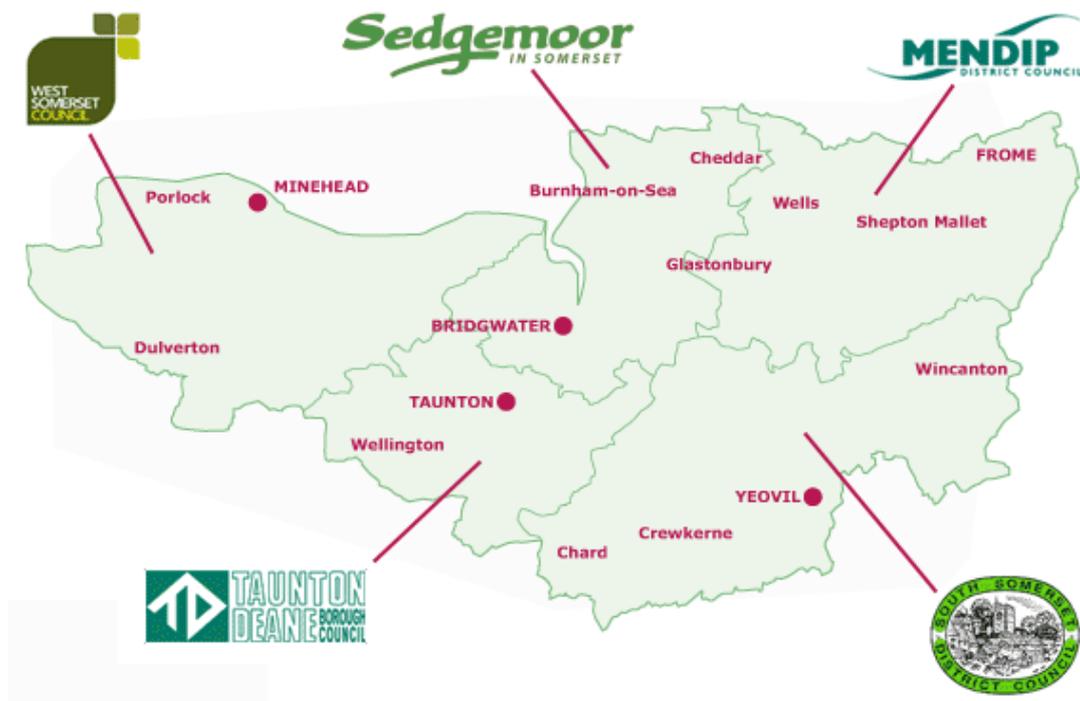


Somerset Town Evacuation Plan

Bridgwater



Title of Document	Somerset Towns Evacuation Plan
--------------------------	--------------------------------

Author	Barbara M Sharratt
---------------	--------------------

Revision History

V1	Completed 3rd September, 2012	Presented to working group.
V2 (Generic front end)		Amended as agreed by working group Yeovil
V3	August, 2013	Amended by working group, Bridgwater
V4	August 2013	Amended with health updates
V5	January, 2014	Considered regarding equality and diversity

This Plan is owned, maintained and updated by the Somerset Local Authorities Civil Contingencies Partnership. All recipients of this Plan should advise this Unit of any changes that may materially affect the plan in any way.

Details should be sent to:- infoccu@somerset.gov.uk

FOREWORD

This Plan provides the framework for emergency services, local authorities, health organisations and other supporting agencies to respond positively to a request to evacuate an area or areas within Bridgwater. It is part of a suite of plans to assist the decision to evacuate within the major towns of Somerset.

Evacuation should always be the last resort because of the distress and disruption caused by this request. This plan recognises this and emphasises the need to consider many factors before deciding that evacuation should happen.

Evacuations happen regularly throughout the UK and Bridgwater has a recent history of managing evacuation within the town. Sedgemoor District Council carries the responsibility for care of evacuees and there are plans in place to ensure their needs are met. However, to date, Bridgwater has not had its own evacuation plan. This plan recognises the unique demography of the town and considers the risks that might lead to evacuation. Planning has also identified additional places of safety and Rest Centres and this information will assist emergency services and local authorities to place evacuees as near to their home as possible. Many venues have readily offered their premises to shelter for evacuees and thus Bridgwater is utilising the strengths of the town and the goodwill of its resident population.

Bridgwater is developing and changing. This Plan will assist at this time but will need to be refreshed as new developments need to be reflected in the planning.

Somerset is well advanced in evacuation planning and already holds a Somerset Large Scale Evacuation Plan to assist with the management of incidents where large areas need to be evacuated. The UK has not experienced large scale evacuation but it is important that plans are in place to assist with this. The Bridgwater Town Plan links to this large scale planning to ensure a comprehensive response to people in need of shelter and support within Somerset. These plans link in turn with Avon and Somerset strategic planning through the Avon and Somerset Local Resilience Forum (LRF) and thus there is an ability for towns and other areas to help each other as required.

This Plan brings together a range of agencies and organisations to assist evacuation and the care of evacuees. The framework of operation will enable services to offer an informed response to the needs of the population within Bridgwater.

Signed

Chief Executive
Sedgemoor District Council

CONTENT

Subject	Page
Introduction	5
Aim & Objectives	5
Scope of the Plan Definition of Terms Risk Assessment	6
Protection of Key Infrastructure Link to other Plans Activation of the Plan Command and Control	7
Evacuation or Shelter	8/9
Flowchart. Decision to Shelter or Evacuate	9
Considerations re evacuation	10/11
Military Aid to the Civil Power Large Scale Evacuation Planning	11/12
Evacuation of Specific Groups	13
Military Families Care of Animals in Evacuation The Evacuee Assembly Point	14
Traffic & Transport	15/16
Cordons Roles and Responsibilities in Evacuation	17-21
Planning the Return	21
Impact on the Receiving Community Voluntary Agency Support	22
ANNEXE	
Evacuee Assembly Points	23-24 Annex 1
Bridgwater Town Evacuation Plan	25 – 44 Annex 2
Assistance from Voluntary Agencies	45/46 Annex 3

1. Introduction

Somerset has a population of 529,972¹ The county has one city and a small number of towns. The county of Somerset consists of a non-metropolitan county administered by Somerset County Council. The districts of Somerset are West Somerset, South Somerset, Taunton Deane, Mendip and Sedgemoor. Over 25% of Somerset's population is concentrated in Taunton, Bridgwater and Yeovil. Much of the county is rural and sparsely populated.

The large scale evacuation planning in development across Somerset utilises the strengths of a mainly rural population and identifies communities who are prepared to care for groups of evacuees in village halls and other locations.

This Plan recognises and reflects that planning. However this plan details tactical and operational evacuation arrangements for the major towns in Somerset. Including town centre evacuation plans as required.

An evacuation can involve anything from one person up to hundreds or in extreme cases, thousands. Whilst the level and type of response will vary according to the number of people and size of area evacuated, the principles of planning and response are applicable across the full range of evacuations.

2. Aim of this Plan

The aim of this plan is to identify an effective, coordinated multi agency response to a request for evacuation of any of the major towns in Somerset

Objectives

- Determine the demography of each town and how this might assist or contribute to the planning for an evacuation
- Consider key infrastructure relevant to each town and how this contributes to a risk assessment for evacuation.
- Confirm the command and control structure for evacuation
- Identify the roles and responsibilities of each organisation in the event of an evacuation
- Identify the timeline and trigger for evacuation
- Identify communication methods and how this will assist evacuation.
- Identify key locations to assist the movement of evacuees to a safe place
- Identify options for traffic and transport of evacuees
- Provide information to assist any evacuation scenario within Somerset

¹ 2009 ONS mid-year estimate published in <http://www.somerset.gov.uk>

3. Scope of the Plan

This is an operational/tactical plan for evacuation from or within specified towns in Somerset. Towns specifically identified and with detailed plans are:- Yeovil, Bridgwater, Taunton, Burnham, Minehead, Wells City. Other locations may be added as required. The information contained within the main part of the plan will be useful to any town evacuation scenario within Somerset.

This plan will dovetail with strategic plans for evacuation held by Avon and Somerset Local Resilience Forum (LRF).

4 Definition of Terms

Emergency

'An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or Terrorism which threatens serious damage to the security of the UK'²

Major Incident

A major incident is any event or circumstance or combination of events or circumstances that causes or threatens immediate death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effects cannot be dealt with as part of the normal day to day activities of the affected agency. This includes any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the Local Authority.

5 Risk Assessment

The Avon and Somerset Community Risk Register³ identifies risks relevant to this area. Consideration of these risks should apply to town evacuation planning. Large pre planned events will have their own risk assessment process.

Risks appropriate to evacuation and Somerset particularly and identified as high or very high include:-

- Industrial accidents and environmental pollution
- Toxic chemical release
- Transport accidents (transport of hazardous chemicals or fuel)
- Severe weather (particularly river and coastal flooding)
- Human health (diseases) – loss of key personnel
- Industrial technical failure (Particularly loss of IT, telecommunications)
- Discovery of unexploded ordnance

² Civil Contingencies Act 2004, Cabinet Office 2004

³ Avon and Somerset LRF Community Risk Register Version 1.0. February 2011

- Malicious threats (particularly crowded places)

Annexes for each town will include an examination of risks within or relevant to that town to assist evacuation planning.

6 Protection of Key Infrastructure

Details of known key infrastructure within Somerset is held by Police and Fire Services.

