

# Mildenhall Community Emergency Plan

## Public Copy without Personal Details

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### Plan Distribution List

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Sue HINE	Parish Clerk	Out of village

**Plan Amendments** – This plan will be reviewed annually by the Clerk and Emergency Plan Co-ordinator and approved by Councillors

Date of amendment & Version No	Date for next revision	Details of changes made	Changed by (initials)
DD/MM/YY	DD/MM/YY		
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# Introduction and How to Use this Plan

## Context

Rural village communities have always had a degree of resilience and neighbour support. This plan seeks to build on that to ensure that the community of Minal can cope with a number of emergency scenarios. Mildenhall is situated close to the small town of Marlborough and is served by the C6 road between Marlborough and Ramsbury which is recognised as a primary salting route by Wiltshire County Council. The Government has asked all communities to look at their emergency planning in the expectation of increasingly severe weather events and the possibility of overwhelmed services.

## Scope of the Minal Emergency Plan

This plan reflects the type of emergency situations likely to be faced which will be mainly related to severe weather events sometimes resulting in power outages. It is recognised that working with the Emergency Services and Wiltshire County Council services will be key but in the event of a severe weather event these services may be under pressure and using our own resources and people will be important.

This plan contains lists of resources and volunteers who have volunteered to help in the event of an emergency. For data protection purposes the contact details of these individuals will remain with the Emergency Plan Co-ordinator and Parish Council. **Volunteers who have consented to sharing their details with other volunteers will have full contact details of other Volunteers for the purpose of the Emergency Plan only.**

In compiling this plan the Parish Council has carried out a risk assessment of the likely emergencies and taken initial actions.

## Communication

**Emergency Plan Co-ordinator: Councillor Guy Gagen: Mobile: 07974 449052**  
Emergency Plan Co-ordinator has 4 Motorola Walkie Talkies

In the Event of an Emergency the Emergency Plan Co-ordinator will take the lead in deciding what action is to be taken and communicating with volunteers. It is recognised that in the event of a severe weather event and power outages this may be difficult as phones may be down or run out of charge. All mobile aerial providers are now required by law to have back-up generators to ensure mobile signal in emergencies. Currently emergency services are able to use satellite enabled mobile phones. iPhone 14 and above are satellite enabled and in future access by the public to satellite enabled mobile phones in emergencies will hopefully increase. In the event that mobile phone signal no longer works the default will be meeting as below:

**Meeting Place for Emergency Plan Volunteers following a severe weather event where power is out. 10.00am in the Village Hall**

**Government Emergency Alert System** <https://www.gov.uk/alerts>

UK Government alert system for UK mobiles used for danger to life nearby eg industrial accidents, severe weather etc.

## Local Risk Assessment and Actions Taken

Risks	Impact on community	What can the Community Emergency Group do to prepare?
<p><b>Power/Utilities Outage</b></p>	<ul style="list-style-type: none"> <li>• Residents can't get heat, light or hot water</li> <li>• Unable to cook food</li> <li>• Defrosting of fridges medication</li> <li>• Vulnerable people may have accidents</li> <li>• 'Landline' Telephones phasing out, by 2025 will no longer work without a powered router</li> </ul>	<ul style="list-style-type: none"> <li>• Promote registration with SSE as vulnerable customers – SSE can provide small generators.</li> <li>• vulnerable individuals encouraged to prepare emergency pack at home.</li> <li>• Promote use of Village Hall as a warming station</li> <li>• Identify local generators that could be used in village hall.</li> <li>• Identify volunteers in areas of the village who can door knock in an emergency and liaise with SSE.</li> <li>• Apply and store high viz tabbards to be worn by volunteers</li> <li>• Apply to SSE grant for glow sticks, camping stoves to distribute in an emergency.</li> <li>• Identify storage for emergency materials</li> <li>• Communicate the importance of Mobile phone back up batteries.</li> </ul>
<p><b>Blocked road</b> (eg from tree fall)</p>	<p>C6 Main road from Marlborough to Ramsbury becomes impassable for those driving through Roads might become impassable for residents</p>	<ul style="list-style-type: none"> <li>• Report to WCC. Ensure residents know how to report this.</li> <li>• In the event of severe weather and WCC being overloaded PC to contact local farmers with equipment for urgent removal of trees</li> <li>• Encourage residents to inform Council of any trees that look insecure, especially if high winds are forecast</li> <li>• Apply for grant to purchase temporary signs to erect either side of the blocked road.</li> </ul>
<p><b>Snow</b> Heavy snow</p>	<ul style="list-style-type: none"> <li>• Access issues</li> </ul>	<p>Places where gritting is required on steep hills at:</p> <ul style="list-style-type: none"> <li>- Greenway</li> </ul>

