HALLOW
PARISH COUNCIL

COMMUNITY EMERGENCY PLAN

Hallow Parish Council | 21 October 2026

Version	October 2026	Status	Adopted Nov 9th 2026
Responsible officer	Parish Clerk	Review	Nov 2028

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Comments on this plan should be provided in writing to:

Contact details

Parish Clerk

Tel: 07539 638121

Email: clerk@hallowparishcouncil.gov.uk

1. Record of Amendments ('Version control')

Date	Version Number	Page Number and Reason for amendment	Changed by
21 October 2026	1	Restyled and expanded	Parish Clerk

Recipients of this plan are asked to:

a) Ensure its safe custody

b) Promptly send details of any amendments to this plan to the Parish Council – email ; and

2.1 Introduction

This plan covers the parish of Hallow. An 'emergency' or 'major incident' is any event or circumstance (happening with or without warning) that causes or threatens death or injury, disruption to the community, or damage to property or to the environment on such a scale that the effect cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day-to-day activities.

Although there is no statutory responsibility for Parish Councils to plan for, respond to, or recover from emergencies, it is good practice to identify hazards, make simple plans on how they could respond to them and promote and mitigate the risks to the local community.

2.2 Aim

To increase resilience within the local community through developing a co-ordinated approach that compliments the plans and actions of responding agencies.

2.3 Objectives

1. Identify some of the potential risks to the community.
2. Provide a mechanism to capture local intelligence, for example, identifying vulnerable people to assist in the wider response and recovery to an emergency or major incident.
3. Identify resources, both human and physical, in the community available to assist during an emergency, specifically by maintaining a list of community assets that may be utilised in the event of an emergency.

4. Promote individual resilience to the community.

2.4 Ownership and Audience

This plan is owned by Hallow Parish Council, who will be responsible for its promotion to the wider community.

Emergency situations are becoming more frequent, flooding being a prime example. The Householder Emergency Plan shown in Appendix A was developed by the Environment Agency, specifically to increase the preparedness of flood prone residential properties. However, the principles and contents are easily transferable to other types of emergencies.

The promoting 'resilience' for residents is of increasing importance with stretched emergency services and limited capabilities of other responding agencies.

2.5 Plan Validation

This plan has been developed in partnership with Malvern Hills District Council and will be subject to an annual desktop exercise and discussion as part of its validation and adoption by the Parish Council.

2.6 Plan Maintenance

The Parish Council will meet to discuss the community's resilience on an annual basis.

The plan will be reviewed following its activation or change of Parish Council.

Any amendments shall be agreed by the Parish Council and the District Council, with any revisions noted in the version control (page 3).

The plan will be exercised via a 'table-top' process annually and any actions arising will incorporated in subsequent versions of the plan.

Exercises and actions arising from them will be recorded and the plan updated accordingly.

2.7 Potential Emergency Scenarios

This plan has been written to incorporate elements of the National Risk Register and Local Risk Register (See Appendix B – Potential scenarios).

Appendix B also highlights some of the actions that are likely to be put in place to mitigate the impacts of an emergency.

2.8 Emergency Response Arrangements

The legislative basis for managing an emergency is laid out in the Civil Contingencies Act (CCA) 2004. The Act clearly states the organisations that may be involved in the response and recovery to an emergency, stating their duty to co-operate and the structures that are required to provide effective interventions through a series of Local Resilience Fora that cover England.

Organisations are classified into Category 1 and 2 responders. 'Cat 1' responders include the 'blue light services' (Police, Fire and Ambulance, County and District Councils, the Military, Meteorological Office, the Environment Agency and have additional responsibilities to the 'Cat 2' responders, that include of organisations such as the utility companies, the Canal and Waterways Trust and National Highways.

Parish and Town Councils have no statuary role within the CCA 2004.