It will be important to liaise with the relevant organisation regarding their arrangements to protect their assets.

7 Link to other Plans

Evacuation is relevant to all other emergency plans but of particularly significance are:-

- Local Authority Corporate Response Plans (for each relevant District Council and Somerset County Council)
- LRF Evacuation and Shelter Plan (2012)
- Somerset Large Scale Evacuation Plan 3.2012
- Somerset multi agency Operational Flood Warning and Response Plan (draft) 2012
- Somerset Local Authorities Civil Contingencies Partnership, Reception and Rest Centre Management Guide (Jan 2010)

8 Activating the Plan

This plan will be activated when:-

- There is a need to evacuate or consider evacuation of part or all of any town or city in Somerset and/or
- When there is a need to consider evacuation of a town or city centre.

An evacuation decision would normally be considered by a Tactical Coordinating Group (TCG). In reality, an evacuation may happen as a result of an immediate risk identified at the scene and a decision made by a Police (Silver) or other Category 1 Responder to evacuate to a place of safety.

9 Command and Control

This plan acknowledges the command and control structure identified within the Avon and Somerset LRF Multi Agency Major Incident Response Guide (MIRG) and known to all responding agencies within the UK.

Strategic	Known as 'Gold' in single agency response	In multi agency responses a Strategic Coordinating Group (SCG) may be formed to formulate the strategic direction for the
-----------	-------------------------------------------	---------------------------------------------------------------------------------------------------------------------------

		incident
Tactical	Known as 'Silver' in single agency response	In multi agency responses a Tactical Coordination Group may be formed to coordinate the response and implement policy decisions of the SCG (if established)
Operational	Known as 'Bronze' in single agency response	Task oriented decisions at the scene of an incident Must have a clear understanding of the tactical plan

The level of response (including escalation to Gold or SCG) will depend on the nature and complexity of the incident. Most incidents will be activated at an operational level with tactical and strategic levels being established as required.

10 Evacuation or Shelter

Evacuation is always the last resort in the response to an emergency situation. It is one element of an emergency response, with other emergency response activities happening at the same time. Evacuation can have a profound effect on vulnerable groups. A risk assessment should determine the wisdom of moving more vulnerable people in an emergency.

Evacuation can happen as a result of a range of different events:-

- A sudden event in a specific area
- A planned event creating a danger zone around it
- A 'silent' emergency where people evacuate in response to a perceived threat
- A long term situation indicating future threat.

Few evacuations are 'planned' and need careful decision making at the time.

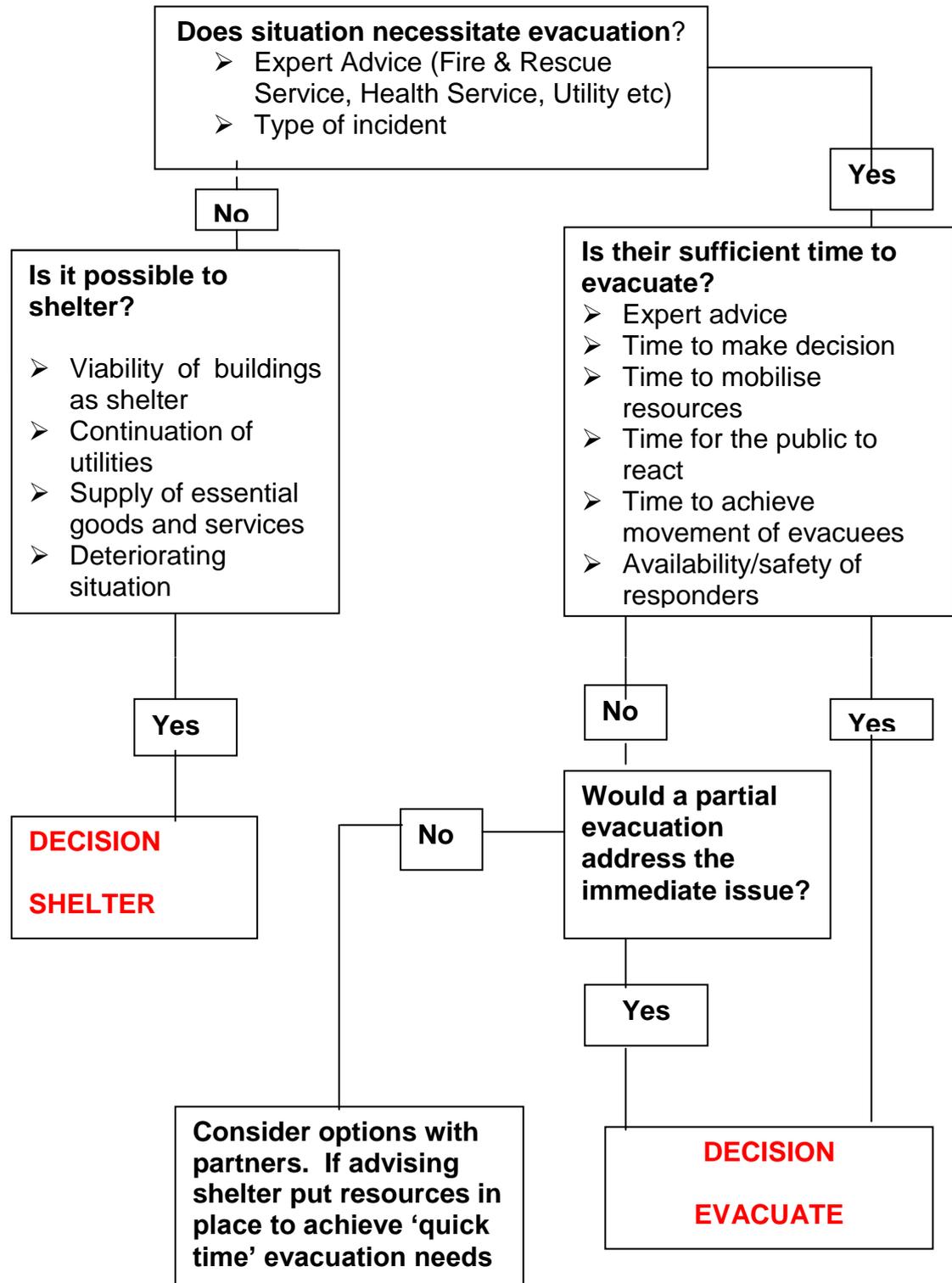
Shelter may be considered when a risk assessment determines that it is safer to stay at home or in a safe place than to evacuate. Shelter brings its own issues, not least the support of more vulnerable people sheltering at home.

Initial Considerations

Police Control Rooms gather information using the CHALETS mnemonic

C	Casualties	How many, Types of Injuries?
H	Hazards	Identify present and potential hazards
A	Access Routes	Identify suitable access for emergency services
L	Location	Exact location using grid references if possible
E	Emergency Services (evaluation)	What emergency services are present? What is required? Has anybody been evacuated already? Is there an evacuation route? Is shelter a viable option?
T	Type of Incident	What is affected/ Any indication of cause?
S	Start the Log	Logging actions/decisions and safety measures in place eg cordons, PPE

Given the information available, a decision will need to be made regarding evacuation or shelter.



4

⁴ Replicating from Avon and Somerset LRF Evacuation and Shelter Guidance 2012

In a decision to evacuate, the following considerations apply:-

- What is the incident – complexity, likely duration or likely to escalate?
- Does the incident involve chemical, biological or have radiological implications? The decision to evacuate must identify a strategy for dealing with contaminated persons.
- **Where is the incident located?** Residential housing, industrial units, hospitals, residential or nursing homes in the locality. Consider local demographics and any risks associated with the location. Also visiting populations.
- When is evacuation required? Immediately, within hours or longer?
- Can this incident be managed through a partial evacuation?
- Who needs to be informed? Consider capabilities required and potential timescale for response (note. Some organisations will take time to gather resources in response)
- Is it necessary to convene a Tactical Coordination Group to manage the multi agency response?
- Is this an evacuation requiring wide area support through a Strategic Coordination Group?
- Is this an evacuation of survivors from an incident requiring the establishment of a Survivor Reception Centre?
- Identify method of evacuation and brief all relevant agencies regarding:-

Evacuation Assembly Points

Rendezvous Points

Traffic and transport

Communication strategy

Identification of vulnerable persons

Identification (or request to identify) Emergency Rest Centres

Arrangements for the care and welfare of pets

ALSO, Consider:-

- Is the number of evacuees sufficient to trigger large scale evacuation planning? (There are triggers for local authorities and other agencies to invoke the Somerset Large Scale Evacuation Plan. This is a new system to enable the management of large numbers of evacuees)

- Dependant on time of day and local demographics, a large percentage may self evacuate, finding their own solution to their immediate shelter needs.

Military Aid to the Civil Power

The Military will, where authorised provide assistance to the emergency services. This is generally where a threat to life exists. There is no guarantee of assistance and help will involve the capabilities available at the time.

