



Simple Plans Safer Places ☒

COMMUNITY EMERGENCY PLAN

Community Name:	Wells (City)
Plan Owner:	Wells City Council
Address:	Wells City Council, Town Hall, Market Place, Wells, Somerset BA5 2RB
Local Community Network:	Mendip and Rural
Data Protection:	• Personal data must only be held by authorised partner agencies. • Volunteers must not store or share personal information. • Any safeguarding concerns must be reported to the Welfare Lead immediately.

1. Background

Wells City Council (WCC) may have an important role in both the response to, and recovery from, an emergency. It is possible that WCC may be able to act faster than some responding agencies and the local knowledge possessed by WCC may prove invaluable.

By completing a Community Resilience Emergency Plan, WCC is putting in place arrangements to mobilise resources that exist in our community to support residents, businesses, visitors and outside agencies in the event of an emergency. During a major, wide area incident, it could be some time before responding agencies are able to offer assistance and by planning in advance, WCC could provide key assistance coordinating local response activities.



WELLS CITY COUNCIL Agenda Item 14.5



2. Plan Aim

The aim of the Community Plan is to increase short term Community Resilience in response to an Emergency occurring in the local area Definition of Community Resilience: 'Communities and individuals harnessing local resource and expertise to help themselves in an emergency, in a way that compliments the response of the emergency services'

3. Local Risk Assessment:

Risk	Impact on Community	Preparation
Major Traffic Incident	• Disrupted traffic in and out of the city. Slow moving traffic on smaller B roads. • Residents unable to travel to or from work/school. • Possible damage to buildings/bridges. • Potential loss of life.	• Identify hotels/locations where stranded motorists can be accommodated. • Identify local cafés/supermarkets for refreshments should stranded motorists need it. • Identify alternative routes through the city. • Update social media platforms.
Floods (Keward Brook can cause flooding throughout City Centre, specifically Silver Street, Southover and A371. Tor Hill Woods can cause flooding of Tor Street, B3139, Tor Hill Lane, Bekynton Avenue Flood Basin at Godwin Close, Knight Road	• Potential homelessness. • Road closures. • Blocked access to City Centre • Possible damage to property (residential and business)	• List of appropriate voluntary / community organisations able to assist vulnerable residents. • Identify premises for rest centre and inform Somerset Emergency Planning Team. • Encourage residents to improve home and business flood defences. • Distribution of flood warnings
High Winds	• Structural damage to buildings and residential property. • Roads closures due to debris. • Potential homelessness. • Potential temporary evacuation of residents.	• Identify premises for rest centre and inform Somerset Emergency Planning Team • List of appropriate voluntary / community organisations able to assist vulnerable residents. • Prepare list of local building contractor.



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Chemical Spill / Explosion / Fire	• Potential structural damage to buildings and residential property. • Atmospheric pollution.	• Identify premises as forward control for use by the Emergency Services. • Contact Environment Agency. • Prepare list of local building contractors.
Gas Pipeline Explosion – Oil line	• Potential loss of life. • Possible homelessness. • Potential structural damage to buildings and residential property. • Loss of infrastructure.	• Identify premises as forward control for use by the Emergency Services. • Identify premises for rest centre and inform Somerset Emergency Planning Team • Prepare list of local building contractors.
Air Pollution	• Breathing problems	• Identify vulnerable residents. • Comms messages on local Social Media platforms. • Follow Public Health advice to keep residents indoors, close windows.
Subsidence	• Potential structural damage to buildings and residential property. • Possible homelessness	• Identify premises as forward control for use by the Emergency Services. • Identify local B&Bs. • Prepare list of local building contractors. • Contact structural engineers.
Severe snowfall and icy conditions.	• Housebound vulnerable residents unable to obtain supplies. • Gridlock traffic in and out of the city. • Residents unable to go to work / school. • Possible damage to buildings / bridges.	• Identify housing occupied by vulnerable residents. Contact Somerset Council for list of vulnerable residents. • Prepare list of voluntary agencies and community groups who may deliver essential supplies to vulnerable residents. • Check gritting routes with Somerset Council on Somerset webpage. • Update social media platforms. • Identify food/drink and overnight provision is needed for stranded motorists.



