



Preparing for Emergencies

The Community Emergency Plan Companion

Everything you need to know about creating a community
emergency plan for your community

Second Edition

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Foreword

In an era marked by increasing climate change, natural disasters, and unforeseen crises, the resilience of communities has never been more essential. While governments and emergency services play crucial roles in responding to disasters, the backbone of a community's ability to recover lies in its own preparedness. This is where community-based emergency planning becomes indispensable.

A community-based emergency plan or CEP is not merely a document; it's a blueprint for survival and recovery. It outlines the steps a community should take to mitigate the impacts of emergencies, respond effectively during crises, and rebuild in the aftermath. By involving all members of the community, from individuals to businesses and organisations, these plans foster a sense of ownership and responsibility, ensuring that everyone knows their role in safeguarding their community.

The benefits of community emergency planning are many. Such plans:

- **Enhance community resilience:** By identifying potential hazards, developing response strategies, and building partnerships, communities can better withstand and recover from disasters.
- **Promote preparedness:** When individuals and businesses know what to do before, during, and after emergencies, they are better equipped to protect themselves and their loved ones.
- **Strengthen community bonds:** The process of creating and implementing an emergency plan can foster a sense of unity and cooperation among community members.
- **Improve emergency response:** A well-developed CEP can help emergency services respond effectively and efficiently to disasters.
- **Facilitate recovery:** By outlining recovery strategies, communities can speed up rebuilding and returning to a new state of normal.

In the following chapters, we will explore the key components of a community-based emergency plan, including roles, responsibilities, hazard identification, risk assessment, response strategies, and recovery planning. By understanding these elements and working together to implement them, communities can build a stronger, more resilient future.

Contents

Foreword	2
Chapter 1: Forming a Community Emergency Response Team (CERT)	4
Benefits of Forming a CERT	4
Roles and Responsibilities of CERT Volunteers	5
CERT Leader:	5
Deputy CERT Leader(s):	6
CERT Emergency Support Manager:	6
CERT Deputy Emergency Support Centre Manager:	6
CERT Emergency Support Centre Meet and Greet Volunteers:	7
CERT Emergency Support Centre Registration Volunteers:	7
CERT Flood Warden(s):	7
CERT Loggists:	7
CERT Members:	7
Chapter 2: Understanding the Risks	8
Natural Hazards	8
Accidental or Man-made Hazards	8
Health Related Hazards	8
Assessing Risk	9
Chapter 3: Developing a Community Emergency Plan (CEP).....	11
Key Components of an Emergency Plan	11
Developing the Plan	11
Community Involvement	11
How to Use the Community Emergency Plan Template	12
Step-by-Step Guide:	12
Key Sections and Their Purpose:	13
Chapter 4: Indemnity Insurance	14
Importance of Indemnity Insurance for CERTs	14
Other Defining Legislation	14
Chapter 5: CERT Training	15
Training Methodologies	15
Training Content	16
Evaluation Strategies	16
Chapter 6: Building a Resilient Future Together	17

Chapter 7: Engagement leaflet	17
Insert Community Name	19
Chapter 8: Building a Plan Together	23

Chapter 1: Forming a Community Emergency Response Team (CERT)

Before you start to develop your Community Emergency Plan (CEP), let's take a moment to talk about forming a Community Emergency Response Team (CERT). This is a group of volunteers trained to provide basic disaster response skills in their own neighbourhoods. CERTs can play a vital role in helping communities prepare for and respond to emergencies, while supporting emergency services and other responders.

Benefits of Forming a CERT

- **Enhanced community resilience:** CERTs can help communities become more resilient to emergencies by providing trained volunteers who can assist with emergency response and recovery efforts.
- **Improved response times:** CERTs can provide immediate assistance in the aftermath of an emergency, before professional emergency services arrive.
- **Increased community preparedness:** The process of forming a CERT can help to raise awareness of emergency preparedness and encourage community members to take steps to protect themselves and their families.
- **Strengthened community bonds:** CERTs can foster a sense of unity and cooperation among community members.

Training CERT Volunteers

CERT volunteers receive training in a variety of emergency response skills, including:

- **Emergency psychology:** How to help people cope with the emotional and psychological effects of emergencies.
- **First aid:** How to provide basic medical care in emergency situations.
- **Search and rescue:** Working with other agencies, CERTs can learn how to locate people who are trapped or injured.
- **Emergency Operational Response:** Including CEP and CERT activation, communication, and setting up and managing places of safety.
- **Team leadership:** How to lead and coordinate emergency response efforts.

