



Vigo Parish Council Emergency Plan

If your community is in immediate danger call 999

**Vigo Parish Council
Vigo Village Hall
The Bay, Vigo
Gravesend. Kent. DA13 0TD**

**Tel: 01732 823337
Email: clerk@vigo-pc.gov.uk
www.vigo-pc.gov.uk**

OUT OF HOURS (EMERGENCY) NUMBER: 07778 391 903

Developed By: Vigo Parish Council

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Distribution:

Kent County Council – Duty Officer
Gravesham Borough Council – Duty Director
Kent Police
KCC Community Wardens (Flood Warden)
All Parish Councillors
Vigo Parish Council Office

Version	Date Issued	Summary of Changes	Changed By
1	January 2019	Publication of initial Plan	Parish Council
1.1	July 2019	Inclusion of amendments re flooding	Parish Council
1.2	May 2024	Extra information added (taken from KCC's Resilience Plan template)	Parish Council
1.3	Sept 2025	General review and information added	Parish Council

Purpose

All major emergencies will be dealt with by the emergency services, local authorities, utilities and voluntary agencies in a combined response.

This Emergency Plan is not intended to be a substitute for these services and, in an emergency situation arising, the first action should always be to contact the emergency services by dialling 999.

Although there is no statutory responsibility for Vigo Parish Council to plan for, respond to, or recover from emergencies, the Parish Council considers that it should work with the community to identify hazards and make simple plans about how to respond to a major emergency in Vigo (see Annex A - Map of Vigo Parish: page 8 of this document).

The purpose of the plan is to cater for extreme circumstances (for example heavy snowfall) that might prevent the emergency services from reaching the scene immediately. In such cases the initial response may rely entirely on Vigo residents; this plan describes how such an initial response will be coordinated.

Types of Emergencies

An Emergency for the purpose of this plan is defined as:

“A situation arising with or without warning, causing or threatening death, injury or serious disruption to normal life, for a number of people in excess of those which can be dealt with by the public services operating under normal conditions; and requiring the special mobilisation and organisation of those services”.

Such emergencies included in this plan would result from:

- Severe Weather Conditions, i.e. Hurricanes / Blizzards / Flooding
- Loss of power/utilities of prolonged duration;
- Incidents affecting Health & Safety issues on land the Parish Council is responsible for (i.e. fallen trees);
- Any other Incident that would result in a major threat to the community

The role of Vigo Parish Council is primarily to:

- Identify the emergency;
- Co-ordinate information received in the event of an emergency;
- Outsource tasks;
- Liaise with Emergency Services;
- Instigate appropriate emergency action and to provide:
 - A centre for use by Parish Councillors as a central office for coordinating information and addressing Issues that arise, which can also be used by members of the public if appropriate to the emergency. (The central office will normally be the Parish Office but another suitable venue will be established if the office is unavailable);
 - A communication network between Vigo Parish Council and all other relevant agencies during the emergency;
 - Public information;
 - Open a community shelter (or shelters) if necessary

Initial Actions

The Vigo Emergency Plan can be activated by either the *Emergency Coordinator* or the *Initial Response Team*. If an emergency arises and it is not possible to contact the emergency services straight away (or if their response may be delayed), the Vigo Emergency Plan should be initiated as follows:

1. Contact the *Emergency Coordinator*:

Role	Contact Name	
Parish Council Chairman	Jim Haslem	07950 706789

If the *Emergency Co-ordinator* is not available, contact the *Initial Response Team* (see step 2)

2. The *Emergency Coordinator* will contact the *Initial Response Team*:

Role	Contact Name	
Clerk to the Parish Council	Joanne Glass	07778 391 903
Councillor / Paramedic	Dave Hawkins	07920 871 668

The Emergency Coordinator and the Initial Response Team will, together, form the Management Team with responsibility for assessing the situation, accessing the appropriate local resources to support the community and maintain links with the emergency services, local authority and other responding organisations. The Management Team may co-opt others to join them on the Management Team as appropriate.

