gov.uk
CRG Co-ordinator / Deputy Chair (Deputy Town Clerk)	Judith Halls	Work mobile: 07562691277	Direct line: 01985 804664 jhalls@warminster-tc.gov.uk
CGR Co-ordinator (WTC Parks and Estate Manager)	Stuart Legg	Work mobile: 07590 472215	Direct line: 01985 804665 stuart.legg@warminster-tc.gov.uk
CGR Co-ordinator Unitary & Town Councillor	Cllr Bill Parks	Private mobile: 07712490075	cllr.parks@warminster-tc.gov.uk
CGR Member (Town Development Officer)	Clare Collier	Private mobile: 07986865808	Direct line: 01985 804667 clare.collier@warminster-tc.gov.uk

During office hours: Warminster Town Council staff can be contacted via the main reception telephone number: **01985 214847**.

Out of office hours: calls via the main reception telephone number (**01985 214847**) will be diverted to the duty officer who will initially contact the Parks and Estate Manager. If the Parks and Estate Manager is not contactable the Deputy Town Clerk is to be contacted. If neither of these individuals are available, the next person on the below list should be contacted.

Key Contact Information

Contact details for statutory authorities, emergency services, and other useful contacts.

Organisation	Availability	Contact details
Warminster Town Council - out of hours contact number	24hrs	01985 214847 – calls will be diverted though to the out of hours duty officer who will contact the Parks & Estate Manager. See 9 page for further details.
Emergency Services	24 hrs	999 Always call 999 in an emergency
Wiltshire Police Non-emergency	24 hrs	101 www.wiltshire.police.uk
Dorset & Wiltshire Fire & Rescue Service	24hrs	999 01722 691000 www.dwfire.org.uk
Wiltshire Council	24hrs - ask for Emergency Planning Team or Emergency Planning On-Call	0300 456 0100 emergencyplanning@wiltshire.gov.uk (email not to be used in an emergency).
Environment Agency	24 hrs Incident hotline	0800 80 70 60
Wessex Water	24 hrs	0345 600 4 600 www.wessexwater.co.uk
SSE – Scottish & Southern Electricity Networks	24hrs	105
Wales and West Utilities (gas)	24hrs	0800 912 29 99 - general enquiries 0800 111 999 - emergency 24 hrs gas escape
British Telecoms	24hrs	0800 121 7667
The Avenue Surgery	Opening hours: 07:30 – 13:00, 14:00 – 20:00	01985 224600 Out of hours 111
Royal United Hospital Bath	9am – 5pm Mon – Fri	01225 428331
Salisbury Hospital	24hrs	01722 336262

Local Risk Assessments

An assessment of the most likely risks facing Warminster community has been listed below. It details the likely impact on the community and considers what the CRG/community can do to prepare/act using local knowledge, skills, and resources to ensure the community's safety and wellbeing relevant to the local area.

Risks	Impact on community	What can the community response group do to prepare?
Flooding	<p>Warminster has a few areas that could be at risk to flooding. While there is some risk of river flooding, the majority of properties are at risk of surface water flooding. (see Warminster Flood Plan for further details, appendix A).</p> <p>Flooding could endanger lives, damage or destroy property, prevent access to essential services, and have a detrimental impact on the local economy.</p>	<p>All CRG members to sign-up to receive flood warnings – https://www.gov.uk/sign-up-for-flood-warnings</p> <p>Encourage property owners whose homes/businesses could be at risk to sign up too.</p> <p>Encourage property owners to improve flood defences.</p> <p>Identify and train flood wardens.</p> <p>Monitor streams, gullies, and trash screens.</p> <p>Report blocked gullies to Wiltshire Council.</p> <p>Sign up to the Parish Assistance Scheme (PEAS) and apply for gel sacs & flood warden equipment.</p> <p>For further details see Warminster Flood Plan (appendix A).</p>
Snow	<p>Heavy snow could cause access difficulties, potentially endangering vulnerable people who might need access to carers/medicines etc.</p> <p>Cold weather could endanger lives if homes are not sufficiently heated.</p>	<p>Contact Wiltshire Council in the autumn to request that grit bins are refilled. See appendix B for location of grit bins.</p> <p>Sign up to PEAS and apply for 1 tonne salt scheme.</p> <p>Identify vulnerable people and organisations who deal with vulnerable people (see list of community organisations, page 15).</p> <p>Redeploy WTC grounds staff to maintain access to local services – doctors' surgeries, pharmacies, shops etc.</p>
Public health emergency: (pandemic/ coronavirus)	<p>Threat to life caused by pandemic.</p> <p>Anxiety among members of the public.</p> <p>High demand on emergency and medical services – potentially exceeding capacity.</p> <p>Difficulties obtaining important medical supplies and everyday essentials for vulnerable people self-isolating/shielding.</p>	<p>Help with dissemination of relevant public health information e.g., flu jab and meningitis advice through social media posts and displaying posters. Signpost residents, businesses, and groups to up to date advice from Public Health England, HM Government, and the NHS.</p> <p>Liaise with local organisations to set up volunteer schemes to deliver food and medicine to vulnerable people.</p> <p>Work with organisations who deal with vulnerable people to identify individuals in need of support.</p> <p>Set an example to residents, groups, and businesses by adopting safe working practices and health & safety measures.</p>

