



Emergencies Who can help?

Introduction

The aim of this guide is to list human and material resources likely to be of assistance to householders in an emergency in the Parish of Redlynch.

Emergencies can be totally unforeseen situations. However, many can be anticipated, and householders can use this guide to help with pre-planning for possible events.. These could include:- Extreme Weather, Communications Interruption, Industrial Hazards, Transport Issues, Fire Risks etc..

In the event of an Emergency affecting a large portion of the community, the Parish Chairman, assisted by the Parish Clerk, will assume the role of Emergency Co-Ordinator (see Item 8).

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1 Emergency contacts

Police/Fire/Ambulance/Coastguard	Dial 999 or 112
Police (Non Emergency)	101

It is worth remembering the 112 number as it works throughout Europe, the UK, most of the USA, and is being adopted as the universal emergency number. Don't worry! 999 will continue to work in the UK, but increasingly, 101 is more appropriate.

2 First at scene

Should you be the first to arrive at the scene of an incident, it is imperative you do not attempt to help without first assessing the scene and providing relevant information to the emergency services.

The following simple procedure is used by emergency services and is designed to ensure all necessary information is obtained quickly.

On arrival obtain details following the **CHALETS** Procedure:-

C	CASUALTIES	Numbers and severity
H	HAZARDS	Fire, leaks, etc
A	ACCESS	Safe route for the emergency services
L	LOCATION	Exact location required
E	EMERGENCY SERVICES	Are they present or required
T	TYPE	Road crash, air crash, explosion, major fire
S	SAFETY	Of all personnel

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3 Emergency action check list

It is feasible that initially you may find yourself having to take charge of an emergency. If so, this check list and using the log sheet will help you keep track of the situation and to effect a hand-over to the professionals when they arrive.

1. Dial **999** and ensure the emergency services are aware of the emergency and follow any advice given.
2. Contact emergency planning, though will probably be initiated by your 999call - but check.
3. Begin recording details on the log sheet (see page 9) including:-
 - Any decisions you have made and why.
 - Actions taken.
 - Who you spoke to and what you said. (Including contact numbers).
 - Any information received.
4. Contact other members of the community that need to be alerted:
 - Households affected.
 - Parish Clerk, Nicola Ashton 01725 513245

Under no circumstances should you put yourself or others at risk to fulfil these tasks.

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4 Utilities and Organisations

These are the organisations you can contact if you have a household emergency or are aware of an impending community emergency.

Service / name	Telephone number	Website	Additional information
Wiltshire Council	0300 456 0100	www.wiltshire.gov.uk	24hrs hotline
New Forest National Park Authority	01590 646600	www.newforestnpa.gov.uk	
Environment Agency	0800 80 70 60	www.environment-agency.gov.uk	24hrs hotline
Environment Agency Wessex (South)	0370 8506506		
Floodline	0845 988 1188		
Electricity emergencies	0800 072 7282	www.ssepd.co.uk	SSE Power Distribution
Gas escapes	0800 111 999	http://www.nationalgrid.com/uk/Gas/Safety/Gas+Emergency	National Grid Gas Emergencies
Sewerage / Wastewater Leaks	0845 278 0845	www.southernwater.co.uk	Southern Water
Water Supply Leaks (Leak Line)	08005 878 979	www.semcorpbw.co.uk	Semcorp Bournemouth Water
Water Supply Emergencies (not leaks)	01202 590059	www.semcorpbw.co.uk	Semcorp Bournemouth Water
Neighbourhood Police	999 or 101	www.wiltshire.police.uk	Matt Holland & Luke Taylor
Forestry Commission	02380 283141		24hrs hotline
Wiltshire County Councillor	01794 884881	leo.randall@wiltshire.gov.uk	Leo Randall

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5 Medical

The NHS Direct service (111) has been terminated. If a medical issue does not warrant a 999 call, it is best to initially seek guidance using the <http://www.nhs.uk/> website. This will help with symptom diagnosis and guide you to the most appropriate source of help.

Doctors			
Downton Surgery	Moot Lane, Downton SP5 3JP	01725 510296	
Whiteparish Surgery	Common Road, Whiteparish SP5 2SU	01794 884269	
	Out of hours (both practices)	0300 111 5717	
Defibrillator			
Woodfalls Inn	The Ridge, Woodfalls	Entrance Lobby - 24hr access	999 for Access Code
Chemist / Pharmacy			
Downton Pharmacy	5 High Street Downton SP5 3PG	01725 510388	
Pharmacy Direct	Lower Common Road West Wellow SO51 6BT	01794 322554	
Veterinarian			
Endell Veterinary Group	49 Endless Street, Salisbury, SP1 3UH	01722 333291	Large Animals
Forest Veterinary Clinic	7 Park Road, Fordingbridge, SP6 1EQ	01425 652221	24 hr hotline
Forestry Commission		02380 283141	Wild animals and Commoners' stock

6 Flooding advice

If there is a flooding emergency

Keep an emergency pack of torch and radio with batteries, candle, matches, camping gas cooker ring and bottled water.