3. The Initial Response Team will coordinate the local response by contacting the following, to form a MANAGEMENT TEAM:

Role	Contact Name
Parish Councillor / School Governor	Elliott Hulf
Parish Councillor	Simon Chaplin
Parish Councillor / Village Hall Cttee	Sharon Cottam
Parish Councillor	Andy Woolway
Parish Councillor / Village Hall Cttee	Alan White
Parish Grounds / Tree Team	Paul Agle / Steph Calvert
Kent County Council	Duty Officer (24 hour)
Gravesham Borough Council	Duty Director
Gravesham Borough Council	Adrian Hickmott
KCC Community Warden / Flood Warden	Jacque Fuller

Note: Details of relevant phone numbers, email addresses and other potential means of contacting all emergency contacts included in this Plan are held by each member of the Management Team - this list is confidential and will be reviewed on a rolling 6-monthly basis. This data will not be used for any other purpose.

A checklist of first steps the Management Team may need to consider is attached at ANNEX B (page 9 of this document).

A Community Resilience Case (black suitcase) is kept in the Parish Office and contains basic items that may be helpful in managing the emergency. The case is stored in the storage area of the Parish Office, on the floor under the key safe.

The Clerk (Joanne Glass) the Parish Council Chairman (Jim Haslem) and Cllr Dave Hawkins have keys for the Parish Office. The Community Wardens have keys for the village hall.

Follow-up Actions

Primary Assembly Point

4. All villagers who are willing to help in the emergency should gather at the *Primary Assembly Point*:

Vigo Village Hall, The Bay, Vigo, Gravesend, Kent. DA13 0TD

What Three Words Location: train.laptop.modest

or, if the Village Hall is inaccessible, they should gather at either:

The Villager Public House, Erskine Road, Vigo, Gravesend, Kent. DA13 0TD

What Three Words Location: soap.stage.force

or: Vigo Rugby Club, Swanswood Field, Harvel Road, Meopham, Kent. DA13 0UA

What Three Words Location: shop.usage.banana

www.what3words.com/

Village Resources

5. The assembled villagers will assess if resources such as four-wheel drive vehicles, lifting equipment or chainsaws may be relevant to the emergency and contact the appropriate providers including, for example, local farmers, the Parish Council Grounds / Tree Team etc.

Communications

6. The assembled villagers will appoint a communications coordinator whose responsibility will be to identify appropriate communications mechanisms to pass information to (and receive it from) the Community and other agencies. This will include consideration of the following mechanisms:

- Vigo Parish Council Facebook Group / Vigo Parish Council Website
- Vigo Village Life Facebook Group
- WhatsApp
- Twitter e.g. Kent Police
- Mobile & Landline telephone
- Verbal communication face to face
- BBC Radio Kent
- Noticeboards: top of Waterlow Road (A0) and in The Bay

Village Skills

7. The assembled villagers will consider if skills such as those of doctors, nurses and first-aiders may be relevant to the emergency and contact the appropriate providers. The assembled villagers will use local knowledge to contact medical practitioners should the need arise. Cllr Dave Hawkins is a paramedic in the village.

Vulnerable Groups

8. If appropriate (for example, if the emergency occurs during the day in term time), the assembled villagers will make contact with the following vulnerable groups:

Group	Contact Name
Vigo Primary School	Roger Barber
Little Learners Pre-school	Jo Spalding

Vulnerable Individuals

9. If appropriate, and using local knowledge, the assembled villagers will make contact with vulnerable individuals in the village (for example the disabled, elderly, housebound and parents with young children). The Community Wardens will be best placed to liaise with any vulnerable individuals.

Incident handling

10. During the emergency, anyone involved in coordinating a response should keep a log of all requests for assistance and action taken. See ANNEX G (page 18 of this document).

Temporary Shelters

11. In the event of there being persons (including casualties) requiring temporary shelter, one or more of the following buildings will be made available. Please also refer to full details listed in Annex E (pages 14, 15 & 16 of this document).