Loss of utilities	<p>Damaged utility infrastructure (gas mains, electricity powerlines etc.) could prevent a hazard to members of the public.</p> <p>Loss of heating/lighting/hot water could endanger vulnerable/isolated people.</p> <p>Loss of telephone communication could endanger vulnerable people e.g., loss of life-line system, unable to contact carers.</p> <p>Defrosting of fridges could present environmental health issues.</p>	<p>Identify vulnerable people and organisations who deal with them.</p> <p>Promote 'Priority Services Register' for vulnerable people.</p> <p>Report loss of service to the relevant utility company. Inform the emergency services if thought to be dangerous.</p> <p>Provide advice to residents.</p> <p>Should electricity cables come down, cordon-off area, if safe to do so, ensuring the area is large enough so no one comes into danger.</p>
Major incident e.g., railway accident	Injuries/threat to life.	<p>Establish communication with emergency services/Network Rail/Wiltshire Council and offer support.</p> <p>Provide assistance running rest centres.</p> <p>Provide advice and information to local residents.</p>
Terror attack	<p>Risk of injury /death to people.</p> <p>Potential damage to buildings if there is an explosive device.</p>	<p>Ensure all WTC staff are vigilant whilst carrying out their daily work and report anything they feel is suspicious to the police. Everyone has a responsibility in helping to prevent terrorist acts.</p>

Local Skills and Resources Assessment

The success of the plan lies largely on the good will of the community and volunteers to assist in times of emergency. There will be a need to call upon various skills to enable a successful outcome to any emergency. Below are key community-based resources available to support the local community in times of need.

Skill/Resource	Who	Contact details	Location	Additional information
First aid trained	WTC staff: Judith Halls Rob Styants Adrian Rogers Alan Bartlett Nina Woodard Lucy Guy	Staff to be contacted via Deputy Town Clerk: 07562691277 (work mobile).	Warminster Town Council	First aid certificates expire July 2024 (exception Lucy Guy – July 2026)
Chainsaw owner (tree surgeon)	Idverde	To be contacted via WTC Parks & Estate Manager 07590472215 (work mobile).	Westbury (Idverde)	
Medical supplies	Wells Pharmacy	01985 213167	10 Cornmarket, BA12 9BX	9am – 5.30pm Closed Sundays
Trained staff (ability to work on the highway)	WTC staff: Parks & Open Spaces Supervisor	07923 219969 (work mobile)	Unit 2, Swan Business Centre, BA12 8GH	
Highway issues including snow/gritting paths	Wiltshire Council	0300 456 0100 Out of hours duty officer: dutyengineer@wiltshire.gov.uk weather.team@wiltshire.gov.uk		
Tool/equipment hire	Sydenhams	01985 213505 trading hours only.	Crusader Park, BA12 8BT	Mon-Fri 7am – 5pm. Sat 8am – 11.45am
Grounds services	WTC staff: Parks & Estate Manager	07590472215 (work mobile)	Warminster Town Council	
CCTV	WTC staff: CCTV Manager	01985 217604 Outside operational hours: 07596857750 (work mobile)	Warminster Hub, Central Car Park, BA12 9BT	
Flood wardens	Warminster Flood Wardens	See Warminster Flood Plan for further details (appendix A)		