In a decision to shelter, the following considerations apply:-

- Determine the perimeter of the population in shelter
- Determine the number of people affected
- Identify the vulnerable and their support needs
- Determine the communications strategy for the shelter population
- Ensure continuation of utilities to the shelter population and if compromised consider alternative solutions
- Ensure supply of essential goods and method of distribution:-

Food (consider cultural requirements)

Baby essentials

Drinking water

'Grey' water for toilets if required

Medical supplies and support (including oxygen)

Heating

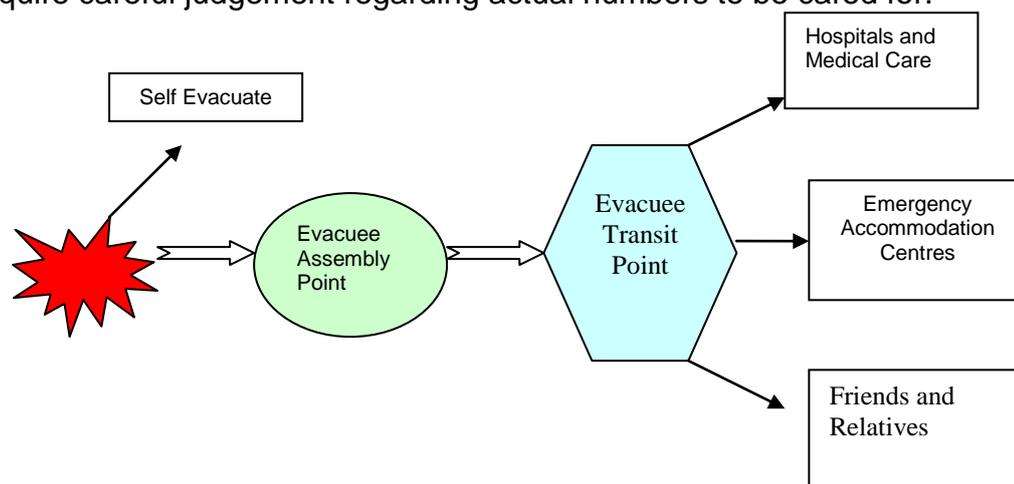
- Explore continuation of essential services:-
 - Domiciliary care support
 - Nursing care support
- Consider planning for sustained shelter operation
- Consider planning for quick termination of shelter and move to evacuation

11. Large Scale Evacuation Planning

The Somerset Large Scale Evacuation Plan uses a different 'model' to enable management of large numbers of evacuees. Evacuees who are unable to 'self evacuate' are directed to Evacuee Transit Points (identified at three locations within Somerset) where they will receive advice and services to enable them to move on to family and friends or to alternative accommodation. Only those needing local authority assistance with

accommodation will be assisted through 'Emergency Accommodation Centres', a community managed resource identified at locations throughout Somerset.

This Plan is activated when the number of evacuees exceeds the ability of the Local Authorities to care for evacuees. In general, there is an expectation that Local Authorities would manage any short term evacuation of up to 1500 evacuees. It is known that a large percentage of evacuees will find their own solution and therefore any evacuation involving a population of 3000 residents will require careful judgement regarding actual numbers to be cared for.



Number of Evacuees	Application	Comment
Up to 1500 evacuees	Normal Rest Centre operations apply	Within Somerset and, for longer events, using mutual aid, it is likely that this number could be managed
1500-3000 evacuees	Local decision based on likelihood of large numbers of evacuees self evacuating	Consider demographics and other factors in this. See list 'evacuation considerations'
3000-5000 evacuees	Local decision based on likelihood of large numbers of evacuees self evacuating	As above
5000-8000 evacuees	Plan activation using Evacuee Transit Points. With mutual aid across LRF*, Rest Centre plans may still apply	<p>*Consider impact of transporting evacuees some distance</p> <p>Consider which is the best option for evacuees</p> <p>It is likely that a Strategic Coordinating Group (SCG) will be called to provide strategic direction for the</p>

		incident
8000+ evacuees	Full activation of plan.	It is likely that this will involve an SCG and sub national coordination.

12 Evacuation of specific groups

There will be groups where specific arrangements will need to be made to assist evacuation or shelter. These groups include:-

- **'Vulnerable' people.** Those who are less able to help themselves in the circumstances of an emergency⁵. There will be known vulnerable groups (those known to the statutory and voluntary services) Also there will be unknown individuals including non English speaking, tourists with disability, travellers, homeless, and others who are made vulnerable because of the circumstances of the evacuation.
- **People in residential and nursing home care** are also 'vulnerable' in terms of an emergency evacuation. Nursing homes particularly will provide major challenges and a risk assessment will need to be made regarding the considerable risks of evacuating highly vulnerable patients
- **Hospitals.** Somerset NHS has advanced plans for the evacuation of hospitals . In general terms, they will try to evacuate within the building, either horizontally or vertically to safe places before a full evacuation is considered
- **Prisons.** Prisons should have local plans for the evacuation or part evacuation of prisons. In the event of a full evacuation, regional and national coordination would be required.
- **Schools.** Schools in Somerset should have sound business continuity arrangements including evacuation plans. In the first instance, schools would hope to contact parents to collect their children from school. Many schools within Somerset have 'buddy' arrangements with a local school where teaching staff and children can be safely cared for until their parents are able to collect them.
- **Residential children's homes, pre schools and nurseries.** Some primary schools have pre schools and nurseries on the premises. It is therefore important that this is addressed in evacuation planning. Residential establishments should consider evacuation to a known safe place identified by the local authority and where children and their carers can stay together until more formal arrangements can be made.

The risk assessment for evacuation of vulnerable people should include the viability of temporary placement in a Rest Centre. However, some groups and individuals would not manage in this environment and alternative arrangements will need to be made.

In large scale evacuations, children in residential settings or in schools should not be moved through an Evacuee Transit Point.

⁵ <http://www.ukresilience.gov.uk/news/vulnerable.aspx>

Military Families

Families are housed in many communities within Somerset. Known housing will be identified in a 'restricted' annex to this plan. In an evacuation scenario, it will be important to involve a Military Liaison Officer who will attend the Tactical Coordination Group. That Officer will expect to take responsibility for those families in urgent need of alternative accommodation. In the first instance, this will be arranged direct with the relevant military base which will organise representation at the TCG. This Officer would have the relevant local knowledge required to assist. Secondly, it will be important to inform the relevant Joint Regional Liaison Officer regarding this. They can arrange a generic military liaison person if required. Further detail regarding this is available to emergency services, health and local authorities engaged in the evacuation.

13 Care of Animals in Evacuation

Currently there are arrangements to care for a limited number of pets in Emergency Rest Centres.

Some evacuations may raise concerns about livestock and equines. Also, in large evacuations, the number of owners wanting to stay with their pets would soon overwhelm reception centres. Somerset has defined arrangements for the welfare and care of animals in evacuation⁶. This involves statutory and voluntary agencies working together to assist.

Some homes in Somerset have 'exotic' pets and some of these are licensed with the district council. It is relevant to consider this in evacuation scenarios. Again, arrangements are considered in the aforementioned guidance document.

14 The Evacuee Assembly Point

This is the name given to one or a number of locations for evacuees to meet and be signposted to safety. These are usually identified on the day.

The Police will make the decision based on the likelihood of an evacuation. They will consider:-

Location of the incident
Nature of the Incident
Cordons

To Identify an EAP, they will consider:-

Venues known to the public

⁶ Somerset Local Authorities Civil Contingencies Partnership 'Care of Animals in Evacuation' (draft) 2012

Proximity to the incident
Safe access and egress for coaches and cars
(Ideally) having a form of shelter for evacuees.

Roles and Responsibilities for an EAP are given as an Appendix to this document. However, it is accepted that time may dictate a speedy response and the locations will simply be a meeting point for evacuees to be directed to a safer place.

15 Traffic and Transport

A traffic plan will need to be put in place to address the needs of incoming responders and identify evacuation routes⁷. There is a close working relationship between Somerset County Council, the Police and the Highways Agency. They share data and can access CCTV as required. Diversions can be put in place to address any need. There is early work to identify routes around known hazards.

Location	Relevant Authority	Comment
Incidents involving motorways or strategic highways directly or likely to impact on motorway usage	Highways Agency	The Highways Agency have contingency plans for managing the Motorway and the Trunk Roads to deal with the impact of heavy traffic flow or disruption Work with SCC to identify a network of tactical diversion routes to use instead of motorway or trunk road network
Incidents on roads (other than private roads or strategic highways) throughout Somerset	Somerset County Council	Work with the Police to assist the flow of traffic in an emergency situation and to manage alternative routes The Police, carry the power to authorise road closure for planned and unplanned events.

Transport.

Local Authorities (County Council) carry the responsibility for the arrangement of suitable transport to assist evacuation. They have arrangements in place to access various types of road transport including

⁷ Somerset County Council Network Management Plan – March 2010

buses and coaches. Bus evacuation loading points will be established by bus operators and local authorities as part of their operational procedures when the hazard zone has been established.

School times would present a challenge in timely access to transport but this could be managed as required.

Driver hours should be considered but there may be some flexibility in an emergency situation.

More detail is given in the relevant town annex.

Voluntary Agencies will work with the local authority and can offer specific vehicles (some with towing capacity) to assist. In addition, there may be some access to Ambulances or other transport to assist the vulnerable or those with disabilities.

South West Ambulance Service NHS Trust will become involved in the evacuation of nursing homes or to assist non ambulant evacuees in the community.

The Rail Network will work to existing timetables as far as possible but this may offer a useful capability to assist evacuation.

Additional, more detailed information will be provided in the Annex to each of the relevant towns or City.

17 **The Media and Warning and Informing**

Any incident will attract the attention of the media, usually in a very short space of time. In addition, increased use of social media will attract interest from further afield. It is vital to ensure a coordinated media response.