<p>blocking roads, houses</p>	<ul style="list-style-type: none"> <li>• Heating of local residents</li> </ul>	<ul style="list-style-type: none"> <li>- Woodlands</li> <li>- Church Lane</li> <li>- Chopping Knife Lane</li> <li>• Access to be maintained to village hall</li> <li>• Clerk to ensure Wiltshire Council refill grit bins in Oct.</li> <li>• Write to Wiltshire Council in September if sand bags or gel sacs need replenishment.</li> <li>• Apply for 1T salt scheme</li> </ul>
<p><b>Flood</b> After dry periods rain can pour off fields and flood roads  River through village over spills on to flood plain</p>	<p>Flooding of local streets Cars travelling too quickly cause waves into properties School bus can't get into village</p>	<ul style="list-style-type: none"> <li>• Sign up to EA Flood alerts</li> <li>• Encourage residents to improve home flood defences</li> <li>• Notify Highways Dept in autumn of gullies that are blocked</li> <li>• Apply for 1 T of sand and bags from Wiltshire Council, Identify storage for emergency materials</li> <li>• Encourage farmers to work with ARK to reduce loss of water from fields</li> <li>• Consider signs on the C6 to reduce speed and flood spill in times of heavy rain</li> </ul>
<p><b>Transport</b> fuel(s) supply disrupted</p>	<ul style="list-style-type: none"> <li>• Inability to travel to collect food; for deliveries to reach Village or Town</li> </ul>	<ul style="list-style-type: none"> <li>• Identify volunteers who can collect and deliver food and medicine supplies for people who are vulnerable / live alone</li> </ul>
<p><b>Pandemic</b></p>	<ul style="list-style-type: none"> <li>• People who live alone/are not mobile at risk of illness deteriorating</li> <li>• If pandemic extends, support services may be stretched requiring more support from volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Identify volunteers who can collect and deliver medicines, food for people who are vulnerable / live alone.</li> <li>• Design badges to be worn by volunteers to identify as PC Volunteers.</li> <li>• Put up posters</li> </ul>
<p><b>FIRE</b> grassland, crops or woodland adjacent to village</p>	<ul style="list-style-type: none"> <li>• Smoke inundation</li> <li>• Homes and buildings catching fire</li> <li>• Ash contamination of air and surfaces</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Village Hall is used as muster point</li> <li>• Defibrillator is maintained by PC</li> </ul>

<p><b>Animal disease</b> (e.g. foot and mouth, bird 'flu)</p>	<ul style="list-style-type: none"><li>• Access to roads and/or footpaths may be closed</li></ul>	<ul style="list-style-type: none"><li>• Identify farmers likely to be affected and the transport routes</li></ul>
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## First Steps in an Emergency

1. Emergency Plan Volunteers to ensure emergency services 999 are called if there is immediate threat for life.
2. **Minal Parish Council Emergency Mobile 07974 449052.**  
Emergency Plan Co-ordinator to ensure phone is charged particularly if threat of severe weather is predicted. Clerk/EPC to message Minal Emergency Whatsapp Group volunteers to remind to charge phones and back up batteries. Reminder phones can be charged in a car if sufficient fuel.
3. Emergency Plan Co-ordinator to categorise emergency and take appropriate action according to the annexes. Depending on the severity of the incident a meeting may be organised at the village hall.
4. Emergency Plan Co-ordinator to telephone volunteers to request assistance. If possible, Emergency Plan Volunteers to contact the Co-ordinator if they are available or have information to report.
5. In the event of power outage due to severe weather and mobile/landline phones being unavailable the default meeting area will be the Village Hall at 10.00am or 4.00pm depending on the time of emergency. Volunteers are requested to attend for instructions.

## Suggested Agenda

Date:

Time:

Location:

Attendees:

### 1. What is the current situation?

### 2. Location of the emergency. Is it near?

A Nursery (school)?

A vulnerable area?

A main access route?

Type of emergency:

Is there a threat to life?

Has electricity, gas or water been affected?

