

## KINGS HILL PARISH



# Community Resilience Plan

If your community are in immediate danger call 999

**Developed by:** Kings Hill Parish Council  
Kings Hill Community Centre  
70 Gibson Drive  
Kings Hill  
Kent ME19 4LG

**Date: Adopted 30.05.2024**

**Date of next review: May 2026**

**Supported by**



## Introduction

### Why do we have this plan?

- 1) To increase the readiness and resilience within the local community in the event of an emergency
- 2) So that community groups may provide support to statutory agencies (if needed)
- 3) Ability for community groups and residents to support themselves when outside assistance from statutory agencies is delayed or overwhelmed.
- 4) To decide what this plan should include.
- 5) To identify the risks most likely to impact our community.
- 6) To identify relevant steps to mitigate and respond to emergency situations.
- 7) To identify vulnerable people/groups in the community
- 8) To identify community resources available to assist during an emergency including people, facilities and equipment.
- 9) To provide key contact details for the Community Resilience Shelter Team, local volunteers, the Emergency Services and local authorities.
- 10) To describe how the plan works and how information is communicated.

## Legalities

Insurance, Health and Safety. It is recognised that those named in this plan are not trained, equipped, empowered or resourced to carry out functions of an emergency service. The response will be confined to supporting the welfare of the people in the community and helping to maintain normal community life. Volunteers provide support at their own discretion and in a voluntary (not compulsory) capacity. No one is obliged to perform duties they do not feel able to undertake and should not put themselves at any risk.

Data Protection Any contact information contained in this plan (e.g. addresses, contact numbers) is classed as 'personal data' under the Data Protection Act (DPA, 1998). Whilst holding this data is legally justified (e.g. in order to protect interests of members of the community in an emergency) the information will be stored and handled sensitively, in accordance with the requirements of the DPA. It is assumed that the Community Resilience and Shelter Coordinator listed in Appendix 1 is the nominated 'Data Controller' and will ensure that 'reasonable steps' are taken to ensure that the information is collected, stored, handled, retrieved, shared and disposed of in an appropriate manner. Contact information held by the Parish Council falls within this Resilience Plan and will only be used in order to plan for and respond to emergencies and communicate with the wider community.

## Section 1 During an Incident

### 1.1. First things to do in the event of an incident

	Actions	Complete
1	Call 999 (if necessary) and follow any advice given.	
2	Contact the Community Resilience Shelter Team and confirm activation of the plan and details of Coordination Point to attend.	
3	<b>Contact your Tonbridge and Malling Borough Council (Emergency Planning)</b> to confirm you are responding, for any advice and providing them with updates as the situation develops.	
4	<b>Ensure each member of the Community Resilience Shelter Team (and volunteers) know what they are doing.</b> Give them a copy of their checklist.	
5	<p><b>Contact other members of the Community that need to be alerted:</b></p> <ul style="list-style-type: none"> <li>• Those specifically at risk (including vulnerable people via the Community Wardens),</li> <li>• The Parish Council via the Parish Clerk</li> <li>• Volunteers, key holders that may be needed.</li> </ul> <p><i>Contact details in Appendices</i></p>	
6	<p><b>Recovery</b> - Once the immediate actions have been completed and the situation starts to improve, start thinking about after the incident, the recovery phase, and how the Community Resilience Shelter Team can help the community return to their day-to-day life. Work with your borough authority on this.</p> <p>Groups and individuals involved in the response should meet to consider the response and any 'lessons learnt' to inform future responses and any subsequent review of this plan.</p>	

