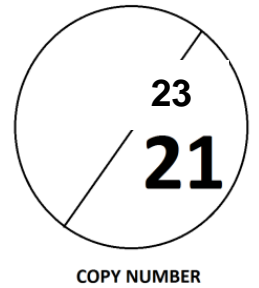


KNARESBOROUGH COMMUNITY RESILIENCE PLAN



Last Review Date: 25th January 2016

Key Contact: Knaresborough House:
Jeff Coughlin
Paul Hughes



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i. Distribution

Copy No	Holder	Remarks
1 – 18	Knaresborough Emergency Committee Members	
19	Knaresborough Emergency Committee Battlebox	
20	NYP Knaresborough Safer Neighbourhoods	
21	NYFRS Harrogate Area Manager	
22	Harrogate Borough Council Emergency Planning	
23	NYCC Emergency Planning	
Electronic Copies	<ul style="list-style-type: none"> - North Yorkshire Police - North Yorkshire Fire and Rescue - Yorkshire Ambulance Service - Environment Agency - Harrogate Borough Council - North Yorkshire County Council 	

Notes:

All plan owners listed above will be notified of updated versions of the document and will be forwarded electronic copies.

ii. Record of Amendments

It is vital that you review and exercise your emergency plan regularly to ensure that it is up-to-date, fit for purpose, and remains current in the knowledge of your community (especially your Volunteer Community Response Team).

No	Date	Description	Initials
1	11/12	Plan reviewed and amended after Sep 12 flood event when plan was activated	IKS
2	05/15	Change of membership and contact details.	NS/IKS
3	01/16	Updates to plan – following comments	JR

Ensure any amendments are recorded here and please notify the Emergency Planning Unit at Harrogate Borough Council immediately of any changes.

iii. Data Protection Act 1998

Harrogate Borough Council is a Data Controller for the purposes of the Data Protection Act 1998. This Act regulates how we obtain, use and retain information about individuals. The information that has been supplied is being collected for the purpose of preparing and amending a community resilience plan to enable the community to cope with emergencies and provide information to the emergency services and others.

By providing this information, you are consenting to us processing and personal information for this purpose. It will only be used for that purpose and will not be kept longer than necessary. It may be shared with other emergency responders for the purpose of preparing, planning and responding to emergencies.

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Further information about Data Protection is available on our website www.harrogate.gov.uk.

iv. Emergency Committee Contact Details

Emergency Committee Contacts			
Name	Role	Address	Contact Number(s)
Cllr John Batt	Chair		
Jean Burdett	Deputy		
Cllr Robert Aspin			
Cllr David Bulmer			
Cllr Mavis Clemmitt			
Cllr David Goode			
Sergeant Andy Graham			
Sean Brennan			
Justin Waters (King James's School)			
John Moore (Lions)			
John Dickson (Lions)			
Peter Roubottom (Nidderdale Lodge)			
Tanya and Dave Umpleby			
Chamber Rep Maurice Bardon (president)			
Nicola Smith (employee town council)	(not available at night)		
Robert Weddall (Rotary)			
Rachel Porter			
Helen Watkinson			

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1. Introduction

1.1 Background

During a widespread or extensive emergency, the Emergency Services and Local Authorities may not be able to respond immediately and may have to prioritise according to need. The North Yorkshire Local Resilience Forum are keen to encourage local communities to develop resilience, by creating their own Community Resilience Plan, enabling them to begin a response to the emergency until other resources can be allocated to support them.

During this time, individuals and communities may need to rely on their own resources to ensure they are able to cope with the consequences of an emergency. Many communities already help one another in times of need, but previous experience has shown that those who have spent time planning and preparing for this are better able to cope, and recover more quickly. The value of planning at the community level cannot be under-estimated.

It is not about creating or identifying a whole new community network or a one-off response to or recovery from an incident, but rather an on-going process of using and enhancing existing relationships to better improve the emergency preparedness of an area.

This plan encourages your community to identify and appreciate the potential risks that could affect your local area, and in doing so it should help you consider how you could act to reduce those risks and what actions you could take during an emergency.

Having plans in place will enable your community to take prompt independent action in emergencies and experience has proven that having such plans can dramatically reduce the scale of the damage sustained in an emergency as well as facilitating a more rapid restoration to normality.

This is your plan, to protect your community!

1.2 Aim

The aim of this plan is to allow Communities to develop procedures and processes in order to allow the use of local resources and expertise to help them in an emergency, in a way that complements the response of the emergency services.

1.3 Objectives

The following objectives have been identified and will be addressed in order to support the aim of the plan:

- The identification of local risks, resources and vulnerable groups
- The Identification and utilization of local resources to help in the response by providing support to emergency services
- Helping those that are vulnerable, by providing shelter, care, support, information or practical help
- Establishment of an Emergency Committee to provide a point of contact for emergency responders and the community and to determine priorities
- Maintaining communications within the community and with the Borough Council
- Managing the response of local voluntary organisations
- Represent the community

- Assisting with community recovery

1.4 Maintenance and Review

This Plan is owned by the Knaresborough Emergency Committee and is maintained on their behalf with the support of the Harrogate Borough Council Emergency Planning Unit. It is the responsibility of all members of the Emergency Committee to ensure that they are familiar with the plan and that they maintain accurate contact details.

This plan should be subject to continuous review and revision, as well as formal annual reviews. The plan should be reviewed after:

- As a result from lessons identified after invocation due to a real incident
- Any major changes to the emergency committee structure
- As a result of lessons identified from exercising or training

1.5 Exercise and Training

This plan will be exercised (using discussion, table-top or live formats) to varying degrees throughout the year. The objectives of exercising will be to:

- Validate plans
- Test procedures and systems
- Identify training needs

All observations from training will be reviewed and where appropriate any changes to plans will be implemented.

1.6 Activation

This community plan will be activated by the Knaresborough Emergency Committee on the advice of the Emergency Services, the Harrogate Borough Council Duty Emergency Planning Officer or by any member of the Knaresborough Emergency Committee. Where the decision to implement the plan has been taken by the Knaresborough Emergency Committee, then the Borough Council should be advised that the plan has been activated. An activation Flowchart can be found within the Response arrangements of this Plan at 6.1.

Set out below are the triggers which will cause the activation of your Community Resilience Scheme.

- At the request of the emergency services or Borough Council
- At the request of a member of the Knaresborough Emergency Committee
- When any event/Incident has or has the potential to have an impact across the community
 - Severe Flood Warning Issued (trigger through HBC Multi Agency Flood Plan)
 - Severe weather alert
 - Major Accident or event

1.7 Roles and Responsibilities

1.7.1 Community Response Team

The Knaresborough Emergency Committee coordinate the community's response to ensure that any contingency arrangements are actioned, vulnerable people are cared for, liaison is established with the emergency services and Borough council and to promote self-help to householders. They are also responsible for keeping the plan up to date.