The emergency services have well-developed media arrangements. In particular, the Police would normally undertake to coordinate the press activity during the emergency phase of any evacuation. Organisations involved might have media liaison arrangements but the emphasis is on a coordinated response. The media can be an important ally in passing information on. In a Major Incident a Media briefing Centre (MBS) should be established.

Confusion would be caused if more than one organisation were involved in warning and informing the public and there is a need to avoid duplication.

Warning and Informing assists the public to know how to respond to an emergency. There is a need to provide:-

- Basic details of the incident
- Advice, guidance and reassurance
- Practical implications (traffic, services etc)
- What is being done to resolve the situation.

Messages will need to be conveyed in a variety of formats, including a recognition of disability or where an area contains people from different cultures or languages. Information regarding demographics is given in the detailed annexes to this Plan.

Messages can be conveyed in a variety of ways including:-

- Door to door warning
- Loudhailers, Helicopter Sky Shout
- Media announcements
- Message boards
- PA announcements
- Automated telephone warnings
- Sirens.

18 Cordons

Cordon distances are determined by the emergency services and are there to create a safe working environment. Distances depend on the size or circumstances of the incident. Only emergency services have access to the inner cordon. The inner cordon is identified by red and white tape. The outer cordon is identified by blue and white tape and will provide controlled access to the area.

Generally, cordon sizes will be between 100 to 1000 metres or more depending on the circumstances of the incident.

19 Roles and Responsibilities in Evacuation

Generic organisational roles and responsibilities are detailed within the Avon and Somerset LRF Major Incident Response Guide (MIRG)

All agencies carry the responsibility for warning and informing the public. Clearly this will need to be coordinated by one agency throughout. In addition, agencies may be required to attend tactical coordinating groups (TCG) or Strategic Coordinating Group (SCG) if established

In evacuation, there are some more specific roles and responsibilities as follows:-

Devon and Somerset Fire & Rescue Service

Primary

- Save life in conjunction with other emergency services
- Coordinate safety management within the inner cordon
- Support other agencies
- Offer specialist capabilities for mass decontamination and urban search and rescue

Fire Control

- Cascade information to Avon and Somerset Police
- Cascade information to South Western Ambulance Service NHS Trust
- Mobilise the required Fire & Rescue Service response depending on type of incident

Supervisory Officer

- Report to RV point
- Act as Fire and Rescue Service 'Silver' Commander

Avon and Somerset Constabulary

Primary Responsibilities

- Save life in conjunction with other emergency services
- Protection of property
- Coordination of emergency services responders
- Protection and preservation of the scene
- Investigation of the incident
- Collation and dissemination of casualty information
- Identification of the deceased.

Actions in the event of an evacuation

- Establish command and control
- Liaise with emergency services and other agencies as appropriate
- With other relevant authorities, identify Evacuee Assembly Points
- With other relevant authorities, consider traffic management, road blocks and cordons.
- Identify Rendezvous Points for responding agencies
- Support to Transit Points, Rest and Reception Centres
- Coordinate information to the public

South West Ambulance Service NHS Trust

Primary responsibilities

- Save life in conjunction with other emergency services
- Protect the health, safety and welfare of all personnel on site
- Carry out a health service assessment for the incident
- Coordinate the NHS communications on site and alert the main receiving hospitals for the receipt of the injured
- Instigate a triage process when required
- Transport casualties to hospital

Actions in the event of an evacuation

- Establish command and control
- Consider the provision of specialist resources as required eg provision of helicopter/fixed wing transportation
- Coordinate transportation of evacuees who are vulnerable and in need of specialist transportation eg. From nursing homes or to assist the movement of more vulnerable patients living in the community.

NHS England Area Team

- Initiate and coordinate the public health response to the incident
- Deliver primary, community and mental health services as required including support at rest and reception centres through liaison with relevant provider organisations and Somerset Clinical Commissioning Group
- Identify persons in receipt of community and mental health services and known to be vulnerable

Acute Hospital Trusts

- Receive and triage casualties as required
- Provide specialist support at the scene of an incident if specifically requested
- Evacuation of hospital premises as required and arrangements for the welfare and care of patients involved in the incident.

Public Health England

- Operate a 24 hour first response to provide advice regarding chemical incidents or where there is a need to provide specialist health support

Local Authority

Local authority services have some specific responsibilities in an emergency. In evacuation, their roles and responsibilities are identified through the relevant district and county council within Somerset.

Within Somerset, a civil contingencies partnership exists to deliver civil contingencies activities across Somerset. The operational arm of the Civil Contingencies Partnership is the Somerset Local Authorities Civil

Contingencies Unit (SLACCU) who will respond to any request for emergency response

The SLACCU Duty Officer is contacted via Devon and Somerset Fire & Rescue Service.

Somerset Local Authorities Civil Contingencies Unit

- Duty Officer 24/7 to act as the gateway to local authority response
- Coordination of voluntary agency response
- Coordination of local authority services throughout
- Liaison Officer role at tactical coordinating group or silver as required

Local Authority Primary Responsibilities

- Lead in certain defined emergency situations (Oil pollution, notifiable animal diseases)
- Support the emergency services
- Use local authority resources to mitigate the effects of the incident on people, the environment, property and infrastructure.

In evacuation, the responsibilities are:-

District Council

- May provide Liaison Officer to Tactical Coordinating Group
- Provision and management of Emergency Rest Centres
- Coordination and support to Emergency Accommodation Centres (Large Scale Plan)
- Provision of temporary accommodation
- Provide relevant staff to assist at Survivor Reception Centres if required.
- If possible, support Police at Evacuee Assembly Points
- Environmental monitoring and advice

County Council

- Assist with staffing for Emergency Rest Centres
- Coordinate the provision of transport services to evacuees
- Traffic Management
- Provide information and advice regarding highways and traffic management
- Identify people living in the community and known to be vulnerable (including residential and nursing homes and residential units for children)
- Manage Evacuee Transit Points (Large Scale Plan – if established)
- Assist with services to Emergency Accommodation Centres (large scale plan – if established)
- Liaise with relevant schools if required
- Coordinate response to the evacuation of animals including pets

Environment Agency

As listed in MIRG and specifically:-

- Issue timely flood warnings to operational partners and those at risk
- Provide technical expertise to inform the multi-agency response

Met Office

Provide up to date information regarding severe weather and potential impacts.

Highways Agency

- Operation and management of key arterial routes (Trunk roads and motorways)
- Traffic management

In addition, there is a need to consider impact on utilities.

- Wales & West Utilities (Gas)
- National Grid (SW)
- South West Water Ltd
- Wessex Water plc
- Bristol Water
- Network Rail
- English, Welsh and Scottish railways (Freight)
- South West trains
- Scottish and Southern Energy plc
- Western Power Distribution
- British Telecom

All emergency contacts are identified in the Somerset Emergency Telephone Directory (formally known as 'Pink Pages')

20 Planning the Return

The Local Authority carries responsibility for the recovery from an incident. The Recovery Working Group will be established as early as possible in the response phase so that there is a link between response activity and the recovery effort.

21 Impact on the Receiving Community

A sudden influx of evacuees into a given area may have an impact on the receiving communities. Whilst local people are likely to be willing to assist, the needs of the community should not be forgotten. This is particularly relevant for protracted evacuation where the impact on housing and local life may give rise to tensions.

22 Voluntary Agency Support

The Voluntary Agencies are involved in the response and recovery to an incident. The Somerset Emergency Voluntary Agencies Group (SEVAG) offer a range of skills and expertise to assist. The final annex to this plan contains information regarding this.

In addition, the 'street pastors' are engaged in some towns across Somerset to assist those out in the evening and who find themselves in a vulnerable situation. They are able to offer a valuable resource to those managing the evacuation.

ANNEX 1**EVACUEE ASSEMBLY POINTS (EAP)**

Please note that, because of insufficient time, EAPs may not have these services and may simply be a meeting point for evacuees whilst transport is sought.

Roles and Responsibilities

ROLE	TASK	COMMENT	ACTION	RISK
Avon and Somerset Police	<ul style="list-style-type: none"> • Identification of EAPs • Management of the Assembly Point • Information Strategy • Crowd Control and Security 	The Information Strategy will need to consider other Languages as relevant and how this need might be addressed.	<p>Police determine locations</p> <ul style="list-style-type: none"> • Located at a safe distance from the scene • Have safe access/egress for coaches and cars • (Ideally) have some form of shelter for evacuees <p>Consider:- Churches, Car Parks, Sports and Leisure Centres, Village Halls</p>	Major Incident response may challenge Police ability to staff EAPs
Local Authority	<ul style="list-style-type: none"> • Care of Evacuees (all welfare needs) • Initial assessment of need (including need for disability transport) • Liaison with Transit Point • Transport (via County Council) • Loading and transportation of Evacuees 	<p>Need to consider evacuees who are more vulnerable in this situation because of age, language, illness or disability.</p> <p>Consider the provision of an escort on all coaches leaving the EAP (Voluntary Agencies may be able to assist)</p>	<p>Identify Local Authority Liaison Officer (District Council as relevant) * see job description Appendix)</p> <p>Identify a minimum of 2 staff to assist</p> <p>Identify and request Voluntary Agency assistance</p> <p>Identify an appropriate range of transport suited to the potential diversity of evacuee population (via County Council)</p>	<p>The District Council for the area of the incident may be directly affected and unable to respond. Need to make timely requests for mutual aid.</p> <p>Number of EAPs in operation may challenge provision of service</p> <p>Access to the locations identified</p> <p>Failure of communications</p>