Local radio stations	Warminster Community Radio BBC Wiltshire	01985 84611 0117 973 2211 wiltshire@bbc.co.uk	Civic Centre Studios, BA12 8LB	7am – 10pm
Foodbank	Warminster Foodbank	01985 214463 Emergency number: 07855627945	Dewey House, BA12 9AD	9am – 12 noon Tues, Wed and Fri.
Supermarkets	Morrisons Waitrose Lidl	Contact in person		
Local community groups	Warminster Action Group	Annie Young [REDACTED]	5 Wilson & Kennard Yard, Market Place, BA12 9AN	*Mobile – private number
Defibrillator locations		Defib finder – find the defibrillators nearest you. www.defibfinder.uk	Various – see link for further details	Link to South Western Ambulance Service list of registered defibrillators.

List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency:

It is important to ensure that isolated or vulnerable people are contacted to see if they need assistance during an emergency; this requires local knowledge. Lists are constantly changing and therefore it would not be practical for the CRG to permanently hold a list. Wiltshire Council are able to carry out an incident search to identify vulnerable people in Warminster.

It is important to note that:

- People may become vulnerable at any point and in different circumstances.
- Being vulnerable means different things to different people and groups.
- Vulnerabilities vary in their duration and may last through the recovery period.

Organisation	Contact number	Additional information
Age UK Wiltshire	0808 196 2424	Mon – Fri 10am – 2pm
Alzheimer's Society	01985 211888	
Warminster Action Group	██████████	*Annie Young (private number)
Selwood Housing	01225 715715	info@selwoodhousing.com
Warminster Food Bank	01985 214463 07855627945	Tues, Wed and Fri 9am – 1pm
Warminster Visually Handicapped Club	01985 214789	St John's Parish Hall, BA12 9JY

Identified Community Evacuation Hubs

Detailed below are safe places for people to shelter.

Site/Building	Location	Contact details of key holder
Warminster Civic Centre	Sambourne Road, BA12 8LB	Civic Centre Manager. Office hours: 01985 214847 Deputy Town Clerk, out of hours: 07562 691277 (work mobile).
Community Centre	Lake Pleasure Gardens	David Prior [REDACTED] [REDACTED] Graham Read - [REDACTED] [REDACTED]
Warminster Sports Centre (Listed as rest centre by Wiltshire Council)	Woodcock Road, BA12 9DQ	Lee Calver, Centre Manager, [REDACTED]
Warminster School	Church Street, BA12 8PJ	Katie Mines. Bursar & keyholder. Office 01985 210105 will divert to mobile if not in the office [REDACTED]. Use of site will be dependent on other commitments at the time.

Community Evacuation Hub – Log Sheet

Name	Address	No. children / vulnerable adults	Date / time in	Date/ time out	Comments

Incident Log Sheet

Date/Time (24hr)	Call from: (where appropriate)	Call to: (where appropriate)	Message / Event Text (including decisions and outcomes)

Community Response Group (CRG) - Meeting Agenda

Initial meeting agenda to help guide response.

METHANE is the recognised common model for passing incident information between services and their control rooms.

Date:

Time:

Location:

Attendees:

1. What is the current situation?

M	MAJOR INCIDENT	Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)	<i>Include the date and time of any declaration.</i>
E	EXACT LOCATION	What is the exact location or geographical area of the incident?	<i>Be as precise as possible, using a system that will be understood by all responders.</i>
T	TYPE OF INCIDENT	What kind of incident is it?	<i>For example, flooding, fire, utility failure or disease outbreak.</i>
H	HAZARDS	What hazards or potential hazards can be identified?	<i>Consider the likelihood of a hazard and the potential severity of any impact.</i>
A	ACCESS	What are the best routes for access and egress?	<i>Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.</i>
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?	<i>Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.</i>
E	EMERGENCY SERVICES	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	<i>Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.</i>

*P1 – requires immediate lifesaving intervention, P2 – requires immediate or urgent care within two to four hours, P3 – delayed care that can be safely postponed.

1. Establish contact with the emergency services and Wiltshire Council emergency planning.
How can we support?

2. Are there any vulnerable people involved?

3. What local skills and resources do we need? (page 12 - 13)

4. What actions can be safely taken?

5. Who is going to take the lead for the agreed actions?

6. Any other issues?

Appendices

Appendix A – Warminster Flood Plan

Appendix B – List of Grit Bin Locations