CERT training is completely free and provided by Lincolnshire County Council and its Local Resilience Forum (LRF) partners.

Roles and Responsibilities of CERT Volunteers

CERT volunteers can play a variety of roles in emergency response, including:

- **Providing immediate assistance:** CERT volunteers can help to evacuate people from danger and provide basic welfare support.
- **Coordinating community response efforts:** CERT volunteers can help to coordinate the efforts of other volunteers and community organisations.
- **Communicating with emergency services:** CERT volunteers can provide information to emergency services about the situation on the ground and provide updates to the community on the progress of the response.
- **Assisting with recovery efforts:** CERT volunteers can help with cleanup efforts and the distribution of supplies.

Here's a breakdown of some of the roles CERTs provide:

Volunteers bring a diverse range of skills and experiences to the CERT. This chapter outlines key volunteer roles and responsibilities. Primary roles refer to specific positions within the CERT with designated duties.

CERT Leader:

- **General Role:** Oversees the training and development of CERT members. Coordinates activities, including drills, exercises, and community outreach. Builds and maintains strong relationships with other emergency response agencies. Provides guidance and support to CERT members during and after emergencies. Serves as the primary or single point of contact (SPOC) for the Emergency Planning Duty Officer (EPDO) during crises.
- **Emergency Preparedness:** Works with communities to assess potential hazards. Coordinates preparedness efforts, such as emergency kits and evacuation plans. Supports community education about emergency preparedness and response.
- **Emergency Response:** Assumes overall command and control of the CERT during emergencies. Serves as the SPOC with the EPDO. Implements the CEP and coordinates with other agencies. Coordinates the CERT to provide immediate assistance to residents impacted by the emergency. Maintains overall responsibility for the welfare of CERT members. Debriefs CERT members immediately following an emergency to capture lessons.
- **Emergency Recovery:** Assists in post-emergency recovery efforts, such as damage assessment and debris removal. Provides access to emotional support for affected community members via the EPDO. Supports and coordinates long-term recovery efforts and rebuilding with authorities.

A CERT leader is a vital asset to a community, providing essential support before, during, and after emergencies. Their dedication and expertise contribute significantly to the safety and well-being of the community.

Deputy CERT Leader(s):

- **General Role:** A vital support role within a community's emergency response structure. Assists the CERT Leader in all aspects of the CERT's operations and is prepared to assume leadership if the CERT Leader is unable to fulfil their duties. Serves as the secondary point of contact (SPOC) for the EPDO during crises.
- **Emergency Preparedness:** Assists the CERT Leader in developing and implementing emergency plans. Supports training and development of CERT members.
- **Emergency Response:** Deputises for the CERT Leader in their absence. Assists in the coordination of activities during emergencies. Supports CERT members in providing immediate assistance to affected individuals.
- **Emergency Recovery:** Supports post-emergency recovery efforts and assists the CERT Leader in coordinating long-term recovery activities.

Deputy CERT Leader(s) plays a critical role in all phases of emergency management, providing essential support to the CERT Leader and ensuring the CERT's effectiveness.

CERT Emergency Support Manager:

- **General Role:** Oversees the overall functioning of the CERT Emergency Support Centre, ensuring the safety and well-being of those within the facility. Serves as the key contact between the CERT Leader and people using the facility.
- **Emergency Response:** Conducts immediate needs assessments to identify urgent requirements of evacuees. Collaborates with emergency responders to prioritise evacuee safety and well-being. Conducts regular briefings for evacuees and centre volunteers.
- **Emergency Recovery:** Provides support during the handover process to ensure continuity of care for evacuees. Offers insights into the emergency support centre's operations to inform future emergency response and recovery efforts. Assists with volunteer coordination during the early stages of recovery.

CERT Deputy Emergency Support Centre Manager:

- **General Role:** Provides essential support to the CERT Emergency Support Centre Manager and is prepared to assume leadership as required. Shares responsibility with the centre manager for establishing and overseeing a place of safety for the community. Serves as a crucial liaison between the CERT Leader and the public.
- **Emergency Response:** Collaborates with the CERT Emergency Support Centre Manager to conduct immediate needs assessments, prioritize evacuee safety, contribute to damage assessments, and conduct regular briefings.

CERT Emergency Support Centre Meet and Greet Volunteers:

- **General Role:** Welcomes and supports individuals who seek assistance at the emergency support centre. Creates a calming and supportive environment for those in need.
- **Key Responsibilities:** Welcoming evacuees, providing information, offering support, directing evacuees, maintaining a positive atmosphere, and assisting with additional tasks as needed.