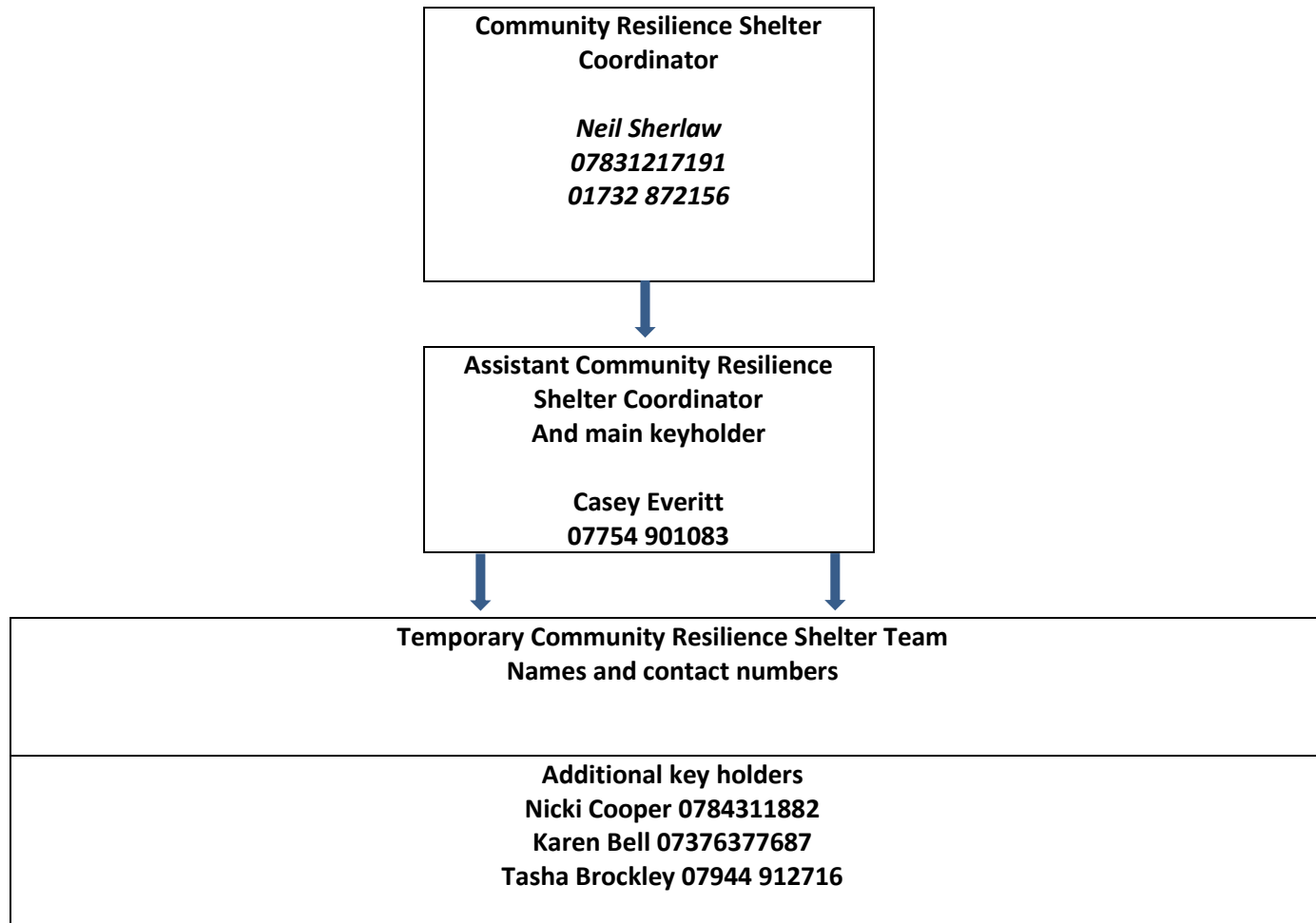
1.2. Collate current information about the incident to communicate to the responding agencies and your team.