Knaresborough Emergency Committee Members

<i>Plan No</i>	<i>Name</i>	<i>Role</i>
1	Cllr John Batt	
2	Jean Burdett	
3	Cllr Robert Aspin	
4	Cllr David Bulmer	
5	Cllr Mavis Clemmitt	
6	Cllr David Goode	
7	Sergeant Andy Graham - Knaresborough Station	
8	Sean Brennan	
9	Justin Waters (King James's School)	
10	John Moore (Lions)	
11	John Dickson (Lions)	
12	Peter Roubottom (Nidderdale Lodge)	
13	Tanya and Dave Umpleby	
14	Chamber Rep Maurice Bardon (president)	
15	Nicola Smith (employee town council)	(Not available at night)
16	Bob Weddall	
17	Rachel Porter	
18	Helen Watkinson	

1.7.2 The Knaresborough Emergency Committee Chair and Deputy:

The Knaresborough Emergency Committee Chair and Deputy, will:

- Ensure that the plan is regularly reviewed and updated.
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point for the Borough Council and ensure that two-way communication is maintained.
- Ensure that the appropriate authorities and individuals are notified.
- Communicate important messages to the community.
- Activate resources as required.

Tasks should be delegated to team members as appropriate. The Co-ordinator should ensure that all team members are engaged in the planning and response processes.

1.7.3 Knaresborough Emergency Committee Members:

All committee members should:

- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that communications are maintained within the community and Borough Council.
- Ensure that Confidentiality is maintained where necessary.
- Maintain an incident log in the event of an emergency.
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required.
- Have sufficient knowledge of the plan to act as Co-ordinator in their absence.
- Responsible for activating the scheme either in part or fully;
- Ensure that you have a deputy to carry out duties in your absence;
- Ensure this scheme and any associated documentation is maintained;
- Ensure any community resources are logged and records maintained.

The Deputy and other team members should support the Co-ordinator in carrying out their role.

Those who have volunteered should understand their roles and responsibilities.

These individuals should have good local knowledge and contacts, and have expressed a willingness to activate this Community Response Scheme at short notice in the event of an incident occurring.

2. Community Profile

2.1 Community Profile

Area covered by this Scheme:- Knaresborough

Mapping:

1:50,000 OS Landranger Series Number 104 Leeds and Bradford

1:25,000 OS Explorer Series Number 289 Harrogate, Wetherby and Pontefract



Situated 4 miles east of the centre of Harrogate in North Yorkshire, Knaresborough is a picturesque, medium-sized, historic market town built along the River Nidd. It is one of the 143 parishes within the Harrogate Borough Council area. The Town Council has 15 members (councillors) with 5 councillors representing each of the three wards in the town,

Knaresborough King James, Knaresborough East Ward and Knaresborough Scriven Park Ward.

The town boasts castle ruins and spectacular views over the Nidd Gorge. It is also home to Mother Shipton's Cave and Petrifying Well. Knaresborough is mentioned in the Domesday Book and Knaresborough Castle dates from Norman times. There is also the Courthouse Museum in the castle grounds.

A market is still held every Wednesday in the market square. Highlights in the Knaresborough social calendar include the Bed Race and FEVA (Festival of Entertainment and Visual Arts) who are responsible for instigating the Knaresborough Town Windows

The town has a thriving business community and good transport links (it is close to the A1(M), Leeds/Bradford International Airport, and its railway station provides access to the East Coast Main Line connections in Leeds and York).

Resident Population:-	15,500 (approx. 2011 Census)	<i>Total:</i> 18,500
Maximum Tourist Population:-	3,000	
Knaresborough Bed Race: -	25,000 approx. (Residents / Tourists during race day)	

2.2 Infrastructure

2.2.1 Roads

The key routes for accessing the community are:

Roads

- A59 Harrogate – York (E-W)
- A658 (Outer road) A59 - Bradford (E-W)
- A6055 Knaresborough - Boroughbridge (S-N)
- B6163 Knaresborough – A658 (E-W)
- B6164 Knaresborough – Wetherby (N-S)
- B6165 Knaresborough – Ripley (S-N)

2.2.2 Rail

- York – Harrogate

The railway runs through the town and is supported by a station (unmanned) at Station Road HG5 9AA and has a station. The station is operated by Northern Rail Tel: 08450000125.

2.2.3 Bridges and other structures

The following bridges cross the Nidd in Knaresborough:

Description	Location	Type	Remarks
High Bridge	SE 34507 57122	Stone	
Low Bridge	SE 34993 56482	Stone	
Grimbold Bridge	SE 36201 56274	Stone	
A648 Bridge	SE 37115 56741	Stone	

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Viaduct	SE 34734 57051	Stone	
Goldsboro Mill Farm	SE 36788 55877	Wooden	Quite fragile as it has a lot of old wood in it

2.3 Rivers and Becks

Main Rivers within the Area

The following main rivers run through the community:

- River Nidd
- Frogmire Dyke

2.4 Neighbouring Parishes

Listed below are the contact details of neighbouring communities that may be able to provide help and assistance during an emergency:

Parish	Contact person	Address	Phone/Email
Scriven Parish Council	Mrs Amanda Kennerley		
Scotton Parish Council	Cllr Ian Pollock		
Goldsborough/ Flaxby Parish Council	Mr Derrick Summers		
Farnham Parish Meeting	Mr Brian Milburn		
Starbeck Parish Council	Councillors: Janet Law Philip Bradbank		
Spofforth/ Stockeld Parish Council	Mrs Rachel Marston		
Little Ribston Parish Council	Melanie Spencer		
Follifoot/ Plompton Parish Council	Mrs Stephanie Hinchcliffe		
Ferrensby Parish Meeting	Kathy Haw		

3. Community Vulnerabilities (Risk Assessment)

3.1 North Yorkshire Community Risk Register

The hazards described in the North Yorkshire Community Risk Register are worst case scenarios. The assessments relate to the risk occurring over a five year period. The risk assessments included in the register only cover non-malicious events (i.e. hazards) rather than threats (i.e. terrorist incidents). This does not mean that we are not considering threats within our risk assessment work. The current risk register can be viewed at: <http://www.emergencynorthyorks.gov.uk/>

3.2 Local Hazards

Recorded below are various known/potential hazards and threats which could affect your geological area. - e.g. main roads, severe weather- snow etc., rail lines, aircraft, power plants.