CERT Emergency Support Centre Registration Volunteers:

- **General Role:** Gathers essential information from evacuees upon their arrival at the centre. This information is vital for providing appropriate support and services.
- **Key Responsibilities:** Greeting evacuees, collecting data, completing registration forms, and working alongside other agencies.

CERT Flood Warden(s):

- **General Role:** Help to protect communities from the devastating impacts of flooding. Responsibilities span across emergency preparedness, response, and recovery.
- **Emergency Preparedness:** Educates communities about flooding prevention, monitors local watercourses, and identifies vulnerable populations.
- **Emergency Response:** Relays early warnings to the CERT and wider community. Provides advice to CERT Leads on local flood conditions. Establishes communication with relevant authorities.
- **Emergency Recovery:** Evaluates flood damage, undertake community impact assessments.

CERT Loggists:

- **General Role:** Provides administrative and logistical support to the CERT Emergency Support Centre. Records and documents issues, actions, and decisions. Record action logs of meetings and concerns raised by evacuees. Maintains records of donations.

CERT Members:

- **General Role:** Support their community during and after emergencies. Duties include assisting with door-to-door notifications, helping residents move belongings, aiding in evacuations, informing the community about emergency procedures, conducting damage assessments, and supporting cleanup efforts.
- **Communication:** Know how to always communicate with CERT leaders.

By forming a CERT, communities can enhance their preparedness for emergencies and improve their ability to respond effectively to disasters.

Chapter 2: Understanding the Risks

The second step in developing a CEP is to understand the potential hazards that could affect your area. This involves identifying both natural and man-made threats that could pose a risk to the community's safety and well-being.

Natural Hazards

Natural hazards are events caused by natural processes that can pose a threat to human and animal life, property, and the environment. These events can range from sudden and catastrophic occurrences, such as extreme storms to slower-onset processes, such as droughts and sea-level rise.

- Weather-related events: Hurricanes, tornadoes, floods, blizzards, and heatwaves are common natural hazards.
- Earthquakes: not common place in the UK but they do occur.
- Wildfires: Communities located in or near woodland or heathland areas may face the risk of wildfires.

Accidental or Man-made Hazards

Accidental or man-made hazards are threats to human and animal life, property, and the environment that are caused by human activities. These hazards can range from accidental events, such as industrial accidents and chemical spills, to intentional acts, such as terrorism and cyberattacks.

- **Industrial accidents:** These can occur in a variety of industries, including manufacturing, transportation, and energy production. Examples include:
 - Chemical spills
 - Explosions
 - Fires
- **Transportation accidents:** Accidents involving vehicles, trains, planes, or ships can cause significant damage and loss of life.
- **Infrastructure failures:** Failures of critical infrastructure, such as bridges, dams, reservoirs or power grids, can have widespread consequences.
- **Acts of terrorism:** Intentional acts of violence designed to intimidate or coerce a population can pose a serious threat to security.
- **Cyberattacks:** Attacks on computer systems and networks can disrupt essential services and compromise sensitive information.
- **Environmental pollution:** Human activities can lead to pollution of air, water, and soil, causing health and environmental problems.

Health Related Hazards

Health-related hazards are threats to human and animal health that can arise from a variety of sources. These hazards can be caused by environmental factors, infectious diseases, or exposure to harmful substances.

Assessing Risk

Once potential hazards have been identified, it is essential to assess the risk associated with each. This involves considering factors such as:

- **Likelihood:** How likely is the hazard to occur?
- **Severity:** What are the potential consequences of the hazard?
- **Vulnerability:** How susceptible is the community to the effects of the hazard?

By understanding the risks posed by different hazards, communities can prioritise their emergency planning efforts and allocate resources accordingly.

Here's a simple Risk Assessment Framework to consider using:

Step 1: Identify Potential Hazards

- **Gather** your CERT together and conduct a collective hazard identification workshop to identify all possible hazards that could affect your community. Consider all hazards we have previously discussed.
- **Community input:** Gather input from community members, businesses, and organisations to ensure a comprehensive list of hazards.
- **Research:** Use local data, historical records, and online resources to identify common hazards in the area.

Step 2: Assess Likelihood and Severity

- **Likelihood:** Estimate the probability of each hazard occurring. Use a scale from low to high to categorise the likelihood.
- **Severity:** Evaluate the potential consequences of each hazard, including impacts on health, property, and infrastructure. Assign a severity rating from low to high.