A. Details of Current Situation?	Notes
A1. Type of emergency – eg: power outage, RTA leading to significant road closures	
A2. Is there threat to life? Have you called 999?	
A3. Has electricity, gas or water been affected?	
B. Location of incident	Notes
B1. What is the exact Location? ( <a href="#">What 3 Words</a> can be used for this and street address)	
B2. Is it near a village asset, e.g. a school, main access route for your community or other important location?	
C. Are there any vulnerable people involved?	Notes
C1. People with long term medical issues / disabilities	
C2. Elderly	
C3. Non-English-speaking people	

C4. Families with young children	
C5. Other	
<b>D. What resources do we need? i.e. Food/Water, Blankets, Shelter, 4x4 Vehicles</b>	<b>Notes</b>
D1. Food/Water	
D2. Blankets	
D4. Other	
<b>E. Coordination Points</b>	<b>Notes</b>
E1. Where is your Community Resilience Shelter team working from? Section 2.2	Kings Hill Community Centre 70 Gibson Drive Kings Hill Kent ME19 4LG
E2. Where are you setting up a Community Shelter? Section 2.3	Kings Hill Community Centre 70 Gibson Drive Kings Hill Kent ME19 4LG

### 1.3 Communication Tree

The phone tree works as a pyramid, with the coordinator at the top making the first call and in turn, they call an assigned set of people and so on, until the tree is complete.



1.4. Hazards and Actions to take within our community in response to an incident.  
 Actions during and After an Incident.

What might Happen	Impact on community	Actions the Community Resilience Shelter Team can do <b>during</b> an incident?	Comments from response <i>This column can be used after event to note 'lessons learnt'.</i>
A228 Closure due to significant RTA	<ul style="list-style-type: none"> <li>• Consider effect of congestion on local roads and lanes on businesses and residents.</li> <li>• Consider safety implications of heavy haulage and increased traffic volumes on unsuitable roads.</li> <li>• Heavy traffic on Kings Hill local road network</li> </ul>	<ul style="list-style-type: none"> <li>• Notify businesses and residents.</li> <li>• Notify schools.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Unexploded ordnance	<ul style="list-style-type: none"> <li>• Require site specific evacuations.</li> </ul>	<ul style="list-style-type: none"> <li>• Make residents aware of risk.</li> <li>• Establish from bomb disposal how long.</li> <li>• Open shelter for affected residents.</li> <li>• Communicate to residents once risk has passed.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
High Winds	<ul style="list-style-type: none"> <li>• Damage to Property</li> <li>• Damage to Local Infrastructure</li> <li>• Loss of power</li> <li>• Vulnerable people at risk</li> <li>• Travel disruption.</li> </ul>	<ul style="list-style-type: none"> <li>• The Community Emergency Response Team should during an incident stay indoors as much as possible; do not go outside to repair damage during a storm.</li> <li>• Compile a list of damage to local infrastructure to communicate to the relevant agency.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

What might Happen	Impact on community	Actions the Community Resilience Shelter Team can do <b>during</b> an incident?	Comments from response <i>This column can be used after event to note 'lessons learnt'.</i>
Heavy Snow & Extreme Cold	<ul style="list-style-type: none"> <li>• Damage to property</li> <li>• Loss of business</li> <li>• Vulnerable people at risk</li> <li>• Travel disruption.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a point of contact for the coordination of volunteers around clearing / salting paths.</li> <li>• Clear essential paths</li> <li>• Visit vulnerable to assess any needs.</li> <li>• Encourage residents to stock up on essentials.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Heat Wave / Drought	<ul style="list-style-type: none"> <li>• Vulnerable people at risk of suffering from Heat Exhaustion and Heat Stroke</li> </ul>	<ul style="list-style-type: none"> <li>• Refer residents to the home checklist for keeping cool. <a href="https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist">https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist</a></li> <li>• Listen to the weather forecasts and the alerts from the Met Office <a href="https://www.metoffice.gov.uk/public/weather/heat-health/?tab=heatHealth&amp;season=normal">https://www.metoffice.gov.uk/public/weather/heat-health/?tab=heatHealth&amp;season=normal</a></li> <li>• Advise your community to stay wherever if coolest if they can, drink plenty of water and follow the guidance on the NHS website. <a href="https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/">https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/</a></li> <li>• Share on social media / direct people to the Gov guidance <a href="https://www.gov.uk/guidance/public-health-impact-of-drought-advice-for-the-public">https://www.gov.uk/guidance/public-health-impact-of-drought-advice-for-the-public</a></li> <li>• Share information with vulnerable residents about signing up to the Priority Services Register for relevant water company.</li> </ul>	

