

# Local Emergency Information

**IF YOU ARE IN IMMEDIATE DANGER CALL 999**

**DO NOT ATTEMPT TO TACKLE AN EMERGENCY IF IT WILL PUT YOURSELF OR OTHERS AT RISK**

The aim of this guide is to list human and material resources likely to be of assistance to householders in an emergency in Whiteparish. Whiteparish Parish Council, its councillors and officers, accept no liability for any consequence of using this guidance information.

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.

In the event of an Emergency affecting a large portion of the community, where Wiltshire Council and other main services are unable to assist initially the Community Emergency Contact, Jim Bishop and the Parish Council Chair, assisted by the Parish Clerk, will assume the role of Emergency contacts. Wiltshire Council Emergency Planning and Resilience contacts: Chris Manuel: [chris.manuel@wiltshire.gov.uk](mailto:chris.manuel@wiltshire.gov.uk) / 07557 317381 and Sarah Kelly: [sarah.kelly@wiltshire.gov.uk](mailto:sarah.kelly@wiltshire.gov.uk). Many issues can be reported to Wiltshire Council on the "My Wilts" App

## **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

## **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 999 call - but check.
3. Begin recording details including:-
  - Any decisions you have made and why.
  - Actions taken.
  - Who you spoke to and what you said. (Including contact numbers).
  - Any information received.

It is recognised that some of those named or recognised in this plan are not trained or resourced to carry out functions of the emergency services. The response will be confined to supporting the welfare of the people in the community. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis. **Under no circumstances should you put yourself or others at risk to fulfil these tasks.**

## Directory of Resource and Advice Contacts

EMERGENCY SERVICES				
Contact	Service		Address/ Email	Website
Emergency	Fire / Police / Ambulance	999		
Police	Crime	101	Wiltshire Police, Bourne Hill, Salisbury SP1 3UZ	<a href="http://www.wiltshire.police.uk">www.wiltshire.police.uk</a>
Crimestoppers	Crime	0800 555 111.		<a href="https://crimestoppers-uk.org">https://crimestoppers-uk.org</a>
Wilts and Dorset Fire and Rescue	Fire	01722 691000 0306 799 0019 (out of hours)	Dorset & Wiltshire Fire and Rescue Service Five Rivers Health & Wellbeing Centre, Hulse Road, Salisbury SP1 3NR	<a href="https://www.dwfire.org.uk">https://www.dwfire.org.uk</a>

WILTSHIRE COUNCIL				
Contact	Service		Address/ Email	Website
Wiltshire Council	Main Line:	0300 456 0100	customerservices@wiltshire.gov.uk	<a href="https://www.wiltshire.gov.uk">https://www.wiltshire.gov.uk</a> Can redirect to many services
Wiltshire Council	My Wilts reporting			<a href="https://www.wiltshire.gov.uk/mywilts-online-reporting">https://www.wiltshire.gov.uk/mywilts-online-reporting</a>
Wiltshire Council	Emergency Planning	01225 713159	<a href="mailto:emergencyplanning@wiltshire.gov.uk">emergencyplanning@wiltshire.gov.uk</a> <a href="mailto:EPRR@wiltshire.gov.uk">EPRR@wiltshire.gov.uk</a> (during an incident)	
Wiltshire Council	Emergency supplies and resources	0300 456 0100		<a href="https://www.wiltshire.gov.uk/civil-emergencies">https://www.wiltshire.gov.uk/civil-emergencies</a>
Wiltshire Council	Animal Health	0300 456 0100		

<b>GOVERNMENT AGENCIES</b>				
<b>Contact</b>	<b>Service</b>		<b>Address/ Email</b>	<b>Website</b>
Environment Agency	Floodline	0345 9881188	enquiries@environment-agency.gov.uk	<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
Environment Agency	Incident Line	0800 807060		
Department for Environment, Food & Rural Affairs	Animal & Plant Health	03459 335577 Rural Services 03000 200301		<a href="https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs">https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs</a> <a href="https://www.gov.uk/government/organisations/animal-and-plant-health-agency">https://www.gov.uk/government/organisations/animal-and-plant-health-agency</a>
Met Office	Weather forecast			<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
Flood Check	Flood check	0345 988 118		<a href="https://check-for-flooding.service.gov.uk/">https://check-for-flooding.service.gov.uk/</a>