Step 3: Determine Vulnerability

- **Community characteristics:** Consider factors such as population density, infrastructure, and socioeconomic conditions that could make the community more or less vulnerable to specific hazards.
- **Existing measures:** Assess the effectiveness of current measures in place to mitigate the impacts of hazards. For example, any flood defence systems on place or grit bins.

Step 4: Calculate Risk

- **Risk matrix:** Create a risk matrix by combining the likelihood and severity ratings for each hazard.
- **Prioritisation:** Prioritise hazards based on their overall risk level. Focus on hazards with high likelihood and severity.

		IMPACT		
		LOW	MEDIUM	HIGH
Probability	Very Likely	LOW	MEDIUM	EXTREME
	Moderate	LOW	MEDIUM	MEDIUM
	Unlikely	LOW	LOW	LOW

Step 5: Develop Mitigation Strategies

- **Prevention:** It is not always possible to prevent emergencies occurring however if you notice something wrong, report it.
- **Mitigation:** Develop strategies to minimize the impacts of hazards if they occur.
- **Preparedness:** Prepare for emergencies by maintaining your CEP and training members of your community.

Step 6: Monitor and Review

- **Regular updates:** Review the risk assessment periodically to ensure it remains accurate and relevant. The best time to do this is when you review your CEP, or your CEP is used in emergency situations.

By following this framework, your CERT can **pinpoint and prioritise** local risks and hazards that are **crucial** to your community, **devise** effective mitigation strategies, and **bolster** community resilience.

Chapter 3: Developing a Community Emergency Plan (CEP)

With your CERT in place and potential hazards assessed, the next essential step is to develop a comprehensive community emergency plan (CEP). Your plan should detail the actions the community will take to prepare for, respond to, and recover from emergencies.

Key Components of an Emergency Plan

1. **Hazard Identification:** This section should list all potential hazards that you have already identified that could affect the community, along with their likelihood and severity.
2. **Important Emergency Contacts:** This section should contain all important contacts for your CERT, both inside the community and outside.
3. **Emergency Response:** This section should outline the steps that the community will take to respond to emergencies. This may include evacuation procedures, communication protocols, and resource allocation.
4. **Hand-over and Stand-down:** This section should describe the strategies that the community will use to hand-over responsibility to emergency services and to stand-down once the emergency is over.

Developing the Plan

The process of developing an emergency plan should involve input from a wide range of community members, including:

- **Local Authority Responders:** Lincolnshire County Council Emergency Planning and Business Continuity Service (LCC EP) will provide valuable expertise and resources.
- **Emergency services:** Working with LCC EP will provide access to experts from Fire and Rescue, Police and Ambulance Services who can all contribute to the development of your response plans.
- **Businesses:** Businesses can provide information about their operations and potential vulnerabilities as well as providing volunteerism opportunities for supporting your CERT.
- **Residents:** Residents can provide valuable insights into the needs and concerns of the community and should be considered an essential element of your CERT.

Community Involvement

Community involvement is essential for the success of an emergency plan. By involving all members of the community, the plan can be tailored to meet the specific needs and priorities of the area. Additionally, community involvement can help to foster a sense of ownership and responsibility among residents, which is crucial for effective emergency response and recovery.

Lincolnshire County Council's Emergency Planning and Business Continuity Service (LCC EP) has created a user-friendly Community Emergency Plan (CEP) template to help your community get started on its resilience journey.

The template provides a structured framework for developing a comprehensive emergency plan that addresses the specific needs and priorities of your community.

How to Use the Community Emergency Plan Template

Understanding the Template:

The CEP template, available as a download from the Lincolnshire Resilience Forum Website, is a comprehensive framework for creating a community emergency plan. It outlines key sections and provides guidance on the information to include in each.

Step-by-Step Guide:

1. Gather Information:

Gather information before answering questions in the CEP template. This will ensure that your emergency plan is accurate, comprehensive, and tailored to the specific needs of your community. Consider the following:

- **Community demographics:** Population size, age distribution, socioeconomic status, and cultural diversity.
- **Infrastructure:** Roads, bridges, and other essential infrastructure.
- **Local hazards:** Natural hazards (e.g., floods, severe weather, wildfires) and accidental or man-made hazards (e.g., chemical spills).
- **Existing emergency plans:** Review any existing emergency plans or protocols that may exist for the community.
- **Stakeholder input:** Involve community members, local businesses, emergency services, and other relevant stakeholders in the planning process.

