



## CONTENTS

	Page Number
The Civil Contingencies Act 2004	3
Crowborough Town Council's actions	4
Understanding the risk matrix	5
Emergency Resilience Plan	6
List of temporary shelters	9
Map of temporary shelters	10
Town Council Business Continuity Plan	11
Useful information for residents	16

## THE CIVIL CONTINGENCIES ACT 2004

The Act establishes a framework for civil protection at the local level for frontline responders to ensure that they are prepared to deal effectively with the full range of emergencies from localised incidents through to catastrophic emergencies.

It divides local responders into two categories:

Category 1	Category 2
<b>Emergency Services</b>	<b>Utilities</b>
Police Forces (including the British Transport Police)	Electricity
Fire Authorities	Gas
Ambulance Services	Water and sewerage
NHS Bodies	Public communications providers (landlines and mobiles)
	<b>Transport</b>
	Network Rail
	Train Operating Companies
	Transport for London and London Underground
	Airports
	Harbours and ports
	Highways Agencies
	<b>Government</b>
	Health and Safety Executive

A major incident is defined as:

‘An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies.’

An Emergency is defined within the Civil Contingencies Act 2004: as:

- An event or situation which threatens serious damage to human welfare in a place in the UK
- An event or situation which threatens serious damage to the environment of a place in the UK
- Or
- War, terrorism, which threatens serious damage to the security of the UK.

Category 1 responders have a duty to

- Assess local risks and use this to inform emergency planning
- Put in place emergency plans
- Put in place business continuity arrangements
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
- Share information with other local responders to enhance co-ordination and efficiency
- Co-operate with other local responders to enhance co-ordination and efficiency

Category 2 responders have a duty to:

- Co-operate with category 1 responders and share relevant information

**Crowborough Town council recognises that it does not have any statutory obligation to plan for, respond to or recover from emergencies.**

## **CROWBOROUGH TOWN COUNCIL ACTIONS**

Despite there being no statutory obligation, the Town Council recognises that they can play a critical role in assessing the impact of an incident by identifying problems and vulnerabilities in their community which may require priority attention and informing the responding agencies.

Similarly, the Town Council also has an important role in disseminating credible information and advice to the community, assisting to maintain community cohesion and providing public reassurance.

The Town Council recognises that there are incidents which affect the town and its residents which may require an immediate localised response, prior to action being taken by the relevant emergency services. For this purpose, the Town Council has prepared an **Emergency Resilience Plan**.

This has involved assessing the potential risks to the town, detailing mitigation measures in place and providing a list of temporary shelters which may be needed during an emergency incident.