What might Happen	Impact on community	Actions the Community Resilience Shelter Team can do <u>during</u> an incident?	Comments from response <i>This column can be used after event to note 'lessons learnt'.</i>
Electricity Failure	<ul style="list-style-type: none"> <li>• Loss of streetlights</li> <li>• Loss of traffic signals</li> <li>• Loss of business</li> <li>• Unable to cook food.</li> <li>• Vulnerable people at risk- personal medical support machinery</li> <li>• Limited Communications</li> </ul>	<ul style="list-style-type: none"> <li>• Check if neighbours have lost services too. If others are affected it makes a difference to what you should do</li> <li>• Establish from the utility company how long they think the power will be off for.</li> <li>• Establish the extent of the power cut.</li> <li>• If it is a prolonged power cut or in particularly wintry weather look at opening a Community Shelter if any have alternative fuel sources</li> <li>• If the power cut is for a prolonged period, take precautions to stay safe: Be wary using candles, naked flames and portable heating. Never leave lit candles in unoccupied rooms or with unsupervised children or animals.</li> <li>• Communicate to residents.</li> </ul>	
Halloween Events	<ul style="list-style-type: none"> <li>• Anti-social behaviour</li> <li>• Theft from shops</li> <li>• Vandalism</li> </ul>	<ul style="list-style-type: none"> <li>• BEFORE event arrange multi agency meeting to plan in June.</li> <li>• Co coordinate with Kings Hill Estate Management security</li> <li>• Coordinate with Community Wardens</li> <li>• Report any incidents to Police after the event and record crime numbers.</li> </ul>	

What might Happen	Impact on community	Actions the Community Resilience Shelter Team can do <b>during</b> an incident?	Comments from response <i>This column can be used after event to note 'lessons learnt'.</i>
Gas Failure	<ul style="list-style-type: none"> <li>• Extreme cold especially vulnerable people</li> <li>• Unable to cook food.</li> </ul>	<ul style="list-style-type: none"> <li>• Establish from the utility company how long they think the gas will be off</li> <li>• Establish the extent of the gas outage.</li> <li>• If it is a prolonged gas outage or in particularly wintry weather look at opening a Community Shelter if any have alternative fuel sources</li> <li>• Encourage vulnerable residents to sign up to the <a href="https://www.britishgas.co.uk/Priority-Service-Register">https://www.britishgas.co.uk/Priority-Service-Register</a></li> </ul>	
Water Supply Failure	<ul style="list-style-type: none"> <li>• Health hazard from untreated water</li> <li>• Vulnerable people at risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate the delivery of bottled water to residents who are unable to get out.</li> <li>• Have backup supply at Community Shelter.</li> <li>• Offer to help at a water distribution site if set up by the water company / local authority.</li> <li>• Communicate to residents.</li> <li>• Contact Southeast Water re bottled supplies and ensure locations are publicised.</li> </ul>	
Pandemic	<ul style="list-style-type: none"> <li>• Vulnerable people at risk</li> <li>• Unable to leave home to access services, e.g. food/prescriptions.</li> <li>• Closure of local services due to staff shortages</li> <li>• Transport to vaccine centres</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage people to sign up for supermarket and prescription delivered.</li> <li>• Establish a central community hub where residents can be signposted to options for advice.</li> <li>• Provide contact details of online resources.</li> <li>• Contact emergency volunteers to increase available numbers.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

2

### 2.1. Communication with residents during an incident

This section details how the Community Resilience Shelter Team will provide information and communicate with members of the community. This should also include methods for when the mobile network and landlines are unavailable.

Contact Kings Hill Estate Management and obtain their co-operation to distribute printed information (e.g. posters or leaflets) to local retail premises.

#### Written and visual

Type:	Where:
Posters	Via KHEM Community Centre, Local Supermarkets, Pub.
Noticeboards	Parish Council noticeboards
Leaflets / information sheet	Community Hall and via KHEM: Local Supermarkets, Pub.
Social media / Websites	Community Facebook and other social media pages / Parish Council Website

#### Verbal – places where your community can talk to someone to find out information.

Type:	Where:
Briefing Point (s)	Community Centre
Door Knocking in affected areas.	If possible subject to volunteer numbers.