By gathering this information, you can develop an emergency plan that is effective and responsive to the needs of your community.

2. Customise the Template:

- **Section-by-Section:** Tailor each section to your community's unique circumstances. For example, if flooding is a major concern, provide detailed flood response procedures.
- **Local Contacts:** Update contact information for emergency services, local authorities, and community leaders.
- **Hazards and Vulnerabilities:** Identify specific hazards and vulnerable populations in your community.
- **Action Steps:** Develop clear action steps for different emergency scenarios.

3. Develop Trigger Points:

- Establish clear criteria for activating the emergency plan based on the severity of incidents.

4. Create Emergency Kit:

- LCC EP will provide your CERT with a pre-packed emergency kit containing essential supplies for the CERT and community members, this will be gifted once your CEP has been tested and signed off.

5. Train CERT Members:

- Conduct training sessions to educate community members on their roles and responsibilities during emergencies.

6. Test the Plan:

- Conduct drills and exercises to test the effectiveness of the plan and identify areas for improvement.

Key Sections and Their Purpose:

The CEP focuses on six primary areas:

- **Act:** Outlines actions to take when an emergency occurs.
- **Communicate:** Provides contact information for key personnel and communication channels both inside and outside of your community.
- **Resources:** Lists essential resources, such as emergency kits and places of safety.
- **Local Hazards & Vulnerable People:** Identifies potential hazards and vulnerable populations.
- **Flood Planning:** (If applicable) Specifies procedures for flood emergencies.
- **Handover & Stand-down:** Describes procedures for transferring control to emergency services and demobilizing the CERT.

Additional Tips:

- **Regular Updates:** Review and update the CEP regularly to ensure it remains relevant and effective.
- **Community Involvement:** Encourage community members to participate in the planning process and be prepared to assist during emergencies.
- **Collaboration:** Work closely with LCC EP, emergency services, and other organisations to ensure a coordinated response.

By following these steps and customising your template, you can create a comprehensive and effective community emergency plan (CEP) that will help your community prepare for and respond to emergencies.

Chapter 4: Indemnity Insurance

Indemnity insurance is a crucial tool for UK parish and town councils to protect themselves from financial losses arising from emergency-related incidents. This type of insurance provides coverage for legal liabilities and damages that may occur due to accidents, injuries, or property damage resulting from emergency preparedness activities or response efforts.



Key Benefits for Parish and Town Councils

- **Financial Protection:** Provides coverage for legal costs, settlements, or judgments arising from claims related to emergency planning or response activities.
- **Risk Management:** Helps to mitigate financial risks associated with emergency preparedness and response efforts.
- **Peace of Mind:** Offers reassurance that the council is protected from significant financial losses in the event of a claim.
- **Compliance:** May be required by local, regional, or national regulations to ensure adequate coverage for volunteer activities.

Importance of Indemnity Insurance for CERTs

- **Indemnity insurance is provided by the parish or town council.** All CERTs must ensure they have read and understood all relevant indemnity insurance policies before undertaking activities on behalf of the CERT/town or parish council.
- **If your CERT activates its own plan, indemnity insurance falls to the parish/town council.** It is important to have the right level of indemnity insurance in place for the number of volunteers your CERT is working with, and to ensure that your indemnity insurance company is aware that your town or parish council has developed a community emergency plan (CEP).
- **If your CERT does activate its plan, follow the plan's guidance and contact the EP duty officer.** Lincolnshire County Council (LCC) provides indemnity insurance for its volunteers, but only if they have read and signed LCC's emergency volunteer indemnity insurance policy. Please note that this insurance does not cover vehicles, mileage, or personal belongings. If volunteers use their own vehicles, their own insurance will be responsible

Scan this QR code to access the LCC indemnity insurance policy or contact LincsEP@lincolnshire.gov.uk using Community Resilience in the subject line.

Other Defining Legislation

The Social Action, Responsibility and Heroism Act 2015 (SARAH Act) was designed to address the concerns of individuals who might hesitate to volunteer, help others, or intervene in an emergency due to fear of risk or liability.

Key provisions of the SARAH Act:

- **Contextual consideration:** The Act requires courts to consider the context of a person's actions when determining whether they have been negligent. This means that if someone intervenes in an emergency to help another person, and their actions are reasonable in the circumstances, they are less likely to be found liable.
- **Good Samaritan protection:** The Act provides specific protection for individuals who act as Good Samaritans. This means that if someone helps another person in need without expecting payment, they are generally protected from liability, even if their actions are not perfect.
- **Encouragement of volunteering:** The Act aims to encourage volunteering by providing reassurance to individuals who are considering volunteering their time to help others.