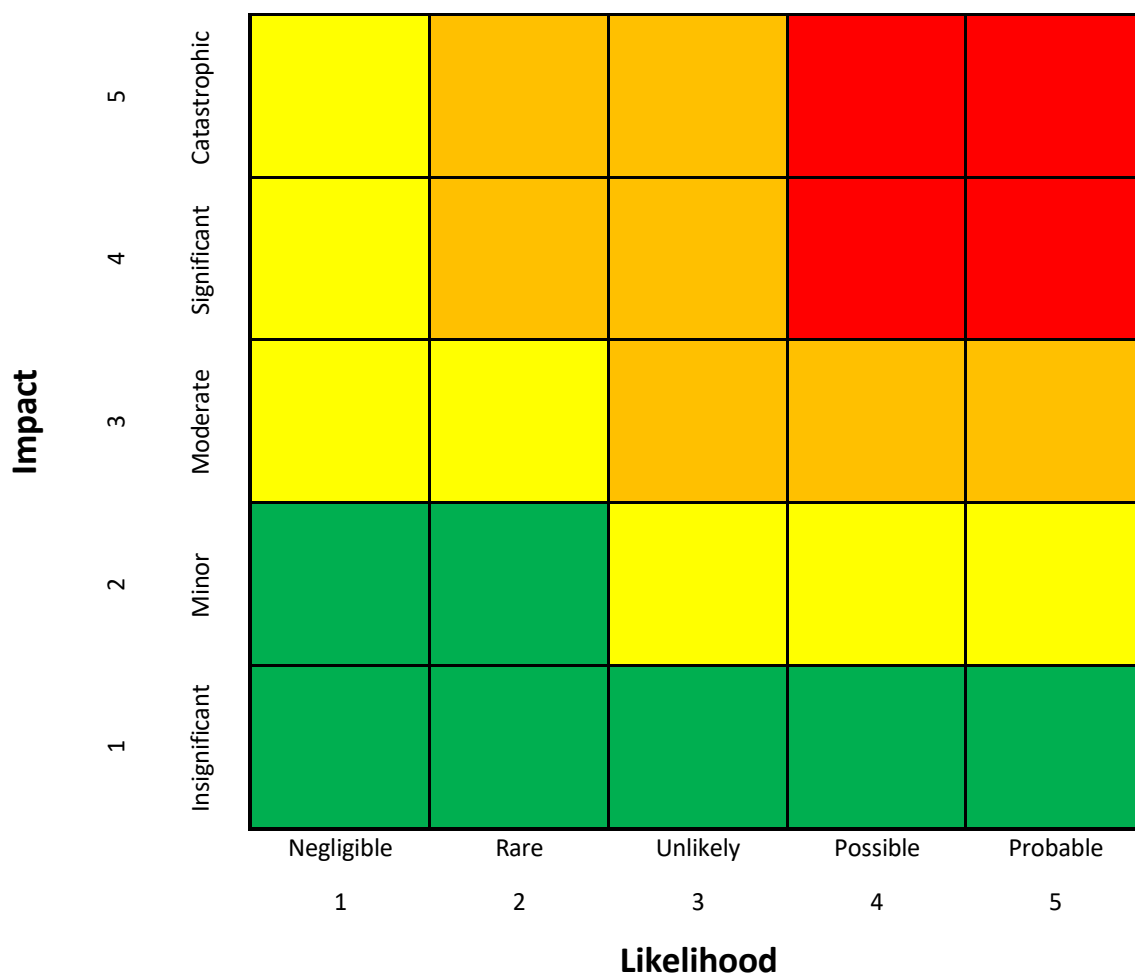
The Town Council has also prepared a **Business Continuity Plan** to illustrate how the Town Council will respond to events occurring which would limit the Town Council's ability to continue to provide its core services to residents.

## RISK MATRIX

To assess the overall risk of an incident, there are two questions to consider:

- What would the impact of the event occurring be?
- How likely is the incident to occur?

The Town Council addressed these questions, and assessed the overall risk using the below matrix (provided by the Sussex Resilience Forum).



### Overall risk rating





Medium



Low

### EMERGENCY RESILIENCE PLAN

HAZARD	IMPACT	MITIGATION IN PLACE	MITIGATION POSSIBLE	RISK MATRIX SCORE
<b><u>Severe weather</u></b>				
Storms and gales	<ul style="list-style-type: none"> <li>• Danger to human welfare</li> <li>• Damage to buildings</li> <li>• Blocked/disrupted access routes</li> <li>• Loss of essential services</li> <li>• Isolation of vulnerable residents</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of temporary shelters</li> <li>• Staff checks of area after storms</li> </ul>	<ul style="list-style-type: none"> <li>• Publication of weather warnings on website and social media</li> <li>• Access to approved contractors list held by District and/or County Council</li> </ul>	(Impact 2 / Likelihood 2)  <b>LOW</b>
Low temperatures and heavy snow	<ul style="list-style-type: none"> <li>• Danger to human welfare</li> <li>• Blocked/disrupted access routes</li> <li>• Loss of essential services</li> <li>• Schools and public buildings closed</li> <li>• Strain on health care resources</li> <li>• Isolation of vulnerable residents</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of temporary shelters</li> <li>• Council staff clearing pathways</li> </ul>	<ul style="list-style-type: none"> <li>• Publication of weather warnings on website and social media</li> <li>• Access to approved contractors list held by District and/or County Council</li> <li>• Add copy of gritting routes to Town Council website</li> </ul>	(2 / 3)  <b>MEDIUM</b>
Heatwaves	<ul style="list-style-type: none"> <li>• Danger to human welfare</li> <li>• Strain on health care resources</li> </ul>		<ul style="list-style-type: none"> <li>• Publication of weather warnings on website and social media</li> </ul>	(2 / 1)  <b>LOW</b>