ROLE	TASK	COMMENT	ACTION	RISK
Voluntary Agencies	Acting in support of the Local Authority: - <ul style="list-style-type: none"> • First Aid services • Access to basic refreshments • Comfort and support • Additional transport including 4 x 4 vehicles and Motorcycle courier/collection services 	There will be a variety of transport needs including <ul style="list-style-type: none"> • Disability transport • Transport of some pets • Procuring urgent supplies in • support of evacuees (blankets etc) 	First Aid Services – British Red Cross Refreshments* - WRVS & Plymouth Brethren Comfort & support – Faith Communities, Street Pastors where relevant, Samaritans. Transport – Wessex 4 x 4 Response and Freewheelers (Motorcycles) Communications - RAYNET to assist communications between Evacuation and transit points Also South West Businesses against Crime may be able to assist	Difficulties in access to the sites Inability to provide staff within the timescales required *Refreshments will only be available when there is time to plan the evacuation and arrangements are in place
RSPCA	As part of a comprehensive plan for animal welfare in evacuation*, will endeavour to respond to requests regarding animals at Evacuee Assembly Points	Pet carriers likely to be the most pressing need. These allow suitable containment and increases the potential to access transport	RSPCA alerted to the evacuation Consider use of Voluntary Agency transport to enable pet carriers to reach evacuation points	Number of EAPs may challenge provision of supplies

ANNEX 2

BRIDGWATER TOWN EVACUATION PLAN

Incorporating:-

Town Evacuation by Sector

Town Centre Evacuation by Zone



Relevant Maps are available to first responders

CONTENT

Annex 2

Page	Content
27	Town Profile Risks relevant to Evacuation
28-29	Transport and Traffic Management
30	Local Communications
30-32	Administrative Boundaries and demographics
32	Alert
33	Evacuation Maps and Postcodes
34	Places of Safety and Rest Centres
34-38	Town Centre Evacuation
38	Recovery and Return
39-43	Mapping and Sample Maps

Annex 3 – Voluntary Agencies

Page 44-45

ANNEX 3

BRIDGWATER EVACUATION – PROFILE

Profile

Bridgwater (population 36,079) is the administrative centre of Sedgemoor district. It is situated on the edge of the Somerset levels and lies on both sides of the River Parrett. Sedgemoor District Council acts as the Competent Harbour Authority for the Port of Bridgwater. Bridgwater is located between two junctions of the M5 motorway. The A39 and the A38 pass through Bridgwater, meaning that it is a major thoroughfare for traffic.

The population of Bridgwater is defined by a relatively high proportion in the younger age groups, especially in their 20s and for children under 5 years of age.

Population statistics of relevance to evacuation include:-

- A high proportion of households with no access to a car or van
- There is a slightly above average number of households with dependant children and 7.6% of households are lone parent families.

Further information by Wards is given later.

Bridgwater is currently expanding with significant housing developments and the accommodation facilities associated with the proposed build of Hinkley Point C.

Risks relevant to Evacuation

- Tidal and Fluvial Flooding. More information regarding flooding and flood risk can be found on the Somerset Flood Multi agency Response Plan
- Major Events - Carnivals and Fairs – Approximately 150,000 people attend Bridgwater Carnival, held annually in November. This is a major event with over 100 entries. The North Petherton Carnival also impacts Bridgwater with increased traffic and potential congestion. Bridgwater fair takes place in September and runs over 4 days. It is the second largest fair of its type in England.
- Highway and transport issues – Transit through Bridgwater from a major holiday provider at Minehead; movement of hazardous materials through the town.
- Transport movements – Rail transit through Bridgwater.
- Threats to crowded places – One railway and one bus station, Bridgwater town centre, The 'Angel Place' shopping centre has a 7 day opening and is accessed from the High Street in Bridgwater. Bridgwater Town Football Club, Fairfax Park (capacity 2500) and Bridgwater & Albion Rugby Football Club (capacity 5000) may be identified as crowded places.

Flood Risk

The Environment Agency indicates the likelihood of various 'events. The current standard of protection offered by the existing tidal flood defence is around 1 in 200 years:-

Significant Tidal Event - An event exceeding a 1 in 200 year event. Impact would include – the A38 to significant depths, access to Junction 23 and southbound to Junction 24 could be inundated. Parts of the Motorway are also identified as being susceptible to flooding in an event of this magnitude.

Fluvial Flood Risk – From tributaries to the river Parrett in a 1 in 100 year return period rainfall event. Exacerbated when tidal levels are high.

The area is covered by tidal Flood Alerts and Flood Warnings typically giving a minimum of 6 hours before a tidal event.

Bridgwater Canal does not carry a significant flood risk. Ships no longer dock in the town. Most commercial shipping travels no further than Dunball Wharf.

Transport.

Rail – There is one rail station in Bridgwater, located in St John Street, Bridgwater. The station is on the Bristol to Taunton line, operated by First great Western. There is also a good service to the station.

Bus – main operators – First Bus, Webber Bus. National Express also transits through.

SCC 'Transporting Somerset' has detailed knowledge of providers within a given area and will manage transport needs accordingly. This includes access to disability transport if required.

In an emergency situation, most bus and coach companies will allow the transport of pets (excluding exotics) However, there are plans in place to assist with the evacuation of animals if required.

Voluntary Agencies will assist with the transport of evacuees including vulnerable people and people with pets (See list of capabilities at Annex 3)

RSPCA – would coordinate the management of animals including pets.

Traffic Management

The Police would expect to work with Highways and Traffic Management colleagues in Somerset County Council to determine diversion routes taking into account the potential or actual hazard and the need to move evacuees to a safe place. Some pre planning may have taken place for known risks.

Local Communications

Existing communication methods useful in an emergency include:-

CCTV – operated from the offices of Sedgemoor District Council in Bridgwater.

South West Businesses Against Crime (SWBAC) is an operational partnership linking Sedgemoor (and other) District Councils through CCTV and radio links. 'Pubwatch' is part of this strategy. SWBAC could work with the Police to communicate with local business representatives regarding areas of safety and access routes. This would enable local people to give the public correct information and signposting to a safe place. SWBAC also uses an SMS alert system. It is essential that all information is coordinated through the Police to ensure accuracy of information throughout.

Bridgwater Town Council website ⁸

Environment Agency Flood Warning Service – using multi media

Media – Heart, BBC Somerset and 'The Breeze' provide coverage in this area. Radio stations readily respond to assist with emergency broadcasts, coordinated by the Police.

Radio – A radio system is in operation within the town centre.

Social Media – SCC are developing use of social media to assist with traffic and transport issues.

Websites – available for Sedgemoor District Council ⁹
Variable messaging on the Strategic Network.

In person – through staff managing the incident

The Bridgwater Evacuation Plan identifies two areas for attention:-

Evacuation of Bridgwater
Evacuation of the Town Centre

BRIDGWATER EVACUATION

For the purpose of drawing up arrangements for dealing with a major incident and possible evacuation, the town is defined through administrative boundaries and by grid squares. Ward boundaries are suitable ¹⁰ for evacuation planning in outline. Grid squares give detailed information by

⁸ www.bridgwatertowncouncil.gov.uk

⁹ www.sedgemoor.gov.uk

¹⁰ Somerset Intelligence Network www.sine.org.uk

dividing the town into 16 separate areas together with the appropriate postcodes.

The Plan refers to known administrative wards. Boundary changes in May 2013 have created a little change in the boundary of the respective wards but the information in this plan will suffice for purposes of evacuation.

Demographic information can be found to support the following boundaries.

- Bridgwater Wyndham Ward
- Bridgwater Eastover Ward
- Bridgwater Westover Ward
- Bridgwater Victoria Ward
- Bridgwater Fairfax Ward
- Bridgwater Dunwear Ward
- Bridgwater Hamp Ward

The following summary information highlights relevant facts for evacuation purposes, including general population overview and transport potential. This information is drawn from the census of 2011¹¹ but is the nearest factual information to support this document. There is no dominant minority ethnic group and therefore it is not possible to focus material relevant to this.

Victoria

Encompasses Bridgwater town centre. Mix of older and more recent residential areas. Marina and riverside developments. Higher populations of children greater than County average. 18.6% of households do not have access to a car or van.

Female – 3186

Male - 3095

35.3% of households have dependent children. 97.9% of households are white and there are a number of smaller ethnic groupings.

Hamp

Situated south of Bridgwater. Bordered by River Parrett to the east. Areas of mixed housing. Higher populations of children 0-15 years than County average. 24.3% of households do not have access to a car or van.

Female – 2731

Male – 2541

35.5% of households have dependent children. 98.5% of households are white and there are a number of smaller ethnic groupings

¹¹ Somerset Intelligence Network www.sine.org.uk/profiles - using the 2011 Census statistics from the Office for National Statistics

Fairfax

Located east of Bridgwater town centre. Bordered on west by the railway line. Bridgwater College and residential housing around Parkway and to the south of Westonzoyland Road. Higher populations of children 0-15 years than County average. 21.8% of households do not have access to a car or van

Female – 3944

Male – 3822

34% of Households have dependant children. 98.6% of households are white and there are small numbers of other ethnic groupings

Westover Ward

This Ward lies to the west of the River Parrett and includes the town centre and neighbouring residential areas. Westover populations indicate a slightly greater population of mixed ethnicity compared with Somerset as a whole. Higher populations of 65+ years than County average. 37.5% of households do not have access to a car or van.