Overall, the SARAH Act is a significant piece of legislation that helps to create a more supportive environment for individuals who wish to help their communities. It provides a legal framework that protects people from excessive liability and encourages them to act responsibly and heroically.

Chapter 5: CERT Training

Community emergency planning training is essential for fostering resilience and ensuring a coordinated response to emergencies. This chapter will explore the key components of effective training programmes, including objectives, target audiences, training methodologies, and evaluation strategies.

Objectives of Community Emergency Planning Training

- **Knowledge and Awareness:** Enhance CERT understanding of emergency risks, preparedness measures, and response procedures.
- **Skills Development:** Equip individuals with practical skills for self-help, first aid, and community-based response activities.
- **Coordination and Collaboration:** Foster effective communication and teamwork among community members, organisations, and agencies.
- **Confidence Building:** Empower individuals to take proactive steps in emergency preparedness and response.

The training programme is open to all community emergency response teams and is completely free. Training dates are published on the LRF website.

Training Methodologies

- **Workshops and Seminars:** Interactive sessions that provide information, skills training, and opportunities for discussion.
- **Tabletop Exercises:** Simulated emergency scenarios that test response plans and coordination capabilities.
- **Field Exercises:** Practical training activities conducted in real-world settings to simulate emergency conditions.

- **Online Resources:** Self-paced learning tools for accessing information and training materials.

Training Content

- **Emergency Risks and Hazards:** Identification of potential threats, such as natural disasters, accidents, and health related incidents.
- **Emergency Preparedness:** Development of community emergency plans, including evacuation routes, supply kits, and communication strategies.
- **First Aid and CPR:** Basic life-saving skills to address injuries and medical emergencies.
- **Community Response:** Roles and responsibilities of CERT members, organisations, and agencies in emergency response.
- **Communication and Coordination:** Effective communication channels, collaboration protocols, and information sharing during emergencies.

Evaluation Strategies

- **Pre- and Post-Training Assessments:** Measure participants' knowledge and skills before and after training.
- **Feedback Surveys:** Gather feedback on training content, delivery, and effectiveness.
- **Observation and Evaluation:** Assess participants' performance during practical exercises and simulations and provide feedback.
- **Long-Term Follow-Up:** Monitor the impact of training on community preparedness and response capabilities.

CERT training is a critical investment in resilience. By equipping individuals with knowledge, skills, and confidence, your community can better prepare for and respond to emergencies. Effective training programmes are tailored to specific needs and circumstances of the community, ensuring that all members are empowered to play a vital role in safeguarding their safety and well-being.

Chapter 6: Building a Resilient Future Together

In conclusion, cultivating a culture of preparedness through community emergency planning is paramount. By establishing a Community Emergency Response Team (CERT), understanding local hazards, and developing a comprehensive Community Emergency Plan (CEP), your community can significantly bolster their resilience in the face of emergencies.

This guide has equipped you with the knowledge and resources necessary to embark on your community resilience journey. Remember, resilience is not a destination, but rather an ongoing process. Here's a recap of the key takeaways:

- **The Power of CERTs:** CERTs are the backbone of community emergency response. By forming a CERT, you create a dedicated group of volunteers trained to assist during emergencies, alleviating pressure on emergency services but not replacing them.
- **Understanding Your Risks:** Identifying potential hazards in your area allows for targeted preparedness efforts. The Risk Assessment Framework outlined in Chapter 2 empowers you to prioritise risks and allocate resources effectively.
- **A Comprehensive CEP:** Your CEP serves as the blueprint for emergency response. By involving all stakeholders in its development, you ensure the plan reflects the specific needs and priorities of your community. Lincolnshire County Council's user-friendly template streamlines this process.
- **The Importance of Training:** Equipping CERT members and community residents with the necessary skills fosters confidence and empowers individuals to take charge during emergencies.

Building a resilient community takes collaboration. Working alongside your local authority, emergency services, and other organisations strengthens your response network. Lincolnshire County Council's Emergency Planning and Business Continuity Service stands ready to assist you on your journey.

By following the steps outlined in this guide and cultivating a spirit of collaboration, you can empower your community to face emergencies with knowledge, confidence, and a united front. Remember, a prepared community is a resilient community. Take action today to build a safer future for yourself, your loved ones, and your neighbours.