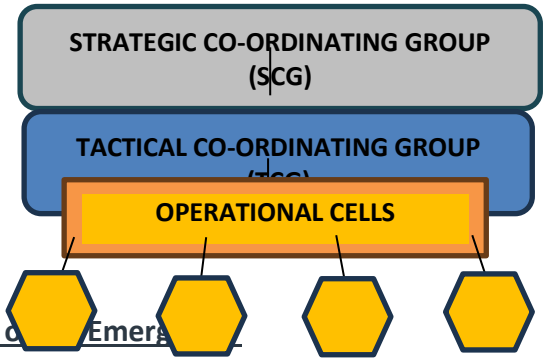
The West Mercia Local Resilience Forum is the Command-and-Control body covering the West Mercia Police footprint. During an emergency, an SCG (Strategic Coordinating Group) is established comprising of Chief Officers to provide strategic leadership and link to central government (specifically COBRA – Cabinet Office briefings Room).

Below the West Mercia SCG there are 3 Tactical Co-ordinating Groups (TCG's) covering the Counties of Shropshire, Herefordshire and Worcestershire. TCG's provide the tactical leadership for dealing with an incident, for example, the allocation of resources to the respective operational groups (sometimes referred to as Bronze cells). The District Council's Head of Emergency Planning would normally attend the Worcestershire TCG with daily meetings during an incident.

Operational Cells contain the 'boots on the ground' and deal with the emergency at the 'coal face.' In certain incidents there may be a requirement for multiple Operational Cells, for example for a flooding event with cells established in Stourport, Worcester, Tenbury, Evesham and Upton (in a widescale event). There may be task specific cells established to address certain aspects, for example a Communications Cell, to ensure a consistent message is being sent out by partners or a Technical Cell such as for smoke analysis from a large-scale fire.

Parish and Town Councils have been requested to attend Bronze cells where their local knowledge can prove invaluable, recent examples include the major flooding event in Tenbury 2020 and the gas explosion in Evesham in 2022.

MULTI AGENCY CO-ORDINATING GROUPS



2.9 Definition of Emerg

The term 'Major Incident' in the Civil Contingencies Act 2004 is defined as:

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

For the purposes of this definition, an event or situation threatens damage to human welfare only if it involves, causes, or may cause:

- Loss of Life;
- Human illness or injury;
- Homelessness;
- Damage to property;
- Disruption of a supply of money, food, water, energy or fuel;
- Disruption of a system of communication
- Disruption of facilities for transport; or
- Disruption of services relating to health

An event or situation threatens damage to the environment only if it involves, causes, or may cause:

- Contamination of land, water or air with biological, chemical or radiological active matter

or

- Disruption or destruction of plant life or animal life.

Operationally, an emergency that requires a multi-agency response, will result in the establishment of a Tactical Co-ordinating Group (TCG) which can be called by any category 1 responder, as defined by the CCA 2004.

The TCG may in turn declare a 'Major Incident,' should the event require, this simply allows additional national resources to be requested, for example, Military support or the national Fire Service resource of high-volume pumps and an SCG would be automatically triggered.

The declaration of a major incident affecting the Parish is likely to be communicated to the Parish Council via the District Council's Head of Emergency Planning.

3. Management, Control and Co-ordination of the Community Plan

Notification of an emergency is likely to come from the District Council's Head of Emergency Planning Emergency Planning or the Parish Council may choose to activate the plan via the Clerk or the Chairman of the Parish Council.

The initial requirement is to form a 'command and control' mechanism to co-ordinate any actions or information gathering. This will be achieved through the creation of an Emergency Management Team (EMT) which will coordinate the community's response to ensure that vulnerable people are identified and given due consideration. A blank template for the EMT composition is provided in Appendix C for completion on the activation of the Community Plan.

3.1 The Emergency Management Team (EMT)

The requirements of an emergency will vary considerably with any given scenario and the composition of the EMT will vary given the nature of the emergency. However, the EMT should generally consist of 4 individuals: -

- Co-ordinator –
- Deputy Co-ordinator
- 2x Team members

The Emergency Management Team Co-ordinator should: -

- Have the authority to act on behalf of the Parish Council.
- Act as a focal point for the community in the response to an emergency
- Act as the main contact point for District Council (and appropriate responding organisations) and ensure that two-way communication is maintained, potentially for 24 hours per day for the duration of the emergency.
- Communicate important messages to the community either through door knocking or via the Parish website
- Activate local resources as required.
- Request resources from the responding agencies if required.