Hazard	Comments	Remarks
Electrical power supply		Several localised incidents
Petrol station incident: fire, explosion, chemical	Knaresborough Service Station (Coop) 18 Boroughbridge Road, HG5 0NJ	
	Manse Services Wetherby Road HG5 8LH	
LPG / Camping gas storage: fire, explosion	Several caravan parks and garages that sell gas within the area.	Arthur Atkinson Market Flat Lane HG5 9JA (Yeomans store)
Railway / viaduct incident: proximity to residential areas	Regional and national assessment of this risk is low.	2 x rail incidents in the last year
Bed race incident: related to large volumes of visitors in town	An event plan is developed to cover this event by the organisers.	
Agricultural incident: foot and mouth, blue tongue, bird flu		National and Local arrangements for any outbreaks
Pandemic	Risk is still high on the national and regional risk registers	Multi agency plan developed at Regional level
Access routes across River Nidd: incident that reduces access to/from town	3 current crossing points +(2 foot bridges)	Police & Highways would lead on traffic management
Severe weather / Climate: flooding, winds, snow / cold, heat, earthquake etc.	Two known flood areas within the town.	
'Industrial' action which impacts critical services		National plans have been developed
Bomb/terrorist threat	No high risk sites have been identified within Knaresborough	2 X UXB from WW2 have been dealt with in last 10 years
Aviation Accident	Military flights / light aircraft	No known airfields within the area.
River Accidents	Use of the river for pleasure / also risk of freezing over and being walked on	Potential river festival, New Year's day event

3.3 Severe Weather

The National Severe Weather Warning Service warns the community by providing warnings of severe or hazardous weather which could cause problems, ranging from widespread disruption of communications to conditions resulting in transport difficulties or threatening lives. Types of hazards include:

- Severe Gales
- Heavy rain
- Heavy Snow and icy roads
- Thunderstorms and Lightning
- Heat and Sun
- Dense Fog

The Severe weather warnings for Yorkshire and Humberside can be found at:

http://www.metoffice.gov.uk/weather/uk/yh/yh_forecast_warnings.html
<http://www.metoffice.gov.uk/weather/uk/>

3.4 Flooding

There is a history of the river Nidd flooding in Knaresborough.

Monitoring Station	Station Elevation	Low water level	High water level	Record high level
Knaresborough	36.86 m (120.9 ft.)	0.42 m (1.4 ft.)	1.3 m (4.3 ft.)	2.16 m (7.1 ft.)

3.4.1 National Flood Warning Service

The Environment Agency provides a flood warning service throughout England and Wales in areas at risk of flooding from rivers or the sea. In some parts of England we also provide a flood warning service for flooding from groundwater.




Using the latest available technology, our they monitor rainfall, river levels and sea conditions 24 hours a day and use this information to forecast the possibility of flooding. If flooding is forecast, they issue warnings using a set of three different warning types.

These warning are passed to residents within affected areas as well as the emergency services and the local authority. The 3 different warning types are as shown above.

	Severe Flood Warning Severe flooding. Danger to life.
	Flood Warning Flooding is expected. Immediate action required
	Flood Alert Flooding is possible. Be prepared.

3.4.2 Flood warnings

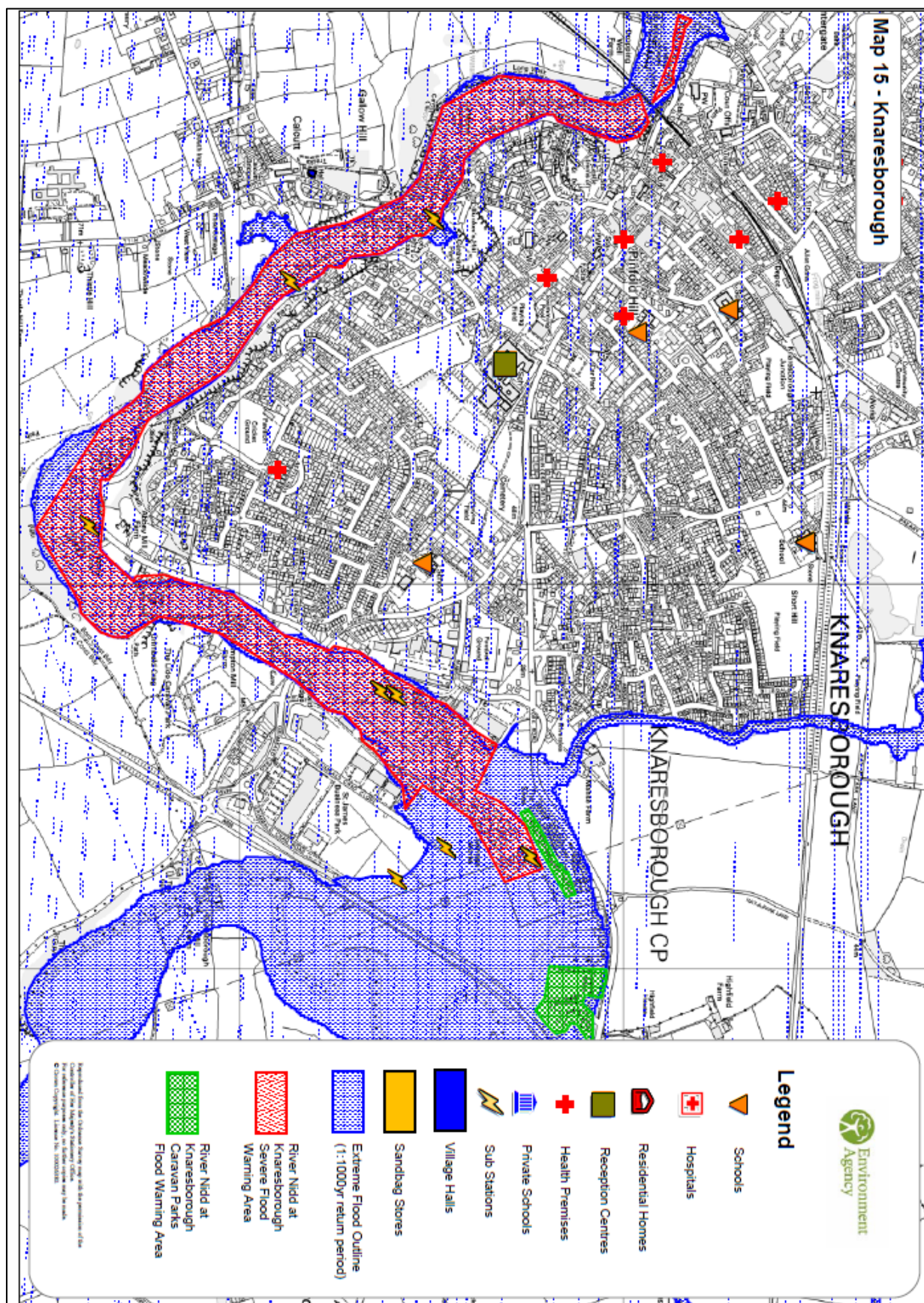
The following Flooding Warning(s) are in place for the Knaresborough local community area:

Flood warning reference	Type	Description	Number of properties at risk
122WAF941		Flood Alert for River Nidd	N/A
122 FWF407		Riverside properties at Nidderdale Lodge, Lorisholme, Riverside caravan park (off York Rd)	
122FWF405		Riverside areas in Knaresborough including Waterside, Abbey Road and part of Manse Lane Industrial Estate	