Female – 2730

Male – 2741

22.2% of Households have dependant children. 97.3% of households are White and there are small numbers of other ethnic groupings.

Dunwear Ward

Dunwear Ward comprise the lower portion of Parkway across Westonzoyland road to the Bridge estate. Dunwear populations indicate 24.1% of households do not have access to a car or van

Female – 2407

Male - 2315

26.4% of Households have dependant children. 98.4% of households are White and there are small numbers of other ethnic groupings

Eastover Ward

Female - 2287

Male - 2346

Eastover is a largely residential area stretching from North to South of Bridgwater. Bridgwater Retail Park, Bridgwater Hospital and the Railway Station are all situated in the Ward. 28.7% of households have dependant children. 29.6% of households do not have access to a car or van

Wyndham Ward

Female – 2229

Male – 2012

Situated on the far east of Bridgwater, Wyndham ward is surrounded by large residential areas. The main transport route is the Quantock Road running through the entirety of the ward. 26.7% of households have dependant children. 98.4% of households are white and there are a small number of other ethnic groupings

Sydenham Ward

Sydenham ward is located to the east of Bridgwater town centre, bordered to the west by the railway line. It includes Bridgwater College and some residential housing.

Female – 3349

Male – 3285

98.26% of the population are White British and there are small numbers of other ethnic groupings.

Alert

In preparing an alert message, the Police will consider all relevant information (see pages 7-9 of this document) and, using all available information :-

- a) Assume the responsibility for the management of the incident
- b) Define nature of alert – evacuation or stand by
- c) Scope the evacuation requirement
- d) Determine the location of the incident in terms of the Bridgwater/ administrative boundary.
- e) Alert responders as required
- f) With relevant emergency services, consider cordon requirements
- g) Consider requirement for a (Multi Agency) Tactical Coordination Group

Work can then begin to:-

- Identify vulnerable people. (SCC/Health) Mapping will allow relevant agencies to begin the process of identifying vulnerable people who may

or will have to evacuate. This work should begin at 'stand by' stage to prevent unnecessary delay.

- Identify Evacuee Assembly Points and Rendezvous Points (Police with relevant emergency services)
- Identify routing and traffic management (SCC/Highways Agency as relevant)
- Identify suitable Places of Safety or Rest Centres by considering cordon requirements and information Police receive regarding the nature of the emergency. They will liaise with Sedgemoor District Council through the Duty Civil Contingencies Officer and decide on an appropriate location.
- Identify transport requirements (Police with SCC)
- Allow other agencies to begin their own alert procedures to respond to the incident.

Bridgwater Evacuation Maps

The following maps will assist the evacuation of parts of Bridgwater:-

- Mapping identifying Bridgwater by grid square, together with the relevant postcodes within each square. These maps will be found in a separate file to assist printing. An example is shown in this Plan.
- A map showing Bridgwater divided through grid squares. A copy is in this Plan.
- As above, showing locations in relation to flood risk
- Zoning map for Bridgwater Town Centre
- Environment Agency detailed mapping is available separately for first responders to gain information in flooding situations. However, the public is able to access the Sedgemoor Strategic Flood Risk Assessment (SFRA)¹² for mapping and information.

Postcodes

Postcodes are relevant because they enable health and social care personnel to identify people known to them who are vulnerable.¹³ This information is particularly relevant for evacuation. A preliminary assessment can take place to determine the risks inherent in moving vulnerable people in an emergency and, if required, to determine the support required to enable this.

¹² www.sedgemoor.gov.uk

¹³ For streets into postcodes – <http://www.zoopla.co.uk/postcode-finder/>
For postcodes into streets. www.doogal.co.uk/

Places of Safety and Emergency Rest Centres

The Local Authority carries the responsibility for the temporary shelter and care of evacuees. Sedgemoor District Council will make arrangements to offer temporary care and shelter to evacuees.

Rest Centres have been identified and these offer temporary shelter and care for up to 48 hours if necessary. **Schools** are identified within this list. However, there is a need to consider the wisdom of placing evacuees within a school:-

- a) if the emergency is at night and there is any risk of the situation continuing
- b) The logistics of placing evacuees and children together in one environment. Some schools have good separate facilities but this will need careful liaison at the time.

A number of **Places of Safety** have been identified to assist town centre evacuation. These offer quick access to a safe location where people are warm and cared for. Police advice should be sought regarding an appropriate location. Some of these locations may not be suitable for any evacuation lasting a number of hours or more. In this case the local authority will make arrangements to move people on to more appropriate accommodation. If necessary, this may be to a more suitable location including a Local Authority Rest Centre.

Contact information

Places of Safety – Contact information for places of safety can be found in a separate file accessible to first responders.

Rest Centres – Schools particularly publish contact information to assist local authorities in choice of Rest Centre. This can only be accessed through the Duty Civil Contingencies Officer.

TOWN CENTRE EVACUATION.

Businesses are potentially at risk from natural or man made emergency situations and should be prepared to deal with the impact

The town centre is defined in the map and forms a retail development spanning the centre of Bridgwater and crossing the river at one point.

There is also a defined retail area in the town centre and other large retail outlets on the edge of Bridgwater.

The photographs over show the town centre looking towards St Marys Church and includes a view of the town centre



The Angel Place Shopping Centre

The Angel Place Shopping Centre is permanently sited in the middle of Bridgwater. It provides 90,000sq.ft of covered retail accommodation.

The Centre Manager is responsible for the day to day running of the shopping centre and one of his roles is to ensure a safe environment for all persons making use of the public area. There are regular tenants meetings.

Minor Incidents

Minor Incidents may be reported to premises management direct. It will be important to determine the extent of the incident to establish whether it can be dealt with by on site resources.

Threats to the business must be taken seriously and a plan put in place to respond to that threat.

An incident leading to an evacuation may come from a number of sources:-

- From the general public, reporting a concern by telephone or direct to a retail unit.
- From information received from utilities
- From information received from the Environment Agency
- From information reported by retailers to the Police.
- Evacuations are led by the Police who alert relevant organisations
- Police will be assisted by PCSOs and shopping centre security staff .
- Pre designated evacuation zones allow identification of discreet areas affected by the incident
- The public should be encouraged to disperse
- Places of Safety are identified to assist movement to a safe place. The Police will give guidance regarding any cordon requirements and where it is safe to go.
- Transport links should be maintained as far as possible outside the affected area

Dispersal

In general, the public should be encouraged to disperse. However, there are many reasons why this might prove challenging.

Some members of the public may be have disabilities

Some people will be reluctant to leave an area unless they are certain their friends are safe

Some will want to stay and watch

Some may not have access to cars or other transport.

This makes it essential to have places of safety for the public.

Actions by Retail

- Retail Units should be familiar with the zone relevant to their own unit and key personnel will carry information regarding the locations of Assembly Points and identified Places of Safety around the centre. They should have their own Incident Management Plan¹⁴ (ideally compliant with the British Standard. This should contain:-

Lists of actions and tasks (checklist)

Emergency Contacts

Roles and Responsibilities

Media Response arrangements

Communications strategy

- Be prepared to consider smaller units who may need assistance in an emergency

The following considerations apply:-

- Need to ensure that all staff are aware of the content of the plan and are able to identify the zone they are in
- Which staff have specific responsibilities for the building area
- Where are the pre identified fire assembly points?
- If identified, where are the bomb assembly points?
- How will you ensure that staff can reach the assembly point?
- Do you have procedures in place to assist staff and visitors with physical/sensory impairments?
- Do you have an emergency grab bag for evacuation of the premises?
- Do you have alternative arrangements if the mobile phone network is not operating as normal?

Town Centre Zones

The Police will determine the zone that needs to be placed on stand by or evacuated.

The Police will give:-

- Detail of the incident and which zone is affected
- Direction of the evacuation
- Give updates on the situation as required
- Decide when it is safe to return.

¹⁴ Section 8 BS 25999 outlines requirements for an Incident Management Plan

On receipt of an alert message for the designated zone, all businesses and residents located within the zone should take appropriate action including (if necessary) implementing their own evacuation procedures.

Retail Units - Actions to be taken if evacuation is required:-

- Listen to the alert message and follow Police advice
- If required, implement the building evacuation plan
Use radio systems to circulate information
- Requests to evacuate may be broadcast using public address systems
- Use security staff and nominated staff to escort everyone from danger
- Do not place anyone in further danger or take unnecessary risk
- Have procedures in place to assist people with disabilities

Zones are described from A to E in the mapping

ID	Defining Characteristics
A	Border – Mount Street, Castle Moat, Cornhill, St Mary Street. Retail area with Angel Place Shopping Centre and the Town Hall
B	Border – Mount Street, Castle Moat, Kings Place, East Quay Contains offices for Sedgemoor District Council, Job Centre Plus and various banks and building societies. Crosses River Parrett
C	Border – East Quay, Eastover, Monmouth Street, the Clink East of the River Parrett it includes the Bus Station, a large Superstore
D	Border – Eastover, Broadway A38, St Mary Street, Crosses the River Parrett. East of the River is the Bridgwater Hospital Minor Injuries Unit, to the West the Balke Museum and the library.
E	Border – St Mary Street, Broadway A39 Mainly commercial properties including Southgate Park

Recovery and Return

The Police decide when it is safe to return. This may be with other emergency services who have been involved.