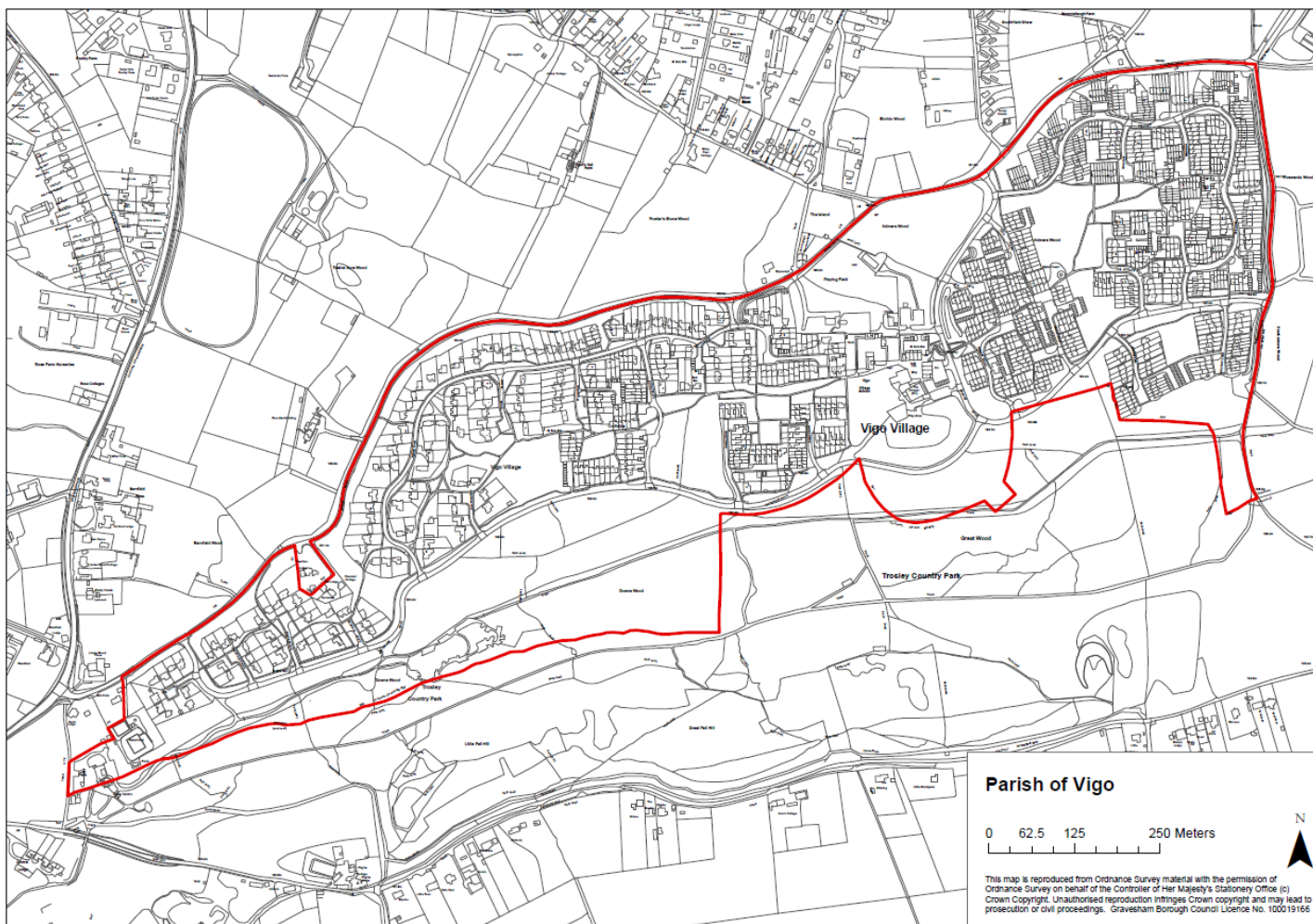
Building	Address	Key holder Name
Vigo Village Hall	The Bay, Vigo	Alan White, Danielle Howard Jim Haslem, Dave Hawkins Joanne Glass, Jacquie Fuller
The Villager P.H.	The Bay, Vigo	Dave Littlely / Kelvin Curtis
Vigo Rugby Club	Harvel Road	Steve Beale / Toni Beale