Chapter 7: Engagement leaflet

Community engagement is a vital part of developing a community emergency plan (CEP). It helps to build trust and understanding between the community and the emergency response team. It also ensures that the CEP is relevant to the community's needs and priorities.

Why is community engagement important?

- **Builds trust:** When the community feels involved in the development of the CEP, they are more likely to trust the emergency response team and follow their guidance in an emergency.

- **Ensures relevance:** The community knows their own needs and vulnerabilities best. By involving them in the development of the CEP, you can ensure that the plan is relevant and effective.
- **Increases participation:** When the community feels invested in the CEP, they are more likely to participate in emergency preparedness activities, such as exercises and training sessions.
- **Improves communication:** Community engagement helps to improve communication between the community and the community emergency response team. This is essential for effective emergency response and recovery.

How can you engage your community?

There are many ways to engage your community in the development of a CEP. Here are a few ideas:

- **Hold public meetings:** This is a great way to get feedback from a wide range of community members. You can use public meetings to present your plan, answer questions, and gather input. Why not invite your emergency planning liaison officer along.
- **Create a community emergency advisory group:** This group can provide valuable input on the development of the CEP. It can also help to disseminate information about the plan to the community.
- **Conduct surveys and questionnaires:** This is a good way to gather information about the community's needs and priorities. You can use surveys and questionnaires to ask people about their concerns, their knowledge of emergency preparedness, and their willingness to participate in emergency response activities.
- **Use social media:** Social media is a great way to reach out to a wide audience. You can use it to share information about the CEP, answer questions, and encourage people to get involved.
- **Partner with local organisations:** Local organisations, such as schools, businesses, and faith-based groups, can help you reach out to the community. You can partner with them to hold events, distribute information, and recruit volunteers.

What can you tell the community about the CEP?

When you engage with the community, you can tell them about the following:

- **The purpose of the CEP:** Explain that the CEP is a plan to help the community prepare for and respond to emergencies.
- **The process of developing the CEP:** Explain that the CEP is being developed with input from the community.

- **The role of the community in the CEP:** Explain that the community is an important part of the emergency response team. And how their response fits into the wider emergency response from emergency services.
- **What the community can expect during an emergency:** Explain that the emergency response team will be working to help protect the welfare of the community and provide them with the information and resources needed.

By engaging your community in the development of a CEP, you can create a plan that is relevant, effective, and supported by the community.

Example leaflets

Engagement: We've got an emergency plan, have you?

Front

Insert Community Name

Community Emergency Planning Team (CERT) is working hard to create a plan to help keep everyone safe during emergencies.

What you can do:


- **Stay informed:** Sign up for Flood warnings and follow local news for updates.
- **Prepare your family:** Create a family emergency plan and assemble an emergency kit.
- **Get involved:** Share your ideas and feedback on the emergency plan.

How to get involved:

Join our CERT Emergency WhatsApp Group

Insert WhatsApp Name

Together, we can make our community safer.





When creating a household emergency plan, consider these.

 <input type="checkbox"/> Medicines & prescriptions	 <input type="checkbox"/> Move things upstairs or to a higher place
 <input type="checkbox"/> Bank cards & money	 <input type="checkbox"/> Put sand or soil in bags across doorways, down the toilet & in the sink
 <input type="checkbox"/> Mobile phone & charger	 <input type="checkbox"/> Switch off gas, water & electric supply
 <input type="checkbox"/> Warm & waterproof clothes	 <input type="checkbox"/> Lock doors & windows
 <input type="checkbox"/> Baby essentials	 <input type="checkbox"/> Let someone know where you are going
 <input type="checkbox"/> Pets, their food, lead & a carry case	 <input type="checkbox"/> Check on your neighbours if you find someone needs help contact the emergency services.
 <input type="checkbox"/> Home insurance documents & a list of contacts	
 <input type="checkbox"/> ID documents, driving licence & passport	
 <input type="checkbox"/> Toiletries & a towel	

 Want to know your Community Emergency Response Team (CERT)? Scan here
.....
www.lincolnshiresilienceforum.org

PARTNER

LINCOLNSHIRE RESILIENCE FORUM

Leaflets can help you reach your community and share important information about the CERT. They can also be used to encourage people to join you in preparing for emergencies. For example, the QR code on this leaflet links to a form that people can fill out to express interest in joining the CERT and/or getting more information on the CEP. The form is monitored by the emergency planning team who will notify your CERT of any enquires.

