

# COLD ASH PARISH COUNCIL

## GUIDANCE FOR DEALING WITH EMERGENCIES

### 1. Introduction

This document has been developed by the joint Cold Ash Parish Council (CAPC) / Cold Ash Community Partnership (now dissolved) Working Party. It is designed to enable Cold Ash parishioners to be prepared for the perceived emergencies that might effect them.

Emergencies know no boundaries and therefore could affect the whole of the Parish, our neighbouring Parishes or a small area within the Parish. They also might occur at anytime, or there may be some warning e.g weather forecasts.

### 2. Emergencies

A risk assessment of probable emergencies that might effect parishioners has been undertaken. The conclusions identified that the effects of the weather (snow: storms; flooding: temperature) on individuals (cold: heat: damage to property: isolation) and the loss of utilities were the perceived emergencies.

All other emergencies would be handled by the local statutory agencies.

Preparations made by individuals before any emergency can greatly reduce its impact.

### 3. Purpose of the Document

The purpose of this document is to provide timely guidance to individuals to prepare for an emergency.

This document will be under constant review and will be updated as necessary as guidance/information changes or if it is deemed appropriate to do so.

### 4. Objective of the Document

The objective of this document is to identify the hazards to individuals and issue specific and timely guidance.

### 5. Hazards

Types of hazards that could affect individuals include:

- **Utilities Failure**

Electricity / Gas / Water

- **Weather**

Storms & Property Damage  
Flooding  
Snow & Extreme Cold  
Extreme Heat

- **Isolation**

**Guidance Notes** in relation to preparedness and the hazards identified above are shown at the Annexes A to G below.

# COLD ASH PARISH COUNCIL

## 6. Issuance of Guidance Notes

The Cold Ash Parish Council will publish the appropriate Guidance Notes throughout the year, as appropriate, via the current communication systems used to inform parishioners, namely:

- Parish web site [www.coldash.org.uk](http://www.coldash.org.uk)
- Community Bulletin Contact editor at :- [cabulletin@gmail.com](mailto:cabulletin@gmail.com)
- St Mark's Parish News Monthly magazine produced by St Mark's Church.  
Contact editor at: - [roberthogwood@hotmail.co.uk](mailto:roberthogwood@hotmail.co.uk)
- All CAPC notice boards

Additionally, Guidance Notes can be downloaded from the Parish web site or printed (free) copies can be obtained from the CAPC Office, Hermitage Road, Cold Ash.

Chairman L Verner  
Cold Ash Parish Council

Date 8<sup>th</sup> May 2018

Date for Review May 2019

## **GUIDANCE NOTES Annexes A to G**

- A. Be Prepared & Emergency Contact List**
- B. Utilities Failure**
- C. Storms & Property Damage**
- D. Flooding**
- E. Snow & Extreme Cold**
- F. Extreme Heat**
- G. Isolation**

Distribution:-

**CAPC** All Councillors  
Clerk to the Parish Council  
Parish web site

**WBC** Civil Contingencies Department

# COLD ASH PARISH COUNCIL

## GUIDANCE NOTE – BE PREPARED

**Taking precautions beforehand can reduce the impact of emergencies.**

**Identify any of your neighbours who may be disabled or elderly who would benefit from your assistance.**

## PERSONAL

- Do maintain **your Emergency Contact List** (see example below) summarising important phone numbers.
- Ensure you have a **telephone connected** directly to the **Openreach (BT) socket**.  
(Remote, cordless, portable phones will **not operate** during **power cuts**).  
Alternatively, have a mobile phone and an emergency battery operated charger.
- During **failure of electricity supply** access to the **internet via Wi-Fi** will be **interrupted**. If necessary use a smart phone or similar on a mobile phone network.
- Have a **battery operated radio** for listening to local radio stations.
- Have a **reliable torch** and supply of **spare batteries**.  
**Candles** and oil filled **lamps** should **only be used under adult supervision** and away from **animals and young children**.
- Keep a limited **supply** of bottled **drinking water**.

## HOME

- Know the **location** of **water** supply **isolating valves** (hot & cold).
- Know the **locations** of electricity **mains trip switch**, isolating switch and consumer units (circuit-breakers or fuses).
- Know the **location** of **mains gas isolating valve**.  
(Placing labels on valves, switches, taps that may need to be turned off makes them easier to find in an emergency).
- Consider having camp cooking equipment available. **Barbeques or gas stoves should only be used outdoors**.
- To **conserve heat** during emergencies (and otherwise) **install insulation, draft proofing and double glazing**.