## 2.2 Community Coordination Point Details

This is a central information point for the community to come to for updates on an incident, information or support -.

Name of Premises	Kings Hill Community Centre
Address & <a href="https://w3w.co/otter.teaches.tops">What 3 Words</a> location. <a href="https://w3w.co/otter.teaches.tops">https://w3w.co/otter.teaches.tops</a>	70 Gibson Drive Kings Hill Kent ME19 4LG
Main public phone number Out of hours keyholders	01732 870382
Email/Website	<a href="mailto:clerk@kingshillparish.gov.uk">clerk@kingshillparish.gov.uk</a> <a href="https://www.kingshillparish.gov.uk">https://www.kingshillparish.gov.uk</a>
Details	Maximum capacity 200 people  Heating type – gas  Generator NO  Number of toilets 7  Number of parking spaces approx. 50  Disabled toilets/ ramp, disabled parking, lift  Additional rooms available for private meetings.
Wi-Fi available	Provider    Focus                      Password    KHP2021!!

### 2.3 Temporary Community Resilience Shelter Details

This is a temporary shelter facility set up in the early stages of a response and differs from a rest centre or local authority managed facility that may be set up further into an emergency response.

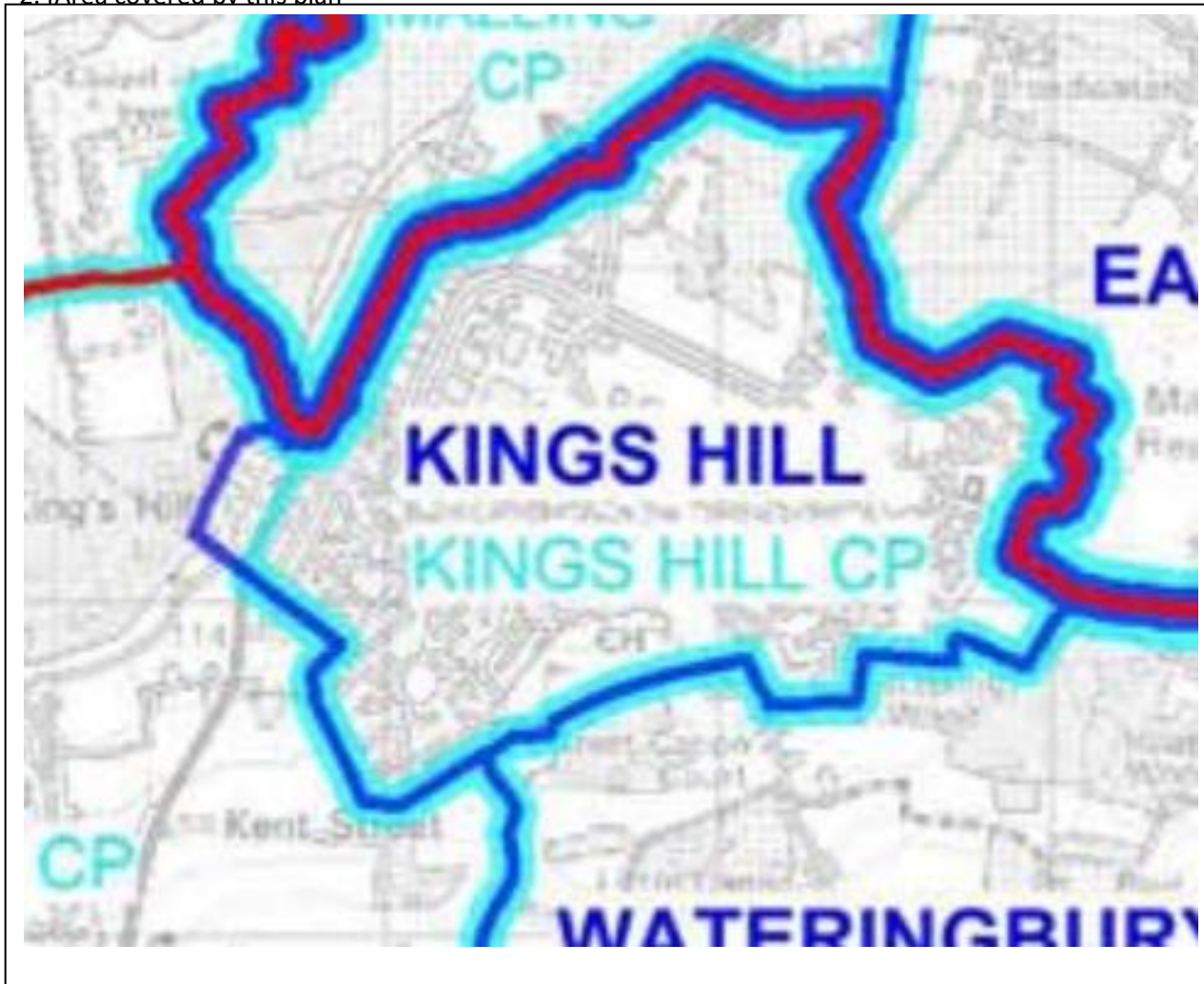
#### Shelter 1

Name of Premises	Kings Hill Community Centre		
Address & <a href="#">What 3 Words</a> location. Is the Shelter at risk of flooding?	70 Gibson Drive Kings Hill Kent ME19 4LG		
Main contact details- phone/email/ website	Kings Hill Parish Council 01732 870382 email <a href="mailto:clerk@kingshillparish.gov.uk">clerk@kingshillparish.gov.uk</a> kingshillparish.gov.uk keyholders		
Details	Maximum size 200 Heating type – gas Generator None Number of toilets 7 Number of parking spaces approx. 50 Disabled toilet/ ramp, disabled parking, lift Additional rooms available for private meetings.		
Kitchen facilities	Cooker, microwave, fridge, freezer, hot water urn, kettle, crockery, cutlery		
Disabled Access/Facilities	Disabled toilets/ ramp, disabled parking, lift		