### 3. Are there any vulnerable people involved?

Elderly

Families with children

### 4. What resources do we need?

Off-road vehicles?

Diggers to clear snow?

Saws/Lifting/ Volunteers to clear branches?

Shelter/ Blankets?

Food/Generator/Heat/Light

**5. What Actions can safely be taken?**

Establishing contact with the emergency services

How can we support the emergency services?

What actions can safely be taken?

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

Any other issues?

## Key Locations and Places of Safety

<b>Building</b>	<b>Location</b>	<b>Potential use in an emergency</b>	<b>Contact details of key holder</b>
Village Hall	High Street	Rest Centre/safe place	Rob Bailey Church Lane
The Horseshoe Public House	High Street	Rest Centre/safe place	Clare Brown Manager
St John The Baptist Church	Church Lane	Rest Centre / shelter	Sarah Musgrave High Street

## Working with Emergency Services/Local Authority

Emergency Plan Volunteers may be called on to assist Emergency Services:

1. Walking the village and door knocking.
2. Assisting in identifying residents who may need extra help eg Police, Scottish & Southern Electric, NHS.
3. The Electoral Roll and Emergency Plan Volunteer list will be used by the Emergency Plan Co-ordinator to assist with identifying residents in the event of an Emergency. The PC has verified that these are acceptable reasons for contact using under General Data Protection Regulations.



## Local Skills and Resources

Note: Personal Contact Details are held by the PC and available to Volunteers only.

<b>Skill/Resource</b>	<b>Who?</b>	<b>Location</b>
<b>Emergency Plan Co-ordinator</b>	<b>Guy Gagen 07974 449052</b> WCC Emergency Contact	Thicketts Road
<b>Digger/Lifting</b>	Martin Gibson (Mike Sinden is farm manager) Simon Edwards	Grove Farm (top of Thicketts Road) High Street (w)
<b>Defibrillator</b>	Follow instructions to be connected to Ambulance Service. Councillors & Derek Moss have code in emergency	Village Hall
<b>Snow Plough and tractor</b>	Andrew Ainslie	Rabley
<b>Saws/Ladders Tripod</b>	Simon Edwards Jon Napper Anabel Lloyd	High Street (w) High street mid W entrance to village
<b>Generator</b>	Martin Gibson  Jon Napper	Stitchcombe  High Street mid
<b>4 WD Driver</b>	Lesley & Joe Rowe Martin Gibson Jon Napper Anabel Lloyd Peter Cox	Werg Stitchcombe High Street mid W end village Mid village
<b>Other Fit/General Volunteers</b>	Rob Bailey Adam Kebble WCC Contact Andy Thompson Guy Gagen Nick Beere Milly Carmichael Simon Edwards Lucy Kirkpatrick Chris Musgrave WCC Contact Clive & Lyn Schofield	Church Lane Woodlands Rd High Street (w) Thicketts Rd High Street (w) High Street (w) W end village E end village High street mid W end village
<b>First Aider/Medic</b>	Siobhan Kebble (nurse) Rebecca (Becks) Clarke Val Bailey (ret nurse) Lucy Kirkpatrick (army)	Woodlands Rd Woodlands Rd Church Lane Southfields
<b>Mental Health</b>	Sarah Musgrave Canon Val Bailey	High Street mid Church Lane
<b>Counselling/ Support</b>	Rebecca Spicer Milly Carmichael	Minal Woodlands High Street mid
<b>Camper Van Fridge Legal</b>	Anna & John Whitehead	Woodlands Rd

# ANNEX A – LOSS OF UTILITIES/POWER OUTAGE

## TRIGGER - LOSS OF ELECTRICITY AND/OR WATER

**Electricity** – is distributed in Wiltshire by Scottish and Southern Energy

### 1. PREPARATORY WORK

Download 'Power Track' App for smartphones (shows outages on a map)  
Create <http://www.ssep.co.uk/Powertrack/> as a favourite on your web browser

Encourage vulnerable people to join the 'Priority Services Register' **0800 294 3259**  
<https://sse.co.uk/help/accessibility/priority-services-register>.

### 2. IN AN OUTAGE:

The Powercuts line is now 105 from landlines and mobiles to report an outage or obtain information. Freephone is 0800 072 7282 for information.

Work with SSE and contact Emergency plan volunteers to check welfare of vulnerable people during an outage. Note SSE will have details of those on the priority register to issue with small generators where power is essential eg refrigeration for medication, small babies/elderly people.