- Collate any pertinent 'local intelligence' and communicate to the appropriate organisations.
- Delegate tasks to team members as appropriate to the emergency.
- Ensure that all team members are engaged in the response and recovery processes.
- Following the event feedback to the District Council any learning points that may help improve a future response so this is given due consideration at the County TCG debrief (which occurs after any emergency or major incident)

The Deputy Emergency Management Team Co-ordinator should: -

- Be prepared to act as the Co-ordinator for the Emergency Management Team.
- Assist in providing a 24 hour 'point of contact' for responding organisations and the District Council.

All members of the Emergency Management Team should: -

- Reside in the community.
- Have good local knowledge.
- Be able to activate the support of the community and speak on behalf of the community.
- Ensure that the vulnerable are provided with additional support during an emergency.
- Ensure that communications are maintained within the community and District Council.
- Ensure that Confidentiality is maintained where necessary.
- Maintain a record of decisions and actions in the event of an emergency.
- Create a 'grab bag' containing the plan and any appropriate clothing / equipment which may be required.
- Have sufficient knowledge of the plan to act as Co-ordinator or Deputy in their absence.

A blank template is included in Appendix D showing the membership of the Emergency Management Team for completion on the activation of the Community Plan.

4. Activation of the Community Plan

It would be unworkable to have comprehensive plans for the range, scale and scope for all of the potential emergency planning scenarios (some of which are shown in Appendix B). However, following a logical process and recording any actions will help ensure an effective response that can be communicated to partners and stakeholders, The start of this process is the Emergency Action Checklist.

Emergency Action Check List

Action		Complete
1	Dial **999** and ensure the emergency services are aware of the emergency and follow any advice given.	
2	Form an Emergency Management Team.	
3	Contact and inform Malvern Hills District Council of the emergency (if necessary) and provide the contact details for the Emergency Management Team Coordinator to the District Council's Head of Emergency Planning.	

4	Begin recording details of the emergency including: - • Any decisions you have made and why. • Actions taken. • Who you spoke to and what you said. (Including contact numbers) • Any information received. An example log sheet is shown in Appendix C	
5	The Emergency Management Team to contact members of the community that need to be alerted: - • Households affected, noting any vulnerabilities. • Volunteers and key holders as appropriate (should a rest centre be required)	
6	Put in place measures to enable 2-way communication with residents (potentially using the Parish Council's website, e-mail and telephone number and importantly, using available social media)	

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

5. Setting up a Rest Centre

District councils are responsible for setting up a central rest centre during an emergency, however, it may be necessary to set up a temporary place of safety/ reception centre within the village as an option, e.g., for visitors or for people evacuated from their homes.

In Appendix G it lists the buildings that have been identified potentially to house the temporary reception/rest centre in Hallow. The choice of which building will depend on the type of emergency and the volume of people expected. On declaring a Parish Shelter any individual or group using the chosen building will be expected to vacate the property.

Once the Parish Shelter has been activated the evacuees should be advised, depending on the incident type, to turn off electricity, gas and water supplies at their homes and lock all doors and windows. They should gather essential items including: - • Mobile phone • Useful telephone numbers (close relatives, doctor) • House and car keys • Cash and bank cards • Toiletries, sanitary supplies and prescribed medication • Torch and spare batteries.

As an emergency happens the District Council's Head of Emergency Planning will contact the Emergency Management Team Co-ordinator who will be expected to call the key holder of the building for it to be opened up to evacuees. A minimum of three people will be needed to help prepare and set up the rest centre which includes;

- **Reception area** – each evacuee that enters the building will need to register their details including medical details (If there is a queue forming then take brief details of each evacuee, give them a number (in the way of a raffle ticket or numbered wristband) and get them in safely. Once it quietens down or you have a spare person to help you can revisit the forms with the relevant evacuee. Anyone that leaves the building for whatever reason needs to sign in and out (sheet needed for this). It is very important you know exactly where everyone is.
- **Refreshments** – Teas and coffees need to be available for everyone, especially if the weather is cold and wet.
- **Signage** - to be put up so people are clear where they are going.
- **Communication –** The Chair of the Parish Council or one of the members of the EMT will be expected to be in contact with the District Council's Head of Emergency Planning. For residents, communication is key, therefore a resident could listen to reports on the radio and relay updates.