Wi-Fi available	Provider	Focus	Password KHP2021!!

Photo of  
Community  
Resilience Shelter



2.4 Area covered by this plan



Two main access points from A228.

## 2.1 Insurance

Details of insurance cover should be listed below. However, the roles in this plan are voluntary and volunteers are not expected to put themselves in any danger

**If a responding agency deploys a volunteer (e.g. a flood warden), they may be covered by the responding agencies insurance.**

Policy details	
<b>Insurance Policy Holder</b>	Kings Hill Parish Council
<b>Insurance Policy Number</b>	8050553
<b>When is this policy active?</b>	When deployed by Kings Hill Parish Council Proper Officer
<b>Start Date of Policy</b>	1 <sup>st</sup> December 2024
<b>End Date of Policy</b>	30 <sup>th</sup> November 2025
<b>Underwriter/Insurer</b>	Hiscox Insurance Company Limited
<b>Contact</b>	The Community Team 01483 462860 email community@ajg.com

Attached Copy Council's Public Liability Insurance Policy

**3.0. Document Control**

3.1. Amendment list

Summary of changes	Issue number & date	Changed by
	Draft version Jan24	Claire Stewart
	Adoption date 30.05.24  date update due May 2025	Karen Bell  Nicki Cooper

3.2. Who has a copy of this plan?	Organisation	Phone number/email address	Issued on
Emergency Planning Officer	TMBC Borough Council	<a href="mailto:emergencyplanning@tmbc.gov.uk">emergencyplanning@tmbc.gov.uk</a> 01732 844522	
Kent County Council	Community Emergency Co-ordinators	01622 675570 <a href="mailto:Resilience@kent.gov.uk">Resilience@kent.gov.uk</a>	
Parish Council	Kings Hill Parish Council members and officers.	01732 870382 <a href="mailto:clerk@kingshillparish.gov.uk">clerk@kingshillparish.gov.uk</a>	
Community Wardens		Central Warden contact number 03000413455	
Kent Fire and Rescue	Resilience  Andrea Allegra	01622 692121 x 8598  andrea.allegra@kent.fire-uk.org  07771905845	

#### 4.1 Responding to an Emergency

CHECKLIST: First Steps in an Emergency for the Community Resilience Shelter Coordinator

Follow the instructions below when the plan is activated.