The following link on the Environment Agency website

<http://www.environment-agency.gov.uk/homeandleisure/floods/34678.aspx?page=1&type=Town&term=knaresborough>

3.4.3 Flood Warning Map



3.5 Vulnerable Places

3.5.1 Schools and playgroups

Establishment	Address	Contact No(s).
Aspin Park Community Primary School (431 pupils)	Wetherby Road, Knaresborough, North Yorkshire, HG5 8LQ	
Goldsborough C of E Primary School, (78 pupils)	Main Street, Goldsborough, Knaresborough, North Yorkshire, HG5 8NJ	
Knaresborough, Meadowside Community Primary School, (212 pupils)	Halfpenny Lane, Knaresborough, North Yorkshire, HG5 0SL	
Knaresborough, St John's Church of England Primary School, (310 Pupils)	Stockwell Road, Knaresborough, North Yorkshire, HG5 OJN	
Scotton Lingerfield Primary School, (73 pupils)	Market Flat Lane, Lingerfield, Knaresborough, North Yorkshire, HG5 9JA	
St Mary's Catholic Primary School, (208 pupils)	Tentergate Road, Knaresborough, North Yorkshire, HG5 9BG	
King James's School, (1673, pupils)	King James Road, Knaresborough, North Yorkshire, HG5 8EB	
Forest School, (119 pupils)	Park Lane, Knaresborough, North Yorkshire, HG5 0DG	
Knaresborough Sure Start Children's Centre,	Manor Road, Knaresborough, HG5 0BN,	
Henshaw Arts & Crafts Centre	50 Bond End Knaresborough HG5 9AL	
Manor Early Years Pre-School,	Manor Road, Knaresborough, North Yorkshire, HG5 0BN	
St Mary's Preschool	Church Hall/Church La, Knaresborough HG5 9AR	
Twinkles Nursery	Mercury Court, Manse Ln, Knaresborough HG5 8LF	
Nippers Nursery	Wetherby Road, Knaresborough HG5 8LG	
Red Kite Children's Day Nursery	Thistle Hill, Knaresborough HG5 8LS	

3.5.2 Residential and Respite Care Homes (including sheltered living accommodation)

Establishment		Address	Contact No(s).	Remarks
17 Parkway, 21 Farfield Avenue & 13 Rievaulx Avenue.) (10)		HG5 9DP		
Thistle Hill Care Home (85) 41 Dem, 20 P, 24 OA		Thistle Hill Knaresborough HG5 8LS		
14 Manor Road (4) L&P		Knaresborough HG5 0BN		
Henshaw's Society for Blind People (5) (18 – 65)		1 The Avenue, Knaresborough, HG5 0NL		
St Annes Community Services (3)		67 Boroughbridge Road Knaresborough HG5 0HD		
Hill View Manor (Extra care living) 40 flats		Manor Road, Knaresborough HG5 0SJ		
Bilton Hall Nursing Home (60) Dementia, Physical Dis, Terminal		Bilton Hall Drive Harrogate HG1 4DW		
Vale Court 37 Flats Independent Elder Community		42,44,46 Bond End Knaresborough HG5 9NF		
Elderly Peoples Centre		Market Square		
73 people		Hambleton Road		
Supported living residency	Integracare	IntegraCare Claremont House 25 Victoria Avenue Harrogate HG1 5QJ		
	Wilf Ward family Trust	The Wilf Ward Family Trust Westgate House Pickering YO18 8BA		
	UBU	9 Aspin Gardens Knaresborough HG5 8HW		
	St Annes	Ripon Community House Sharow View Allhallowgate Ripon HG4 1LE		

3.6 Vulnerable People

There are a number of groups of people who, in a crisis, should be considered as potentially vulnerable, they include:

- People with mobility limitations, both young and old.
- Disabled people (including physical disability and learning disability).
- Blind and partially sighted people.
- Parents who are on their own with children under 12.
- Anyone in charge of a group of children when the incident happens e.g. playgroup staff, Guide and Scout leaders.
- Newcomers to the parish who may not know all its facilities.
- Hearing impaired people. It should also be noted that people who are deaf or hard of hearing may not be aware of broadcast alerts, and may need a personal visit to ensure they know of any risks to which the community is being alerted.

For data protection reasons, we have elected not to include this data here. Information for those who need special help in an emergency will be sought from: the following organisations:

3.6.1 Vulnerable People Engagement Matrix

Name	Address	Contact No.
NYCC Adult Social Care (Those with care plans)	Working Hours: NYCC	0845 034 9410
	Out of Hours: Emergency Duty Team	0845 034 9417
Age Concern	See Contact Directory	
Knaresborough's Old People's Welfare Association	See Contact Directory	
Neighbourhood Watch	Through North Yorkshire Police	
Community First Responders	Through Yorkshire Ambulance Service	
Doctors Surgeries		
Eastgate Surgery	Eastgate Medical Group Eastgate Surgery, 31b York Place, Knaresborough	
The Health Centre	The Health Centre, 80 Knaresborough Road, Harrogate	
Beech House Surgery	1 Ash Tree Road Knaresborough, North Yorkshire, HG5 0UB	
Stockwell Road Surgery	21 Stockwell Road Knaresborough, North Yorkshire, HG5 0JY	

Certain incidents/emergencies may give rise to the need for providing the community with both shelter and food, or people may be made temporarily homeless.

4. Communications

During an emergency the local community may need to set up improvised communication links within the local area. The following means of communications currently exist within Knaresborough:

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Method	Location	Responsible Contact	Additional Information
Information Boards		Chamber of Trade	
Community Organisation Meeting	Lions WI Rotary Chamber of Commerce	See Volunteers list	
Community Magazine / Directory	Knaresborough Now Knaresborough Post		
Email / Website	http://www.knaresborough.co.uk/		
School(s)	See schools details		
Post Office	69 High Street	01423 860414	
Housing Office	Knaresborough House		
Social Media	Twitter @KnaresboroughTC Facebook: Knaresborough Now		

4.1 Mobile Networks coverage within the Community

Listed below are the various mobile telephone networks which are available within your community, (this is especially useful for the emergency services):

Network	Coverage (Good, Average, Poor)
All mobile networks	Generally good reception throughout Knaresborough

4.2 Mobile Phones and Landlines

Below is a list of additional phone links and persons who are prepared to use their mobile phones during an emergency; if possible try to ensure that more than one network is available. The landline and VOIP phones are located within Knaresborough Town Hall.

Name	Network	Contact details
Knaresborough Town Council		
Knaresborough Young Farmers		
Cox & Son		
Plant Inspection		

4.3 Local Radio

The local radio and television will communicate relevant public advice, severe weather warnings, emergency telephone numbers and other emergency information so it is important to TUNE IN! In the event of a power cut a windup/battery operated or car radio could be used to monitor broadcasts. Messages can be passed to the Radio stations through the Duty Emergency Planning Officer.