Evacuation: This leaflet is designed to help your community stay safe in the event of an emergency. If an evacuation is necessary, the QR code on the back of this leaflet can be used to notify emergency planners of the status of your community and request assistance. This information will be sent directly to the County Emergency Centre and will appear on the Communities and Volunteer Coordination Tactical cell's dashboard. **IMPORTANT:** This form should only be used if instructed to do so by the Emergency Planning Duty Officer.

Front

LINCOLNSHIRE
RESILIENCE FORUM

For your safety before the flood

Evacuate your home

Follow advice from emergency services.
If you need help evacuating, contact the police.

Stay up to date

TUNE IN
BBC Radio Lincolnshire
94.9FM, 104.7FM or DAB:10D

FOLLOW ON SOCIAL MEDIA
Lincolnshire Police
Environment Agency
Your local council

FOR MORE INFORMATION

Visit www.gov.uk/check-flooding

Call Environment Agency Floodline on **0345 988 1188**

Staying behind will put you, your family & emergency responders in danger.
Follow our practical advice to help ensure your safety.

Take these items with you	Before you leave
 <input type="checkbox"/> Medicines & prescriptions	 <input type="checkbox"/> Move things upstairs or to a higher place
 <input type="checkbox"/> Bank cards & money	 <input type="checkbox"/> Put sand or soil in bags across doorways, down the toilet & in the sink
 <input type="checkbox"/> Mobile phone & charger	 <input type="checkbox"/> Switch off gas, water & electric supply
 <input type="checkbox"/> Warm & waterproof clothes	 <input type="checkbox"/> Lock doors & windows
 <input type="checkbox"/> Baby essentials	 <input type="checkbox"/> Let someone know where you are going
 <input type="checkbox"/> Pets, their food, lead & a carry case	 <input type="checkbox"/> Check on your neighbours if you find someone needs help contact the emergency services.
 <input type="checkbox"/> Home insurance documents & a list of contacts	
 <input type="checkbox"/> ID documents, driving licence & passport	
 <input type="checkbox"/> Toiletries & a towel	

Scan here to notify local authorities of your evacuation



www.lincolnshireresilienceforum.org



LINCOLNSHIRE
RESILIENCE FORUM

Chapter 8: Building a Plan Together

While the thought of creating a community emergency plan can be daunting, here's the good news: you don't have to navigate this alone. Lincolnshire County Council (LCC) has developed an online tool that simplifies the process of creating a customised emergency plan for your community.

In Chapter 3, we emphasised the importance of community-led emergency planning. By understanding your community's unique vulnerabilities and strengths, you can develop a tailored plan to safeguard lives and property.

There are two primary approaches to creating your community emergency plan:

1. **Traditional Approach:** Download a blank template from the Lincolnshire Resilience Forum and work collaboratively with your group to fill it out, send it back to emergency planning and then make amendments as required. This process can be a long, but it does work.
2. **Digital Innovation:** Here's where things get exciting! Lincolnshire County Council's new online tool streamlines this process of crafting a comprehensive community emergency plan. The user-friendly platform guides you through all six key areas:
 - **Activation:** When and how to initiate the plan.
 - **Communication :** Establish effective communication channels.
 - **Resources:** Identifying available resources.
 - **Local Hazards:** Assessing specific risks, such as flooding etc.
 - **Flood Planning:** Developing a tailored response to flood events.
 - **Handover and Stand-Downs:** Transitioning back to normal operations.

To ensure your plan is effective, it's crucial to involve your community members in the planning process. Their insights and expertise will help you create a plan that meets your community's specific needs.

Using the Online Tool:

To access this resource, simply copy the following link into your web browser:

<https://forms.office.com/e/hnZ8ZA8Trv>. The tool will guide you through a series of questions, prompting you to gather essential information like:

- **Your community group:** Who will be responsible for implementing the plan?
- **Meeting location:** Where will your group convene during an emergency?
- **Places of safety:** Identifying designated shelters for residents who cannot remain in their homes.
- **Local hazards:** Understanding the specific threats your community faces.

- **Vulnerabilities:** Assessing any factors that might make your community particularly susceptible during emergencies.

Once you've answered these questions and submitted the form, you'll receive a customised draft emergency plan directly to your email within seconds!

The Benefits of Online Emergency Planning Tool:

- **Accessibility:** Our user-friendly platform simplifies the planning process.
- **Customization:** Create a plan that precisely matches your community's vulnerabilities.
- **Efficiency:** Complete your plan in minutes, not hours.
- **Record-Keeping:** Your plan is automatically archived for easy retrieval during emergencies.

Protect Your Community: Start your emergency planning journey now.