- **Supplies** – It would be ideal if an emergency suitcase could be stored at an ideal place in preparation for the opening of a rest centre. This could include things like registration forms, pens, numbered wristbands, torches, signage etc whatever is needed to initially open to public.
  If the District Council's Emergency Planning Team can travel to the Rest Centre they will deliver supplies from the Civic Centre e.g blankets, sleeping bags, air beds, pumps.

The EMT will need to prepare for more staff to take over shifts if it looks like it is going to be for a prolonged period of time.

Key information

The Appendices of this plan provide areas to record key information to plan for and use in the event of an emergency.

Appendix A - Household Emergency Plan
Appendix B - Potential Emergency Scenarios and mitigating actions
Appendix C - Blank log Sheet example
Appendix D - Emergency Planning Team Membership
Appendix F - Key Contact List
Appendix G - Community Resources
Appendix H - Communications
Appendix I - Map of the Community
Appendix J - Plan Distribution

Restricted Distribution

Appendix R1 – Key Contact (Not for general distribution)
Appendix R2 – Vulnerable Groups within the Community.

Appendix A - Promoting community resilience

Household Emergency Plan

The following Householder Emergency Plan can be copied and distributed to residents in your community.

Emergencies can affect the County with little or no notice. Being prepared can reduce the effects on your families lives, reduce need for support, and enable you to support the vulnerable in your community.

Complete the following sections and keep it in a safe place your household can easily access

If you are not involved in an incident but are close by or believe you may be In danger, in most cases the advice is :

GO IN, STAY IN, TUNE IN.

Station	Frequency	Website
BBC Hereford & Worcester Radio	104 & 94.7	www.bbc.co.uk/bbcherefordandworcester

Household Contact Details	

Appendix B

Potential Emergency Scenarios and mitigating actions

When assessing the risks in the community the likelihood and the impact of the event should be considered. Many of the risks will be planned for at a National / Regional / County or District level. Therefore, consider how the Parish Council could respond and work with other agencies in mitigating the event.

How do you turn off the following? Who is responsible?
Electricity
Gas
Water

CREATING AN EMERGENCY BOX

Be prepared. Creating an emergency box will help locate essential equipment quickly in an emergency.

Some suggested items are: -	
...Torch and spare batteries ...Battery powered radio and spare batteries ...Candles / Matches ...First Aid kit	...Toiletries ...List of useful contact numbers ...Copy of this plan

In case you are unable to leave the house it is suggested you should have:	In case you are stuck in your car it is suggested you should have:
...Bottled Water ...Ready to eat food (tinned) ...Bottle/Tin opener	...Bottled Water ...Blankets ...Torch and Spare Batteries

If you are in a position where you are able to offer help to your community start by checking that your neighbours are alright.

Name	Address	Telephone number	Mobile

Useful Websites	
Worcestershire County Council	www.worcestershire.gov.uk
BBC Hereford and Worcester	www.bbc.co.uk/bbcherefordandworcester
National Flood Forum	www.floodforum.org.uk
Environment Agency	www.environment-agency.gov.uk
Highways England	www.gov.uk/government/organisations/highways-agency

Emergency	Likelihood	Impact	Possible Mitigating Actions
Sustained Power Failure or rota blackout arrangements	Rare	Significant	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies. • Arrange shelter at rest centres.
Sustained Water Failure	Rare	Moderate	• Contact Severn Trent emergency line. • Co-ordinate emergency water distribution location with appropriate agencies