Distribute glow sticks/camping gas stoves.

If prolonged period without power consider opening a rest-centre in the village hall and running a generator to serve hot soup/drinks.

Note due to way leave issues where landowners refuse permission to access land to fix the fault it will be essential to work with SSE to distribute extra equipment to households during any delay to fix power problems.

NOTE: as voice over internet (VOIP) telephones are rolled out nationally, fewer landlines will work during power outage and the Public Switched Telephone Network is withdrawing fully in December 2025. \*OFCOM advises Vulnerable customers should identify to their Internet Service Provider and request a solution back up power.

### 2) Water – is supplied by:

Thames Water

- Keep <http://www.thameswater.co.uk/thameswaterlive/index.htm> as a favourite on your web browser to report problems.
- Ring 0800 316 9800 to notify supplier that there is no water.
- Emergency Plan Volunteers to work with Thames Water to distribute bottled water and assist residents collecting water from stand pipes. Organise the issuing of containers to households.
- Encourage vulnerable people to join the 'Special Assistance Register'  
<https://www.thameswater.co.uk/help/extra-care/priority-services> **0800 009 3652**

## ANNEX B – BLOCKED ROAD

### TRIGGER – TREE FALL (OR OTHER EVENT) BLOCKS ROAD

#### 1. PREPARATORY WORK

Parish Council conducts regular audit of trees on parish owned land to mitigate sudden falls. Encourage residents to report trees to PC.

Wiltshire Council is responsible for trees on the main Highway C6. Advise WCC of any trees that need removal or pruning.

#### 2. ACTIONS IN A SEVERE WEATHER EVENT SITUATION RESULTING IN TREE BLOCKING ROADS

Call Wiltshire Highways 0300 456 0105. If the situation is dangerous call Wiltshire Police on 101.

If the Tree is on cables resulting in power outage call SSE 105 or 0800 072 7282

Wiltshire Council Severe Weather Team: [weather.team@wiltshire.gov.uk](mailto:weather.team@wiltshire.gov.uk)  
01225 718003

In the event of a severe weather event resulting in Wiltshire and Emergency services being overloaded consider contacting local farmers/Ground work movers.

Martin Gibson, Grove Farm Stitchcombe

Simon Edwards, west end of village

Gale Farm, Church Lane

Emergency Plan Volunteers to erect signs either side of the blocked road

Emergency Plan Volunteers to assist with removing debris (eg branches) from the road when safe to do so. A verbal risk assessment to be carried out before action and agreed amongst volunteers before any action is taken to protect the welfare of all volunteers. All volunteers should wear high viz tabbards.

## ANNEX C - SNOW

### TRIGGER – ALERT FROM WILTSHIRE COUNCIL SEVERE WEATHER OFFICER

#### 1. PREPARATORY WORK

- Map showing roads that are gritted by Wiltshire Council  
<https://www.wiltshire.gov.uk/article/1264/Gritting-and-snow-clearance>  
The C6 between Mildenhall and Ramsbury is a WCC primary gritting route
- Grit Bins for Local Use are located at:  
Top and bottom of Church Lane, Village Hall, Werg and top of Cockatrop Lane
- Emergency Plan Co-ordinator to check bins in early Autumn and advise Clerk who will requests salt bins refilled if necessary.
- Identify farmers with diggers/scoop attachments who would be able to clear snow in the event of a severe storm and delayed Council/emergency services due to demand.
- Put Article in winter edition of Minal News reminding parishioners of Minal's rural location and the need to prepare for severe weather, extra food, battery packs and registering for priority services.
- Maintain a list of owners of 4WD vehicles who would like to volunteer to help with an emergency.

#### 2. ACTIONS IN THE EVENT OF HEAVY SNOWFALL

Wiltshire Council Severe Weather Team: [weather.team@wiltshire.gov.uk](mailto:weather.team@wiltshire.gov.uk)  
01225 718003 Wiltshire Council 0300 456 0100

Farmers who may have equipment to assist keeping roads open and/or gritting.

Andrew Ainslie Rabley Farm

Martin Gibson Grove Farm, Stitchcombe

Gale Farm, Church Lane

Emergency Co-ordinator and Clerk to use website and Facebook page to communicate with residents and Volunteers.