WELLS CITY COUNCIL Agenda Item 14.5



Prolonged excessive heat weather conditions	• Housebound or vulnerable residents unable to cope with heat. • Disruption to business, events and services	• Identify households with very young or elderly residents whose systems cannot cope with extreme heat, via WCN databases. • List of voluntary agencies to support vulnerable residents. • List of suppliers for electrical fans • Actively communicate health messages
Animal Disease, e.g. foot and mouth	• Closure of some footpaths	• Identify local footpaths • Maintain contact with Somerset Council representatives.
Pandemic	• Disruption to amenities, impact on local business. • Vulnerable residents unable to gain access to supplies and medication • Transport provision to health facilities • Closure of services to support essential need.	• Revert to online meetings to reduce interaction. • Work with Somerset to identify housing occupied by vulnerable residents. • Prepare list of voluntary agencies and community groups who may deliver essential supplies to vulnerable residents.
Fire	• Potential temporary evacuation of residents. • Smoke inhalation • Large number of historic and graded buildings • Compact City Centre	• List of premises suitable for supplementing Somerset rest centres and evacuation plans. • Support and actively encourage good fire safety through regular comms with traders and businesses.
Water Supply Failure	• Potential temporary evacuation of residents. • Potential loss of life. • Disruption to amenities, impact on local business • Housebound vulnerable residents unable to obtain supplies. • Health hazard from untreated water	• List of premises suitable for supplementing Somerset rest centres and evacuation plans. • Distribute local water supplies to assist utility companies • Support and actively encourage comms with residents and business for preparedness
National Power Outage	• Potential temporary evacuation of residents. • Potential loss of life. • Loss of infrastructure.	• Identify buildings with back-up generators to use as hub / safe place /charging station.



WELLS CITY COUNCIL Agenda Item 14.5



	• Disruption to amenities, impact on local business • Housebound vulnerable residents unable to obtain supplies.	• Identify vulnerable people who use lifesaving medical equipment. • Identify water and food suppliers. • Identify alternative methods of communication.
Crowd Safety / Event (Carnival, Markets, Events, Fair, Civic or Memorial Events)	• Large Crowds • Crush or Fall Injury • Damage to reputation and businesses	• Ensure well organised and managed events, supported through Event Management Plans and Risk Assessments confirmed by event organisers • Ensure events properly marshalled and stewarded • Ensure events lead officer assigned to event and confirmed by land owner

4. Activation Triggers:

This plan can be activated by the following means and action taken as indicated

Source	Action to be taken
A telephone call from any of the Emergency Services or Somerset Emergency Planning Team to Wells City Council Town Clerk / Emergency Community Co-ordinator / Deputy Emergency Community Co Ordinator.	• Take a detailed note of the nature of the emergency and any request for immediate assistance. • Make a note of the organisation, name, address, and telephone number of the caller. • Activate the "WhatsApp Group for Emergency Coordinators" if appropriate. • Emergency Community Co-ordinator to set up a command post at most appropriately location rest centre from the identified list • Inform Emergency Services and Somerset Emergency Planning Officers of the location and contact numbers of the agreed Command Post. • Take appropriate action as requested by the Emergency Services and or Somerset Council
A telephone call from a member of the public direct to Wells City Council but no communication possible with Emergency Services or Emergency Planning Team.	• Take a detailed note of the nature of the emergency and any request for immediate assistance. Include exact location, type of incident, any hazards, access issues and any casualties. • Make a note of the name, address, and direct telephone number of the caller.