Heavy Snow	Possible	Significant	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies. • Arrange shelter at rest centres for vulnerable residents or stranded travellers.
Flash Flood / Surface Water Flooding (Pluvial)	Rare	Moderate to Significant	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies. • Arrange shelter at rest centres for evacuees.
Fluvial (River) Flood	Rare	Significant	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies. • Arrange shelter at rest centres for evacuees. • Signposting affected residents for any available assistance for recovery.
Local Gas Explosion	Possible	Significant	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies. • Arrange shelter at rest centre for evacuees. • Signposting affected residents for any available assistance for recovery.
Prolonged Cold / Hot Weather	Possible	Significant	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies.
Viral Pandemic	Possible	Significant	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies. • Assist with any relevant agencies with on-going support for vulnerable people. • Promote the actions of other Agencies, e.g. the County Council's 'Here to Help.'
Emergency	**Likelihood**	**Impact**	**Possible Mitigating Actions**
Serious Road Accident	Possible	Moderate	• Provide shelter at rest centres for casualties. • Provide shelter for evacuees (may have crashed into residential property) • Provide first aiders to casualties if needed prior to Emergency Services arriving
Road tanker crash & spill	Possible	Severe (fire, chemical spill, surface waters pollution)	• Provide shelter at rest centres for casualties. • Provide shelter for evacuees • Provide first aiders to casualties if needed prior to Emergency Services arriving • Inform Environment Agency to potentially close pump station barrier.
Major Fire within the Parish	Possible	Moderate	• Provide shelter at rest centre for casualties. • Provide shelter for evacuees • Provide first aiders to casualties if needed prior to Emergency Services arriving

Area of the parish affected by smoke plume from a major fire outside the Parish	Possible	Moderate	• Using any local knowledge, identify any locally vulnerable residents and co-ordinate welfare checks with appropriate agencies.
Mass shooting (rural parish with possible gun licences)	Unlikely	Severe	• Provide shelter at rest centres for casualties. • Provide shelter for evacuees • Provide first aiders to casualties if needed prior to Emergency Services arriving
These are not exhaustive in content			

It should be noted that Hallow Village itself is a linear development. Therefore, an incident on Main Road will potentially divide the village into two.

This could require:

- two separate rest centres
- coordinating teams on either side of the incident
- marking of routes for emergency access between the two sides

Appendix C

Blank Log example for the EMT

It is important to record all information during an emergency. Completing a logging sheet is an easy way to ensure information is not lost. It can also help support, justify any decisions made, actions taken or quickly communicate information (by e-mailing) to responding agencies.

Date	Time	Information / Decision / Action	Initials

Appendix D

Emergency Management Team Membership

(To be completed on activation of the Community Plan)

Emergency Management Team Co-ordinator			
Name	Mobile Number	Landline Number	e-mail address
Emergency Management Team Co-ordinator Deputy			
Name	Mobile Number	Landline Number	e-mail address
Emergency Management Team members (x2)			
Name	Mobile Number	Landline Number	e-mail address

Parish Council Phone Number: - 07539 638121

Parish Council Website: - https://hallowparishcouncil.gov.uk/parish-council

E-mail: - clerk@hallowparishcouncil.gov.uk

Important note - It is important to note that mobile networks have been known to become overwhelmed, so landline contact details should be recorded.

Appendix F

Key Contacts list

Service	Name	Telephone Number	Website / e-mail	Additional Information
Malvern Hills District Council	Out of Hours Head of Projects and Emergency Planning	01527 910682		
MHDC Normal			Normal number	
Worcestershire County Council	Emergency Planning Duty Officer		01905 766171	24/7
Highways Unit			Out of hours 07875 033759	
On-call Public Health doctor	West Midlands Health Protection Unit		westmidlandswest@hpa.org.uk	
Environment Agency	Floodline		www.environment-agency.gov.uk	
Environment Agency Incident Room	Tewkesbury for River Severn		Tewkesbury	Only open in an emergency
Electricity Emergency	National Grid			24/7
Social Care Manager (WCC)				
Gas Emergency				
Water Emergency				24/7
Sewage Emergency				24/7
Parish Hall				
Hallow Church				

Appendix G

Community Resources

Resource	Contact / Key Holder	Capacity	Additional Information

Parish Hall			
The Crown Inn			
Hallow church			
Scout Hut			
Pavilion			
Tennis Club			
Sports and Social club			
Hallow School			

Appendix H

Communications

Providing accurate information is essential during an emergency. Methods available will differ depending upon the type of incident, therefore alternatives should be considered.