Station	Frequency	
	FM	AM
BBC Radio York 01904 641641	103.7/104.3/95.5	
Stray FM 01423 520972	97.2	
BBC Radio Leeds 0845 3033333	92.4/95.3	

4.4 Community Amateur Radio

Radio Amateurs possess equipment that has a longer range than CB Radio. They may be knowledgeable and resourceful people and could be of great assistance in setting up a local or area communications network. Their details are recorded in the box below:

Name: Raynet: Radio Amateurs Emergency Network Zone 2 – Yorkshire & Humberside
Contact via: Controller Nidderdale RAYNET Group.
24 hour emergency contact: (NB: check website for local contact details first)
<u>www.raynet-uk.net</u>

4.5 Shop Watch Radio

A crime reduction partnership with members from retail, licensed premises, transport and other business groups. Sharing the aim of reducing the effects of crime on businesses and work together to make our town centre a safer place for customers and staff. Shopwatch is a comprehensive radio communication package, allowing contact with other colleagues, the CCTV control room and the Police using robust radio equipment.

4.6 Call Pyramid

A Contact Pyramid establishes a quick and efficient method to coordinate communications and easily spread information amongst your community, especially your Volunteer Community Response Team.

The pyramid works by the person at the top of the pyramid, usually the Lead/Deputy Community Coordinator, contacting the next two people directly down the pyramid, and so on, until every person in the pyramid has been contacted.

Where an individual cannot be contacted it is essential that this is noted (so that you can try again later) and the next two people below the failed link are contacted as a back-up to ensure the cascading contact pyramid continues.

5. Resources

5.1 Local Resources

Set out below is a list of equipment and resources which may be utilised during an emergency. Some of the equipment may require specialist skills/training and the use of appropriate safety equipment- these requirements are set out in the 'conditions of use' column.

Equipment/Resource	Location	Contact	Condition of use
Cutting Equipment			
Power Saws			
Winches			
Building Tools			
Nails			
Timber			
Boarding			
Tarpaulins			
Polythene Sheeting			
Bricks			
Cement			
Sand			
Generators			
Rope			
Fuel			
Solid Fuel			
Gas Cylinders			
Lighting Equipment			
Electric Cable			
Heating Equipment			
Transport			
Snow Clearing equipment			
Water Containers			
Water Bowsers			

5.2 Emergency Box (Battlebox)

Communities may wish to consider preparing and maintaining an Emergency Box. It is important that the box be kept in a secure building that could be accessed by an appropriate community member during an incident.

Set out below is the location and contents of your communities Emergency Box:

Location	
Address:	Contact Information

Knaresborough House High Street Knaresborough HG5	
--	--

Contents	
Items	Checklist (tick)
Copy of this Community Resilience Scheme	
First Aid Kit	
Maps of the Area (inc. Postcode / Aerial maps of Area)	
Incident Log Sheets (Template Sheets 6.9)	
Copies of Standard Welfare Centre forms (e.g. Registration Forms 6.6)	
Stationery	
Torch (Wind up/Battery powered)	
Telephone Card	
Radio (Wind up/Battery powered)	
Spare Batteries	
Candles and Matches	
Latest copy of the Yellow Pages and/or Thomson Local	

5.3 Welfare Centres and Rest Centres

You are providing a service which will reduce the distress of people removed from their normal environment because of serious danger.

Note: Depending upon the nature of the emergency evacuees may be transported to an alternative longer-term site, or found alternative accommodation for the initial duration of the emergency.

- **Remember** that Evacuees may be tired, wet, distressed, sick, hungry or in shock and this may cause them to display abnormal behaviour, e.g. be aggressive.
- **Identify quickly anyone having special needs** and see to those immediately; medical welfare, disability, age, nursing mothers- anyone needing any form of additional assistance for any reason.
- **Be alert** for symptoms of delayed shock or severe stress.
- **Keep everyone informed** frequently and regularly of what is happening with non-confidential, approved information.
- **Treat everyone** as an individual, having different rights, attitudes and needs.
- **Keep Evacuees occupied** by assisting with: special needs, tidying up, serving refreshments, walking e.g. fire watch etc.
- Ensure staff remains friendly, attentive and compassionate.

Under no circumstances should you put yourself or others at risk!

5.3.1 Welfare and Rest Centre Locations

Listed below are the details of certain community assets that could be used as a Welfare Centre or Rest Centre. Rest Centres will on the whole be administered by the Major Incident Response Team.

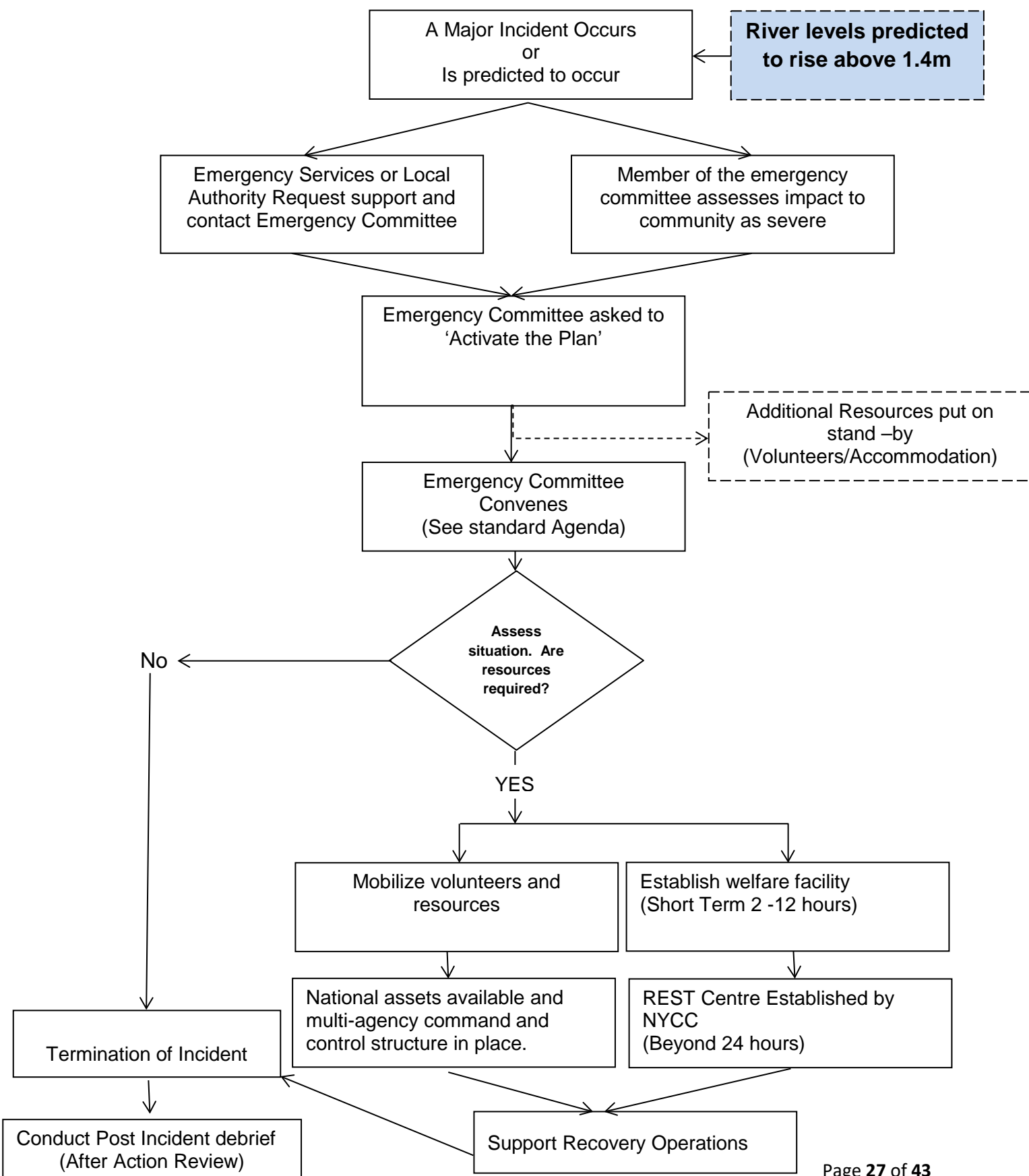
Community Asset	Address	Grid ref.	Contact Details