Protect doorways and low level air vents with sand bags or rubbish bags filled with earth. Use silicon sealant to help make doors and windows more water resistant.

Turn off gas and electricity.

Move as much as you can, including food, upstairs.

If you are trapped by flooding remain near a window to attract attention.

The Environment Agency has produced a range of leaflets giving information on how to limit damage to your home, what to do in an emergency and how to restore your home after a flood.

If you need advice call the **Environment Agency Floodline** on **0845 988 1188** or visit the website www.environment-agency.gov.uk

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To minimise damage

Place sandbags, plywood or metal sheets outside all doors, window frames and air bricks.

Put plugs into sinks and baths and weigh them down; disconnect the washing machine and dishwasher outlets.

Store chemicals like paint, cleaning products and pesticides high up.

Put electrical equipment and as much heavy furniture as possible upstairs or if you can't do this weigh down furniture with something heavy.

Make sure important documents and any sentimental items are stored in a safe place.

Weigh down manhole covers with something heavy.

Make sure pets are safe.

When flood hits

Listen to local radio for flood warnings and information or call the floodline.

Don't try to walk or drive through flood water – it could be contaminated or contain hazards you can't see.

Don't walk on sea defences, river banks or river bridges – they could collapse.

And afterwards

Check your insurance policy and find out what your insurance company will pay for.

Take photos or video footage of the damage.

Mark the water levels for reference.

Wear protective clothing when clearing up.

Remove mud and disinfect with hot soapy water and detergent.

Dispose of soft furnishings, food and clothes, which have been in contact with flood water.

If a severe storm is threatened

Tie down loose items outside that cannot be brought in.

Stay indoors - preferably downstairs – and keep pets in.

Clear windowsills and close curtains to protect against flying glass.

If gas, electricity or water is cut off, tell the relevant service.

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As soon as it is safe, rope off or protect damaged areas to prevent injury from falling masonry, broken glass or electric cables.

Chemical, radiation accidents, toxic fumes and smoke

Stay indoors, shut all doors and windows and tune to your local radio station.

Switch off air conditioning or fans.

If you are outside, go to the nearest building or shop.

Listen to loudspeaker and radio announcements, and be ready to move if the area is evacuated.

7 Radio & TV Broadcasts

The police may request the appropriate local radio stations to issue warning and advice messages. Check that you know where to find your local station. Be sure that you have a battery operated radio available.

The following are the radio frequencies that cover South Wiltshire:

BBC Radio Wiltshire FM	
	103.5 MHz South of the county
	Dab – Bath, West and Swindon
BBC Radio Wiltshire MW	1332 KHz
BBC Radio Wiltshire Digital Audio Broadcasting (DAB)	Block 12D frequency 229.072
Spire FM	102 MHz Salisbury
Gold MW	936 Wiltshire
BBC Radio Solent FM	96.1/103.8 MHz
BBC Radio Solent MW	999 & 1359 KHz (221&300m)

BBC South television is currently not available in HD format. When tuning to BBC1, be sure to use the non-HD service, as otherwise the transmission will only refer to the London region.

Digital TV and Radio is available via terrestrial and satellite broadcasts; and cable and internet service providers.

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8 Plan Holders' Contact Details

Parish Chairman

Lloyd Perry redlynchparishchair@hotmail.co.uk 07500 905008

Parish Clerk

Nicola Ashton clerk@redlynchparishcouncil.org 01725 513245

Parish Councillors

David Trick david.trick@btinternet.com 01725 510583

David Bennett db.bennett@btinternet.com 01725 510195

Kate Budworth katiebudworth@hotmail.com 01725 514598

Bill Dunn billdunn@waed.fsnet.co.uk 01794 390850

Dudley Baker-Beall Dudley@JuliaDream.EU 01725 510929

07785 524870

The Parish Clerk is solely empowered to declare an Emergency, and to take responsibility as Emergency Co-Ordinator, assisted by the Parish Chairman. In the absence of the Parish Chairman, the Deputy Chairman, or any one of the Parish Councillors named above can deputise for the Parish Chairman in this role.

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9 Log sheet

It is important to record all information during an emergency. Completing a log sheet is an easy way to ensure information is not lost. It can also help support / justify any decisions made or actions taken.

Date	Time	Information / Decision / Action	Initials