E.g. Notice boards, Local meeting, Community leaflets, telephone cascade system, Door knocking.

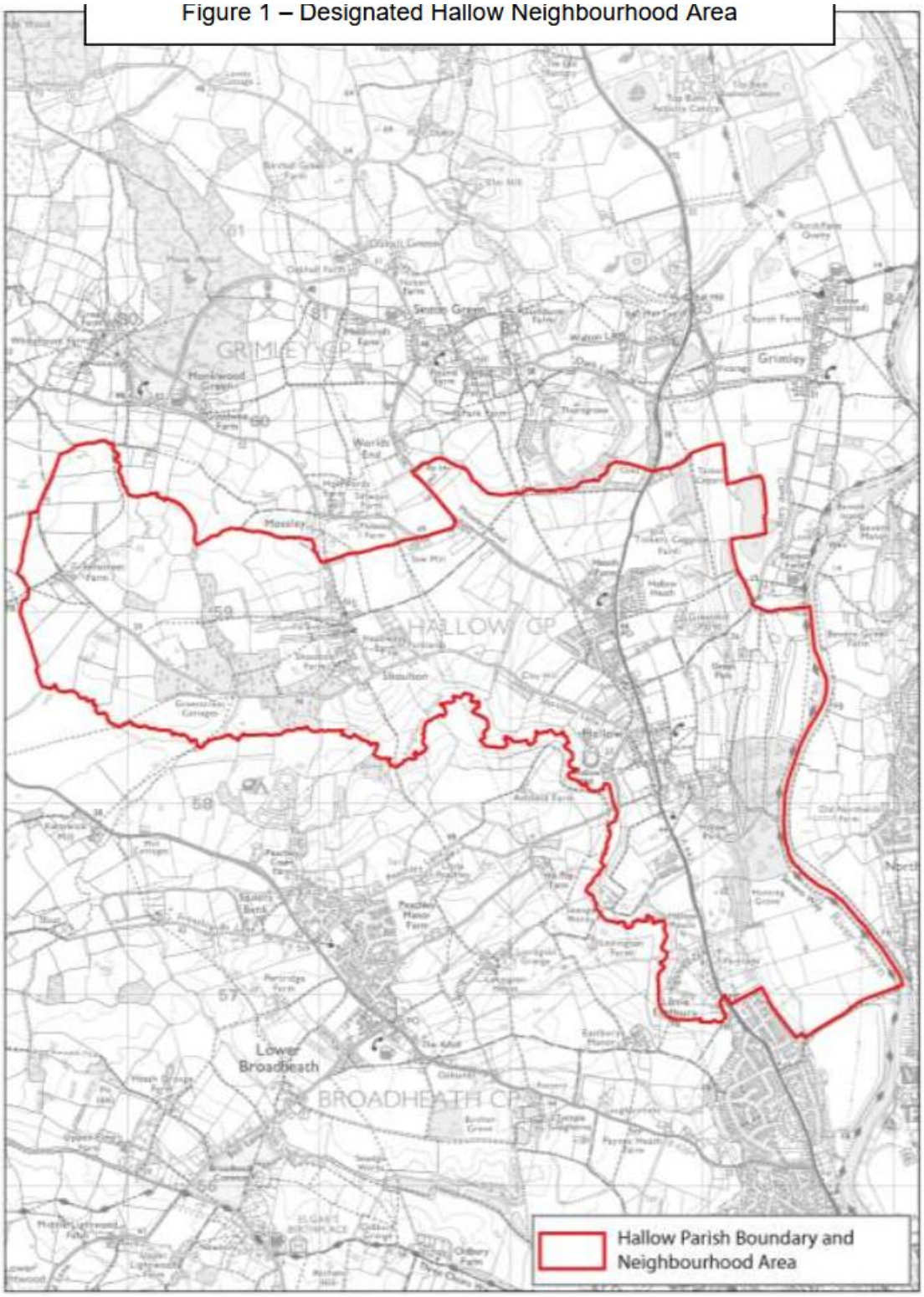
Method	Location (If applicable)	Contact / Responsibility	Additional Information

Key information such as road or school closures are usually reported on local radio.