Kent Emergency Planning Numbers: External Organisations

Name/Role	Email / Web	Daytime Phone No.	24-hour Phone No.
Emergency Services		999	999
GBC – Duty Director (24 hours)	www.gravesham.gov.uk	01474 337000	01474 337000
Kent County Council – Duty Officer		03000 414 999	03000 414 999
KCC Highways	https://www.kent.gov.uk/roads-and-travel	03000 418181	03000 419191
KCC Main Switchboard	county.hall@kent.gov.uk	03000 414141	03000 414141
KCC Resilience and Emergencies Unit	emergency.planning@kent.gov.uk	03000 414141	03000 414141
KCC Community Warden	https://www.kent.gov.uk/leisure-and-community/community-safety/community-wardens	07977 981931 07813 713036	N/A
Kent Police	https://www.kent.police.uk/a/your-area/	999	999
Kent Police Force Control Room	http://www.kent.police.uk/contact_us	101	101
Kent Fire & Rescue	enquiries@kent.fire-uk.org	01622 692121	N/A
Southeast Coast Ambulance HQ	http://www.secamb.nhs.uk/contact_us	0300 123 0999	N/A
NHS	http://www.nhs.uk	111	111
Environment Agency - Incident Hotline	N/A	0800 807060	0800 807060
Environment Agency General Enquiries	enquiries@environment-agency.gov.uk	03708 506 506	N/A
Environment Agency Flooding	N/A	0345 988 1188	0345 988 1188
Southern Water	https://www.southernwater.co.uk/call-us	0330 303 0146	0330 303 0146
Electricity Supply – Power Cuts	http://www.ukpowernetworks.co.uk/internet/en/power-cuts/	105 or 0800 3163 105	105 or 0800 3163 105
Gas Emergency	http://www2.nationalgrid.com/UK/Safety/Gas-emergency/	0800 111999	0800 111999
Church	https://www.achurchnearyou.com/church/16929/	01732 822494	N/A
Trosley Country Park	https://www.kent.gov.uk/leisure-and-community/kent-country-parks/find-a-kent-country-park/trosley-country-park	01732 823570	N/A

ANNEX A

MAP OF VIGO PARISH



ANNEX B**MANAGEMENT TEAM FIRST STEPS CHECKLIST**

	Actions	Complete
1	Call 999 (if necessary) and follow any advice given	
2	Ensure you are not in immediate danger	
3	Consider starting to write a log (ANNEX G: page 18) containing any decisions you made and who you spoke to/what was said.	
4	Collate current information about the incident using the table below (annex C: page 10)	
5	Contact district/borough/council (Emergency Planning) for advice, providing them with updates as the situation develops.	
6	Consider inviting other key personnel including the Parish Council contractor (Paul Agley / Steph Calvert), the Community Wardens (Jacquie Fuller), and any members of the community who may work in the emergency services or have similar experience.	
7	Agree actions and ensure each member of the Initial Response Team (and volunteers) know what they are doing. i.e. Opening Community Shelter (village hall), liaising with the community, purchasing provisions etc.	
8	Contact other members of the Community that need to be alerted: - Those specifically at risk (including vulnerable groups and vulnerable people)* - Volunteers & key holders that may be needed (see confidential contact list) <i>(Contact to the community may be to initially inform them of the emergency or to provide Emergency Service advice and action to be taken)</i> *The Community Wardens will be best placed to liaise with any vulnerable people.	
9	Meet regularly to discuss the developing situation, outstanding actions, community priorities and resources available/ required.	
10	Once the immediate actions have been completed and the situation starts to improve, start thinking about the recovery phase and how the Initial Response Team can help the community return to their day-to-day life. Work with your Borough / District authority on this.	

ANNEX C

**COLLATE CURRENT INFORMATION ABOUT THE INCIDENT
TO COMMUNICATE TO THE RESPONDING AGENCIES AND YOUR TEAM:**

A. Details of Current Situation?	Notes
A1. Type of emergency – ie flooding, power outage	
A2. Is there threat to life? Have you called 999?	
A3. Has electricity, gas or water been affected?	
B. Location of incident	Notes
B1. What is the exact Location? (<u>What 3 Words</u> can be used for this and postal address) www.what3words.com	
B2. Is it near a village asset, e.g. a school, main access route for your community or other important location?	
C. Are there any vulnerable people involved?	Notes
C1. People with long term medical issues / disabilities	
C2. Elderly	
C3. Non-English-speaking people	
C4. Families with young children	
C5. Other	
D. What resources do we need? i.e. Food/Water, Blankets, Shelter, 4x4 Vehicles / Chainsaws	Notes
D1. Food/Water	
D2. Blankets	
D3. 4x4 vehicles	
D4. Chainsaws	
D5. Other	
E. Coordination Points	Notes
E1. Where is your Community Resilience team working from? (Suggested Location: Parish Office)	
E2. Where are you setting up a Community Shelter? (Suggested Location: Vigo Village Hall)	

F. How else could we support the response?	
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Notes:

ANNEX D

Extract from "Flooding - Minimising the Risk" - Published by the Environment Agency Oct 2012

Who does what during a flood?

This lists the principle actions of each organisation. It may not always be possible for all actions to be carried out during a flood event.

Responding organisations have limited resources so may not be able to provide assistance in all circumstances. In such cases the owners and occupiers need to be aware that they should make their own arrangements to protect their property from flooding.