5.3.2 Welfare and Rest Centre Resources

Details of the resources available at each Welfare/Rest centre can be found in the Welfare Centre Plan. **(Copy Held within Battle Box)**

6. Response Arrangements

6.1 Activation Flow Chart



6.2 Initial Actions Check List

On receipt of information that may require your Community Resilience Scheme to be activated- **DO NOT PANIC**, and **DO NOT OVERREACT**. Take time to fully assess the situation and how you are going to proceed.

**If there is any potential risk to life then '999' emergency services must be called.
If not then call the police on 101.**

Under no circumstances should you put yourself or others at risk!

No	Suggested Considerations	Checklist (Tick)	Remarks/Action Take
INITIAL APPRAISAL OF THE SITUATION			
1	Assess the situation. Do you need to assemble the Emergency Committee Where will your EC arrange to meet?		
2	Do you need to initiate the Contact Pyramid? See		
COMMUNITY RESILIENCE TEAM			
3	Consider what action the EC may need to take.		
4	Do you need to activate your Emergency Plan?		
5	Consider allocating jobs/roles within the EC members or other local volunteer organisations		
6	Is the incident large-scale and do you need to escalate to the emergency services? Do you need to establish a rota system for EC?		
7	Agree action plan, and inform and agree this with police, Local Authority and other agencies if they are present.		
8	Keep an eye on the incident's development and be flexible and adapt to changing circumstances.		
INFORM AND LIAISE			
9	Inform and liaise with:- <input type="checkbox"/> Emergency Services; <input type="checkbox"/> Local Authority; <input type="checkbox"/> Environment Agency; etc... As to what actions may be being taken by them, how you may assist and obtain any advice they can provide. Some useful contact numbers are at Section 7 of the plan		

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10	Can neighbouring parishes assist?		
11	Consider creating frequent reciprocal updates with liaising organisations.		
Log Book			
12	Start a log book to record: <ul style="list-style-type: none"> <input type="checkbox"/> Any decisions you make; <input type="checkbox"/> Actions taken; <input type="checkbox"/> Messages- who you speak to and what was discussed. See Incident Log Template		
ACTIONS AND RESOURCES			
13	Consider what actions you may be able to take to mitigate the incident- e.g. sandbagging, opening assessment centre (p17), using roadblocks etc.		
14	Consider what resources may be of use and where to acquire them?		
15	Consider contacting other community members who can help or need to be alerted: <ul style="list-style-type: none"> <input type="checkbox"/> Volunteers/Skilled people <input type="checkbox"/> Key holders 		
16	Is there anything you can do to help the Vulnerable Establishments and People in the affected area?		
WELFARE CENTRE			
17	Consider what preparations would be required to open an Welfare Centre.		
18	Would opening an Welfare Centre be worthwhile/required?		
19	If you decide to open Welfare Centre, look at helpful checklist/guidance.		

IMPORTANT NOTES:-

- ☐ **Ensure that you regularly update the community with non-confidential, approved information.**
- ☐ **If you have to travel or go anywhere always ensure someone knows where you are going, approximately how long you will be away, and have a contact number by which they can contact you.**
- ☐ **Do not put yourself or others at risk.**
- ☐ **If Emergency Services are on site- work with them - do not obstruct them.**

6.3 JESIP principals of Joint Working

Apply the JESIP Principles: Co-Location, Communication, Co-Ordination, Joint Understanding of Risk, Shared Situational Awareness			
Locate Incident Other/ Multi Agency Commander. (usually the emergency vehicle with its lights flashing)		Assess Requirements and Risk assess	
Report in to HBC ECC/Silver Commander (Provide Comms)		Request Resources What: Where: When:	
Gain Update on Situation		Provide updates to ECC/Silver Commander	
Any immediate requests for support/resources (see decision making matrix below)		Establish (Routine) Shift pattern Handover	

6.4 JESIP Joint Decision Making Model



6.5 Decision Making Matrix

Simple Decision Making Matrix	
What have I been asked to do and Why? (Task and Effects)	
Are there any limitations or constraints? (Time, Space, resources, costs)	
What options are available to me?	
What resources will I require?	
Which options have I chosen and why?	
Implement the option	

6.6 First Meeting Agenda

Ser	Item	Remarks
1	Welcome and Introductions	Is anyone missing do we need to invite any other interested parties
2	Why we have been activated	One sentence as to why we have been activated
3	What has happened	SITUATION REPORT M Major Emergency? E Exact Location T Type of Incident H Hazards A Access N Number of Casualties E Emergency Services
4	What have we been asked to do?	
5	What do we need to do	Brief inventory of what we still have. Where resources have been lost / damaged, what is required in order to continue and/or recover key functions
6	Who will do it?	Identify appropriate and skilled volunteers or volunteer groups to assists.
7	Who else needs to know?	Do we need to communicate to residents if so what message what means and who will lead
8	What Liaison needs to be established	Has liaison / communication been established with (if appropriate)? <ul style="list-style-type: none"> • Emergency Services • Residents • Local Businesses
9	THE WAY FORWARD	Recap on actions required and any areas that still need to be addressed
10	TIMES OF FUTURE MEETINGS	

6.7 Evacuation Support

In the event that an evacuation of properties within the area is called then the Emergency Committee may be approached for assistance with the evacuation. This may be in the form of advice with 'Local Knowledge', with the cascade of information to residents and other voluntary organisations or with the staffing and running of a Welfare Centre.