WELLS CITY COUNCIL Agenda Item 14.5



	• Convey this information to the Emergency Community Co-ordinator who will activate the “WhatsApp Group or telephone tree for Emergency Coordinators” if appropriate. • Emergency Community Co-ordinator to set up a command post at the most appropriately location rest centre from the identified list. • Emergency Community Co-ordinator to take all appropriate action until communication can be made with the Emergency Services who will thereafter take control of the incident. This to include, if necessary, the calling of a Community Emergency Meeting • Take appropriate action as requested by the Emergency Services and Somerset Emergency Planning Officer.
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5. Communications

The Communications Strategy ensures clear and consistent information is shared with residents, businesses, volunteers and partner agencies during emergencies, using primary channels such as the Wells City Council website, Facebook, Instagram (when active), BBC Somerset and any partner emails, with backup options including amateur radio, door-to-door checks and printed notices. All messaging is controlled by the Communications Lead, who approves updates, coordinates with Somerset Council, maintains an information log and issues regular communications.

Pre-prepared message templates are in place, and outline what is happening, what people need to do, where to go and when the next update will be provided.

Information flows from verified sources including the Coordinator, Somerset Council, emergency services, rest centres and the Volunteer Coordinator, with all communications logged and backup channels used if digital systems fail.

Rumour control involves monitoring social media, correcting misinformation quickly and directing the public to official channels. Coordination with partner agencies (such as Civil Contingencies, Police, Fire & Rescue, Wessex Water, National Grid, schools and care providers) which ensures consistent messaging.

All communications will be accessible, using plain English, visual formats, printed versions for non-digital residents and consideration for hearing or visual impairments. After an incident, a summary update, recovery information and thanks to volunteers and partners should be issued.



WELLS CITY COUNCIL Agenda Item 14.5



6. Community emergency groups roles and responsibilities:

Co-Ordinator (Town Clerk)	Leads local response, liaises with Somerset Council and approves actions.
Deputy Coordinator (Nominated Senior Officer)	Supports and covers the coordinator – Can step in as the Main Coordinator with agreement.
Loggist (Customer Services)	Maintains the incident log using METHANE process
Communications lead (Comms Officer)	Manages all public and community messaging.
Volunteer Coordinator (Customer Services)	Deploys volunteers, ensures safety briefing, tracks welfare
Welfare Lead (Customer Services)	Oversees vulnerable residents, safeguarding, and welfare checks.

APPENDIX A: First Steps Action Card for Initial Responding Officer & METHANE

Step 1: If there is any risk to life call 999

Check for fire, gas leaks/ smells, flooding, downed power lines or structure damage. Ensure untrained workers/ volunteers Do Not enter unsafe areas.

Activate the plan:

1. Confirm the 'trigger' (flooding, weather, power outage, evacuation, etc.)
2. Gather all initial information using METHANE chart below.
3. Ensure all appropriate emergency services are contacted.
4. Notify the Co-ordinator (Town Clerk or Nominated Deputy)
5. Town Clerk to notify Somerset Civil Contingencies Unit (if appropriate)
6. Co-ordinator to start incident log
7. Co-ordinator to assemble emergency management team
8. Co-ordinator to activate communications with the public via Comms Officer to manage corporate messages.
9. Co-ordinator to evaluate and liaise with partner organisations to check on vulnerable residents.
10. Co-ordinator to decide on rest centre activation if required.



WELLS CITY COUNCIL Agenda Item 14.5



METHANE

M	MAJOR INCIDENT	Has a major incident been declared? (Yes/No – If 'No', then complete ETHANE message)	<i>Include the date and time of any declaration.</i>
E	EXACT LOCATION	What is the exact location or geographical area of the incident?	<i>Be as precise as possible, using a system that will be understood by all responders.</i>
T	TYPE OF INCIDENT	What kind of incident is it?	<i>For example, flooding, fire, utility failure or disease outbreak.</i>
H	HAZARDS	What hazards or potential hazards can be identified?	<i>Consider the likelihood of a hazard and the potential severity of any impact.</i>
A	ACCESS	What are the best routes for access and egress?	<i>Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.</i>
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?	<i>Use an agreed classification system such as P1; P2; P3 and dead.</i>
E	EMERGENCY SERVICES	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	<i>Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.</i>

The M/ETHANE model is an established reporting framework which provides a common structure for emergency responders to share incident information.