It should be:-

- Safe for the evacuees to return
- Consider phasing the return of people to avoid congestion

- When to resume public transport
- When to resume operation of the full highway network

MAPS

Maps are provided to identify the boundary of Bridgwater, the town centre zones and grid square maps together with postcodes. A separate file is enclosed to enable printing of large scale maps for use in an emergency.

Map 1. Bridgwater and critical infrastructure.

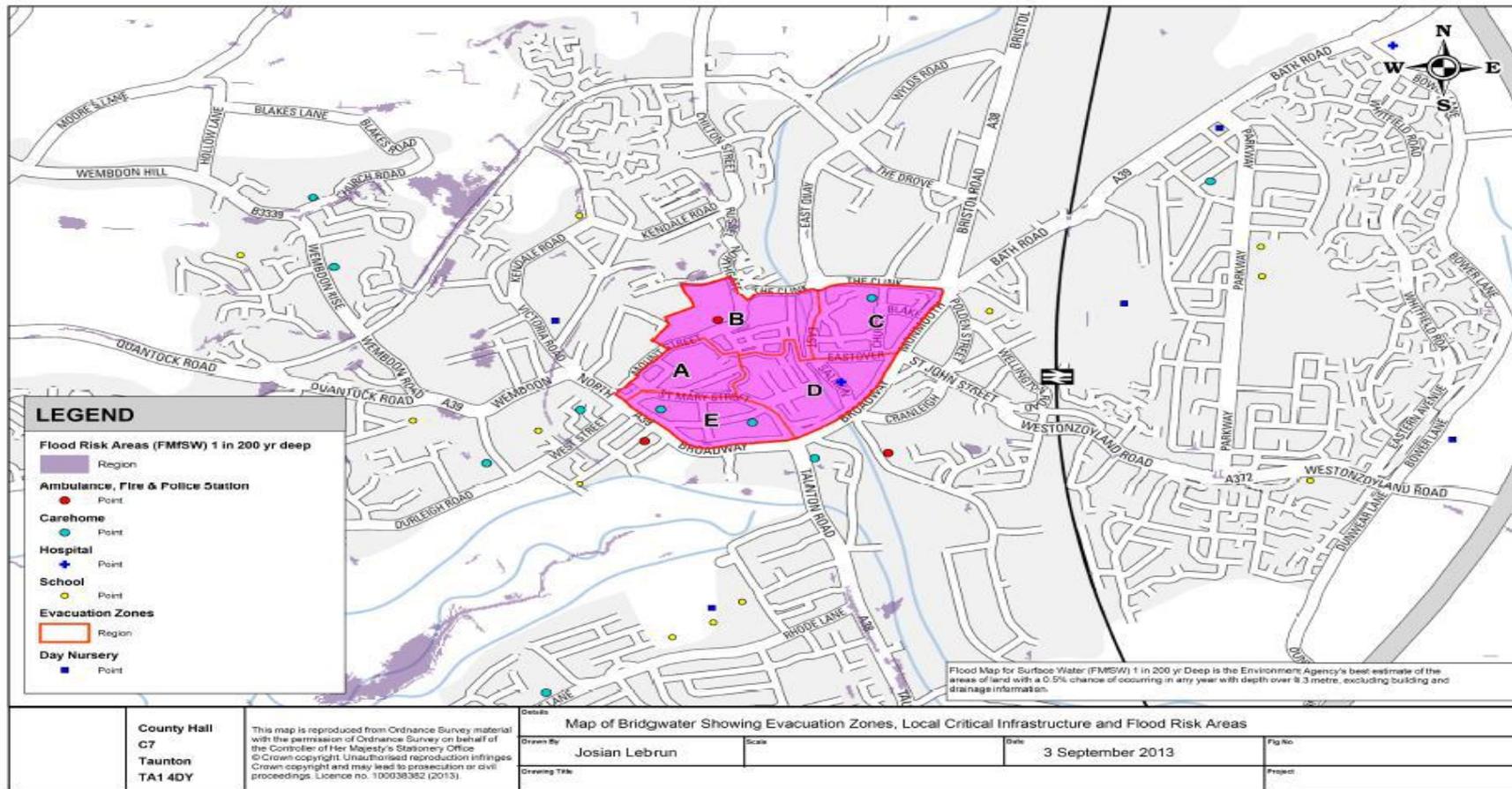
Map 2. Bridgwater Town Centre with zoning

Map 3. Bridgwater defined by grid squares and postcodes

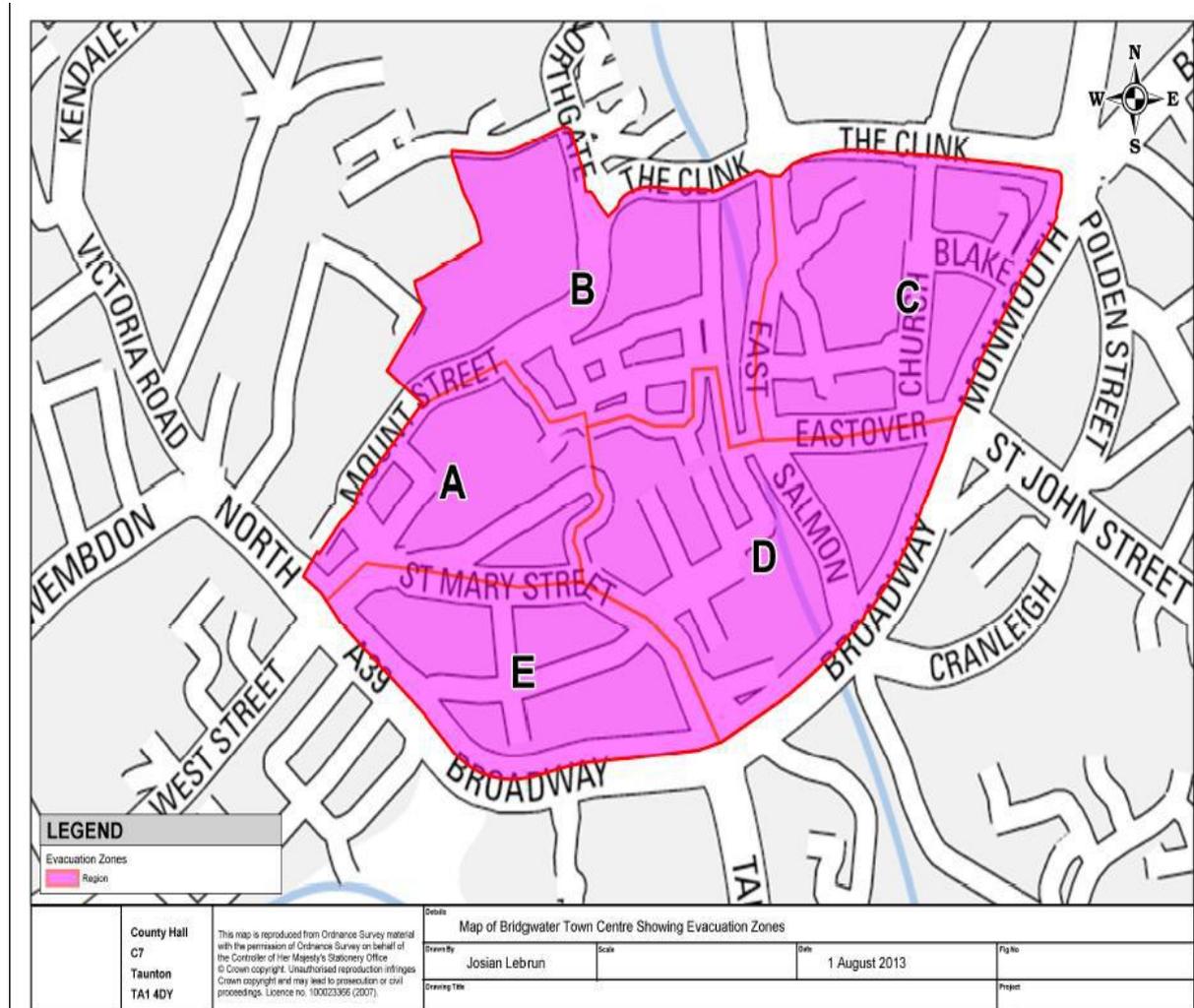
Map 4. Example of the grid square maps found in a separate file.

In addition and to recognise the flood risk to the town of Bridgwater, the Environment Agency has provided specific mapping in a separate file accessible by first responders.