<b>MEDICAL</b>				
<b>Contact</b>	<b>Service</b>		<b>Address/ Email</b>	<b>Website</b>
South West Health Protection Team	Medical	0300 303 8162	swhpt@ukhsa.gov.uk	<a href="https://www.gov.uk/guidance/contacts-phe-health-protection-teams">https://www.gov.uk/guidance/contacts-phe-health-protection-teams</a>
NHS Direct	Medical	111		<a href="http://www.nhs.uk">www.nhs.uk</a>
Defibrillator x 2	Medical		Outside Parish Lantern PH, Romsey Rd, Whiteparish SP5 2SA Outside Memorial Centre Common Rd Whiteparish SP5 2SU	
Salisbury Walk in Health Centre	Medical	01722 331191		
Whiteparish Surgery	Medical	01794 884269	Common Rd Whiteparish SP5 2SU	<a href="https://www.whiteparishsurgery.co.uk">https://www.whiteparishsurgery.co.uk</a>
Tesco Instore Pharmacy	Medical Supplies	01722 651002	Bourne Centre, Southampton Rd, Salisbury SP1 2NY.	

**WHITEPARISH****Obtain approval from relevant Contact for Service availability.**

Contact	Service		Address/ Email	Website
Whiteparish Community Emergency Contact	Community Emergency	07506 565036	<a href="mailto:j.bishop@whiteparish-pc.gov.uk">j.bishop@whiteparish-pc.gov.uk</a>	
Whiteparish Parish Council	Parish Council	07437 515011	<a href="mailto:clerk@whiteparish-pc.gov.uk">clerk@whiteparish-pc.gov.uk</a>	<a href="https://www.whiteparish-pc.gov.uk/">https://www.whiteparish-pc.gov.uk/</a>
Whiteparish	Village Information			<a href="https://whiteparish.org.uk/">https://whiteparish.org.uk/</a>
Whiteparish Memorial Centre	Shelter / Warm Space		Common Road, Whiteparish. SP5 2SU	<a href="mailto:whiteparish.memorial.booking@hotmail.com">whiteparish.memorial.booking@hotmail.com</a>
Whiteparish All Saints Church	Shelter / Rest Centre		Common Road Whiteparish	
Whiteparish All Saints Primary School	Shelter / Rest Centre	01794 884420	Common Road Whiteparish	
Whiteparish Village Shop	Food / water	01794 884221	The Street Whiteparish	

<b>UTILITIES</b>				
<b>Contact</b>	<b>Service</b>		<b>Address/ Email</b>	<b>Website</b>
Wessex Water	Water supply	0345 6004600		<a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a> <a href="https://www.wessexwater.co.uk/additional-support/priority-services">https://www.wessexwater.co.uk/additional-support/priority-services</a>
Southern Water	Sewerage	0800 0270363		<a href="http://www.southernwater.co.uk">www.southernwater.co.uk</a>
Wessex Water	Leak stoppers	0800 6920692	operational.enquiries@wessexwater.co.uk	<a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a>
SGN	Gas Emergency	0800 111 999		<a href="http://www.sgn.co.uk">www.sgn.co.uk</a>
SGN	Priority Services	0800 975 1818	customer@sgn.co.uk.	<a href="https://www.sgn.co.uk/help-and-advice/extra-help/priority-services-register">https://www.sgn.co.uk/help-and-advice/extra-help/priority-services-register</a>
Scottish & Southern (SSEN)	Electricity	0800 072 7282		<a href="http://www.ssen.co.uk">www.ssen.co.uk</a> Powertrack: <a href="https://powertrack.ssen.co.uk/powertrack">https://powertrack.ssen.co.uk/powertrack</a>
SSEN	Priority Services	0800 294 329		<a href="https://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/">https://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/</a>
BT	Phone/ Broadband			<a href="https://www.bt.com/">https://www.bt.com/</a>

<b>OTHER ADVICE</b>				
<b>Contact</b>	<b>Service</b>		<b>Address/ Email</b>	<b>Website</b>
National Flood Forum	Advice	01299 403 055		<a href="https://nationalfloodforum.org.uk/">https://nationalfloodforum.org.uk/</a>
Citizens Advice	Advice			<a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>
Forestry Commission	Forest issues	0300 067 4321		<a href="https://www.gov.uk/government/organisations/forestry-commission">https://www.gov.uk/government/organisations/forestry-commission</a>

## **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 0345 988 1188** or visit the website **[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)**

### **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.

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.

### **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 some of the radio frequencies that cover South Wiltshire:

BBC Radio Wiltshire 103.5FM (Salisbury & South Wiltshire)

BBC Radio Solent FM 96.1/103.8 MHz