Inland flooding	<ul style="list-style-type: none"> <li>Blocked/disrupted access routes</li> <li>Damage to buildings</li> <li>Danger of pollution</li> <li>Loss of essential services</li> </ul>	<ul style="list-style-type: none"> <li>Provision of temporary shelters</li> </ul>	<ul style="list-style-type: none"> <li>Publication of warnings from Environment Agency on website and social media</li> </ul>	(2 / 1)  <b>LOW</b>
<b>HAZARD</b>	<b>IMPACT</b>	<b>MITIGATION IN PLACE</b>	<b>MITIGATION POSSIBLE</b>	<b>RISK MATRIX SCORE</b>
<b><u>Accidents</u></b>				
Major road accident	<ul style="list-style-type: none"> <li>Danger to human welfare</li> <li>Blocked/disrupted access routes</li> <li>Damage to buildings</li> </ul>	<ul style="list-style-type: none"> <li>Provision of temporary shelters</li> </ul>	<ul style="list-style-type: none"> <li>Publication of travel disruption updates on website and social media</li> </ul>	(3 / 2)  <b>MEDIUM</b>
Major rail accident	<ul style="list-style-type: none"> <li>Danger to human welfare</li> <li>Blocked/disrupted access routes</li> <li>Damage to buildings</li> </ul>	<ul style="list-style-type: none"> <li>Provision of temporary shelters</li> </ul>	<ul style="list-style-type: none"> <li>Publication of travel disruption updates on website and social media</li> </ul>	(4 / 1)  <b>MEDIUM</b>
Major air accident	<ul style="list-style-type: none"> <li>Danger to human welfare</li> <li>Blocked/disrupted access routes</li> <li>Damage to buildings</li> </ul>	<ul style="list-style-type: none"> <li>Provision of temporary shelters</li> </ul>	<ul style="list-style-type: none"> <li>Publication of travel disruption updates on website and social media</li> </ul>	(5 / 1)  <b>MEDIUM</b>
Industrial accident	<ul style="list-style-type: none"> <li>Danger to human welfare</li> <li>Blocked/disrupted access routes</li> <li>Damage to buildings</li> <li>Danger of pollution</li> </ul>	<ul style="list-style-type: none"> <li>Provision of temporary shelters</li> </ul>	<ul style="list-style-type: none"> <li>Publication of situation updates on website and social media</li> </ul>	(3 / 1)  <b>MEDIUM</b>
<b><u>Health related</u></b>				
Pandemic diseases	<ul style="list-style-type: none"> <li>Danger to human welfare</li> <li>Strain on health care resources</li> </ul>	<ul style="list-style-type: none"> <li>Sharing of health advice via website and social media</li> </ul>	<ul style="list-style-type: none"> <li>Follow Government Guidelines</li> </ul>	(4 / 3)  <b>HIGH</b>

			<ul style="list-style-type: none"> <li>• Cancellation of gatherings to prevent spread of disease</li> </ul>	
<b>HAZARD</b>	<b>IMPACT</b>	<b>MITIGATION IN PLACE</b>	<b>MITIGATION POSSIBLE</b>	<b>RISK MATRIX SCORE</b>
Animal disease	<ul style="list-style-type: none"> <li>• Danger to animal welfare</li> <li>• Health risks to humans</li> <li>• Loss of livelihood for farmers and associated workers</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing of government advice via website and social media</li> </ul>	<ul style="list-style-type: none"> <li>• Ranger responsibilities to include effective stewardship of Council land</li> </ul>	(3 / 2)  <b>MEDIUM</b>
<b><u>Other incidents</u></b>				
Fuel shortages	<ul style="list-style-type: none"> <li>• Reduction in provision of essential items</li> <li>• Residents isolated and at risk</li> <li>• Loss of access to heating oil</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing of advice via website and social media</li> </ul>		(3 / 3)  <b>MEDIUM</b>
Loss of critical infrastructure. Loss of water/power	<ul style="list-style-type: none"> <li>• Loss of essential services</li> <li>• Residents isolated and at risk</li> <li>• Loss of communication channels</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing of advice via website and social media</li> </ul>	<ul style="list-style-type: none"> <li>• To be given contact points for: UK Powernetworks South East Water Southern Water WDC ESCC</li> <li>• To be included as a representative for Crowborough and immediate surrounding areas</li> </ul>	(3 / 3)  <b>HIGH</b>