It is recommended that this format is used for all incidents and be updated as the incident develops. For incidents falling below the major incident threshold M/ETHANE becomes an 'ETHANE' message. The visual advises what should be collected for each element.



WELLS CITY COUNCIL Agenda Item 14.5



APPENDIX B: VOLUNTEER ACTION CARD

Volunteer Action Card

This card is a quick hand out to anyone acting as a volunteer on the emergency presented.

Remember!

- **Be safe and aware of your surroundings - where there's risk to life call 999**
- **Follow actions below - don't do anything that may put yourself or others at risk**

Volunteer Safety & Engagement Rules

- Never put yourself in danger. (Do not enter floodwater, do not enter damaged buildings)
- Do not move injured people.
- Do not attempt rescues.
- Always work in pairs.
- Wear PPE.
- Log all actions.
- Report safeguarding concerns immediately.
- Do not offer communications on behalf of the incident.
- Do not make direct decisions associated with the incident.

Action	Complete (Y/N)

APPENDIX C: VOLUNTEER ACTION LOG

Volunteer Action Log

Remember! Keep a record of your actions and report back any important information to your coordinators One card should be issued per person and retained by the event coordinator.

Name:	
Information, decisions and actions	Date/Time



WELLS CITY COUNCIL Agenda Item 14.5



APPENDIX D: HEALTH AND SAFETY AIDE MEMOIR

Before undertaking any activity all those involved with activation of this plan must be briefed on arrangements and their own responsibilities with regard to health and safety. This tick list is designed to allow you a quick debrief and ensure that those being deployed, can do so safely.

When offering the briefing, consider setting up a station for each of the above, to allow volunteers to “kit up” quickly and efficiently.

1. Only activity that can be conducted safely and without the help of the emergency services should be undertaken. NEVER put yourself at risk.
2. Advise of the incident and relay METHAN information only. Do not offer opinion or hearsay. Fact only.
3. All deployment should be reminded that no communication should be provided. All messaging must be managed centrally in order to manage the narrative and ensure correct and safe information is provided.
4. Do volunteers and staff have the required Personal Protective Equipment such as reflective clothing, gloves and safety boots
5. Do volunteers and staff have the appropriate aids such as a torch or whistle as well as personal items such as phone, keys, money, snacks and water
6. Do volunteers and staff have transport arrangements and vehicle suitability
7. Are all parties operating safe practice such as working in groups or pairs
8. Advise on communications arrangements including frequency and method or reporting back.
9. Do volunteers and staff have use of tools and equipment including any previous training/experience required
10. Have all parties received the action card and guidance for activity conducted



WELLS CITY COUNCIL Agenda Item 14.5



APPENDIX E: CONTACT INFORMATION

Community Emergency Group		
Name	Role	24hr Contact
Haylee Wilkins	Town Clerk, Wells City Council	01749 673091
Denise Denis	Mayor of Wells City Council	01749 673091
Somerset Council	Director, Somerset Council	0345 123 2224
Local Volunteers and Community Organisations		
Name	Contact	
Wells Community Network	01749 467079	
St Johns Ambulance	01749 676359	
Elim Connect Centre	01749 677097	
CB/Amateur Radio Operators	wellscountyamateurradioclub.wordpress.com	
4X4 Drivers	Information@4x4specialist.co.uk	
Wells Rotary Club	www.rotary-ribi.org/clubs/contact	
Round Table	0121 456 4567	
Lions	0345 833 6736	
Somerset Council and neighbouring community contacts		
Name	Contact	
St Cuthbert Out Parish Council	07496 198032/07925 711984	
St Cuthberts Church	Churchwarden/Parish Administrator: Antonia Gwynn	
	Churchwarden: Phil Kitcher	
	01749 676906	
Wells Cathedral	Nerys Watts 01749 674483	
Bishops Palace	Merryn Kidd 01749 988111	
Wookey Parish Council	01749 670938/wookey.pc@tiscali.co.uk	
Wookey Church Hall	01749 678632/charmiancowper@gmail.com	
Henton Hall	07789874402/vanessa@vlancaster.co.uk	
Other useful contacts		
Name	Contact	Location
Wells Health Centre	01749 672137	Wells Health Centre, Priory Health Park Glastonbury Road
City Practice	01749 836650	City Practice, Priory Health Park Glastonbury Road