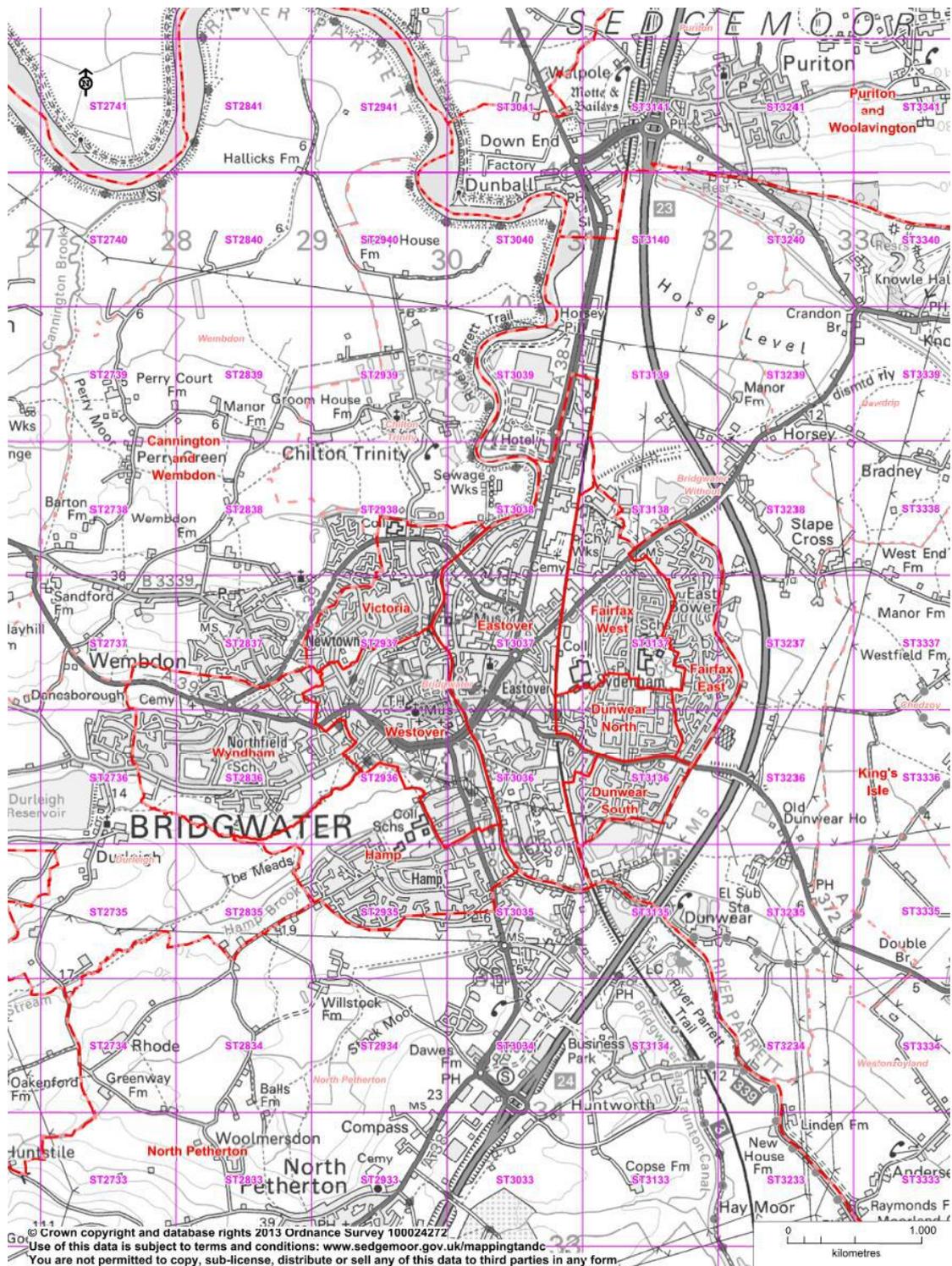
Bridgwater with town centre zoning and critical infrastructure



Bridgwater – Town Centre by zone



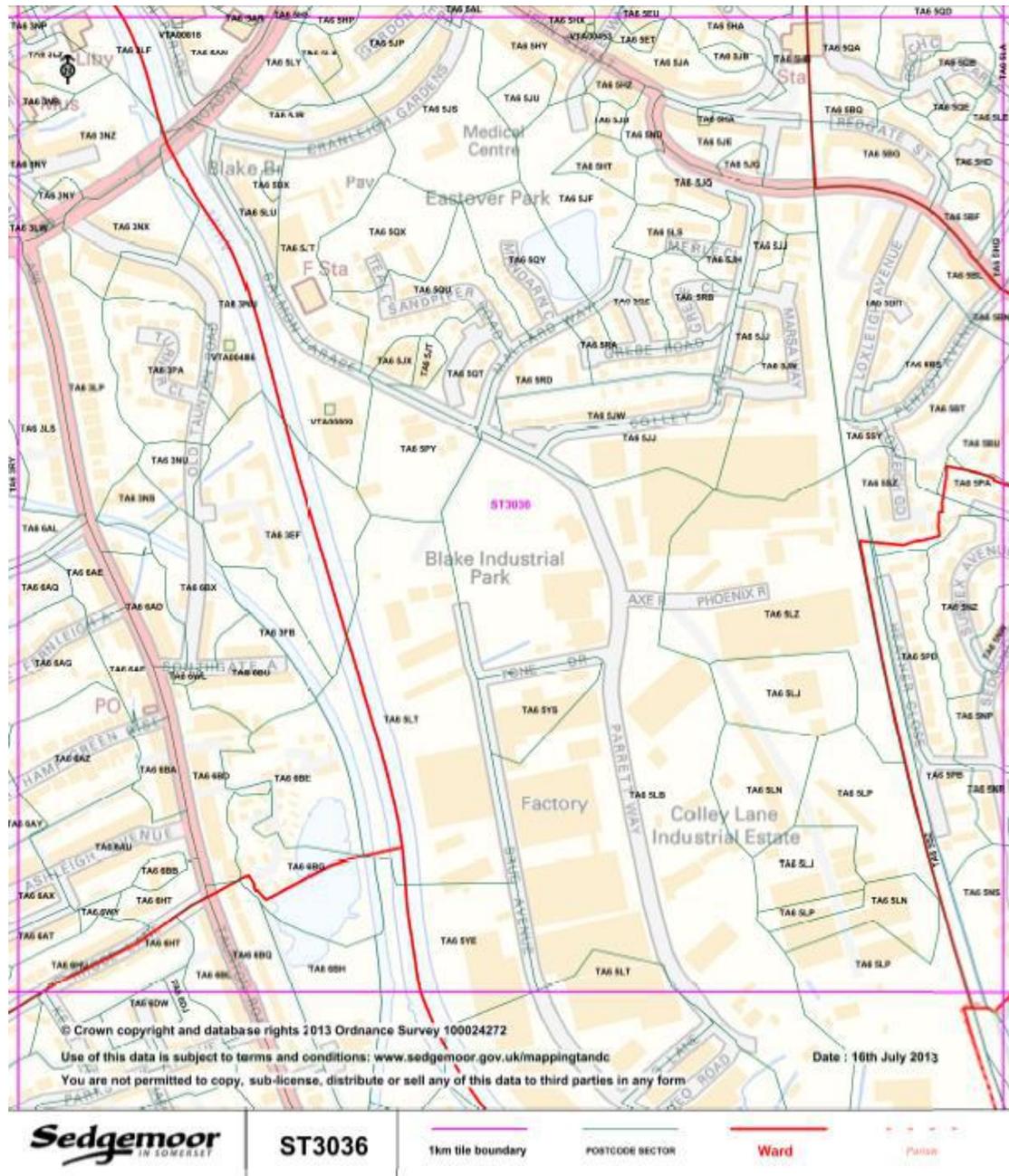
Bridgwater – Map showing grid square definition



Bridgwater Wards & Parishes

1km tile boundary **Ward Name** Parish Name

Bridgwater – Example of grid square map definition with postcodes. All maps available in a separate file.



ANNEX**ASSISTANCE FROM VOLUNTARY AGENCIES REPRESENTED IN THE
SOMERSET EMERGENCY VOLUNTARY AGENCIES GROUP**

(Activated by the Somerset Local Authorities Civil Contingencies Unit)

TITLE	ROLE	ADDITIONAL CAPABILITY
Wessex 4 x 4 Response	4 x 4 Vehicles to enable transportation/procurement in emergency situations	Units are now scattered across UK and have effective arrangements to assist each other as required
Sky Watch	Light Aircraft to observe & report. (Micro lights locally)	UK resource with access to other aircraft. Aerial observation as required. (ON HOLD PENDING NEW ORGANISATION)
Freewheelers Emergency Voluntary Service	Transportation via blue light Motorcycles (Health resource for transporting blood but willing to assist as required)	Useful resource when congested road conditions prohibit response. Units across the South West.
RAYNET	Emergency Radio Communication	Work ongoing to ensure effective links across Local Authorities in Somerset and beyond
Plymouth Brethren	Large numbers of people available to assist as required. Have rapid response team	Personnel and resources (transport etc) to assist. Capacity to help as required including filling sandbags, feeding, transport. Etc.
British Red Cross	First Aid Services, procurement of medical equipment, additional resources as required	Have access to UK emergency stores (nearest in Bristol). Experience in Disaster Management. Trained to offer helplines and appeals during and following disasters
St John Ambulance	As above.	Local and UK resource with numbers of trained personnel.
Victim Support, Somerset	Trained personnel to assist the victims of crime (including disasters)	Local and UK resource

TITLE	ROLE	ADDITIONAL CAPABILITY
The Samaritans	Trained personnel to assist the distressed	Local and UK resource
The Salvation Army	Humanitarian support in emergencies	Clergy and others trained to assist the emergency response.
The Faith Communities Response Team	Humanitarian support in emergencies	Trained clergy to assist the response. Access to multi faith representatives as required
Burnham Rescue Boat & Hovercraft	Trained personnel/boat and hovercraft capabilities to assist as required	Linked to HM Coastguard but willing to assist inland as required
Rotary International	Numbers of personnel to assist as required. Flexible role	Expect to work with clear leadership but with considerable numbers to call upon as required.
Citizens Advice Bureau	Emergency benefits advice	Impartial advice in Rest Centres or other advice centres.
South West Rescue Association	Recognised blue light service offering rescue capabilities	Trained in swift water rescue
Exmoor Search & Rescue	As above	Trained in swift water rescue