# COLD ASH PARISH COUNCIL

## GUIDANCE NOTE – BE PREPARED - EMERGENCY CONTACT LIST

REMEMBER **YOUR CORDLESS TELEPHONE WILL NOT WORK**  
**IN THE EVENT OF A POWER FAILURE**  
ENSURE **YOU HAVE AT LEAST ONE CORDED LANDLINE PHONE CONNECTED**

### NATIONAL / LOCAL

<b>Emergency Services</b>		<b>999</b>
<b>Electricity Emergency / Power Cuts</b>		<b>0800 072 7282</b>
<b>Gas Emergency</b>		<b>0800 111 999</b>
<b>Thames Water</b>		<b>0845 9200 800</b>
<b>Floodline</b>		<b>0345 988 1188</b>
<b>Non Emergency</b>		<b>101</b>
<b>NHS24 Non Emergency</b>		<b>111</b>
<b>(also access to out of office GP service [WestCall])</b>		
<b>Police</b>		<b>0845 8505 505</b>
<b>West Berkshire Council</b>	<b>Office Hours</b>	<b>01635 55111</b>

### HOME

Telephone Supplier .....

Home Insurance Company .....

Home Breakdown Services .....

### PERSONAL SAFETY

Doctor .....

Work .....

School(s) .....

.....

Emergency Friend(s) .....

.....

### USEFUL WEBSITES

<b>Electricity</b>	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
<b>Gas</b>	<a href="http://www.sgn.co.uk">www.sgn.co.uk</a>
<b>Water</b>	<a href="http://www.thameswater.co.uk">www.thameswater.co.uk</a>
<b>Cold Ash PC</b>	<a href="http://www.coldash.org.uk">www.coldash.org.uk</a>

## COLD ASH PARISH COUNCIL

### GUIDANCE NOTE – LOSS of ELECTRICITY, GAS & WATER

**Disruptions** to utility supplies are often unexpected. Check if your neighbours have also lost services – this will make a difference to what you should do.

#### ELECTRICITY FAILURE

- If **you** and **your neighbours** are **without power**. Phone your **supplier's Emergency number - 0800 072 7282** - to report **supply fault**.
- If **ONLY YOU** have an **electricity failure** in your area then **check your trip switch**. If this is **still ON** - phone your **supplier's emergency** line to report **supply fault**.  
**If this is OFF**, switch **back ON**. If it switches **itself** back **OFF** then one of your appliances/circuits **may be faulty**. **Contact** a qualified **electrician** or get help from a competent neighbour/ friend.
- If electricity is lost for a prolonged period over a wide area being prepared can ease the situation. **Do not open** fridges/freezers for longer than necessary. **Only use candles, naked flames** and even portable heating **under adult supervision**.

#### GAS FAILURE

- If you **lose your supply** call the **FREE 24 hrs national Gas Emergency number - 0800 111 999**
- If you **smell gas inside** your property – **open** all your **windows** - **turn off gas at meter** unless in the **basement**. **Do not use** electrical **switches** or **naked flames**.
- You will be asked a series of questions designed to build a picture of the gas escape / emergency. The **operator** can then **identify** the right **gas safety advice** for you. An **engineer** will be sent to make the **property safe**.
- If you use gas central heating - conserve heat by using just one or two adjacent rooms. Keep these areas isolated by closing doors. The kitchen and an adjoining room are usually good choices.
- If advised that the outage could be for several days consider sharing accommodation with a friend/neighbour.

#### WATER FAILURE

- If you lose your supply. Contact **Thames Water** number - **0845 9200 800** to report fault / seek information.
- **Loss of drinking water** is a **health emergency**.  
(An adult should drink 6 to 8, 250ml glasses in a day)
- If your **supply** is likely to **be interrupted** for an extended period your **water supplier** has a **duty to supply** an alternative source (bottled / stand pipe or tanker). If you are **unable** to **collect this supply** seek assistance from either a **friend /neighbour**.

## COLD ASH PARISH COUNCIL

### GUIDANCE NOTE – STORMS & PROPERTY DAMAGE

**Identify any of your neighbours who may be disabled or elderly who would benefit from your assistance.**

#### HOME

##### In anticipation

- Secure / store loose objects outside to prevent flying hazards.
- Close / fasten doors and windows securely.
- Park vehicles in a garage or well away from trees, walls, buildings, and fences.

#### PERSONAL SAFETY

- Stay indoors as much as possible – do NOT go outside to repair damage whilst storm in progress.
- Do **not approach** electrical or phone **cables** that have been **blown down** or are **still hanging**.
- Be careful where trees and shrubs have either fallen or been uprooted.

## COLD ASH PARISH COUNCIL

### GUIDANCE NOTE – FLOODING

**Flooding** can come **from several sources**: rivers / streams / ditches, surface water, groundwater and drainage systems (**e.g.** drains / inspection chambers / highway drains & gullies & grips / sewers / manholes / culverts / balancing ponds) which **could effect your property**.

**In 2007** some areas of the Parish **were effected by flooding** (Southend – Billington Way – Grindle Close – Cold Ash Hill – Fishers Lane – Bucklebury Alley – The Ridge - Ashmore Green – Stoney Lane & Manor Park).

### REMEMBER

**YOU** are **responsible** for **protecting your property** from **flooding**.  
(**No agency** has **that responsibility**)

If you are **living** in a **flood risk area** you should always **put in place** ways to **protect your home**).