Station	Frequency	Website
BBC Hereford & Worcester Radio	104.0 FM	www.bbc.co.uk/bbcherefordandworcester

Appendix I

Map of the community



Appendix J

Plan Distribution

Organisation	Contact details	Number of Copies issued	Latest Version number issued	Date Issued
Malvern Hills District Council	Jem Teal, District Councils Head of Projects and Emergency Planning, Wychavon District Council, Civic Centre, Queen Eliizabeth Drive, Pershore, Worcs, WR10 jem.teal@wychavon.gov.uk			
Environment Agency				
Worcestershire County Council Emergency Planning	Tracy Grubb Wychavon District Council Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1P Tracy.Grubb@wychavon.gov.uk			

Restricted Items

Organisation	Contact details	Number issued
MHDC/WDC	Jem Teal jem.teal@wychavon.gov.uk	

Appendix R1

Restricted Key Contacts

Service / Name	Telephone Number	Website	Additional Information
As Restricted Contact list is only held by the Head of Emergency Planning at Malvern Hills District Council, then, Hallow Parish Council will be informed of these during an emergency			

Appendix R2

Vulnerable People within the Community

Name / Organisation	Telephone Number	Address	Additional Information
As Vulnerable People within the Community list is only held by the Head of Emergency Planning at Malvern Hills District Council, then, Hallow Parish Council will be informed of these during an emergency			

Vulnerable people lists are constantly changing and therefore it would not be viable for Communities to permanently hold a list. Emergencies can also make people vulnerable who are not normally and therefore any details should be collated following a major incident.

Information should be provided to the emergency services and welfare agencies as a priority. The Community list should be secondary.

Operational clarifications and checks

DRAFT FOR COUNCIL REVIEW | October 2026

The following additions are proposed to make the plan more usable in an incident. They do not imply that building owners, volunteers or responding agencies have agreed to any arrangements. The Parish Council should verify and approve these items before adoption.

Activation and safety

In immediate danger call 999. Follow instructions from the emergency services. Parish volunteers must not enter hazardous areas, direct traffic or undertake rescue tasks.

Activation and safety

- In immediate danger call 999. Follow instructions from the emergency services. Parish volunteers must not enter hazardous areas, direct traffic or undertake rescue tasks.
- The Clerk or Chairman may convene the Emergency Management Team (EMT), subject to the Council's agreed authority and deputies. Record the time of activation, incident lead and first decisions.
- If the village is divided by an incident on Main Road, consider separate liaison contacts on either side; do not cross cordons or blocked roads.

Communications and information

- Use a single agreed public message, including what has happened, what residents should do, where to obtain updates and when the next update is expected.
- Maintain alternatives if electricity, internet or mobile networks fail: noticeboards, landlines, local radio and safe door-to-door checks.
- Keep a contemporaneous incident log recording decisions, sources, actions, responsibilities and follow-up. Do not publish names or medical information of affected residents.

Temporary places of safety

- Buildings in the community-resource appendix are potential venues only, not confirmed rest centres. Obtain written permission, named keyholders, access arrangements, safe capacity and accessibility information.
- Confirm with Malvern Hills District Council when a temporary place of safety may be opened and who will manage welfare, safeguarding, registration, insurance and onward transfer to an official rest centre.
- Check toilets, drinking water, heating/cooling, lighting, step-free access, fire exits, communications and whether pets can be accommodated.

Vulnerable residents and data protection

- Do not maintain an informal standing list of named vulnerable residents. During an incident, pass relevant concerns promptly to emergency services or the appropriate welfare agency using secure channels.

- Use the minimum personal information needed for an immediate welfare task; restrict access and arrange secure disposal or retention in line with Council policy.

Resources, readiness and review

- Agree whether to hold an EMT grab bag in 2027; suggested contents include printed non-sensitive plan, blank logs, pens, torch, batteries/power bank, high-visibility identification and basic signage.
- Verify emergency telephone numbers, keyholders, facilities and distribution recipients at least annually and after any material change.
- Hold an annual tabletop exercise, record lessons learned, and review the plan after activation. Confirm an accessible master copy and controlled restricted-contact annex.

Outstanding validation and adoption actions