	Actions	Complete
1	Call 999 (if necessary) and relevant emergency service; follow any advice given	
2	Ensure you are not in immediate danger	
3	Consider starting to write a log (Appendix 3) containing any decisions you made and who you spoke to/what was said.	
4	Contact TMBC (Emergency Planning) for advice providing them with updates as the situation develops.	
5	Contact the Community Resilience Shelter Team and meet to discuss the situation, using the first meeting agenda. Consider inviting other key personnel (including members of the community who may work in the emergency services if appropriate).	
6	Agree actions and ensure each of the Community Resilience Shelter Team know what they are doing. i.e. Opening Community Shelter/ communicating situation with community	
7	Contact other members of the Community that need to be alerted: - Those specifically at risk (including vulnerable people) - The Town Council via the Town Clerk - Volunteers and key holders that may be needed (Contact to the community may be to initially inform them of the emergency or to provide Emergency Service advice and action to be taken)	
8	Meet regularly to discuss the developing situation, outstanding actions, community priorities and resources available/ required.	
9	Once the immediate actions have been completed and the situation starts to improve, start thinking about the recovery phase and how the Community Emergency Response Team can help return to everyday life.	

#### 4.2 Draft Community Resilience Shelter Team First Meeting Agenda

1. Date:
2. Time:
3. Location:
4. Attendees:
5. What is the current situation?  
*: • Type of emergency: • Is there a threat to life? • Has electricity, gas or water been affected?*
6. Location of the emergency. *Is it near: • A school? • A vulnerable area? • A main access route? Are there any vulnerable people involved? • Elderly • Families with children • non-English-speaking people. • People with long term medical issues*
7. What information/advice have you received from TMB Council Emergency Planning Officer?
8. What assistance has been asked for by Community wardens?
9. How can we support the emergency response?
10. What resources do we need? *• Food? • Off-road vehicles? • Blankets? • Shelter?*
11. What actions can safely be taken?
12. Who is going to take the lead for the agreed actions and reporting updates?
13. Any other issues?

*Provide frequent situation reports to the TMB Council Emergency Planning Officer.*

#### **4.3Communication**

## Communication with Residents

This section details how the Community Resilience Shelter Team will provide information and communicate with members of the community during an emergency. This should also include methods for when the mobile network and landlines are unavailable. Communication to businesses for dissemination to be distributed via Kings Hill Estate Management.

### Written and Visual

Type	Where
posters	Parish offices, community centre, school and nursery, local supermarkets and pub
noticeboards	Parish noticeboards
leaflets	Parish offices, community centre, school and nursery, pub
Parish council website	notices and posters on home page and duplicated on community pages
Social media	Parish council Facebook pages, local community Facebook pages

### Verbal

Briefing point	Community centre
Door knocking /telephone contact if available	Identified vulnerable residents. Notify Community wardens
Mobile telephone	Emergency response team liaison
LAN phone	Emergency response team liaison 01732 870382

## 4.4Resources and Key Locations

Community Skills and resources The Community Resilience Shelter Team will encourage local residents to provide information, voluntary help and resources to assist with any perceived emergency. The Parish Council in partnership with the Team will prepare and maintain such information as follows:

1. Volunteers: Organisations and individuals who already volunteer, or who would be prepared to volunteer in an emergency.
  2. Equipment: Tools and machinery which might be needed in an emergency and people qualified, capable and willing to operate them.
  3. Supplies: Food, water and medical supplies and local suppliers and businesses who would be willing to provide them.
  4. Transport: Vehicles which could be used by the community in an emergency. Drivers willing and able to help with the distribution of supplies.
- Contact details of community members who have relevant skills and resources available during an emergency can be found in the contact directory.