WELLS CITY COUNCIL Agenda Item 14.5



Boots	01749 675508	Priory Health Park, Glastonbury Road
Boots	01749 673138	High Street, Wells
Wells Health Centre	01749 672137	Wells Health Centre, Priory Health Park Glastonbury Road

APPENDIX F: SHELTER INFORMATION

Name	Town Hall	Map reference	///balloons.horses.swims
Purpose	Emergency Rest Centre, or Office Buildings		
Address	Town Hall, Market Place, Wells, Somerset, BA5 2RB		
Details		Contact details of key holder	
Town hall buildings, multiple rooms, with variety of accommodation sizes, total capacity of building 350 people.		Wells City Council 01749 673091 (out of normal working hours, message will provide emergency contact number)	
Wheelchair access		✓	
Accessible toilets		✓	
Quiet spaces		✓	
Hearing loops (if available)		✓	
Safeguarding Lead on duty		✓	
Key-holder contact		✓	
Maximum capacity		700	

Name	Portway Annexe	Map reference	///uncle.gobblers.spirits
Purpose	Emergency Rest Centre, or Office Buildings		
Address	Portway Annexe, Portway, Wells, Somerset BA5 2QF		
Details		Contact details of key holder	
Town hall buildings, multiple rooms, with variety of accommodation sizes, total capacity of building 200 people.		Wells City Council 01749 673091 (out of normal working hours, message will provide emergency contact number)	
Wheelchair access		✓	
Accessible toilets		✓	
Quiet spaces		✓	
Hearing loops (if available)		✓	
Safeguarding Lead on duty		✓	
Key-holder contact		✓	
Maximum capacity		300	

Name	Wells Blue School/Sports Hall	Map reference	///winter.summit.ridge
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WELLS CITY COUNCIL Agenda Item 14.5



Purpose	Emergency Rest Centre		
Address	Wells Blue School, Kennion Road, Wells, Somerset BA5 2NR		
Details		Contact details of key holder	
Large senior school and adjoining sports centre with sports hall		01749 678799	
Wheelchair access		✓	
Accessible toilets		✓	
Quiet spaces		✓	
Hearing loops (if available)		✓	
Safeguarding Lead on duty		✓	
Key-holder contact		✓	
Maximum capacity		500	

Name	St Cuthberts Church	Map reference	///crumble.monument.costumed
Purpose	Emergency Rest Centre		
Address	St Cuthberts Church, St Cuthbert Street, Wells Somerset		
Details		Contact details of key holder	
Medium size church.			
Wheelchair access		✓	
Accessible toilets		✓	
Quiet spaces		✓	
Hearing loops (if available)		No	
Safeguarding Lead on duty		✓	
Key-holder contact		✓	
Maximum capacity		300	

Name	Wells Cathedral	Map reference	///gambles.safe.afterglow
Purpose	Emergency Rest Centre		
Address	Wells Cathedral, St Andrews Street, Wells Somerset		
Details		Contact details of key holder	
Large Cathedral, with adjoining rooms and provision. On site café provision.			
Wheelchair access		✓	
Accessible toilets		✓	
Quiet spaces		✓	
Hearing loops (if available)		✓	
Safeguarding Lead on duty		✓	
Key-holder contact		✓	
Maximum capacity		1200	