Environment Agency

- issues flood warnings for flooding from rivers, the sea and groundwater;
- receives and records details of flooding incidents;
- monitors the situation and advises other organisations;
- deals with emergency repairs and blockages on main rivers and own structures;
- responds to pollution incidents;
- advises on waste disposal issues.

County Council and Unitary Authority

- co-ordinates emergency arrangements;
- maintains safe conditions on the roads;
- puts flood warning signs on the highway;
- organises road closures and traffic diversions;
- clears blockages on highway drainage systems;
- may take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system.

Lead Local Flood Authorities (LLFA)

- leads the co-ordination of flood risk management in their areas;
- develops local flood risk management strategies for local sources of flooding;
- manages surface water and groundwater flooding;
- maintains a register of structures or features which have a significant effect on flood risk in their area;
- investigates flooding incidents in its area.

District Council

- co-ordinates emergency response for its own area;
- issues flood warnings (by local agreement with Environment Agency);
- provides emergency assistance including providing sandbags;
- clears blocked watercourses (Land Drainage Act powers);
- deals with environmental health issues ,including pollution;
- clears blocked road channels and gully gratings and street cleaning;
- runs emergency planning support groups.

Town and Parish Council

- issues flood warnings (by local agreement with Environment Agency);
- some distribute sandbags.

Police

- takes an overall co-ordination role during an incident.

Fire and Rescue Service

- responds to all emergency incidents as required;
- assists the public where a need is identified and the use of Fire Service personnel and equipment is required.

Water companies

- clears blockages in public sewers;
- may take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.

Electricity, gas and telecommunication companies

- attends to emergencies relating to their service at properties where life is at risk as a result of flooding;
- attends to flooding emergencies at their own serviced installations.

Large industrial companies

- protects own premises and installations;
- provides resources which could be hired.

Property owners

- moves to a safe area if life at risk;
- prevents water from entering property if possible;
- switches off electricity and gas supplies at mains;
- moves valuable possessions above areas liable to be flooded.

Flood plan co-ordinator

- is aware of the current situation;
- contacts flood wardens or volunteers and advises on actions to prepare for flooding;
- liaises with the local authority, Environment Agency and other organisations;
- updates the flood wardens if the situation changes;
- maintains emergency contacts.

Flood wardens/volunteers

- acts on the advice received from the flood plan co-ordinator or their assistant;
- puts flood protection measures in place;
- helps and advises vulnerable people and helps move them to safety early if required;
- informs the community of the situation and advises them to prepare by moving cars, putting sandbags or floodboards in place etc.

ANNEX E**Temporary Community Shelter Details**

This is a temporary shelter facility set up in the early stages of a response, and differs from a rest centre or local authority managed facility that may be set up further into an emergency response.

Name of Premises	VIGO VILLAGE HALL Vehicular Access to the front of Vigo Village Hall in The Bay can be gained via the locked gate next to village school www.what3words.com/dreams.worker.found A key for the gate is in the key safe in the Parish Council office. Alternative access to the rear of the hall is via the access road past The Villager Pub www.what3words.com/mixer.rarely.clots
Address <u>What 3 Words</u> location. Is the Shelter at risk of flooding?	Vigo Village Hall, The Bay, Vigo, Gravesend, Kent DA13 0TD train.laptop.modest No
Main contact	Alan White / Danielle Howard / Jim Haslem / Joanne Glass <i>For contact details see Confidential Contact List</i>
Details Maximum size /capacity Heating type Generator? Toilet Facilities Number of parking spaces	Vigo Village Hall Small Hall: 80. Main Hall: 200 Gas boiler. No Ladies / Gents / Disabled Parking available in nearby car park at the school, 20 spaces minimum.
Kitchen facilities	Cooker, Microwave, Fridge, Hot Water Urn, Kettle (x2) Crockery, Cutlery.
Disabled Access/Facilities	Disabled toilet and disabled access to the side.
Wifi available?	Yes: Vigo Village Hall. Password: V!go800!
Photo of Community Shelter	

Temporary Community Shelter (2)