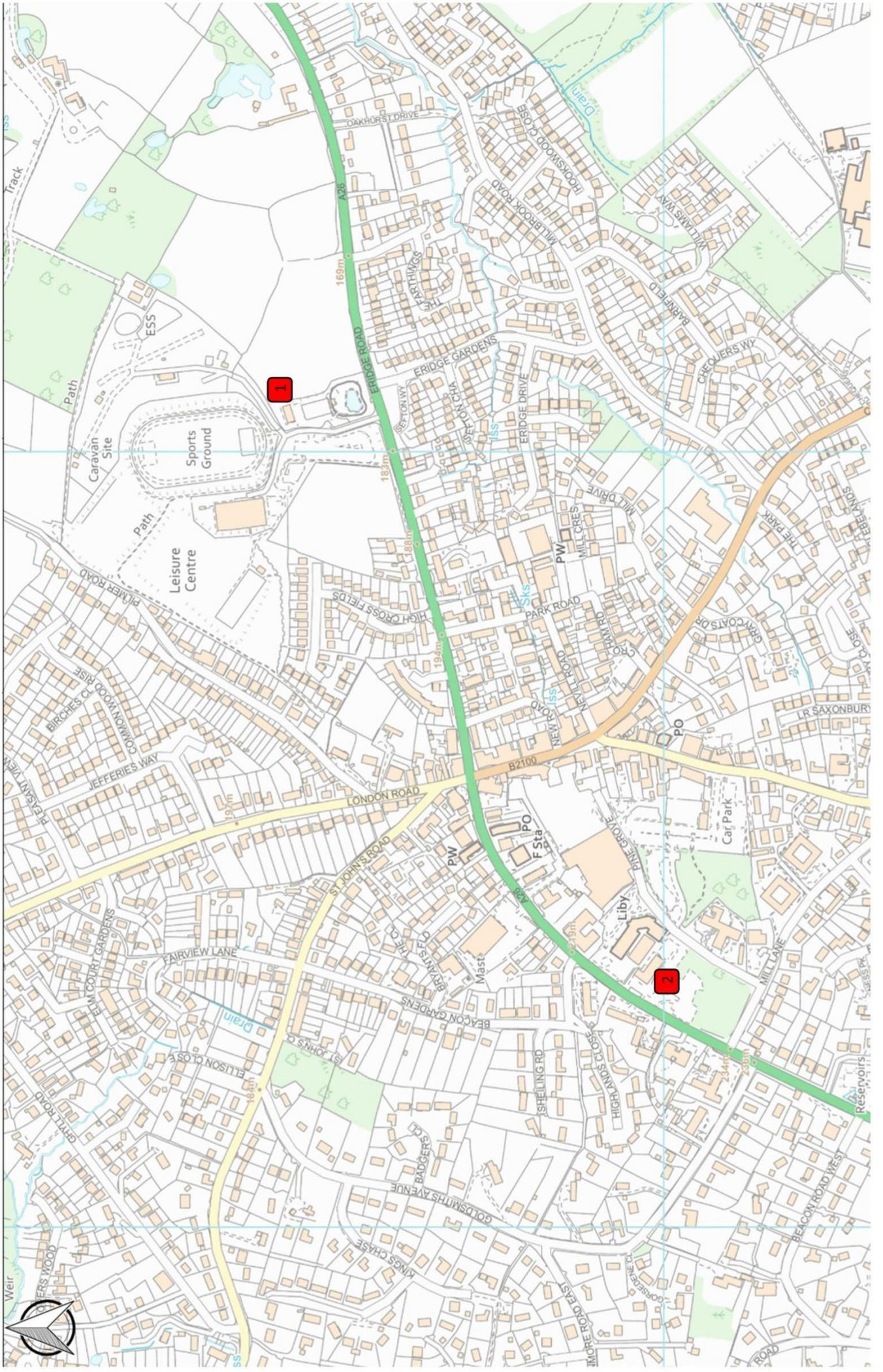


			<ul style="list-style-type: none"> <li>• Provide personnel as staff numbers allow and as directed by the relevant organisation</li> </ul>	
Fire on open land	<ul style="list-style-type: none"> <li>• Danger to human and/or animal welfare</li> <li>• Damage to the environment</li> <li>• Damage to buildings</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of temporary shelters</li> </ul>	<ul style="list-style-type: none"> <li>• Fire safety notices on all sites</li> </ul>	<p>(3 / 2)</p> <p><b>MEDIUM</b></p>
Terrorist incident	<ul style="list-style-type: none"> <li>• Danger to human welfare</li> <li>• Damage to buildings</li> <li>• Loss of essential Services</li> <li>• Blocked/disrupted access routes</li> <li>• Increased level of fear among residents</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of temporary shelters</li> </ul>	<ul style="list-style-type: none"> <li>• Sharing of government advice via website and social media</li> </ul>	<p>(5 / 1)</p> <p><b>LOW</b></p>

## TEMPORARY SHELTERS

A number of events highlighted in the Emergency Resilience Plan are mitigated by the provision of temporary shelters for residents to use while access to their own properties is limited. The following accommodation has been authorised for use as temporary shelter.

MAP NO	BUILDING	ADDRESS	KEY LOCATION
1	Crowborough Freedom Leisure Centre	Eridge Road, Crowborough, East Sussex, TN6 2TN	Caretakers WDC rest centre managers
2	Crowborough Community Centre	Pine Grove, Crowborough, East Sussex, TN6 1FE	Caretaker WDC rest centre managers



## **BUSINESS CONTINUITY PLAN**

The Civil Contingencies Act 2004 places a duty on a local authority that it is prepared, as far as reasonably practical, to continue to provide functions/services in the event of a disruption by whatever cause. Whilst this is not a statutory duty for a Town or Parish Council, it is Crowborough Town Council's intention to recognise the importance of producing and maintaining a Business Continuity Plan for implementation in the event of disruptions to the day to day running of the Council.