- If your **home** is **prone to flooding** you may need to **buy flood protection** equipment. There are a **variety of products** that can be **purchased**. A comprehensive **list** can be found in '**The Blue Pages**' directory on the National Flood Forum's website.  
**www.bluepages.org.uk**
- Additionally, further **comprehensive** and **detailed information** can be found in the Thatcham Flood Forum's 20 page booklet  
**'RESIDENT'S GUIDE TO FLOODING'**.  
**Copies** can be obtained from the Parish Council's Office, Hermitage Road, Cold Ash.

### SPECIFIC PREPARATIONS

- **Check** your buildings and contents **insurance policy** covers flooding.
- **Know** how to **turn off your gas, electricity and water supplies**.  
(**Labels** on valves, switches, taps you **need to turn off** makes it **easier** to remember and **quicker** to do).
- **Think about** what you will do with **cars, furniture, electrical equipment, garden furniture** and **pets** should you be affected by flooding.

### RESPONDING DURING A FLOOD

- Fill **receptacles** with **drinking water**.
- **Collect food, blankets, first aid kit, personal & pet medications and important documents**.
- Move **items** to **higher** levels / upstairs with personnel and pets.
- **Switch off utilities** – **disconnect** equipment that **uses water**.
- **Stay out of flood water** - Evacuate when told.

# COLD ASH PARISH COUNCIL

## GUIDANCE NOTE – SNOW & EXTREME COLD

**Identify any of your neighbours who may be disabled or elderly who would benefit from your assistance.**

### HOME

- Ensure water tank(s), loft & external water pipes insulated.
- Have de-icer, salt/grit & tools to keep home safe and path(s) clear of snow.
- If safe to do so - knock down icicles to prevent falling on someone.
- Check gutters if affected by weight of snow.
- Wear warm clothing – plenty of hot drinks and eat hot meals.

### WALKING

- If going outside wear several layers of clothing and cover your head.
- Keep moving arms & legs to help circulation.
- Wear practical footwear for good grip. Consider using a walking stick.

### TRAVEL

- Is your journey necessary?
- If by car - have warm clothes, food, water, mobile phone, torch, spade, screen wash.  
(Advise someone when expected to arrive and route plan used).

### PARISH COUNCIL GRIT BINS

Grit bins are available throughout the Parish. These are for use on the **Public Highway only**. If a grit bin is empty please advise the Parish Office 01635860004 a refill will then be organised.



## **COLD ASH PARISH COUNCIL**

### **GUIDANCE NOTE – EXTREME HEAT**

During extended periods of hot weather people - particularly the elderly and very young, are at risk from the effects of heat.

**Identify any of your neighbours who may be disabled or elderly who would benefit from your assistance.**

To reduce the risks the following should be considered:-

#### **PERSONAL**

- Drink plenty of cold fluids, but not alcohol or caffeine [coffee/tea] - which dehydrate the body.
- Avoid going out during the hottest part of the day (11am – 3.00pm).
- Avoid being in the sun for long periods.
- Wear lightweight, loose, light coloured clothing and if outside a wide brimmed hat.
- Apply high-factor sun screen regularly during the day.
- Take cool (not cold) showers or baths or sprinkle yourself with water throughout the day.
- Avoid excessive physical activity (can cause heat stroke or heat exhaustion)

**Be alert and call the health services if someone is unwell.**

**Ensure that babies and children are monitored.**

#### **HOME**

- Keep house cool, closing blinds and curtains can help.
- At night keep your sleeping area well ventilated.

## COLD ASH PARISH COUNCIL

### GUIDANCE NOTE – ISOLATION

**In many emergencies some members of the community may be more vulnerable than others.**

**For example, the elderly, very young or disabled are more vulnerable to extreme heat and cold.**

**Identify any of your neighbours who may be disabled or elderly who would benefit from your assistance.**

### PERSONAL

- If you **live alone** or **live** in an **isolated location** any **emergency** that occurs could **be distressing** and make you **feel vulnerable**.
- One of the **easiest ways** of preparing for emergencies **is to identify 'emergency friends'**
- **'Emergency friends'** should be **family / people** you can **trust** who **visit** on a regular basis and who **will come to help** you in an emergency.  
Choose **one friend** who lives **nearby** and another who **lives further away**.
- Have a **telephone connected** directly to the **Openreach (BT) socket**.  
(Remote, cordless, portable phones will not operate during an electricity outage).
- Do **maintain** your **Emergency Contact List** (see example below) summarising **important phone** numbers for **use in an emergency**.
- Use your **telephone** to call **for assistance** when **hurt, unwell or feeling frightened**.
- Have some **food** and **bottled drinking water** available.

# COLD ASH PARISH COUNCIL

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### EMERGENCY FRIENDS / FAMILY

Name ..... Tel No .....

Name ..... Tel No .....

### PERSONAL SAFETY

Doctor .....

### HOME

Telephone Supplier .....

Home Insurance Company .....

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<b>Cold Ash PC</b>	<a href="http://www.coldash.org.uk">www.coldash.org.uk</a>