Name of Premises	THE VILLAGER PUBLIC HOUSE
Address	Erskine Road, Vigo Village, Gravesend, Kent DA13 0TD
<u>What 3 Words</u> location.	soap.stage.force
Is the Shelter at risk of flooding?	No
Main contact	Dave Littley / Kelvin Curtis (landlords) <i>For contact details see Confidential Contact List</i>
Details	The Villager Public House
Maximum size /capacity	Not provided
Heating type	Gas (needs electricity to run). Log Burners x 2
Generator?	No
Toilet Facilities	Ladies / Gents (no disabled toilets)
Number of parking spaces	Minimum of 25
Kitchen facilities	Cooker, Microwave, Fridge, Kettle, Crockery, Cutlery.
Disabled Access/Facilities	Disabled access available to the rear. No disabled toilet.
Wifi available?	Yes: Publican will provide details as necessary.
Photo of Community Shelter	

Temporary Community Shelter (3)

Name of Premises	VIGO RUGBY CLUB
Address	Swanswood Field, Harvel Road, Meopham, Kent. DA13 0UA
<u>What 3 Words</u> location.	shop.usage.banana
Is the Shelter at risk of flooding?	No
Main contact	Steve & Toni Beale <i>For contact details see Confidential Contact List</i>
Details	VIGO RUGBY CLUB
Maximum size /capacity	Not provided
Heating type	Gas
Generator?	No. However, these can be sourced if needed.
Toilet Facilities	Ladies / Gents / Disabled
Number of parking spaces	Large amount – access to neighbouring fields if necessary.
Kitchen facilities	Cooker, Microwave, Fridge, Kettle, Crockery, Cutlery.
Disabled Access/Facilities	Yes, ramp available.
Wifi available?	Yes: Rugby Club will provide details as necessary.
Photo of Community Shelter	

ANNEX F

Insurance

Details of insurance cover are listed below. However, the roles in this plan are voluntary and volunteers are not expected to put themselves in any danger.

If a responding agency deploys a volunteer (e.g. a flood warden), they may be covered by the responding agencies insurance.

Policy details	
Insurance Policy Holder	VIGO PARISH COUNCIL
Insurance Policy Reference Number	8187810
Start Date of Policy	16 th November 2024
End Date of Policy	15 th November 2025
Underwriter	Hiscox Insurance
Contact	Gallagher Risk & Insurance Managers: 01483 462 860 community@ajg.com

ANNEX G

Incident Log

Nature of IncidentCompleted by:.....Date:.....Sheet No.of

No.	Time	Details (Who, What, Where, When)	Request for assistance/action taken Include key details of action taken, decisions made and rationale behind this.	Complete

<u>Vigo Parish/Community Centre</u>							
<u>Rest Centre Case Check List - Issued by GBC (located in the Parish Council Office)</u>							
General Items	No		General Items	No		Signage - Items	No
Trunk/Case	1		Registers - 3 sheet sets	5		Arrows	6
Blu Tack - Pack of	1		Reporters Notebooks	4		Canteen	2
Bound A4 Book	1		Rest Centre Guidelines	1		Childrens' Play Area	2
Click Counter	1		Roll Red and White Barrier Tape	1		Clothing Store	2
Clipboard	4		Rubber Bands - Box of	1		Disabled Toilet	2
Coping with Crisis Leaflets – Adults	25		Ruled Writing Pad A4	4		Documentation Point	2
Coping with Crisis Leaflets - Young People	25		Scissors - Right-handed	1		Fire Exit	4
Disposable Gloves	1		Sellotape - Rolls of	2		First Aid	2
Documentation Packs (25 Forms)	4		Stapler	1		Information Point	2
Flip Chart Paper	1		Staples - Box of	1		Female Toilet	2
Folders – Foolscap	2		Universal Mobile Phone Charger	1		Male Toilet	2
Hi-Vis Waistcoats (Medium)	15		Wind-up Torch/Radio	1		Nursery Area	2
Hi-Vis Waistcoats (XX Large)	3		Wristbands (50 suitable for this site)	54		Pets Area	2
Hole Punch (2-hole)	1					Quiet Area	2
Labels - Sheets of address style adhesive	5					Reception Area	2
Language Cards (Set)	1					Refreshments	2
Marker Pen (Pack)	2					Registration Point	2
Message Pad	1					Rest Centre	2
Paper Clips - Packet of	1					Rest Centre Manager	2
Pencil Sharpeners	2					Rest Centre Straight Ahead	2
Pencils - Box of	1					Rest Centre Straight Right	2
Pens - Box of	1					Rest Centre Straight Left	2
Plastic Folders	5					Smoking Area	2
Pocket Comms Language Cards	1					WC	2
Post-it Notes	1					WC Ahead	2
Refuse Sacks	20					WC Right	2