This plan identifies the instances of disruption, the immediate responses, the procedures to follow to maintain continuity of service and the follow-up procedures and necessary changes to service delivery, where such services are disrupted by factors within Crowborough Town Council's area of responsibility.

### **Core business of Crowborough Town Council**

The Council provides local services to its electorate which include the provision of:

- Website, notice boards, newsletter information, and the use of social media platforms to communicate important and relevant matters
- The Town Hall and other buildings around the town
- Recreation grounds and environmental open spaces, including children's play areas and changing rooms/pavilions
- Grass cutting and maintenance at the recreation grounds and other open spaces
- Street lighting, bus shelters, waste bins and other street furniture
- Cemetery grounds
- Allotment sites
- Hanging baskets and floral decorations
- Public toilets
- CCTV
- Acting as a statutory consultee on planning applications
- Publication of agendas and minutes for Town Council and committee meetings
- Arranging a program of events throughout the town for the enjoyment of residents & visitors
- Managing the finances of the Council and completing the statutory Annual Governance and Accountability Return
- Operating a grants budget towards community projects of benefit to the town
- Facilitating the Annual Town Assembly
- Liaising with Wealden District and East Sussex County Council and other partner organisations on issues that affect the town
- Performing ceremonial functions through the Mayor and/or Deputy Mayor