#### **4.5 Community Resilience Shelter:**

The main functions of the Community Resilience Shelter team are to:

1. Act as the focus for the co-ordination of the community's activity in response to an emergency
2. Receive, collate, analyse, display, and distribute information.
3. Make an overall assessment of the initial situation and, as the incident develops, determine priorities.
4. Liaise with TMB Council
5. Request support from statutory agencies as required.
6. Maintain efficient communication links.
7. Assess, implement, and record financial transactions arising from the emergency.
8. Provide the facility within which the necessary staff (including those of other organisations) can work effectively.

The primary role of the Community Emergency Centre is to provide a recognised point from which all matters relating to the community's response can be managed.

#### **Community Shelter**

It might be necessary for some members of the community to be evacuated from their homes to a place of safety, such as a community shelter, where their needs can be assessed, and assistance given by the appropriate responders. Immediate personal needs will be met as far as possible, and over-night accommodation arranged if necessary. The location of this is the Community Centre ,70 Gibson Drive, Kings Hill, ME19 4LG.

### 5. Community Resilience Shelter Centre Team Leader Checklist

The Community Emergency Centre Team Leader is responsible for obtaining, collating, storing, producing and disseminating information needed by the Community Emergency Coordinator and Assistant Community Emergency Coordinator. The Community Emergency Centre Team Leader must keep themselves fully briefed on the situation. He/ she will be responsible for allocating specific roles to the Community Emergency Centre Team as required such as a District Liaison Officer or any other roles that they decide are required in the response to that incident. Those specific roles will ensure a constant flow of information concerning critical issues of the emergency.

	Action	Notes/Complete
1	Upon arrival at the Community Emergency Centre oversee and assist in the setup of the facility.	
2	Ensure staffing levels are appropriate; assign roles to members of the Community Emergency Centre Team. Request additional resource as required.	
3	Obtain initial information from the Community Emergency Co-ordinator or the Assistant Community Emergency Coordinator and ensure that all the information on the current situation, including request for assistance and key information is logged.	
4	Once all staff have arrived, give an initial brief which will set out how you would like the Community Emergency Centre to be run and state the first focus points and what actions you would like to come from them.	
5	Ensure that all relevant communication links are established and maintained.	
6	Conduct regular briefings (no longer than 5 minutes).	

5.3 The role of Community Resilience Shelter Co-ordinator (and their deputy) is fulfilled by a Parish Council appointed volunteer or a councillor who provides a vital link between residents and organisations planning for and responding to an emergency.

Their role includes the following:

- Facilitate the completion and maintenance of the Community Emergency Plan (this plan)
- Call a community meeting during an emergency (if deemed necessary)
- Co-ordinate the community response to an emergency
- Act as the main contact point for the District Council and ensure that two-way communication is maintained.
- Provide a link between the community and other agencies responding, which may include the Emergency Services and the Town Council
- Assist the District and Town Council and appropriate agencies in emergency preparedness through awareness-raising activities

#### 5.4 Checklist

	Action	Notes/complete
1	Alert the Assistant Community Emergency Coordinator who will call the Community Emergency Response Team	
2	Begin a record of actions and decisions.	
3	Assign specific roles / areas of responsibility to the Community Emergency Response Team as needed, e.g. communications, loggist, resources, information, welfare provision, etc. and confirm actions	
4	Open community shelter if required.	
5	Alert volunteers / relevant resource holders as required.	
6	Begin warning and informing activities to those under threat as appropriate	
7	Alert TMBC if appropriate	
8	Support and handover control to emergency services / other authorities if required.	
9	Provide local knowledge and frequent updates to authorities.	
10	Coordinate community response.	
11	Arrange for support of the vulnerable	
12	Meet regularly and review progress of incident; respond as appropriate	
13	Confirm and communicate the end of the incident.	
14	Complete incident log.	
15	Support community in recovery by providing advice and information.	
16	Arrange debrief and review preparedness / plan as necessary	

**6.**

**6.1 Community Organisations; Attached.**

**Emergency Contacts/Staff and Councillors/Kings Hill Contacts/View from the Hill Contacts**