No	Action/Consideration	Checked	Remarks
1	Request received for assistance with evacuation of an area within Knaresborough		
2	Activate the Emergency Committee		
3	Place additional resources on stand-by (Volunteers and voluntary groups)		
4	Establish Liaison with Harrogate Borough Council Duty Emergency Planning Officer		
5	Confirm area that is to be evacuated and confirm: - Numbers being evacuated - Expected time scale of evacuation - Any special requirements - The Point of Contact		
6	Review Vulnerable sites and persons within evacuation area and advise accordingly		
7	Activate Welfare Centre if required		
8	If prolonged displacement of residents, expect Rest Centre to be activated.		
9	Prepare to handover and support the MIRT team with the REST Centre		
	Advice emergency responders on additional resources available within the local area.		

6.8 Opening a Welfare (Rest) Centre

No	Suggested Considerations	Checklist (Tick)	Remarks/Action Take
INITIAL CONSIDERATIONS			
1	Collect Emergency Box if not located at the centre.		
2	Open logbook to record events, actions and decisions, engage a note-taker if possible.		
3	Nominate who is going to take charge of the Welfare Centre.		
4	Consider the resources needed to manage the number of potential people/evacuees.		
5	Inspect the building to ensure it is still fit for purpose. E.g. check power, heating, structure etc. <i>If it is not fit for purpose, consider alternative accommodation!</i>		
6	Establish contact with Police/ Local Authority as necessary.		
SET-UP CENTRE			
7	Use this plan and the Emergency Box contents to organise the internal layout.		
8	Brief staff, and establish regular briefings.		
9	Ensure all staff have on means of identification (e.g. tabard and ID badge)		
10	Allocate staff specific roles/ areas of responsibility.		
11	Designate a supervisor for each area.		
12	Organise shift working as soon as possible. The busiest areas will need shorter shifts.		
13	Ensure all staff and volunteers get proper breaks, rest and refreshment away from the main areas.		
RUNNING A WELFARE CENTRE			
14	Ensure everyone entering the location is registered. Name, age, gender, home address, place from which evacuated (if different), and destination (if known). (See also Emergency Box)		
15	Ensure Evacuees are taken inside immediately, are able to sit down and have a (hot) drink.		
16	Do not try to register people who have more obvious and urgent needs. People are more important than administrative procedures.		
17	Do not hold on to evacuees longer than absolutely necessary. If they have somewhere to go (relatives or friends), discharge them as quickly as possible, assisting them with transport if necessary.		
18	Do not allow children or pets to run riot. Quickly allocate closely supervised entertainment areas for children, and separate accommodation for pets.		

6.9 Welfare Centre Registration Form

STANDARD REGISTRATION FORM

<p>It is important this form is used. It helps trace missing people, and also proves to insurance companies that an evacuee has had to use this centre in a future claim for damage to their property.</p>	<p>REST CENTRE</p> <p>DATE</p>
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Reg. No.	Name	DoB	Home Address & Previous Rest Centre if any	Next Destination & Contact No	Time In and Out

PLEASE USE BLOCK CAPITALS

6.10 Flood Planning Support Matrix

No	Trigger	Action	Checklist
1	Flood Alert	Assess the situation. Do you need to assemble an Emergency Committee? Be prepared to act on your plan. Prepare a flood kit of essential items Monitor local water levels and latest weather forecasts	
2	Flood Warning	Move family, pets and valuables to a safe place Turn off gas, electricity and water if it is safe to do so	
3	Prepare your property for flooding	There are lots of things you can do to prepare your home or business premises, so that if flooding happens the damage it causes is less extensive and less costly.	
4	Inform and liaise	<ul style="list-style-type: none"> • Emergency Services; • Local Authority; • Environment Agency; As to what actions may be being taken by them, how you may assist and obtain any advice they can provide.	
5	Severe Flood Warning	Call 999 Stay in a safe place with means of escape Be ready should you need to evacuate your home	
6	Blockages causing flood risk	Call the Environment Agency Incident Hotline Telephone: 0800 807060 (Free phone, 24 hour service)	

6.11 Loss of Utilities

This Action Card supports the planning considerations and actions to support the response for the loss or disruption to utilities over a wide area. The key areas that will be considered are: Loss of Power, Water, Gas, Telephones, Disruption to Sewage and Waste Disposal.			
EFFECTS MATRIX			
No	Utility	Possible Effects	
1	Power	Disruption to lighting and heating Businesses will close Specialist medical equipment Lifeline services (Vulnerable people) Certain types of phones will be disrupted (Voice Over Internet Protocol) Loss of lighting (Winter months) Loss of heating (many modern boilers are electrically ignited) Air-conditioning in summer	
2	Gas	Heating/Cooking	
3	Water	Drinking water and cooking Sanitary issues with toilets	
4	Telephony	Loss of voice and data communications Mobile network disruption Command and control disruption	
ACTIONS			
No	Action	Check	Additional Details
1	Loss of Utility across the local area takes place. Have you been asked to Activate Plan? If Yes Activate Emergency Committee and work with Partners. If No see below		START A LOG
2	Conduct quick assessment to determine cause if possible and report to provider:		Northern Powergrid 0800 375 675. National Grid - 0800 111 999 Yorkshire Water 0800 573553 BT - 0800 800 154
3	If confirmed disruption is area wide and has the potential to exceed 24 hours. Establish scale of disruption - Areas affected - Vulnerable sites within these areas - Potential Welfare location		See vulnerable site details in Plan. See Welfare locations in Plan.
4	Contact Harrogate Duty Emergency Planning Officer for potential escalation of the plan. (Additional resources from partners)		This may include working with Utilities providers. Temp power, water distribution etc.)HBC have 4 generators/heaters)
5	Confirm methods of communication with residents and prepare any messages or instructions (Once HBC or other partners involved they will lead on communicating with the public)		
6	Identify Local resources that may support the response		See Resources list within the Plan.
7	Consider Activation of a Welfare Centre for distribution of resources or for information exchange		See Welfare Centre site location in plan and activation details.
8	Confirm Vulnerable sites and people have been identified and steps taken to ensure they are safe.		Vulnerable site within plan.
9	Conduct review of situation		
10	Consider shift pattern if likely to go beyond 24hrs		
11	On completion of incident conduct a review of actions taken and lessons learnt.		