Emergency Plan Volunteers to work gritting the main routes through village. This will be co-ordinated by the Emergency Plan Co-ordinator using the **Minal PC Emergency Mobile Number 07974 449052**. - Local areas at most risk (tight bends, steep hills, route to nursery, etc).

## ANNEX D - FLOOD

### TRIGGER – LOCAL FLOOD ALERT FROM ENVIRONMENT AGENCY, OR LOCAL KNOWLEDGE

Minal lies in a valley with the River Kennet flowing at the base of the valley. The River has a flood plain and due to management by ARK (Action for the River Kennet) there has never been a problem with flooding. The problem is more likely to be rain run off from the fields to the north of the village particularly after prolonged spells of dry weather followed by heavy rainfall.

#### PROBLEM AREAS

- Church Lane – Gully at the top of Church Lane. There is a known problem in the gullies underneath the High street/C6. It is believed there are blockages which affect the drainage from the fields down towards the river. The Project requires capital expenditure This gully is on the priority list for WCC and cleared on a schedule so does not require reporting.
- Thicketts Road – Two gullies at the bottom of the farm track. Require regular emptying of silt and jetting to clear.
- Chopping Knife Lane – Nutwood
- Werg: The Old Forge, Old Forge Cottage, Hernshaw, Watersedge may be vulnerable if river crossings and hatches become blocked for an extended time.
- Cottages on C6 opposite Home Farm are lower than the road and can flood with spray from cars driving towards Ramsbury.

#### 1. PREPARATORY WORK

Mildenhall's gully issues are well known and the Wiltshire Sewer team visits annually to flush through all gullies. They therefore do not require separate reporting although the PC should continue to liaise with the Sewer team.

PC to review gullies as part of regular PC meetings. Use of newsletter/website to promote residents to contact the Discretionary gully team WCC via MyWilts App.

Clerk to contact Discretionary gullies (Local Highways) team  
[Wiltshiresewers@wiltshire.gov.uk](mailto:Wiltshiresewers@wiltshire.gov.uk) in late summer requesting clearing of drains, etc.

**FLOODLINE 0345 988 1188** for up-to-date flood warning information or advice.

Promote Environment Agency Flood Line registration through Parish newsletter.

<https://www.gov.uk/sign-up-for-flood-warnings>

Apply for 1 Tonne of sand, bags, road signs and gel sacs

[weather.team@wiltshire.gov.uk](mailto:weather.team@wiltshire.gov.uk) Information from Wiltshire Council

<https://www.wiltshire.gov.uk/civil-emergencies-sandbags>

#### 2. ACTIONS IN THE EVENT OF LIKELY FLOOD

Emergency Plan Co-ordinator/Clerk to advise **Environment Agency incident hotline on 0800 80 70 60** to report flooding, blockages in rivers or any other environment incident. Email [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk)

Clerk to update website and Minal Facebook Feed

Emergency Plan Co-ordinator to notify Wiltshire Council of number of homes and businesses at risk, and those that have been flooded.

[weather.team@wiltshire.gov.uk](mailto:weather.team@wiltshire.gov.uk) Volunteers to distribute sandbags

**ANNEX E - PANDEMIC FLU** – is the UK's highest risk. In a severe outbreak, up to 750,000 people could die of flu in the UK.

## TRIGGER – PANDEMIC DECLARED BY WORLD HEALTH ORGANISATION

### 1. PREPARATORY WORK

In Autumn distribute information about 'flu jabs' vaccines in Minal News and website.

Maintain list of volunteers from Covid 2020

### 2. ACTIONS IN THE EVENT OF AN OUTBREAK

Form emergency committee to review list of volunteers and devise actions.

Activate volunteers to help with:

- collection of prescription medications, anti-viral flu drugs, shopping for essential food etc.
- pet walking for those who are housebound.
- keeping in touch with infected people through email/phone.
- Put up NHS posters, and share with churches, village shop, etc.
- Cancelling public gatherings and meetings, as advised by the NHS
- Promote use of facemasks.
- Issue volunteers with sanitiser, disposable gloves, masks, name badges.

## ANNEX F - ANIMAL DISEASE

### TRIGGER – AN OUTBREAK OF FOOT AND MOUTH/AVIAN FLU

- Liaise with local farmers and Department of Agriculture.
- Communicate restrictions on movements via website and newsletter.
- Check that footpath closure signs are in place.
- Provide local knowledge of alternative routes for tourists/dog walkers/horse riders.
- Provide support to the farming community.