## Potential causes of disruption

### Damage caused by:

- Storm, flood, snow or other extreme weather events
- Fire
- Terrorist actions

### Failures to:

- Equipment
- Public services

### Loss of:

- Staff through death, illness, injury or resignation
- Councillors by any reason which leaves the Council inquorate

## Business Continuity Plan

<b>EVENT</b>	<b>MINIMISE IMPACT</b>	<b>IMMEDIATE ACTION</b>	<b>CONTINUITY</b>	<b>LONGER TERM</b>
Damage to Council Meeting Chamber	Maintain adequate insurance cover.  Carry out fire risk assessment.	Town Clerk to inform insurance company.  Town Clerk to inform Councillors and staff.	Use alternative premises for meetings, and advise the public accordingly.	Review periodically as part of risk assessment.
Damage to Town Council Offices	Maintain adequate insurance cover.  Carry out fire risk assessment.	Town Clerk to inform insurance company.  Town Clerk to inform Councillors and staff.	Use alternative premises for administrative work, and advise the public accordingly.  Provide staff with capacity to work from home with adequate hardware and secure access to information.  Arrange for telephone calls to be diverted to alternative contact numbers.	Review periodically as part of risk assessment.

EVENT	MINIMISE IMPACT	IMMEDIATE ACTION	CONTINUITY	LONGER TERM
Loss of Council documents due to fire, flood, theft or other causes	<p>Ensure valuable documents stored securely in fire/flood proof cabinets.</p> <p>Ensure electronic copies of essential documents are made.</p> <p>Use County archive for storage of older documents where appropriate.</p> <p>Cloud based backup</p>	<p>Town Clerk to inform Councillors.</p> <p>Town Clerk to inform insurance company if necessary.</p> <p>Consider security controls (depending on circumstances of loss) – change of locks, passwords, key codes, etc.</p>	<p>Instigate use of stored/backup materials or obtain duplicates where possible.</p>	<p>Review procedures to ensure improvements to security arrangements are implemented where identified.</p>
Loss of Council electronic data due to corruption or damage, fault or breakdown of hardware	<p>Ensure antivirus software is kept up to date.</p> <p>Ensure robust passwords are used to protect systems, and that these are changed regularly.</p> <p>Ensure only software purchased by the Council is loaded onto systems.</p> <p>Backed up on Cloud system</p>	<p>Town Clerk to inform Councillors.</p> <p>Town Clerk to inform insurance company if necessary.</p> <p>Update security arrangements as required.</p>	<p>Instigate the use of stored back up materials.</p>	<p>Review procedures to ensure measures are in place, and to research improvements to the system.</p>

<p>Loss of equipment due to theft, damage, fault or breakdown</p>	<p>Maintain adequate insurance cover.</p> <p>Ensure regular maintenance is carried out.</p> <p>Regularly audit the asset register to confirm accuracy.</p>	<p>Town Clerk to report theft/criminal damage to police and advise the insurance company.</p> <p>Decide on replacement equipment items.</p>	<p>Arrange purchase/hire of replacement equipment as identified, In accordance with financial regulations.</p>	<p>Review risk assessment and security of equipment and maintenance schedule.</p>
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EVENT	MINIMISE IMPACT	IMMEDIATE ACTION	CONTINUITY	LONGER TERM
Loss of Town Clerk due to death, sudden/longer term illness, incapacity or resignation	<p>Ensure all staff members are aware of their responsibilities.</p> <p>Ensure all key tasks are listed.</p> <p>Access to log in passwords, codes, keys to be available.</p> <p>Maintain adequate insurance cover.</p>	<p>Town Mayor to be informed who will report to all Councillors.</p> <p>Town Mayor to arrange extraordinary meeting to confirm temporary cover arrangements if necessary.</p>	<p>Recruit temporary replacement if necessary, or consider additional administrative support if promoting from within.</p> <p>Seek and employ new permanent Town Clerk.</p>	Review procedures to ensure minimal impact from loss.
Death or serious injury to member of staff while carrying out Council duties	<p>Ensure all staff members are trained to understand their duties with regard to health and safety regulations.</p> <p>Maintain adequate insurance cover.</p> <p>Ensure all staff members are issued with appropriate PPE, and checks are undertaken to ensure it is being used.</p>	<p>Town Clerk to be informed who will report it to the Council.</p> <p>Town Clerk to inform the insurance company.</p> <p>Town Clerk to inform Health and Safety Executive (HSE).</p> <p>Town Clerk or line manager to make interim arrangements for duties to be covered.</p>	<p>Seek temporary cover where necessary.</p> <p>Start recruitment process to seek replacement staff member where necessary.</p>	Review procedures to ensure any necessary improvements are implemented.
Prolonged absence, resignation or dismissal of staff	Ensure each staff member has a job description detailing the responsibilities and duties of the role.	<p>Town Clerk or line manager to make interim arrangements for duties to be covered.</p> <p>Town Clerk to inform the Council, and follow legal procedures.</p>	<p>Seek temporary cover where necessary.</p> <p>Start recruitment process to seek replacement staff member where necessary.</p>	Review procedures to ensure minimal impact from loss.