Contact Details

7.1 Emergency Services

Emergency Services: For Emergencies dial '999'		
Organisation	Role	Contact No
North Yorkshire Police	Protection of life.	Non-emergency: 101 Emergency: 999
North Yorkshire Fire and Rescue	Rescue of people trapped by fire, wreckage or debris and water.	Non-emergency: 01609 780 150 Emergency: 999
Yorkshire Ambulance Service	Medical Treatment. Stabilisation and transport to hospital.	Non-Emergency: 111 Emergency: 999
British Transport Police	Police issues concerning railways, rail operators, their staff and passengers.	999
Maritime and Coast Guard Agency	Sea search and rescue operations on behalf of the police forces.	999
Cave Fell and Mountain Rescue (Upper Wharfedale and Swaledale MRT Cave rescue Organisation)	Task through the Police Search and Rescue, Swiftwater/flood, underground and crag rescue capability	999

7.2 Local Authorities and Government Departments

Local Authorities		
Organisation	Role	Contact No
Harrogate Borough Council	Manage recovery process- helping return the community back to normality following an incident. Services include: <ul style="list-style-type: none"> • Waste/Refuse collection • Emergency planning • Planning issues 	Switchboard: 01423 500 600 Out of Hours: Emergency:
North Yorkshire County Council	Manage recovery process- helping return the community back to normality following an incident. Services include: <ul style="list-style-type: none"> • Education • Highways • Social Services • Trading Standards 	
DEFRA	Problems which concern farmers, the countryside, the environment, food and rural economy.	Helpline: 08459 33 55 77
Environment Agency	Leads on flood warning and informing: <ul style="list-style-type: none"> • Issues flood warnings; • Receives and records details of incidents; 	General: 08708 506 506 Report an Incident: 0800 807 060 Floodline: 08459 88 11 88

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	<ul style="list-style-type: none"> • Monitors the situation and advises other organisations; • Deals with emergency repairs and blockages on main rivers and own structures; • Responds to pollution incidents and advises on waste disposal issues. 	<i>River Level Info:</i> 0906 619 7722
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7.3 Utilities Companies

Utilities		
Gas (National Grid Transco PLC)	Maintain and ensure safe control of gas supplies.	Service Calls: 0870 606 4750 Emergency: 0800 111 999
Electricity (NEDL/YEDL)	Maintain and ensure safe electricity supply. Disconnect cables that constitute a danger to life and property.	NEDL: 0800 668 877 YEDL: 0800 375 675 Emergency: 08457 331 331
Water Company (Yorkshire Water)	Maintenance of water supplies and sewage disposal arrangements. Repair water mains, and availability of emergency water supply.	Enquiries: 08451 24 24 24 Leakages: 0800 573 553 Emergencies: 08451 24 24 29
Telephones (British Telecom)	Maintenance and operation of National Telecommunications systems. Provision of increased facilities to meet emergency requirements.	Faults and Emergencies: 0800 800 151
British Waterways	Staff trained in flood relief. Provision of pumping, excavating and dredging equipment; marine craft and transport on navigable waterways.	Enquiries: 0113 281 6800 Emergencies: 0800 479 9947
Network Rail	Network Rail has taken charge of the UK's rail infrastructure. The company, owns, manages, and maintains 21,000 miles of track and 40,000 bridges and tunnels in the England, Scotland, and Wales. Network Rail owns the nation's 2,500 railway stations however the majority are managed by train operating companies, which provide passenger rail service.	Network Rail 0845 711 4141 British Transport Police 0800 40 50 40
Northern Rail	Manage railway stations and provide passenger services	Northern Rail 08450 000125

7.4 Voluntary Organisations

Voluntary Organisations		
St John Ambulance	Provide first aid, ambulances and additional medical supplies. Assist at rest centres.	08700 10 49 50
British Red Cross	Trained to provide a range of services during an incident including: <ul style="list-style-type: none"> • Welfare and comforting casualties/survivors/relatives etc.; • Transport of the disabled; • Medical loan equipment; 	0844 871 8000

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	<ul style="list-style-type: none"> • First aid centres; • Tracing and messaging service. 	
RSPCA	<p>Help protect animals and prevent cruelty.</p> <p>Help farmers and livestock owners facing severe animal welfare problems due to the extreme weather conditions.</p>	<p>General Advice Line: 0300 1234 555</p> <p>Farm Animal Welfare Hotline: 0300 123 8424</p>
Age Concern	Provision of care for the elderly and specific elderly care at rest centres.	0800 00 99 66
Just B	Personal and confidential counselling advice on practical problems connected with bereavement.	01423 856 790
The Samaritans	Experienced, listening/support service for people suffering deep emotional stress. 24 hour service, every day of the year.	08457 90 90 90
Knaresborough Old People's Welfare Association	Community support for older people Runs a leisure centre for older people does hold some supplies of wheelchairs.	Mrs P Scott 01423 340464
Knaresborough Rotary Club	Assist local voluntary organisations and support the community	
Lions	Worlds Largest Voluntary organisation. Support local communities and fund raise.	
Knaresborough Chamber of Trade and Commerce	Supporting local businesses and the local community	
Women's Institute Knaresborough	Knaresborough Cricket Club	
Women's Royal Voluntary Service	WRVS helps older people to stay independent at home and active in their community.	Through Duty Emergency Planning Officer
Salvation Army	The Salvation Army is prepared to act in a supportive role in a major incident.	
Mental Health Organisations		
ORB Knaresborough	Supportive, creative and educational space for vulnerable individuals. With a positive mental health ethos focusing on self-worth, confidence building and skill development, Orb offers an unpressured environment in which to exchange ideas and become part of the wider community.	

7.5 Religious Leaders

<i>Religious Leaders</i>		
Denomination	Contact Name	Contact Details
Churches Together in Knaresborough (group that represents all Christian faith in Knaresborough)		Churches Together in Knaresborough 9 Fountains Way, Knaresborough, HG5 8HU
Methodist	Rev. Nicholas Witham	Park Grove HG5 9ET 01423 881116
Methodist	Rev. Gail Hunt	Gracious Street, HG5 8DS 01423 860166 (Church Office)
Anglican	Rev. Garry Hinchcliffe	St. John the Baptist 01423 202092
Anglican	Rev. Claire Renshaw	Holy Trinity 01423 398944
Roman Catholic	Father William Wright	St. Mary's RC Church 25 Bond End HG5 9AW 01423 862388
United Reform Church	Rev. Bob Jones	Knaresborough United Reform Church 01423 863180 (Sec Mr A Forsyth) 01423 797042
(Harrogate New Life)	Tim and Sue	River of Life Church 01423 538648
Religious Society of Friends	Steven Bonner (St James Park)	Religious Society of Friends 01423 547394
Church of the Latterday Saints (Mormons)	Bishop Hodson	Wetherby Road Harrogate 01423 886537
Judaism	Rabbi The Secretary 01423 871713 Senior Warden 01423 886713 Admin@HarrogateShul.co.uk	Harrogate Synagogue St Mary's Walk Harrogate HG2 0LW
Islam	Imam	Leeds Grand Mosque 9 Woodsley Road Leeds LS6 1SN +44 (0)794 4435856

Notes :

7.6 Incident Log Sheet

INCIDENT LOG					
Pages: ____ of ____ .		Incident Number (if applicable):.....		Loggist:.....	
Date and Time	Contact From	Contact To	Information	Any Action required	Acknowledge by