EVENT	MINIMISE IMPACT	IMMEDIATE ACTION	CONTINUITY	LONGER TERM
Loss of Councillors due to multiple resignations (causing Council to become inquorate)	Maintain full number of Councillor seats where possible.	Town Clerk to inform District Monitoring Officer.  Town Clerk to inform other Councillors.	District Monitoring Officer to liaise with Town Clerk to agree temporary working arrangements where Council has become inquorate.  Election or co-option procedure to be instigated.	Council to review procedures for recruitment of Councillors.

## INFORMATION FOR RESIDENTS

### Useful contacts and information

**IN EMERGENCIES ONLY, FOR POLICE, FIRE OR AMBULANCE CALL 999**

### Non-emergency useful numbers

CONTACT	NUMBER
Sussex Police	101
Crimestoppers	0800 555 111
NHS – for urgent medical assistance (non-emergency)	111
UK Power Networks (Electricity)	105
Gas Leaks	0800 111 999
Water Leaks	0800 820 999
Flooding (Environment Agency)	0845 988 1188
ChildLine	0800 1111
RSPCA Cruelty Line	0300 1234 999
Samaritans	08457 90 90 90
Environment Incident Hotline (Environment Agency)	0800 80 70 60
Crowborough Town Council	01892 652907
Crowborough Town Council - out of hours	07543177895
Wealden District Council	01323 443322
East Sussex County Council (switchboard)	0345 608 0190
Adult Social Care (ESCC out of hours contact)	0345 608 0191
Children's Services (ESCC out of hours contact)	01273 335905 / 335906

## **Planning for an emergency**

To prepare for an emergency, you should take time to find out:

- Where and how to turn off water, gas and electricity supplies in your home
- The emergency procedures for your children at school
- The emergency procedures at your workplace
- How your family will stay in contact in the event of an emergency
- If any elderly or vulnerable neighbours might need your help
- How to tune in to your local radio station

## **At home in an emergency**

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

- A list of useful phone numbers, e.g. for your doctor and close relatives
- House and car keys
- Toiletries, sanitary supplies and any regularly prescribed medication
- A battery or wind-up radio and torch, with spare batteries
- A first aid kit
- Your mobile phone and charger
- Cash and debit/credit cards
- Spare clothes and blankets
- Bottled water, ready-to-eat food (e.g. tinned food) and a bottle/can opener, in case you have to remain at home for several days

## **Leaving your home in an emergency**

In certain situations, you may be asked to leave your home by the emergency services. If this happens, leave as quickly and calmly as possible.

If you have time, and it is safe to do so:

- Turn off electricity, gas and water supplies, unplug appliances and lock all doors and windows
- Take the items listed above
- Take your pets (with suitable carriers or leads)
- Tune in to local radio for emergency advice and instructions
- Inform emergency services of where you have gone and how you can be contacted

## **Returning home after an emergency**

Listen to advice from emergency services or local authorities about any specific actions which you must follow when it is safe to return home.

**Do not forget to check on neighbours and vulnerable people in your community where it is safe to do so.**

